



SPECIAL AND REGULAR MEETING AGENDA

Date: 6/5/2018
Time: 6:00 p.m.
City Council Chambers
701 Laurel St., Menlo Park, CA 94025

According to City Council policy, all regular meetings of the City Council are to end by midnight unless there is a super majority vote taken by 11:00 p.m. to extend the meeting and identify the items to be considered after 11:00 p.m.

6:00 p.m. Closed Session (City Hall - “Downtown” Conference Room, 1st Floor)

Public Comment on these items will be taken before adjourning to Closed Session.

CL1. Closed session conference with legal counsel pursuant to Government Code section 54956.9(d)(1) regarding existing litigation: 1 case

Case Name: Talavera v. City of Menlo Park; Case No.: RG17869108

CL2. Closed session conference with legal counsel pursuant to Government Code section 54956.9(d)(1) regarding existing litigation: 1 case

Case Name: Chamberlin v. City of Menlo Park et al, United States District Court, Northern District of California, Case No.: 3:17-CV-04994-LB

7:00 p.m. Regular Session

- A. Call to Order**
- B. Roll Call**
- C. Pledge of Allegiance**
- D. Report from Closed Session**
- E. Public Comment**

Under “Public Comment,” the public may address the City Council on any subject not listed on the agenda. Each speaker may address the City Council once under Public Comment for a limit of three minutes. Please clearly state your name and address or political jurisdiction in which you live. The City Council cannot act on items not listed on the agenda and, therefore, the City Council cannot respond to non-agenda issues brought up under Public Comment other than to provide general information.

F. Commissioner Reports

F1. Housing Commission quarterly update

G. Consent Calendar

- G1. Accept the City Council meeting minutes for April 24 and May 8, 2018 ([Attachment](#))
- G2. Adopt a Specific Plan and Zoning Ordinance amendment associated with the Guild Theater Renovation Project at 949 El Camino Real ([Staff Report #18-122-CC](#))
- G3. Authorize the City Manager to amend the contract with CalWest Lighting & Signal Maintenance to provide traffic signal and street light maintenance services ([Staff Report #18-118-CC](#))
- G4. Authorize the City Manager to send a staff representative with the July 2018 Bizen Student Exchange Trip and approve related travel expenses not to exceed \$3,000 ([Staff Report #18-124-CC](#))
- H. Public Hearing**
- H1. Public Hearing on proposed fiscal year 2018-19 budget and Capital Improvement Plan ([Staff Report #18-123-CC](#))
- H2. Consider an appeal of the Planning Commission approval of a use permit for a new residence at 752 Gilbert Avenue ([Staff Report #18-117-CC](#))
- I. Regular Business**
- I1. Adoption of resolution calling election to place charter measure on ballot, approval of final proposed charter language and recommendation from ad hoc committee on inclusion of term limits in charter and charter committee formation ([Staff Report #18-120-CC](#))
- J. Informational Items**
- J1. Update on Land Management Information System Replacement ([Staff Report #18-121-CC](#))
- J2. Update on the Citywide Safe Routes to School program ([Staff Report #18-119-CC](#))
- K. City Manager's Report**
- L. Councilmember Reports**
- M. Adjournment**

At every Regular Meeting of the City Council, in addition to the Public Comment period where the public shall have the right to address the City Council on any matters of public interest not listed on the agenda, members of the public have the right to directly address the Council on any item listed on the agenda at a time designated by the Mayor, either before or during the City Council's consideration of the item.

At every Special Meeting of the City Council, members of the public have the right to directly address the City Council on any item listed on the agenda at a time designated by the Mayor, either before or during consideration of the item.

Any writing that is distributed to a majority of the City Council by any person in connection with an agenda item is a public record (subject to any exemption under the Public Records Act) and is available for inspection at the City Clerk's Office, 701 Laurel St., Menlo Park, CA 94025 during regular business hours. Persons with disabilities, who require auxiliary aids or services in attending or participating in City Council meetings, may call the City Clerk's Office at 650-330-6620.

Agendas are posted in accordance with Government Code Section 54954.2(a) or Section 54956. Members of the public can view electronic agendas and staff reports by accessing the City website at menlopark.org/agenda and can receive email notification of agenda and staff report postings by subscribing to the "Notify Me" service at menlopark.org/notifyme. Agendas and staff reports may also be obtained by contacting City Clerk at 650-330-6620. (Posted: 5/31/2018)



SPECIAL AND REGULAR MEETING MINUTES - DRAFT

Date: 4/24/2018
Time: 6:00 p.m.
City Council Chambers
701 Laurel St., Menlo Park, CA 94025

Councilmember Kirsten Keith will be participating by phone from:
2611 Kiahuna Plantation Dr., #10F, Koloa, HI 96756

6:00 p.m. Special Session

SS. Study Session

SS1. Discussion and feedback on the process for potentially developing a downtown parking structure (Staff Report #18-092)

Housing and Economic Development Manager Jim Cogan introduced the item and made a presentation (Attachment).

- Judy Adams spoke in support of a parking garage in conjunction with a movie theatre.
- Meg McGraw-Sherer spoke in support of affordable housing as the mixed-use structure with a parking garage.
- Daniel Valverde, Housing Leadership Council representative, spoke in support of affordable housing as a mixed-use with a parking garage.
- Michele Tate spoke in support of affordable housing as a mixed-use with a parking garage.
- Adina Levin, Complete Streets Commission representative, spoke in support of increasing downtown access and provided suggestions aside from a parking structure.
- Lynne Bramlett spoke in support of the mixed-use structure with either a movie theatre or affordable housing.
- Fran Dehn spoke in support of a parking structure.
- Katie Behroozi commented that there is a lack of parking in the downtown area, but questioned whether a parking garage was the most cost effective solution.
- Jen Wolosin commented that technology is streamlining movies and driving and urged City Council to consider the future needs of parking.
- Diane Dittmar spoke in support of a parking structure.
- John Conmay spoke in support of a parking structure.
- Diane Bailey spoke in support of a parking structure.

After discussion, the City Council expressed support for the mixed-use structure with affordable housing or an entertainment venue. City Council also requested more details on funding and suggested an ad hoc subcommittee be put into place. City Manager Alex McIntyre spoke in support of the subcommittee but clarified this project timeline would have to be extended due to staffing.

7:00 p.m. Regular Session

A. Call to Order

B. Roll Call

C. Pledge of Allegiance

Mayor Ohtaki led the pledge of allegiance.

D. Presentations and Proclamations

D1. Proclamation recognizing Arlinda Heineck

Mayor Ohtaki presented a proclamation to Arlinda Heineck.

D2. Proclamation recognizing Jim Cogan

Mayor Ohtaki presented a proclamation to Jim Cogan.

D3. Certificates of Recognition for Menlo Green Challenge Winners

Mayor Ohtaki presented certificates of recognition for Menlo Green Challenge winners.

D4. Certificates of Recognition for Green Businesses

Mayor Ohtaki presented certificates of recognition for green businesses.

E. Public Comment

- Sue Connelly spoke against the new main library and questioned where the need for new library began and where funding would come from.
- Helen Grieco, California Common Cause representative, thanked the City Council and community for all the work entered into with the electoral districting.
- Adina Levin stated that Assembly Bill 2363 allows local cities discretion in setting speed limits and supports the “20 is plenty” moto for neighborhood streets.
- Dr. Mary Streshly commented that open lines of communication should be kept between Facebook and Menlo Park because the zoning will affect the school districts.
- Osnat Loewenthal expressed the need for more outreach to the parents of children attending the Child Care Center regarding the new main library project.
- Pamela Jones notified the City Council and members of the public of the League of Women Voters candidate forums on April 25 and 28, 2018. She also commented that the June 5 election is using a new system and there will be no polling places.
- Katie Behroozi provided a recap of the bicycle training performed over the weekend by the Parents for Safe Routes and thanked Mayor Ohtaki for attending.
- Sean Mulcahy requested City Council to provide logistics on the construction aspect of the Guild renovation.

F. Commission Report

F1. Consider applicants and make appointments to fill vacancies on the various City commissions and committees (Staff Report #18-093-CC)

The City Council made appointments to fill vacancies on the Complete Streets Commission, Environmental Quality Commission, Housing Commission, Library Commission, Parks and Recreation Commission, Planning Commission, and Finance and Audit Committee.

G. Consent Calendar

- G1. Accept the City Council meeting minutes for February 13, March 21 and March 27, 2018
- G2. Waive the reading and adopt Ordinance No. 1044 amending Municipal Code Chapter 2.04, City Council, of Title 2, Administration and Personnel, to establish a district based electoral system and to adopt a map describing the boundaries of each district and disband the Advisory Districting Committee (Staff Report #18-091-CC)
- G3. Adopt Resolution No. 6433 approving the list of projects eligible for fiscal year 2018-19 funds from Senate Bill 1: The Road Repair and Accountability Act of 2017 (Staff Report #18-087-CC)
- G4. Adopt Resolution No. 6434 accepting dedication of a public access easement at 937 Hamilton Ave. and authorize the public works director to sign agreements as required for the public access easement (Staff Report #18-089-CC)
- G5. Authorize the city manager to enter into master professional agreements with Liebert Cassidy Whitmore, Sloan Sakai Yeung & Wong LLP, Robert Half, and Maze and Associates for professional and contract services (Staff Report #18-086-CC)

ACTION: Motion and second (Cline/Keith) to approve the consent calendar, passed unanimously.

H. Public Hearing

- H1. Adopt Resolution No. 6436 amending the City's comprehensive master fee schedule for Community Development, Community Services, Library, Police and Public Works (Staff Report #18-095-CC)

Administrative Services Director Nick Pegueros introduced the item and made a presentation (Attachment).

Mayor Ohtaki opened the public hearing.

No public comment.

Mayor Ohtaki closed the public hearing by acclamation.

The City Council directed staff to implement all fees July 2018 with the exception of single-family residential building permit fees. Those fees will be phased in over the next four years.

ACTION: Motion and second (Carlton/Ohtaki) to adopt Resolution No. 6436 amending the City's master fee schedule to incorporate proposed changes in fees to become effective immediately; July 1, 2018 with the exception of single-family residential building projects to become effective over the next four years, passed unanimously.

I. Regular Business

- I1. Adopt Resolution No. 6435 to approve an amended and restated franchise agreement with Recology for waste collection services between 2021 and 2035 (Staff Report #18-090-CC)

Sustainability Manager Rebecca Lucky introduced the item and made a presentation (Attachment).

ACTION: Motion and second (Carlton/Cline) to adopt Resolution No. 6435 to approve an amended and restated franchise agreement with Recology for waste collection services between 2021 and 2035. The motion passed 3-0-2 (Mueller and Keith abstained).

12. Receive an update on the Transportation Master Plan and provide direction on regional infrastructure priorities (Staff Report #18-084-CC)

Assistant Public Works Director Nicole Nagaya introduced the item and made a presentation. (Attachment)

- Andrew Boone stated that traffic congestion will be a result from projects and expressed concern that projects do not align with the general plan.
- Pamela Jones commented that Menlo Park funnels Santa Clara County traffic.
- Cecilia Taylor spoke against flyovers in the Belle Haven neighborhood.
- Adina Levin, representing the Complete Streets Commission, commented that Willow Road is a local street as well as a pass through for vehicles and should be considered a neighborhood street.

City Council supported the removal of alternative two, conversion from expressway to freeway for mixed flow, and alternative four, stand alone grade separation at either University or Willow. There was also discussion on ways to reduce cut through traffic on Willow. City Council directed staff to start a dialogue with the City of Mountain View requesting their support towards the improvements.

J. Informational Items

- J1. Quarterly financial review of General Fund operations as of March 31, 2018 (Staff Report #18-097-CC)
- J2. Review of the City's investment portfolio as of March 31, 2018 (Staff Report #18-094-CC)
- J3. Quarterly update on the 2018 City Council Work Plan (Staff Report #18-096-CC)
- J4. Removal of the relocation of Independence Drive from the zoning map (Staff Report #18-088-CC)

K. City Manager's Report

Mayor Pro Tem Mueller reported that he would be in Panama and Mexico for work.

L. Councilmember Reports

M. Adjournment

Mayor Ohtaki adjourned the meeting at 11:36 p.m.

Judi A. Herren, City Clerk



SPECIAL AND REGULAR MEETING MINUTES - DRAFT

Date: 5/8/2018
Time: 6:00 p.m.
City Council Chambers
701 Laurel St., Menlo Park, CA 94025

6:00 p.m. Special Session

PR. Presentation

PR1. United States Geological Survey and Menlo Park Fire Protection District regarding earthquake readiness

Geographer GIS Specialist Jamie Jones, Menlo Park Police Sergeant Aaron Dixon and Disaster Response Manager Ryan Zollicoffer made a presentation on the item.

Mayor Ohtaki spoke on the Crisis and Emergency-risk Communications. Ohtaki also commented that on June 23 there is a planned Menlo Park Community Emergency Drill from 8 a.m. to 1 p.m.

City Council commented on ways to prepare for a disaster as well as various trainings available.

7:00 p.m. Regular Session

A. Call to Order

B. Roll Call

C. Pledge of Allegiance

Mayor Ohtaki led the pledge of allegiance.

D. Presentations and Proclamations

D1. Proclamation recognizing Bike to Work Day May 10, 2018

Mayor Ohtaki presented the Bike to Work Day proclamation.

D2. Proclamation recognizing National Water Safety Month

Mayor Ohtaki presented the National Water Safety Month to Tim Sheeper.

E. Public Comment

- Ashok Aggarwal invited the City Council to Brahma Kumaris Silicon Valley event on June 2 and 3 presenting Sister Shivani in Santa Clara and San Ramon (Attachment.)
- Jen Wolosin thanked staff for posting the safe routes to school request for proposal (RFP) and to continue to be diligent in the urgency of safe routes.

F. Consent Calendar

- F1. Accept the City Council meeting minutes for April 17, 2018 (Attachment)
- F2. Approve scope of work and authorize the formation of a taskforce for the heritage tree ordinance review and update (Staff Report #18-102-CC)

ACTION: Motion and second (Carlton/Keith) to approve the consent calendar, passed 4-1 (Mueller recused on item F2 due to a pending heritage tree removal on his property).

G. Public Hearing

- G1. City Council direction on placing City Charter on November 2018 ballot (Staff Report #18-098-CC)

Assistant City Attorney Cara Silver made the presentation on the item.

City Council recommended Councilmembers Cline and Carlton be appointed to the Charter City ad hoc committee.

ACTION: Motion and second (Ohtaki/Keith) to appoint Councilmembers Cline and Carlton to the Charter City ad hoc committee, passed unanimously.

H. Regular Business

Mayor Ohtaki reordered item H3 to be heard first.

- H1. Appoint a City Council member to the Stanford General Use Permit ad hoc Committee (Staff Report #18-105-CC)

Mayor Ohtaki explained that a Stanford General Use Permit ad hoc Committee member was required due to the resignation of Mayor Pro Tem Mueller who could possibly have a work-involved conflict.

City Council recommended that Councilmember Keith serve on the Stanford General Use Permit ad hoc Committee.

ACTION: Motion and second (Ohtaki/Keith) to appoint Councilmember Keith to the Stanford General Use Permit ad hoc Committee, passed unanimously.

- H2. Appoint a City Council ad hoc committee to assist with the downtown parking structure project (Staff Report #18-103-CC)

Management Analyst Mike Noce made the presentation on the item.

City Council recommended that Councilmembers Mueller and Carlton serve on the Downtown Parking Structure ad hoc Committee.

ACTION: Motion and second (Cline/Keith) to appoint Councilmembers Mueller and Carlton to the Downtown Parking Structure ad hoc Committee, passed unanimously.

- H3. Identify a preferred alternative for the Ravenswood Avenue Railroad Crossing study appropriate

funds, and authorize the city manager to amend AECOM Technical Services, Inc. contract (Staff Report #18-104-CC)

Senior Transportation Engineer Angela R. Obeso made the presentation on the item.

- Mike Brady expressed concerns for a viaduct option.
- Steve Pierce supports option A and stated that all options will have an impact. He also asked that City Council consider the impacts to residents and businesses.
- Brooke spoke in favor of option C.
- William D. Pflaum expressed aversion to a viaduct option and provided the City Council with examples of viaduct failures in other cities.
- Cynthia Isher, a Felton Gables resident, stated she had over 250 letters in opposition of a viaduct.
- Tim Warner expressed a lack of support for a viaduct.
- Ken Sutherland stated he was against a viaduct but in support of option A.
- Laurie Thomas is opposed to the viaduct.
- Marcy Abramowitz is in support of option A.
- Diana Holiday expressed support for option A.
- Clare Warner stated she was in support of option A.
- Maria Amundson is in support of option A.
- Verl Avib spoke in support of option C.
- Sharon Delly requested that City Council research other alternatives and study elevated grade separations.
- Ezio Alviti expressed concern for a viaduct and support for option C.
- Dana Hendricks is in support of option C.
- Henry Riggs stated his support for option C.
- Adrian Brandt expressed support for option C.
- Mickie Winkler spoke in support of option C.
- Adina Levin commented on the Complete Streets Commission meeting and expressed her support of option C.

City Council discussed the alternatives presented. Staff requested clarification from City Council regarding next steps. City Council directed staff to draft letters to Palo Alto, Atherton, Redwood City, Mountain View and Sunnyvale to request consideration of a multi-city trench or tunnel and a letter to Caltrain to request a bicycle/pedestrian path adjacent to the rail within Caltrain right-of-way. They also requested an additional scope of work and appropriation request to prepare (1) a financial assessment of a trench/tunnel and; (2) a conceptual design, noise, tree, and visual impact assessment of a fully elevated alternative.

ACTION: Motion and second (Ohtaki/Keith) to (1) move forward with Alternative A which provides for an underpass crossing at Ravenswood Avenue and keeps Oak Grove, Glenwood and Encinal Avenues open as existing; (2) appropriate \$31,000 from the undesignated fund balance to complete the project; and (3) authorize the City Manager to amend the agreement with AECOM, passed 3-1-1 (Mueller dissenting, Carlton abstaining).

- I. Informational Items
11. Update on Library Department operational and administrative review (Staff Report #18-099-CC)

- I2. Update on the Community Services Department 2015 operational review and strategic plan (Staff Report #18-100-CC)
- I3. City Council term limits (Staff Report #18-101-CC)
- J. City Manager's Report**
- K. Councilmember Reports**
- L. Adjournment**

Mayor Ohtaki adjourned the meeting at 11:06 p.m.

Judi A. Herren, City Clerk



STAFF REPORT

City Council Meeting Date: 6/5/2018
Staff Report Number: 18-122-CC

Consent Calendar: Adopt a Specific Plan and Zoning Ordinance amendment associated with the Guild Theater Renovation Project at 949 El Camino Real

Recommendation

Staff recommends that the City Council hold the second reading, waive further reading and adopt a Specific Plan and Zoning Ordinance amendment to allow a live performance facility with community benefits, located in a feature building north of Live Oak Avenue in the El Camino Real South-West (ECR SW) sub-district of the El Camino Real/Downtown Specific Plan (SP-ECR/D) zoning district at a total bonus level floor area ratio (FAR) of 2.50, with a maximum above grade FAR of 1.50, and other associated amendments, as outlined in Attachment A.

Policy Issues

The recommended action is consistent with the City Council's actions and approvals associated with the Guild Theater Renovation Project at 949 El Camino Real at the meeting of May 22, 2018, and would serve to complete the approval process for the Project.

Background

The City Council took the following actions associated with the Guild Theater Renovation Project at 949 El Camino Real at the May 22, 2018, City Council meeting:

1. Adopted Resolution No. 6439 adopting the Environmental Impact Report (EIR) addendum.
2. Adopted Resolution No. 6440 approving findings and conditions for the architectural control and a use permit to allow small-scale recreation and a bar for the Guild Theater Renovation Project located at 949 El Camino Real. Additions to project-specific Condition 5(a)(iv) include clarification that the limitation of one live entertainment event per day only applies to events exceeding 266 persons and a requirement that events be scheduled to avoid overlapping parking.
3. Adopted Resolution No. 6441 approving a Below Market Rate Housing agreement with the Peninsula Arts Guild for the Guild Theater Renovation Project located at 949 El Camino Real.
4. Introduce Ordinance No. 1046 approving an amendment to the El Camino Real/Downtown Specific Plan.

The resolutions became effective immediately with the City Council's action. The ordinance requires a second reading for approval.

Analysis

In addition to the adopted resolutions, the project includes a Specific Plan and Zoning Ordinance amendment to allow a live performance facility with community benefits, located in a feature building north of Live Oak Avenue in the ECR SW sub-district of the SP-ECR/D zoning district at a total bonus level FAR of 2.50, with a maximum above grade FAR of 1.50, and other associated amendments. The City Council voted 5-0 to introduce the above-mentioned Ordinance at the May 22, 2018, meeting, with no changes. Since an ordinance requires both a first and second reading, the proposed ordinance is before the City Council again for the second reading and adoption.

Impact on City Resources

The project sponsor is required to pay planning, building and public works permit fees, based on the City's Master Fee Schedule, to fully cover the cost of staff time spent on the review of the project. In addition, the proposed development would be subject to payment of the El Camino Real/Downtown Specific Plan Preparation Fee. These required fees were established to account for projects' proportionate obligations.

Environmental Review

On May 22, 2018, the City Council adopted a resolution adopting the EIR addendum. The EIR addendum concluded that there are no new or more severe impacts identified beyond those examined in the previously adopted Program EIR for the El Camino Real/Downtown Specific Plan.

Public Notice

Public Notification was achieved by posting the agenda, with the agenda items being listed, at least 72 hours prior to the meeting.

Attachments

A. Ordinance approving an amendment to the El Camino Real/Downtown Specific Plan

Report prepared by:
Corinna Sandmeier, Senior Planner

Report reviewed by:
Mark Muenzer, Community Development Director
Leigh Prince, Assistant City Attorney

ORDINANCE NO. 1046

**ORDINANCE OF THE CITY COUNCIL OF THE CITY OF MENLO PARK
AMENDING THE EL CAMINO REAL/DOWNTOWN SPECIFIC PLAN**

The City Council of the City of Menlo Park does ordain as follows:

SECTION 1. The City Council of the City of Menlo Park hereby finds and declares as follows:

A. The City of Menlo Park ("City") adopted the El Camino Real/Downtown Specific Plan ("Specific Plan") in 2012.

B. The City Council held a duly noticed Study Session on February 13, 2018 on the proposed Guild Theatre renovation project and Specific Plan amendments. At the conclusion of the Study Session, the City Council directed staff to prepare amendments to allow the renovation of the existing Guild Theatre into a live performance facility with community benefits at a total bonus level FAR (floor area ratio) of 2.50, with a maximum above grade FAR of 1.50 with the remainder below grade and inaccessible to the public.

C. On April 23, 2018, the Planning Commission held a duly noticed public hearing on the proposed project, including the Specific Plan Amendment, at which all interested persons had the opportunity to appear and comment and the Planning Commission voted to recommend approval of the Specific Plan amendments to the City Council

D. The City Council held a duly noticed public hearing on May 22, 2018 to review the proposed project, including the Specific Plan Amendment, at which all interested persons had the opportunity appear and comment and voted to approve the proposed project; and

E. Adoption of the Specific Plan has complied with the provisions of Government Code Section 65453.

F. After due consideration of the proposed Specific Plan Amendment, the full record of proceedings including, but not limited to, public comments, the Planning Commission's recommendation, and the staff report, the City Council finds that the proposed amendment is consistent with the General Plan and is appropriate.

SECTION 2. An addendum to the El Camino Real/Downtown Specific Plan Program Environmental Impact Report ("Program EIR") was prepared in compliance with the California Environmental Quality Act ("CEQA"). The addendum found the proposed project would not result in greater impacts than were identified in the Program EIR.

SECTION 3. The City Council of the City of Menlo Park hereby approves and adopts the Specific Plan Amendment attached hereto as Exhibit A.

SECTION 4. If any section of this ordinance, or part hereof, is held by a court of competent jurisdiction in a final judicial action to be void, voidable or unenforceable, such section, or part hereof, shall be deemed severable from the remaining sections of this ordinance and shall in no way affect the validity of the remaining sections hereof.

SECTION 5. This ordinance shall take effect 30 days after adoption. The City Clerk shall cause publication of the ordinance within 15 days after passage in a newspaper of general circulation

published and circulated in the city or, if none, the posted in at least three public places in the city. Within 15 days after the adoption of the ordinance amendment, a summary of the amendment shall be published with the names of the council members voting for and against the amendment.

INTRODUCED on the twenty-second day of May, 2018.

PASSED AND ADOPTED as an ordinance of the City of Menlo Park at a regular meeting of said Council on the fifth day of June, 2018, by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

APPROVED:

Peter I. Ohtaki, Mayor

ATTEST:

Judi A. Herren, City Clerk

Exhibit A

**El Camino Real/Downtown Specific Plan
City Council-Directed Changes
May 2018**

The following changes to the El Camino Real/Downtown Specific Plan are directed by the City Council. Additions are shown in underline and deletions are shown in ~~strikeout~~.

1. Development Intensity

- a. Figure E2, Development Intensity/Density, on page E14 is revised as follows:

ECR SW

El Camino Real South-West

1.10 (1.50/~~2.50~~*) FAR

25.0 (40.0) DU/Acre

* Refer to Table E11

- b. The row, El Camino Real South-West, the column, FAR, in Table E2, Development Standards by Zoning Districts, on page E15, is revised as follows:

1.10(1.50/2.50**)

** Refer to Table E11

2. E.3.3 Setbacks and Projections within Setbacks

- a. Standard E.3.3.03 on page E22 is revised as follows:

In areas where no or a minimal setback is required, limited setback for store or lobby entry recesses shall not exceed a maximum of 4-foot depth and a maximum of 6-foot width, except that the City Council may allow a feature building in the area north of Live Oak Avenue that proposes a live entertainment/cinema use at the public benefit level that will increase vibrancy in the area, substantially retains existing walls or rebuilds new walls in substantially the same location and configuration, and has highly visible and memorable features or that has historic or cultural value to exceed these maximums.

- b. Standard E.3.3.07 on page E24 is revised as follows:

Architectural projections like canopies, awnings, and signage shall not project beyond a maximum of 6 feet horizontally from the building face at the property line or at the minimum setback line. There shall be a minimum of 8-foot vertical clearance above the sidewalk, public right-of-way or public space. These standards may be modified if existing signage to be retained on a feature building in the area north of Live Oak Avenue is determined by the City Council to be highly visible and memorable or have historic or cultural value.

- c. Standard E.3.5.01 on page E30 is revised as follows:

The retail or commercial ground floor shall be a minimum of 15-foot floor-to-floor height to allow natural light into the space, except that the City Council may reduce the minimum floor-to-floor height for a feature building in the area north of Live Oak Avenue that proposes a live entertainment/cinema use at the public benefit level that will increase vibrancy in the area, substantially retains existing walls or rebuilds new walls in substantially the same location and configuration and has highly visible and memorable features or that has historic or cultural value.

- d. Standard E.3.5.02 on page E30 is revised as follows:

Ground floor commercial buildings shall have a minimum of 50% transparency (i.e. clear-glass windows) for retail uses, office uses and lobbies to enhance the visual experience from the sidewalk and street, except that the City Council may reduce the minimum transparency for a feature building in the area north of Live Oak Avenue that proposes a live entertainment/cinema use at the public benefit level that will increase vibrancy in the area, substantially retains existing walls or rebuilds new walls in substantially the same location and configuration and has highly visible and memorable features or that has historic or cultural value. Heavily tinted or mirrored glass shall not be permitted.

3. El Camino Real South-West (SW)

- a. The last paragraph on page E71 is revised as follows:

Table E11 provides the standards for the ECR SW District, including certain exceptions for the area north of Live Oak Avenue. Illustrations are provided to help demonstrate the standards and guidelines.

- b. Figure E32, Mixed Use Commercial Projects in El Camino Real South-West (ECR SW) District, on page E 72 is revised to add a footnote as follows:

A feature building north of Live Oak Avenue that proposes a live entertainment/cinema use at the public benefit level that will increase vibrancy in the area, substantially retains existing walls or rebuilds new walls in substantially the same location and configuration, and has highly visible and memorable features or has historic or cultural value, may upon City Council approval retain the existing setbacks not to exceed property lines (including for any upper floor or basement addition not to exceed 10,000 square feet), architectural projections and open space.

- c. Table E11, Development Standards for El Camino Real South-West (ECR SW) District, on page E74, is revised as follows:

- i. Development Intensity, Maximum FAR for all uses inclusive of Offices

Base: 1.10

Public Benefit Bonus: 1.50; except that the City Council may approve a feature building (refer to Section B.2, Figures B1 and B2) north of Live Oak Avenue that proposes a live entertainment/cinema use at the public benefit level that will increase vibrancy in the area, substantially retains existing walls or rebuilds new walls in substantially the same location and configuration, and has highly visible and memorable features or has historic

or cultural value with a total FAR not to exceed 2.50, including no more than 1.50 FAR above grade and all basement FAR must be within the footprint of the existing building, but not over the property lines, and not accessible to the public. The square footage of any such feature building may not increase more than 10,000 square feet beyond the square footage of the building in existence at the time the El Camino Real/Downtown Specific Plan.

- ii. Setback, Front and Side facing a public ROW
Minimum 7 feet, except north of Live Oak Avenue where 5 feet is the minimum, or the City Council may allow a feature building north of Live Oak Avenue that proposes a live entertainment/cinema use at the public benefit level that will increase vibrancy in the area, substantially retains existing walls or rebuilds new walls in substantially the same location and configuration, and has highly visible and memorable features or has historic or cultural value to retain existing setbacks for all existing and new floors, not to exceed property lines.

- iii. Setback, Interior Side
Minimum: 5 feet, except north of Live Oak Avenue where there is no minimum side setback for ground floor and 5 feet minimum is required only for upper floors, or the City Council may allow a feature building north of Live Oak Avenue that proposes a live entertainment/cinema use at the public benefit level that will increase vibrancy in the area, substantially retains existing walls or rebuilds new walls in substantially the same location and configuration, and has highly visible and memorable features or has historic or cultural value to retain existing setbacks for all existing and new floors, not to exceed property lines.

- iv. Setback, Rear
Minimum: 20 feet, except north of Live Oak Avenue, where 10 feet is required, or the City Council may allow a feature building north of Live Oak Avenue that proposes a live entertainment/cinema use at the public benefit level that will increase vibrancy in the area, substantially retains existing walls or rebuilds new walls in substantially the same location and configuration, and has highly visible and memorable features or has historic or cultural value to retain existing setbacks for all existing and new floors, not to exceed property lines.

- v. Open Space, All Development
30% minimum, except for north of Live Oak Avenue which is 20% minimum, or the City Council may approve a feature building north of Live Oak Avenue that proposes a live entertainment/cinema use at the public benefit level that will increase vibrancy in the area, substantially retains existing walls or rebuilds new walls in substantially the same location and configuration, and has highly visible and memorable features or has historic or cultural value with a reduced open space requirement.

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STAFF REPORT

City Council

Meeting Date:

6/5/2018

Staff Report Number:

18-118-CC

Consent Calendar:

Authorize the City Manager to amend the contract with CalWest Lighting and Signal Maintenance to provide traffic signal and street light maintenance

Recommendation

Staff recommends the City Council authorize the City Manager to amend the contract with CalWest Lighting and Signal Maintenance (CalWest) up to the budgeted amount proposed, \$270,210, to provide traffic signal and street light maintenance services and appropriate \$18,000 from the general fund unassigned fund balance and \$30,000 from the Measure A unassigned fund balance for fiscal year 2017-18.

Policy Issues

Menlo Park cannot amend this agreement without a modification to the contracting authority. By amending the existing agreement with CalWest, the city would continue to receive the services to maintain the City's traffic signals and streetlights. The city attempts to utilize contract services in areas where is feasible and beneficial to the community.

Background

Menlo Park currently maintains 22 traffic signals (including one pedestrian traffic signal), two radar speed feedback signs, seven (7) in-pavement lighted crosswalk systems and three (3) rectangular rapid flashing beacon systems, and approximately 2,300 streetlights on public streets and within several city parks including the Civic Center/Burgess Park. These facilities must be maintained in a safe and efficient manner to ensure the proper operation of the city's transportation system. CalWest is currently the City's traffic signal maintenance and streetlight maintenance contractor.

Analysis

In general, maintenance activities for streetlights, traffic signals and lighting, in-pavement lighted crosswalks, rectangular rapid flashing beacons, and radar speed feedback signs are divided into three categories: preventive maintenance, scheduled repairs, and unscheduled emergency response work ("extra work").

- Preventive maintenance activities are routine, comprehensive maintenance activities performed on a pre-set schedule to reduce the incidence of outages and malfunctions, reduce complaints, and extend the useful life of the equipment.
- Scheduled repair maintenance activities include repair or replacement of equipment and components that have failed, deteriorated or malfunctioned from normal operation.
- Unscheduled and emergency response work are maintenance operations not covered by preventive maintenance or scheduled repairs and could entail repair of damages resulting from traffic collisions, weather-related incidents (e.g., excessive winds, rain, floods, earthquakes, etc.), vandalism and

unexpected construction impacts (e.g., roadway excavation and roadway failures.)

The existing contract with CalWest is in good standing with the city and is scheduled to remain in effect through the remainder of this fiscal year. Staff is requesting an additional appropriation and amendment to CalWest's contract to allow staff to utilize CalWest's services for unscheduled and emergency response work not covered by preventive maintenance without modifying the existing contract terms. This work will include responding to the following repairs in the current fiscal year: replacing pathway and parking lots lights at Kelly Park, replacing the nonfunctioning in-pavement lighted crosswalk system on Santa Cruz Avenue near Sharon Road with the rectangular rapid flashing beacons, and replacing knocked down street light poles and traffic signal poles due to vehicular accidents at various locations in the city.

Once the contract is amended, staff will be able to increase the existing purchase order and have CalWest perform as needed, again within the approved budget. If the contract amendment and appropriation is not approved, staff would be required to delay these repairs until next fiscal year.

Impact on City Resources

The increase cost for services requires an \$18,000 appropriation from the general fund for street light maintenance and \$30,000 appropriation from Measure A for traffic signal maintenance for the remainder of fiscal year 2017-18. If approved, this request would increase CalWest's contract authorization from \$222,210 to the budgeted amount proposed, \$270,210.

Environmental Review

Environmental review is not required for this action. This is categorically exempt under class 1 of the current State of California Environmental Quality Act Statute and Guidelines, which allows minor alterations and repair of existing facilities.

Public Notice

Public notification was achieved by posting the agenda, with the agenda items being listed, at least 72 hours prior to the meeting.

Report prepared by:

Rene C. Baile, Associate Transportation Engineer

Reviewed by:

Nicole H. Nagaya, Assistant Public Works Director

**STAFF REPORT****City Council**

Meeting Date: 6/5/2018
Staff Report Number: 18-124-CC

Consent Calendar: **Authorize the City Manager to send a staff representative with the July 2018 Bizen Student Exchange Trip and approve related travel expenses not to exceed \$3,000**

Recommendation

Staff recommends that the City Council authorize the City Manager to send a staff representative with the July 2018 Bizen Student Exchange Trip and approve related travel expenses not to exceed \$3,000.

Policy Issues

The Sister City Committee's two-year work plan includes to "identify the general protocols for maintaining sister city relationships, i.e., selection criteria, handling visits, communication, annual evaluation, termination, lists of local contacts (business, school, hosts), annual master calendar." The City Council has not yet finalized a policy on general protocols for sister city relationships or delegations.

Background

At the July 19, 2017, Sister City Committee meeting, the Committee discussed options for sending a delegation to visit sister city/friendship cities. The Committee recognized the importance of traveling to visit Menlo Park's sister city/friendship cities as part of the City's reciprocal relationship with these cities. In contrast to the large delegations Menlo Park has hosted from Galway, it has been our practice for the Mayor to travel alone and bear the expense to do so personally. In 2016, a group of Menlo Park students traveled to Bizen, Japan, as part of our first student cultural exchange led by Councilmember Catherine Carlton along with Sister City Committee member Kristy Holch. Councilmember Carlton and Committee member Holch paid their own way and did not receive financial reimbursement from the City.

On August 22, 2017, the City Council discussed a recommendation from the Sister City Committee regarding sending Menlo Park delegations to sister city/friendship cities. The item mainly focused on official delegations, including the Mayor, to cities such as Galway, Ireland, Bizen, Japan and Kochi, India, among others. At the time, the Sister City Committee recommended that:

- The Mayor and City Manager meet to discuss which friendship/sister city or cities the Mayor would like to visit on behalf of the City;
- The Mayor and City Manager should discuss which if any city staff should accompany the Mayor;
- Travel arrangements as well as coordination with representatives of the sister/friendship city will be handled by Menlo Park city staff; and
- Staff will present a report to the City Council detailing the objectives and budget for the trip.

At that meeting, the item was tabled pending further research by the Sister City Committee regarding possible financing of delegation travels through alternatives sources, namely potential creation of a third-party nonprofit organization.

Analysis

Since the August 22, 2017, City Council meeting, the item has remained unresolved and no final policy has been adopted.

Next month, July 8–15, 2018, Menlo Park will be sending another group of students to Bizen, Japan, as part of the student cultural exchange. While it is anticipated that Mayor Peter Ohtaki will meet up with the group for possibly 2-3 days, at this time, there is currently no City representative who will be accompanying the group for the entire length of the trip. Staff recommends that the City have an official representative that can assist the group and act on behalf of the City as needed.

The request is to allow the City Manager to designate that representative and provide for any necessary travel expenses. It is anticipated that this representative, at this late date in the planning process, may not be able to book the same group rate already negotiated for the 9-10 students and 3-4 parent chaperones. Still, with many of the lodging and meal arrangements handled by our gracious Japanese hosts, any incidental costs beyond the flight costs is expected to be minimal.

As Menlo Park considers how these relationships between our cities should mature, it is prudent to consider if additional representatives should be directed to accompany the Mayor or other officials and travel to our sister/friendship cities and what resources should be committed to that effort.

Impact on City Resources

The recommended approval of travel expenses of up to \$3,000, is intended to cover flights costs and necessary incidental costs, but would likely be lower. These funds would be paid from the existing budget for the Sister City Program.

Public Notice

Public notification was achieved by posting the agenda, with the agenda items being listed, at least 24 hours prior to the meeting.

Report prepared by:
Clay J. Curtin, Interim Housing and Economic Development Manager



STAFF REPORT

City Council

Meeting Date: 6/5/2018
Staff Report Number: 18-123-CC

Public Hearing: Public Hearing on proposed fiscal year 2018-19 budget and Capital Improvement Plan

Recommendation

Staff recommends that the City Council hold a public hearing on the proposed fiscal year 2018-19 budget and capital improvement program and provide direction on any desired changes. The City Council's direction will be incorporated into the staff report for the adoption of the fiscal year 2018-19 budget, which is scheduled for June 19.

Policy Issues

A public hearing on the city manager's proposed budget is consistent with the city's budgeting process and represents no changes in city policy. In addition to presenting the financial plan for fiscal year 2018-19, this report also seeks City Council confirmation of its intent to maintain the temporary reduction in utility users' tax rates at the current 1 percent rate.

Background

The city manager's proposed fiscal year 2018-19 budget was presented to the community at the City Manager's Budget Workshop May 29, 2018. Before City Council's adoption of the budget, which is scheduled for June 19, 2018, a public hearing is held to take public comment on the proposed budget and capital improvement program. At the conclusion of the public hearing, the City Council provides direction to staff on key elements of the spending plan for incorporation to a second draft of the proposed budget and City Council consideration June 19, 2018. The operating budget was developed using the guidance City Council provided at its January 29, 2018, goal-setting workshop. The resources necessary to make the stated progress in the City Council's adopted workplan are included in the proposed spending plan. In addition, the capital improvement program was been presented to the Planning Commission which found that the 5-year capital improvement program is consistent with the general plan.

Analysis

The total proposed fiscal year 2018-19 budget for all city operations and capital improvement is balanced with the revenue budget of approximately \$144 million and expenditure budget of approximately \$141 million. At the end of the fiscal year, the budget provides for a surplus of \$2 million across all funds. The budget includes a number of assumptions for revenue and expenditures which are detailed in the budget document's budget summary section.

General fund

The general fund is the city's most complex operating fund accounting for roughly 50 percent of all financial activity and provides the vast majority of public services to the community. The funds deposited to the general fund are unrestricted and may be appropriated by the City Council to deliver the desired level of public services.

The proposed budget includes general fund revenue and other resources of \$67.86 million and expenditures and other requirements of \$67.44 million. The resulting surplus of \$0.42 million will be deposited to the City's general fund unassigned fund balance June 30, 2019, if all assumptions come to fruition. One revenue that may shift the general fund revenue budget in a significant manner is excess Education Revenue Augmentation Fund (ERAF). ERAF is money the State raids from local government property taxes annually to fulfill its obligation to fund education. Once the State distributes ERAF withhold from local agencies, the amount in excess of the requirement is returned to the agency of origin. Consistent with past practice, excess ERAF is budgeted at 50 percent of estimated receipts from the prior year or \$1.1 million is included in the 2018-19 proposed budget.

A detailed discussion of the general fund can be found in the budget summary and discussion section of the budget document.

Table 1: General fund budget summary				
\$ million	2017-18 Est. actual	2018-19 Proposed budget	Increase/ decrease	Primary driver of change: 2018-19 proposed v. 2017-18 est. actual
Revenue and other resources				
Property taxes	23.80	23.39	-2%	6% increase in assessed value offset by \$1.1 million reduction for excess ERAF
Charges for services	10.56	11.96	13%	Improved cost recovery; new development agreement
Transient occupancy tax	7.04	11.18	59%	Hotel Nia; Park James Hotel
Licenses and permits	6.82	7.96	17%	Improved cost recovery; new development agreement
Sales tax	6.19	6.05	-2%	
Utility users' tax	1.20	1.21	1%	
Other	5.18	5.61	8%	
Transfers in	0.48	0.50	4%	
Total revenue	61.26	67.86	11%	
Expenditures and other requirements				
Personnel	33.06	38.01	15%	Beat 4, new positions, fewer vacancies
Operating	19.20	22.27	16%	Contract staffing, service enhancements
Capital outlay and transfers out	4.27	7.16	68%	\$3.5 million prefund of capital needs
Total expenditures	56.53	67.44	19%	
Surplus/(deficit)	\$4.73	\$0.42		

Consistent with prior year budgets, departments initially submitted baseline budgets to the finance division to ensure that services levels provided in 2017-18 are maintained for 2018-19. In their submittal, departments were tasked with identifying efficiencies to reduce costs to the greatest extent possible as well as eliminate contingency budget to provide the clearest picture of the resources needed to provide services to the community in accordance with expectations and the City Council 2018 workplan. As the City's finances for 2018-19 became clearer, the city manager evaluated a multitude of requests from departments for inclusion in the 2018-19 proposed budget. Many of the changes are outlined in the budget message and all are summarized below:

1. *\$1,122,000 for contract services*

Consistent with the city's efforts to maximize the use of contract services and personnel, the proposed budget includes the following items:

- a. New contract services to augment staff capacity (\$507,000).
The proposed budget includes resources to augment staff capacity in Public Works and Community Development to meet the demand for services resulting from development. The request also recommends additional funding in Administrative Services to assist with policy and process overhauls necessary to reduce administrative burdens on departments as well as prepare requests for proposals for key services such as audit, investments and banking.
- b. Contingency for extraordinary cost escalation in contract services (\$617,000).
As the city solicits proposals for service contracts, the robust economy has resulted in significantly higher costs compared to previously negotiated agreements. As multiyear service agreements that were negotiated in less prosperous economic times expire, costs to continue those services are significantly higher when compared to the current year. Given a preference to avoid budget contingencies at the department level, the proposed budget includes a non-departmental contingency of \$617,000 to allow for an increase that may or may not materialize in 2018-19. As the City Council approves new service agreements, the budget can move from non-departmental to the department's operating budget as needed.

2. *\$1,008,000 for 9.25 new full time equivalent (FTE) personnel.*

To address increased service level demands across a variety of departments, the proposed budget includes the addition of 9.25 FTEs as follows:

- c. 3.0 FTEs in Public Works (\$344,000). The department's proposed budget includes the following new personnel:
 - i. 1.0 construction inspector to meet private development demands and the costs of which are offset by fees charged to applicants. This position is not suitable for outsourcing due to the need for full-time coverage, the need for the City to exercise management control over the individual providing service, and the challenge of sourcing contract services with the availability and skill required. The construction inspector has a fully burdened cost to the general fund of \$131,000, before cost recovery.
 - ii. 2.0 personnel for the water division, as identified in the Water System Master Plan approved by the City Council, and is fully supported by water division customers. Similar to above, these services are not suitable for outsourcing due to the role of the employees in ensuring timely service and performing specialized duties. The two water division positions have a fully burdened cost of \$213,000 and are paid for by the water division's customers.

- d. 1.5 FTEs in the Police Department (\$182,000). The department's proposed budget includes the following new personnel:
 - i. 1.0 Code enforcement officer to double the city's capacity to address code enforcement complaints and ongoing cases. The City currently receives over 50 reported code violations per week. While some reports can be resolved quickly, a backlog remains of over 200 cases unaddressed due to limited capacity. The proposed budget includes 1.0 code enforcement officer which has a fully burdened cost of \$121,000.
 - ii. 0.5 Communications dispatcher to upgrade a current part-time communications dispatcher position to a full-time position for a net increase of 0.50 FTE. The City has not been successful in recruiting a 20-hour per week communications dispatcher. The proposed budget includes 0.50 communications dispatcher which has a fully burdened cost of \$61,000.
- e. 3.0 FTEs in Library (\$191,000). The proposed budget includes 3.0 library personnel to enhance services to the community. As observed in the 2015 library operational and administrative review - "The library's staffing model, with its significant reliance on part-time and temporary staff, while providing some scheduling flexibility and cost savings, significantly impairs staff capacity and program development." If the city desires to grow the library programming to serve more residents and provide greater enrichment opportunities, there is a need to replace temporary personnel with regular personnel. The strong local economy has only exacerbated the condition observed by the consultant in 2015 as the city struggles to retain and recruit talent to fill temporary positions. While the true need is 6.25 FTE to meet the objectives of the organizational review, the recommendation is to phase in the new staffing model over two fiscal years. In fiscal year 2018-19, the proposed budget includes 2.0 librarians and 1.0 library assistant. The fully burdened cost of these new positions is \$325,000, however, there are reductions in the temporary personnel budget resulting in a net increase to the general fund budget of \$191,000.
- f. 0.75 FTEs in Community Services (\$53,000). The proposed budget includes the conversion of three 0.75 FTE gymnastic instructors to full-time personnel. The current staffing model has resulted in challenges filling positions and resulted in the reduction of program offerings. It is important to note that the gymnastics program fees are set to achieve high-cost recovery to offset personnel costs. The net increase in cost to the general fund, before cost recovery, is \$53,000.
- g. 1.0 FTE in Administrative Services (\$103,000). The proposed budget includes the addition of 1.0 human resources technician to support the city's significant employee recruitment and training needs. While the vacancy rate has declined, the city currently 28 vacant positions and more resources are necessary to support recruitments. The position will additionally provide clerical support to the City Manager's Office, Office of the City Clerk, and Office of Sustainability.

3. \$243,000 for service level enhancements

A list of proposed service level enhancements are detailed in the city manager's transmittal letter including: holiday lights in the Belle Haven neighborhood, increased sidewalk power washing in the downtown, increased general fund support for Project Read to maintain current services due to loss of grant and donation funds, more public programming in the library, and additional funds to address hazardous trees on public lands.

4. \$3,500,000 in additional transfer to the general capital fund

The general capital fund is the city's fully discretionary fund to be used for the delivery of both maintenance projects to the city's infrastructure as well as new infrastructure. The City uses of this fund outlined are more

fully in the Capital Improvement Plan (CIP) section of the budget. As discussed in the City Manager's Transmittal, the proposed transfer is intended to help plan for a number of anticipated needs in the CIP budget and is a prudent fiscal planning measure. It is important to note that this proposed transfer is in addition to the city's regular transfer from the general fund to the general capital fund of \$2.98 million in 2018-19.

On June 5, staff seeks the City Council's direction of the above outlined budget proposals. Any modification to the items listed above or any new items not previously outlined will have a corresponding impact on the general fund surplus of \$0.42 million. The City Council should also be reminded that the proposed property tax budget only provides for 50 percent of excess ERAF rebate, as discussed in the budget document. At this time, the City has no information to suggest that excess ERAF will be cut by the State in 2018-19, which will likely lead to actual property tax revenues exceeding budget by \$1.1 million. As in prior years, this additional excess ERAF funding can be used to further improve the City's financial position by saving for anticipated CIP expenditures.

Ten-year forecast

The budget document contains a general fund 10-year forecast in order to ascertain whether the budget decisions made for fiscal year 2018-19 are sustainable in the long term given reasonable estimates for future changes, including an economic downturn. This year's ten-year forecast was revamped to make use of an uncertainty model to arrive at the most likely financial scenario, reflecting the mean of over 1,000 trials. Staff worked with the Finance and Audit Committee to more thoroughly discuss assumptions and, May 30, 2018, the ten-year forecast as included in the budget document was presented to the Committee. The Committee expressed their support of the model, however, recommended that the City Council not rely solely on the forecast surpluses to make significant structural changes to the city's expenditure plan such as the issuance of debt to finance capital improvements.

Fiscal year 2018-19 appropriations limit

The appropriations limit, which was originally established in 1979 by Proposition 4, places a maximum limit on the appropriations of tax proceeds that can be made by the state, school districts and local governments in California. The appropriations limit is set on an annual basis and is revised each year based on population growth and cost of living factors. The purpose of the appropriations limit is to preclude state and local governments from retaining excess revenues, which are required to be redistributed back to taxpayers and schools. California Government Code requires that the City annually adopt an appropriations limit for the coming fiscal year. The City Council will be asked to adopt a resolution that establishes the city's appropriation limit for fiscal year 2018-19 at their meeting June 19, 2018. For fiscal year 2018-19, the appropriations limit (Attachment B) is \$63,244,940, while the proceeds of taxes subject to the appropriations limit is \$44,860,671. Therefore, the City is \$18,384,269 million below its appropriations limit for fiscal year 2018-19.

Impact on City Resources

As noted in the previous section, the city's budget is balanced and the detail of revenue and expenditures are included in the city manager's proposed fiscal year 2018–19 budget. Most importantly, however, the city's largest and most active fund, the general fund, is also balanced with a modest \$0.42 million surplus.

Information on the city's other funds, including a description of the fund, fiscal year 2018-19 proposed resources and requirements, and the expected ending fund balance, is included in the budget summary and discussion section of the budget document. In total, resources for the other funds are expected to exceed requirements \$2.15 million in fiscal year 2018-19. This accumulation of fund balance is predominantly in the special revenue funds related to development impact fees such as the Below Market

Rate Housing Fund and the Transportation Impact Fund and will be utilized for future projects consistent with the fund's restricted purpose.

For some funds, the fund balance is being drawn down in fiscal year 2018–19. In most instances, this drawdown of fund balance is not an issue, as resources are accumulated over time to fund large capital projects. For example, this is the case in the General Capital Improvement Fund and the Construction Impact Fee Fund. In other cases, however, the drawdown of fund balance is the result of operating expenditures exceeding dedicated revenue. This is evident in the Bedwell Bayfront Park Maintenance Fund, which does not have a dedicated revenue source to fund ongoing maintenance. For those funds that lack ongoing revenue sources, once accumulated fund balance is depleted, the responsibility for maintenance of those facilities will become part of the city's general fund unless a more suitable fund or new funding source is identified.

Environmental Review

This action is not a project within the meaning of the California Environmental Quality Act (CEQA) Guidelines §§ 15378 and 15061(b)(3) as it proposes an organizational structure change that will not result in any direct or indirect physical change in the environment.

Public Notice

Public Notification was achieved by posting the agenda, with the agenda items being listed, at least 72 hours prior to the meeting.

Attachments

- A. Hyperlink to city manager's proposed fiscal year 2018–19 budget: www.menlopark.org/budget
- B. Proposed fiscal year 2018–19 appropriations limit work sheet

Report prepared by:
Nick Pegueros, Administrative Services Director

**CITY OF MENLO PARK
APPROPRIATIONS LIMIT
FISCAL YEAR 2018-19**

	<u>AMOUNT</u>	<u>SOURCE</u>
A. LAST YEAR'S LIMIT	\$ 60,211,231	Prior Year
B. ADJUSTMENT FACTORS		
1. Population - City	1.0132	State Department of Finance
2. Inflation	1.0367	State Department of Finance
	1.0504	(B1*B2)
Total Adjustment %	0.0504	(B1*B2-1)
C. ANNUAL ADJUSTMENT	\$ 3,033,709	(B*A)
D. THIS YEAR'S LIMIT	<u>\$ 63,244,940</u>	(A+C)
E. PROCEEDS OF TAXES SUBJECT TO LIMIT		
Property Tax	23,389,000	2018-19 Proposed Budget
Sales Tax	5,836,000	2018-19 Proposed Budget
Other Taxes	14,366,000	2018-19 Proposed Budget
Special Assessments	913,489	2018-19 Proposed Budget
Interest Allocation	356,182	2018-19 Proposed Budget
	<u>\$ 44,860,671</u>	
F. AMOUNT UNDER/(OVER) LIMIT	\$ 18,384,269	(D-E)

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STAFF REPORT

City Council

Meeting Date: 6/5/2018
Staff Report Number: 18-117-CC

Public Hearing: Consider an appeal of the Planning Commission approval of a use permit for a new residence at 752 Gilbert Avenue

Recommendation

Staff recommends denying the appeal and upholding the Planning Commission's use permit approval, per the recommended actions in Attachment A.

Policy Issues

Each use permit request is considered individually. The City Council should consider whether the required use permit findings can be made for the proposal.

Background

Project description

The City Council should consider the merits of an appeal of the Planning Commission's approval of a use permit to demolish an existing single-story, single-family residence and detached garage and construct a new two-story, single-family residence on a substandard lot with regard to lot area and lot width in the Single-Family Urban Residential (R-1-U) zoning district, at 752 Gilbert Avenue. One heritage-size Douglas fir tree is proposed for removal as part of this project.

The proposed residence would be a "contemporary traditional" home with stucco siding, stone trim and a composition shingle roof. The proposed residence would meet the relevant R-1-U zoning regulations, including building heights, floor area limit (FAL), setbacks and daylight plane requirements.

The proposed project includes the removal of one heritage size Douglas fir tree, which has been approved for removal for construction purposes by the city arborist. Before the use permit application, this heritage Douglas fir was modified without a permit, and one heritage tree-of-heaven was removed in violation of the heritage tree ordinance. The applicant has paid the civil penalty for these violations and has submitted a mitigation tree planting plan that has been approved by the city arborist. Two non-heritage size trees on the site are also proposed for removal.

Planning Commission review

On December 11, 2017, the Planning Commission reviewed the development proposal for the subject property. The Planning Commission staff report is included in its entirety here as Attachment B and provides more details on the proposed development. The approved minutes for this meeting are included as Attachment C. Two public comment emails were received after the staff report was published and are included as Attachment D.

After considering public comments and the proposal, the Planning Commission conditionally approved the project 5-2 (with Commissioners Barnes and Kahle in opposition.) The approval included a condition requiring the applicant to make a number of changes for the review and approval of Planning Division staff, which would subsequently be reviewed by the Planning Commission through an emailed staff memo. The required revisions to the revised plans are as follows:

- Install a new seven-foot fence on the east side of the property
- Change the glass of the stairway windows on the east to obscured glass or raise the window sill height
- Revise the gables and roofs to include louvers or gable vents
- Reduce the overall height by 12 inches through a reduction in ceiling heights or the foundation

Under this process, any Planning Commissioner may request that the revised plans be scheduled for review at the next Planning Commission meeting. Alternately, if no such request is made, the plans would be approved by staff.

Analysis

Appeal of the Planning Commission's action

On January 2, the city clerk's office received an appeal of the Planning Commission's approval of the use permit. The appeal was submitted by Kristl Wong, the adjacent right side neighbor at 740 Gilbert Avenue, and Eric Selvik, the neighbor at 717 Gilbert Avenue, on behalf of 12 other neighbors on the 700 block of Gilbert and the 400 block of Santa Monica Avenue.

The appeal letter (Attachment F) states that the building height increase was not adequately considered, and that the second floor setback from the front porch is a distance that does not help reduce the perception of mass and bulk. The appellants assert that only one home on this block is a two-story building, which makes the proposed structure "nearly the tallest house on the block" and "disharmonious and out of scale with all current structures." The appellants state that a building height reduction of 18 inches was first discussed during public comment; however, the Planning Commission amended this change while formulating the motion to approve the use permit by changing the condition to require a 12-inch reduction in height. The appellants also state that the Planning Commissioners took no action regarding the heritage Douglas fir, which they allege was harmed before the use permit application.

Per Section 16.86.040 of the zoning ordinance, the City Council may affirm, revise, or modify the decision of the Planning Commission. If the City Council does not take any action on the appeal within 75 days after the filling of the appeal, the Planning Commission's action shall be deemed affirmed. The appeal is being heard after this 75-day deadline by mutual agreement of the applicant and the appellants in order to resolve the heritage tree removal violation process.

Staff notes that comments from the appellants and other neighbors were fully considered by the Planning Commission, and revisions have been required as conditions of approval to lower the height of the residence and improve neighbor privacy. Staff believes that the scale, materials and style are compatible with the neighborhood. The design of the proposed home would reduce the perception of mass and bulk, as the second floor would be recessed from the front yard setback by 7 feet 6 inches. Also, the front porch and louvers or gable vents would add visual interest to the project. As to the concerns over the health and previous maintenance of the heritage Douglas fir, the city arborist, not the Planning Commission, has discretionary approval or denial of heritage tree removal applications. As noted earlier, the applicant has since paid the civil penalty for these violations, and has submitted a replacement plan that has been approved the city arborist. Per standard practice, staff has updated the use permit findings in the

recommended action (Attachment A) to more fully reflect the Planning Commission's discussion about the basis for the use permit approval.

Impact on City Resources

The project sponsor is required to pay planning, building and public works permit fees, based on the City's Master Fee Schedule, to fully cover the cost of staff time spent on the review of the project, for the period between the application submittal and the appeal of the Planning Commission action. The appellant paid a \$110 flat fee to file an appeal of the Planning Commission's decision. Staff time spent on the review of the appeal to the City Council is not otherwise recovered, per City Council policy.

Environmental Review

The project is categorically exempt under Class 3 (Section 15303, "New Construction or Conversion of Small Structures") of the current California Environmental Quality Act (CEQA) Guidelines.

Public Notice

Public notification was achieved by posting the agenda, with the agenda items being listed, at least 72 hours prior to the meeting. Public notification also consisted of publishing a notice in the local newspaper and notification by mail of owners and occupants within a 300-foot radius of the subject property.

Attachments

- A. Recommended actions
- B. Planning Commission staff report – December 11, 2017
- C. Planning Commission excerpt minutes – December 11, 2017
- D. Correspondence submitted after publishing of December 11 Planning Commission staff report
- E. Appeal letter

Disclaimer

Attached are reduced versions of maps and diagrams submitted by the applicants. The accuracy of the information in these drawings is the responsibility of the applicants, and verification of the accuracy by city staff is not always possible. The original full-scale maps, drawings and exhibits are available for public viewing at the Community Development Department.

Report prepared by:
Michele T. Morris, Assistant Planner

Report reviewed by:
Mark Muenzer, Community Development Director

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752 Gilbert Avenue – Attachment A: Recommended Actions

LOCATION: 752 Gilbert Avenue	PROJECT NUMBER: PLN2017-00073	APPLICANT: Jia Pei Sun	OWNER: Jia Pei Sun and Louisa Brunner
PROPOSAL: Request for a use permit to demolish an existing single-story, single-family residence and detached garage and construct a new two-story, single-family residence on a substandard lot with regard to lot area and lot width in the R-1-U (Single-Family Urban Residential) zoning district. One heritage-size Douglas fir tree is proposed for removal as part of this project.			
DECISION ENTITY: City Council	DATE: June 5, 2018	ACTION: TBD	
VOTE: (Carlton, Cline, Keith, Mueller, Ohtaki)			
ACTION:			
<ol style="list-style-type: none"> 1. Make a finding that the project is categorically exempt under Class 3 (Section 15303, “New Construction or Conversion of Small Structures”) of the current California Environmental Quality Act (CEQA) Guidelines. 2. Make findings, as per Section 16.82.030 of the Zoning Ordinance pertaining to the granting of use permits, that the proposed use will not be detrimental to the health, safety, morals, comfort and general welfare of the persons residing or working in the neighborhood of such proposed use, and will not be detrimental to property and improvements in the neighborhood or the general welfare of the City. Specifically, the project would be consistent with the requirements of the Zoning Ordinance. The residence is proposed to be 26.3 feet in height, below the maximum permissible height of 28 feet. The proposed structure would comply with daylight plane requirements. The gables or roofs will be revised to include gable vents or louvers to add visual interest to the proposed home. To protect privacy, the stairway windows would be obscured, or their sill heights would be raised, and a new seven-foot fence would be installed on the east side of the property. The proposed residence would be located at the required 20-foot front setback, and the second floor would be inset approximately seven feet, six inches from the façade of the first floor, reducing the perception of mass from the public right-of-way. The side setbacks would exceed the minimum side setback requirement of five feet. The proposed residence will be consistent with the overall neighborhood housing stock, which includes one- and two-story single-family residences of various architectural styles, including ranch and craftsman style homes. 3. Approve the use permit subject to the following <i>standard</i> conditions: <ol style="list-style-type: none"> a. Development of the project shall be substantially in conformance with the plans prepared by Chris Spaulding Architect consisting of seven plan sheets, dated received December 6, 2017, and approved by the City Council on June 5, 2018, except as modified by the conditions contained herein, subject to review and approval of the Planning Division. b. Prior to building permit issuance, the applicants shall comply with all Sanitary District, Menlo Park Fire Protection District, and utility companies’ regulations that are directly applicable to the project. c. Prior to building permit issuance, the applicants shall comply with all requirements of the Building Division, Engineering Division, and Transportation Division that are directly applicable to the project. d. Prior to building permit issuance, the applicant shall submit a plan for any new utility installations or upgrades for review and approval by the Planning, Engineering and Building Divisions. All utility equipment that is installed outside of a building and that cannot be placed underground shall be properly screened by landscaping. The plan shall show exact locations of all meters, back flow prevention devices, transformers, junction boxes, relay boxes, and other equipment boxes. e. Simultaneous with the submittal of a complete building permit application, the applicant shall submit plans indicating that the applicant shall remove and replace any damaged and 			

752 Gilbert Avenue – Attachment A: Recommended Actions

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PROPOSAL: Request for a use permit to demolish an existing single-story, single-family residence and detached garage and construct a new two-story, single-family residence on a substandard lot with regard to lot area and lot width in the R-1-U (Single-Family Urban Residential) zoning district. One heritage-size Douglas fir tree is proposed for removal as part of this project.			
DECISION ENTITY: City Council	DATE: June 5, 2018	ACTION: TBD	
VOTE: (Carlton, Cline, Keith, Mueller, Ohtaki)			
ACTION:			
<p>significantly worn sections of frontage improvements. The plans shall be submitted for review and approval of the Engineering Division.</p> <p>f. Simultaneous with the submittal of a complete building permit application, the applicant shall submit a Grading and Drainage Plan for review and approval of the Engineering Division. The Grading and Drainage Plan shall be approved prior to the issuance of grading, demolition or building permits.</p> <p>g. Heritage trees in the vicinity of the construction project shall be protected pursuant to the Heritage Tree Ordinance and the recommendations in the arborist report by Arborlogic Consulting Arborists dated June 26, 2017 (dated received July 26, 2017).</p> <p>4. Approve the use permit subject to the following project-specific conditions:</p> <p>a. Prior to the submittal of a complete building permit application, the applicant shall submit revised plans addressing the topics listed below, subject to the review and approval of the Planning Division. The Planning Commission shall be notified of these changes by email, and any Commissioner may request that the Planning Division's approval of the revised plans may be considered at the next available Planning Commission meeting. The revised plans shall be fully approved prior to issuance of the overall building permit. The specific topics to be addressed include:</p> <ol style="list-style-type: none"> 1) Install a new seven-foot fence on the east side of the property 2) Change the glass of the stairway windows on the east to obscured glass or raise the window sill height 3) Revise the gables and roofs to include louvers or gable vents; and 4) Reduce the overall height by 12 inches through a reduction in ceiling heights or the foundation. 			



STAFF REPORT

Planning Commission

Meeting Date: 12/11/2017
Staff Report Number: 17-070-PC
Public Hearing: Use Permit/Jai Pei Sun/752 Gilbert Avenue

Recommendation

Staff recommends that the Planning Commission approve a request for a use permit to demolish an existing single-story, single-family residence and detached garage and construct a new two-story, single-family residence with an attached garage on a substandard lot with regard to lot area and lot width in the R-1-U (Single-Family Urban Residential) zoning district, at 752 Gilbert Avenue. One heritage size Douglas fir tree is proposed for removal as part of this project. The recommended actions are contained within Attachment A.

Policy Issues

Each use permit request is considered individually. The Planning Commission should consider whether the required use permit findings can be made for the proposal.

Background

Site location

The subject site is located at 752 Gilbert Avenue, an interior lot between Santa Monica Avenue and Santa Margarita Avenue, west of Willow Road (using Willow Road in the north/south orientation). A location map is included as Attachment B. The parcel is immediately surrounded by other R-1-U zoned properties and located near single-family residential properties in the R-1-S (Single-Family Suburban Residential) zoning district in the Seminary Oaks neighborhood. Several properties farther east towards Willow Road are in the R-3 (Apartment) zoning district. There is a mix of one and two-story single-family, and multi-family residences, which feature varied architectural styles, including ranch and craftsman style homes.

Analysis

Project description

The applicant is proposing to demolish an existing single-story, single-family residence and a detached garage to construct a new two-story, four-bedroom residence with an attached single-car garage. The second required parking space would be uncovered and located to the left of the proposed residence. The proposal would utilize the allowable 35% building coverage (1,893.2 square feet) and have a total proposed floor area of 2,717.7 square feet, which is under the 2,800 square-foot floor area limit (FAL).

The house is proposed to be 27 feet, three inches in height, below the maximum permissible height of 28 feet, and the proposed structure would comply with daylight plane requirements. The new house would be

located at the required 20-foot front setback and the second floor would be inset approximately seven feet, six inches from the façade of the first floor. The rear setback would be approximately 26 feet, with the proposed second floor setback at approximately 37 feet. The left and right side setbacks for the second floor would also feature insets from the first floor, providing articulation and breaks in the massing. The proposed left side setback is approximately seven, four inches at its closest point to the side property line and increases to approximately 14 feet, seven inches for a larger portion of the home, which exceed the required minimum five-foot side setback. A data table summarizing the parcel and project attributes is included as Attachment C. The project plans and the applicant's project description letter are included as Attachments D and E, respectively.

Design and materials

The new home would be constructed in a contemporary interpretation of a traditional styled home, with a combination of gabled and hip roofs and front and rear porches. The roof would consist of composition shingle with a uniform 4:12 roof pitch overall. The façade would feature cement plaster siding with a brush finish, accented by stone veneer on the base of the columns of the proposed front and rear porches, the foremost portion of the front façade, and the two chimneys on the right side elevation. The applicant proposes to use wood-clad casement windows, which would be recessed from the wall. Through a combination of modest-sized windows, high sill heights and the number of windows, the proposed project minimizes privacy impacts. The entire second floor would generally be inset from the perimeter of the main floor, which would minimize the massing of the home. Staff believes that the scale, materials, and design of the proposed residence would be consistent with the neighborhood's mix of architectural styles.

Trees and landscaping

There are a total of seven trees on and near the subject property, four of which are heritage trees. The applicant has submitted an arborist report (Attachment F) detailing the species, size, and conditions of these trees. A detailed tree protection plan is also included as a part of the plan set. There is one tree (tree #6) in the City's right-of-way and the remaining six trees are on the subject property. Three trees are proposed for removal: one 32-inch heritage Douglas fir (tree #1) in the rear yard, a non-heritage glossy privet (tree #5), and a second non-heritage size tree (not studied by the project arborist), both located in the front yard. The Douglas fir tree is proposed to be removed because it conflicts with the proposed rear porch and one non-heritage tree is proposed to be removed for the construction of the front porch. The project arborist notes the good health of the Douglas fir, but the tree was described as in "fair" condition. The City Arborist has reviewed the report and plans and has tentatively approved the removal of heritage tree #1 because of the poor structure and condition of the tree. The applicant proposes to plant one 24-inch box cork oak at left corner of the front yard of the property to comply with the replacement tree requirement. The proposed project is not anticipated to adversely affect any of the remaining trees, as tree protection measures will be ensured through standard condition 3g.

Correspondence

Staff has not received any items of correspondence on the proposed project. The applicant states in the project description letter that they have done personal outreach, although this has not been independently verified by staff.

Conclusion

Staff believes the scale, materials, and style of the proposed residence are compatible with the neighborhood. The design would set the second floor back from the first floor of the proposed residence, helping reduce the perception of mass and bulk. Design elements such as the front porch which frames the entry and the exterior materials would add visual interest to the project. Two trees are proposed for removal, however, the remaining trees would be protected as specified in the arborist report and the recommended tree protection measures. Staff recommends that the Planning Commission approve the proposed project.

Impact on City Resources

The project sponsor is required to pay Planning, Building and Public Works permit fees, based on the City's Master Fee Schedule, to fully cover the cost of staff time spent on the review of the project.

Environmental Review

The project is categorically exempt under Class 3 (Section 15303, "New Construction or Conversion of Small Structures") of the current California Environmental Quality Act (CEQA) Guidelines.

Public Notice

Public Notification was achieved by posting the agenda, with the agenda items being listed, at least 72 hours prior to the meeting. Public notification also consisted of publishing a notice in the local newspaper and notification by mail of owners and occupants within a 300-foot radius of the subject property.

Appeal Period

The Planning Commission action will be effective after 15 days unless the action is appealed to the City Council, in which case the outcome of the application shall be determined by the City Council.

Attachments

- A. Recommended Actions
- B. Location Map
- C. Data Table
- D. Project Plans
- E. Project Description Letter
- F. Arborist Report

Disclaimer

Attached are reduced versions of maps and diagrams submitted by the applicants. The accuracy of the information in these drawings is the responsibility of the applicants, and verification of the accuracy by City Staff is not always possible. The original full-scale maps, drawings and exhibits are available for public

viewing at the Community Development Department.

Exhibits to Be Provided at Meeting

None

Report prepared by:
Michele T. Morris, Assistant Planner

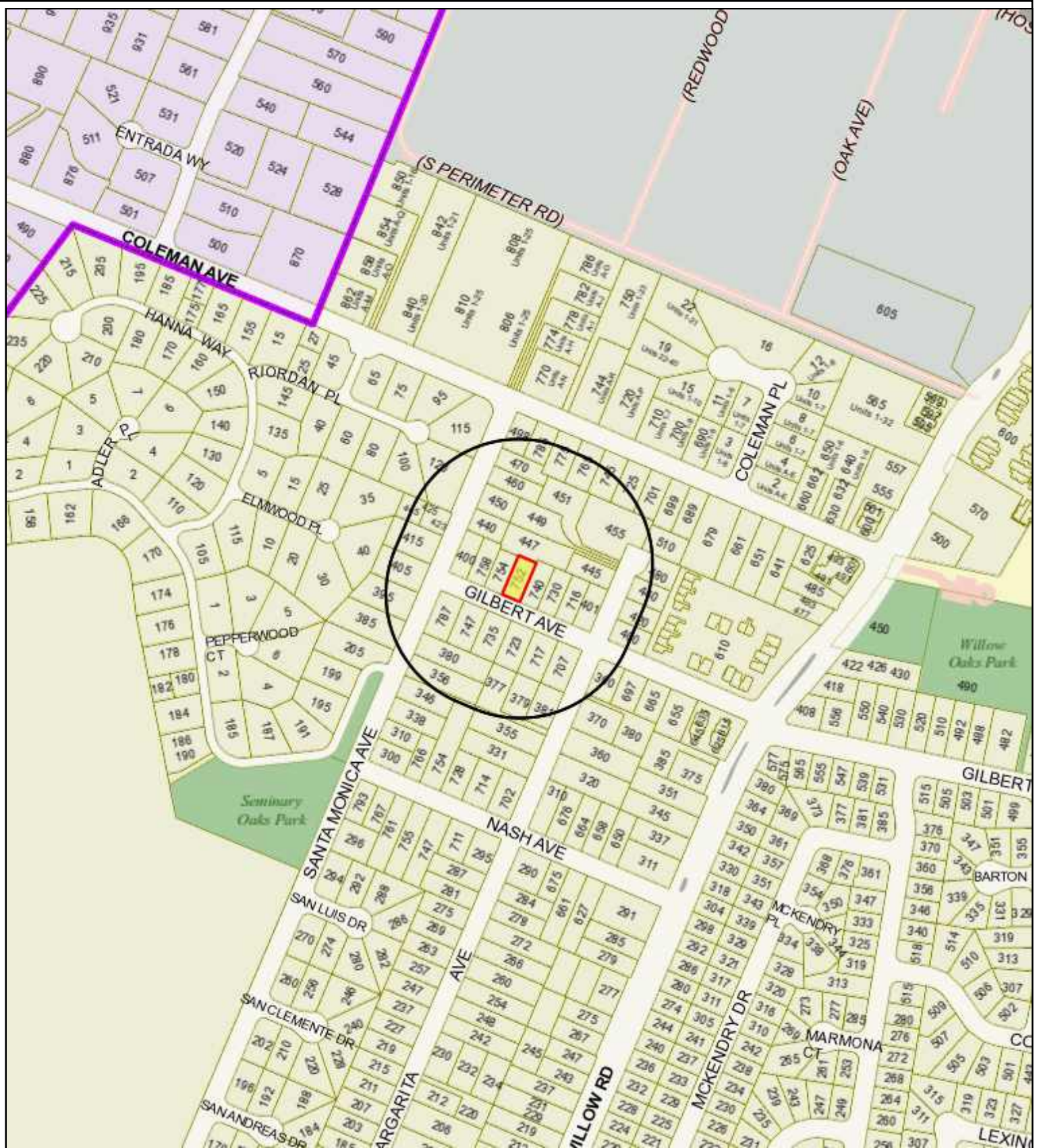
Report reviewed by:
Deanna Chow, Principal Planner

752 Gilbert Avenue – Attachment A: Recommended Actions

LOCATION: 752 Gilbert Avenue	PROJECT NUMBER: PLN2017-00073	APPLICANT: Jia Pei Sun	OWNER: Jia Pei Sun and Louisa Brunner
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DECISION ENTITY: Planning Commission	DATE: December 11, 2017	ACTION: TBD	
VOTE: TBD (Barnes, Combs, Goodhue, Kahle, Onken, Riggs, Strehl)			
ACTION:			
<ol style="list-style-type: none"> 1. Make a finding that the project is categorically exempt under Class 3 (Section 15303, “New Construction or Conversion of Small Structures”) of the current California Environmental Quality Act (CEQA) Guidelines. 2. Make findings, as per Section 16.82.030 of the Zoning Ordinance pertaining to the granting of use permits, that the proposed use will not be detrimental to the health, safety, morals, comfort and general welfare of the persons residing or working in the neighborhood of such proposed use, and will not be detrimental to property and improvements in the neighborhood or the general welfare of the City. 3. Approve the use permit subject to the following <i>standard</i> conditions: <ol style="list-style-type: none"> a. Development of the project shall be substantially in conformance with the plans prepared by Chris Spaulding Architect consisting of seven plan sheets, dated received December 6, 2017, and approved by the Planning Commission on December 11, 2017, except as modified by the conditions contained herein, subject to review and approval of the Planning Division. b. Prior to building permit issuance, the applicants shall comply with all Sanitary District, Menlo Park Fire Protection District, and utility companies’ regulations that are directly applicable to the project. c. Prior to building permit issuance, the applicants shall comply with all requirements of the Building Division, Engineering Division, and Transportation Division that are directly applicable to the project. d. Prior to building permit issuance, the applicant shall submit a plan for any new utility installations or upgrades for review and approval by the Planning, Engineering and Building Divisions. All utility equipment that is installed outside of a building and that cannot be placed underground shall be properly screened by landscaping. The plan shall show exact locations of all meters, back flow prevention devices, transformers, junction boxes, relay boxes, and other equipment boxes. e. Simultaneous with the submittal of a complete building permit application, the applicant shall submit plans indicating that the applicant shall remove and replace any damaged and significantly worn sections of frontage improvements. The plans shall be submitted for review and approval of the Engineering Division. f. Simultaneous with the submittal of a complete building permit application, the applicant shall submit a Grading and Drainage Plan for review and approval of the Engineering Division. The Grading and Drainage Plan shall be approved prior to the issuance of grading, demolition or building permits. g. Heritage trees in the vicinity of the construction project shall be protected pursuant to the Heritage Tree Ordinance and the recommendations in the arborist report by Arborlogic 			

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DECISION ENTITY: Planning Commission	DATE: December 11, 2017	ACTION: TBD	
VOTE: TBD (Barnes, Combs, Goodhue, Kahle, Onken, Riggs, Strehl)			
ACTION: Consulting Arborists dated June 26, 2017 (dated received July 26, 2017).			



City of Menlo Park
 Location Map
 752 Gilbert Avenue



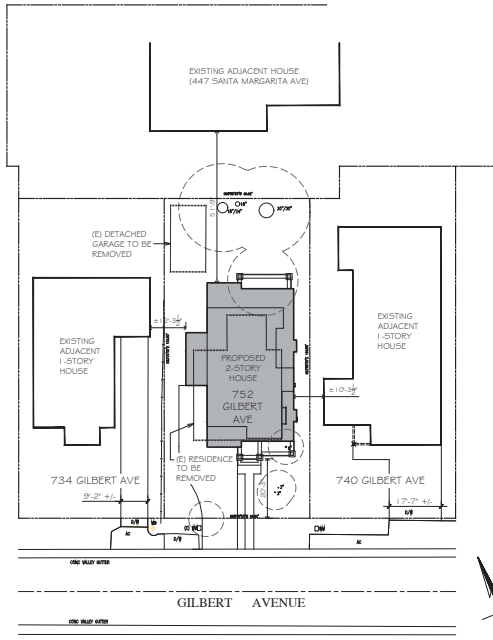
752 Gilbert Avenue – Attachment C: Data Table

	PROPOSED PROJECT	EXISTING PROJECT	ZONING ORDINANCE
Lot area	5,409 sf	5,409 sf	7,000 sf min.
Lot width	49.6 ft.	49.6 ft.	65 ft. min.
Lot depth	109 ft.	109 ft.	100 ft. min.
Setbacks			
Front	20 ft.	26.7 ft.	20 ft. min.
Rear	26.1 ft.	39.6 ft.	20 ft. min.
Street Side (left)	7.4 ft.	10 ft.	5 ft. min.
Side (right)	5.5 ft.	9.6 ft.	5 ft. min.
Building coverage	1,893 sf 35 %	1,352 sf 25 %	1,893.2 sf max. 35 % max.
FAL (Floor Area Limit)	2,717.7 sf	1,352 sf	2,800 sf max.
Square footage by floor	1,473.2 sf/1 st 1,011.7 sf/2 nd 233.1 sf/garage 179 sf/porches 8 sf/fireplaces	1,080 sf/1 st 272 sf/garage	
Square footage of building	2,905 sf	1,352 sf	
Building height	27.3 ft.	19 ft.	28 ft. max.
Parking	1 covered/1 uncovered	1 covered/1 uncovered	1 covered/1 uncovered
Trees	Heritage trees 4 Heritage trees proposed for removal 1	Non-Heritage trees 3 Non-Heritage trees proposed for removal 2	New Trees 1 Total Number of Trees 5*

*One street tree is located near the front property line.

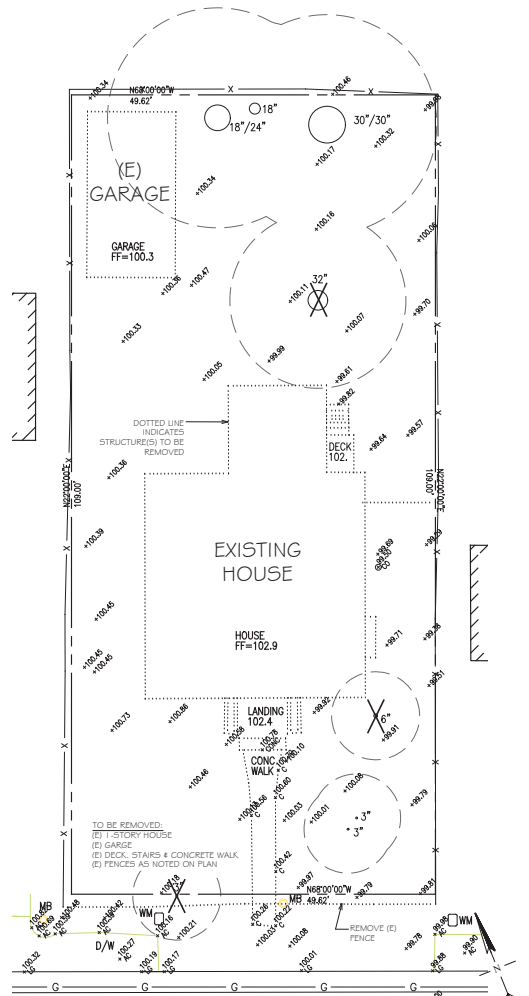
SITE ANALYSIS - ZONING R-1U	
LOT AREA	5,409 SF
ALLOWABLE FLOOR AREA (NO ATTIC SPACE OVER 9'-0")	2,800 SF
FLOOR AREA OF EXISTING 1-STORY HOUSE TO BE REMOVED	≈ 1,352 SF
PROPOSED FLOOR AREA	
1ST FLOOR	1,706.30 SF
2ND FLOOR	1,011.47 SF
TOTAL PROPOSED FLOOR AREA	2,717.77 SF
BASEMENT	N/A SF
LAND COVERED BY ALL STRUCTURES (1,893)	34.99 %
LANDSCAPING	52.46 %
PAVED SURFACES = 679	12.55 %
PARKING SPACES	2 (1 COVERED + 1 UNCOVERED)
SHAPE FINAL GRADES FOR PROPER DRAINAGE	

REPLACEMENT TREE NOTES			
SYMBOLS	BOTANICAL NAME	SIZE	QTY.
	CORK OAK	24"BOX	1

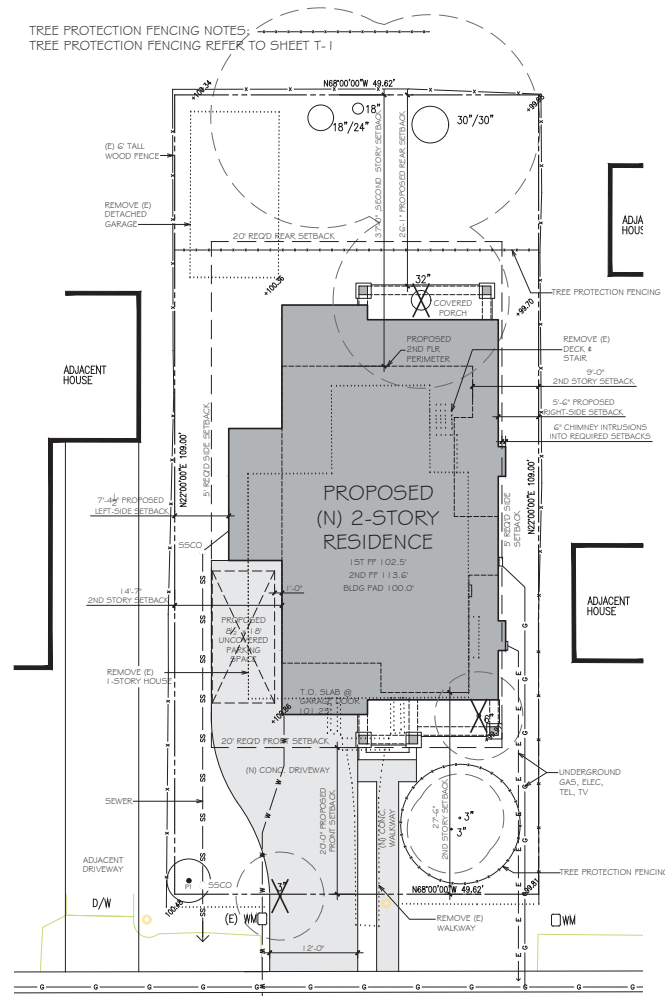
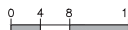


AREA PLAN

1" = 20' - 0"



DEMO SITE PLAN



SITE PLAN

DRAWN ON SURVEY BY RW ENGINEERING DATED MARCH 5, 2017.
RW PHONE# 408.262.1899

1" = 8' - 0"



STREETSCAPE

PROPOSED PROJECT 752 GILBERT AVE

1/8" = 1'-0"

DRAWINGS PREPARED BY
CHRIS SPAULDING
ARCHITECT

801 CAMELIA STREET SUITE E
BERKELEY CALIFORNIA 94710
(510) 527-5997 FAX (510) 527-5999

REVISIONS	BY
10-26-17	
12-5-17	

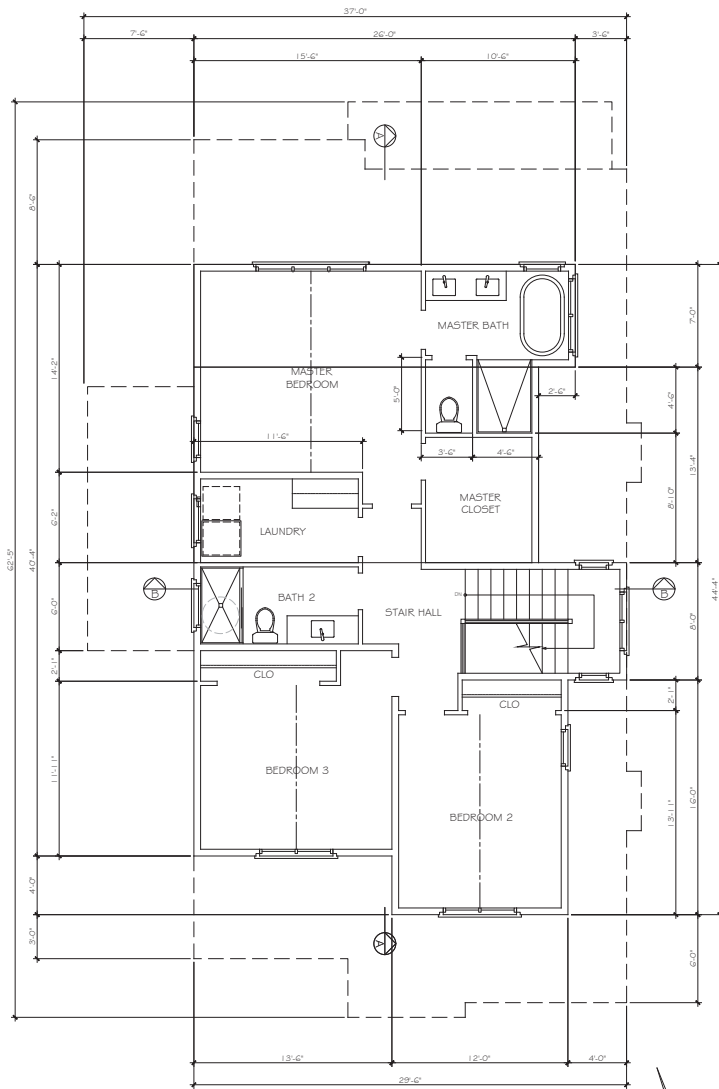
PRELIMINARY SET	
DESIGN REVIEW SET	
PLAN CHECK SET	
PERMIT SET	
CONSTRUCTION SET	

PROPOSED NEW 2-STORY HOME AT
752 GILBERT AVE
MENLO PARK □ CALIFORNIA

DATE:	6-15-17
SCALE:	AS NOTED
DRAWN:	CS/OBK/D
JOB:	HE - GILBERT
SHEET	

A1

OF 6 SHEETS

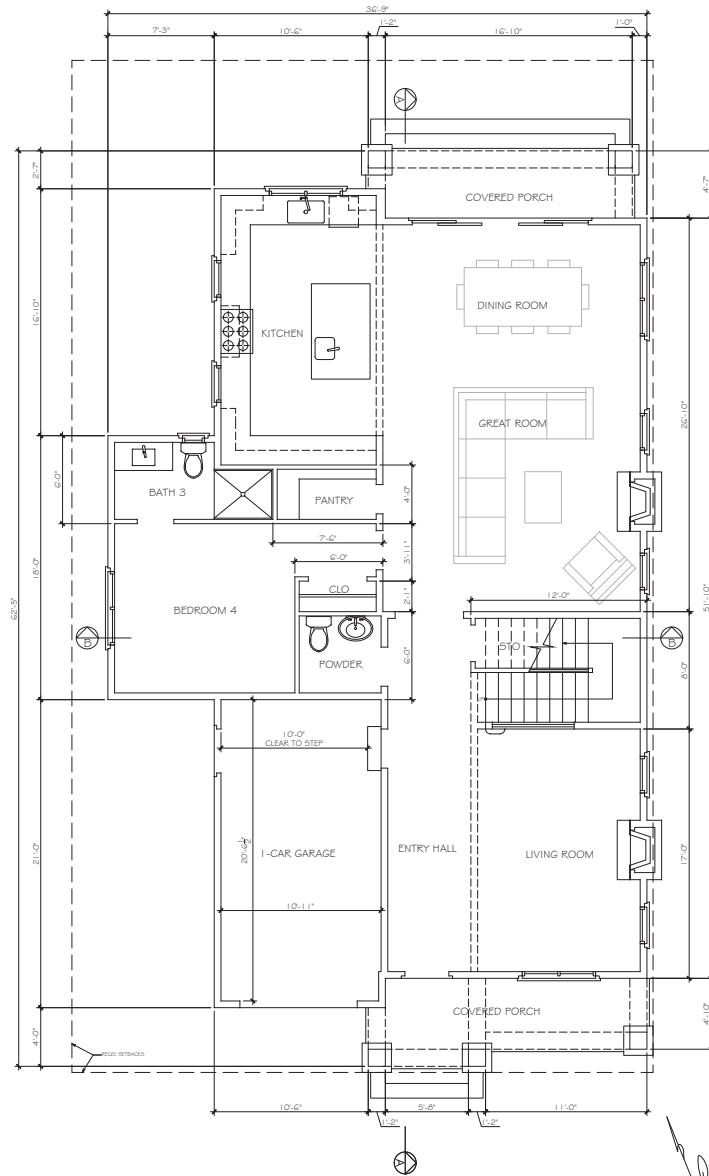


SECOND FLOOR PLAN

1/4" = 1'-0"



Handwritten signature



FIRST FLOOR PLAN

1/4" = 1'-0"



Handwritten signature

DRAWINGS PREPARED BY
CHRIS SPAULDING
 ARCHITECT

801 CAMELLIA STREET SUITE E
 BERKELEY CALIFORNIA 94710
 (510) 527-5997 FAX: (510) 527-5999

REVISIONS	BY
10.26.17	
12.5.17	

PRELIMINARY SET	
DESIGN REVIEW SET	
PLAN CHECK SET	
PERMIT SET	
CONSTRUCTION SET	

PROPOSED NEW 2-STORY HOME AT
752 GILBERT AVE
 MENLO PARK CALIFORNIA

DATE	6-15-17
SCALE	AS NOTED
DRAWN	CS/OBK/D
JOB	HE - GILBERT
SHEET	

A2
 OF 6 SHEETS



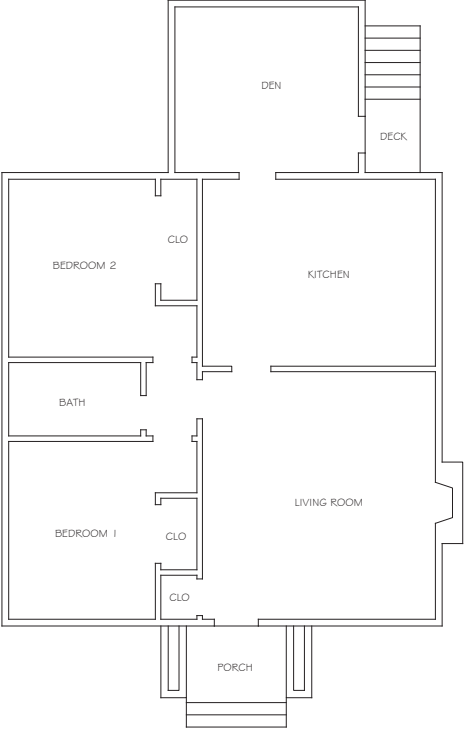
EXISTING HOUSE

DRAWINGS PREPARED BY
CHRIS SPAULDING
ARCHITECT

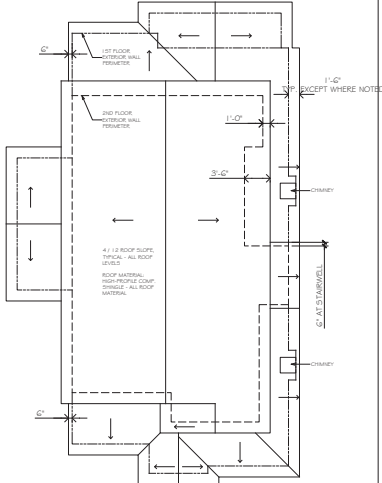
801 CAMELIA STREET SUITE E
BERKELEY CALIFORNIA 94710
(510) 527-5997 FAX (510) 527-5999

REVISIONS	BY
10.26.17	
12.5.17	

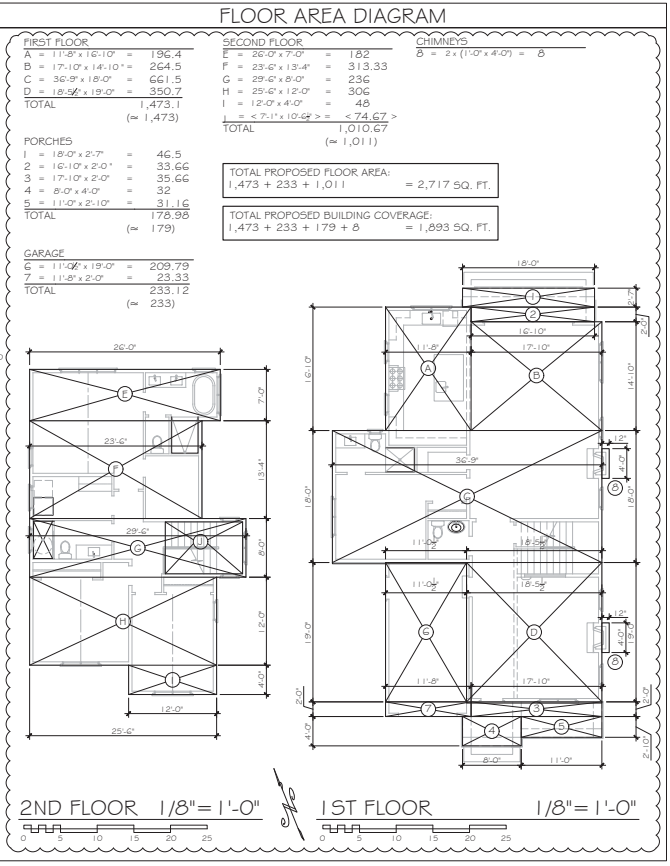
PRELIMINARY SET	
DESIGN REVIEW SET	
PLAN CHECK SET	
PERMIT SET	
CONSTRUCTION SET	



EXISTING FLOOR PLAN
TO BE DEMOLISHED 1/4" = 1'-0"



ROOF PLAN 1/8" = 1'-0"



PROPOSED NEW 2-STORY HOME AT
752 GILBERT AVE
MENLO PARK CALIFORNIA

DATE	6-15-17
SCALE	AS NOTED
DRAWN	CS/OBK/D
JOB	HE - GILBERT
SHEET	

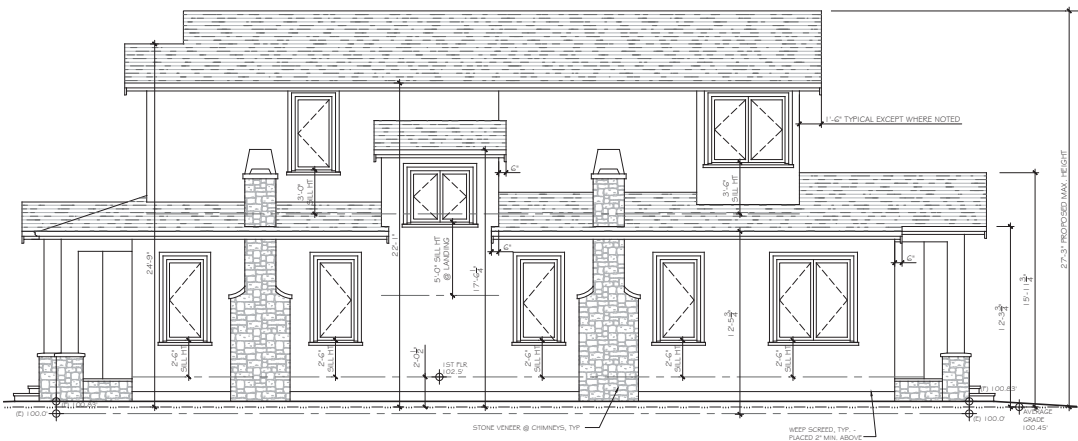
A3
OF 6 SHEETS

DRAWINGS PREPARED BY
CHRIS SPAULDING
 ARCHITECT

801 CAMELIA STREET SUITE E
 BERKELEY CALIFORNIA 94710
 (510) 527-5997 FAX (510) 527-5999

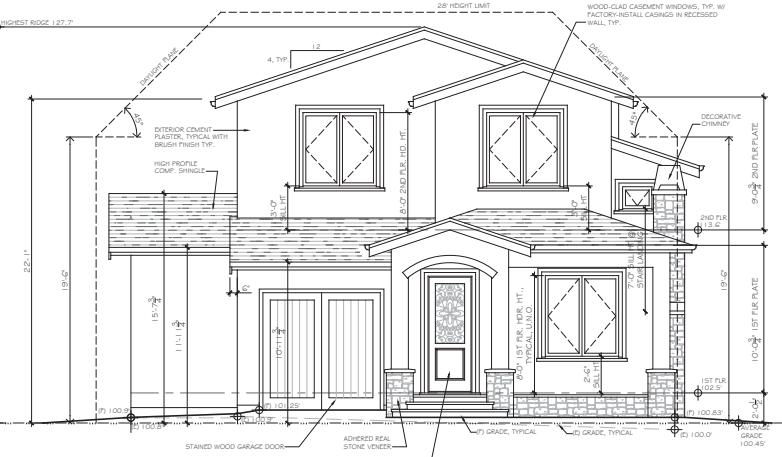
REVISIONS	BY
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12.5.17	

PRELIMINARY SET	
DESIGN REVIEW SET	
PLAN CHECK SET	
PERMIT SET	
CONSTRUCTION SET	



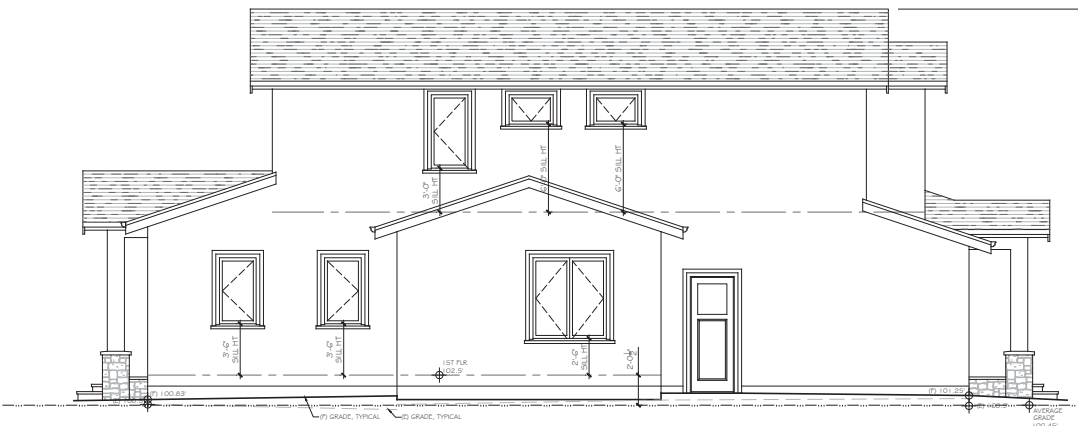
RIGHT-SIDE (EAST) ELEVATION

1/4" = 1'-0"



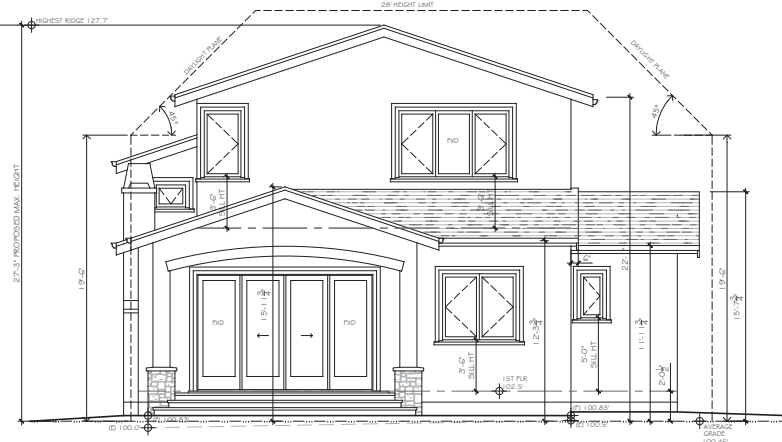
FRONT (SOUTH) ELEVATION

1/4" = 1'-0"



LEFT-SIDE (WEST) ELEVATION

1/4" = 1'-0"



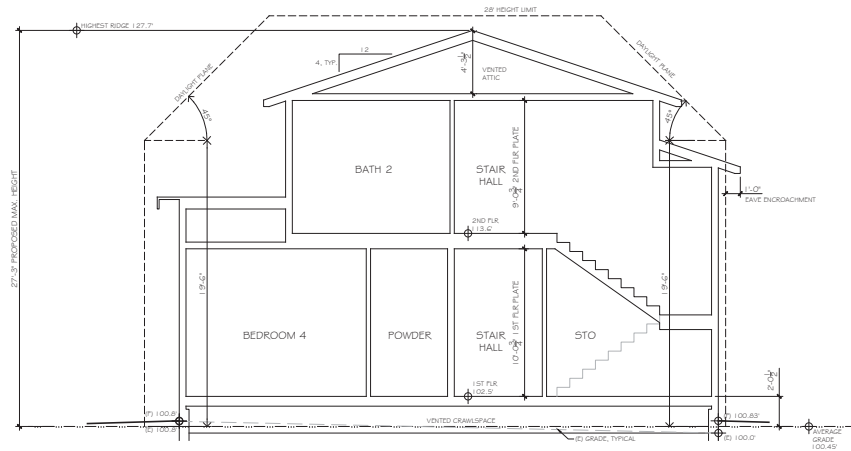
REAR (NORTH) ELEVATION

1/4" = 1'-0"

PROPOSED NEW 2-STORY HOME AT
752 GILBERT AVE
 MENLO PARK CALIFORNIA

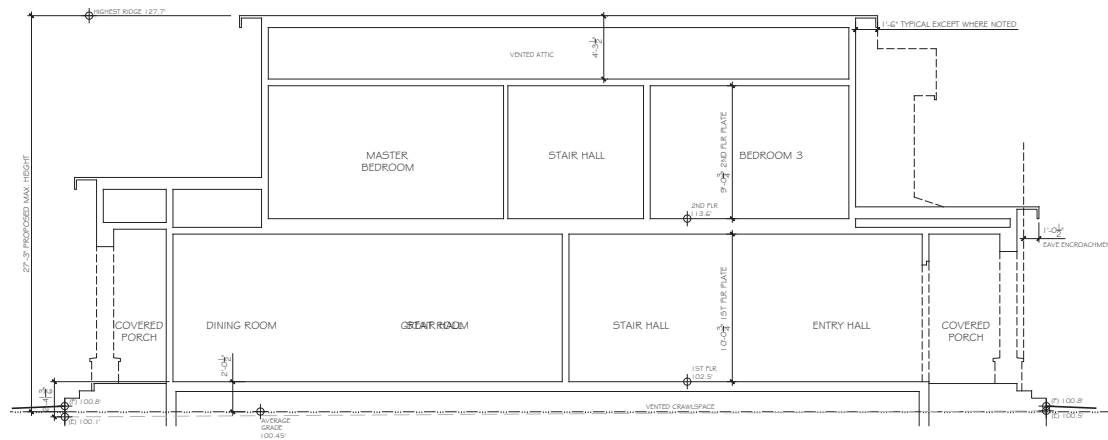
DATE: 6-15-17
 SCALE: AS NOTED
 DRAWN: CS/OBK/D
 JOB: HE - GILBERT

SHEET
A4
 OF 6 SHEETS



SECTION B-B

1/4" = 1'-0"



SECTION A-A

1/4" = 1'-0"

DRAWINGS PREPARED BY
CHRIS SPAULDING
ARCHITECT

801 CAMELIA STREET SUITE E
BERKELEY CALIFORNIA 94710
(510) 527-5997 FAX (510) 527-5999

REVISIONS	BY
10.26.17	
12.5.17	

PRELIMINARY SET	
DESIGN REVIEW SET	
PLAN CHECK SET	
PERMIT SET	
CONSTRUCTION SET	

PROPOSED NEW 2-STORY HOME AT
752 GILBERT AVE
MENLO PARK CALIFORNIA

DATE	6-15-17
SCALE	AS NOTED
DRAWN	CS/CBK/D
JOB	HE - GILBERT
SHEET	

A5

OF 6 SHEETS

NOTES:

1. THIS MAP REPRESENTS TOPOGRAPHY OF THE SURFACE FEATURES ONLY AT THE TIME THE SURVEY WORK WAS COMPLETED.
2. FOR THE LOCATIONS OF UNDERGROUND UTILITIES CALL "USA" (1-800-642-2440).
3. ALL DISTANCES AND DIMENSIONS ARE IN FEET AND DECIMALS.
4. BUILDING FOOTPRINTS ARE SHOWN AT GROUND LEVEL.
5. FINISH FLOOR ELEVATION TAKEN AT DOOR THRESHOLD (EXTERIOR).

SITE BENCHMARK: 

SET NAIL
ELEVATION=100.00' ASSUMED

BASIS OF BEARINGS:

PER MAP SHOWING THE SUBDIVISION OF NASH TRACT NEAR PALO ALTO, CAL. FILED IN BOOK A OF MAPS AT PAGE 20, SAN MATEO COUNTY RECORDS.

REFERENCES:

- R1 NASH TRACT (A MAPS 20)
- R2 VINTAGE OAKS-UNIT 1 (126 MAPS 35-42)

SITE DATA:

752 GILBERT AVENUE
MENLO PARK, CA
APN: 062-284-270
AREA=5,409 S.F.±

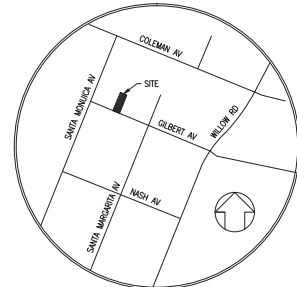
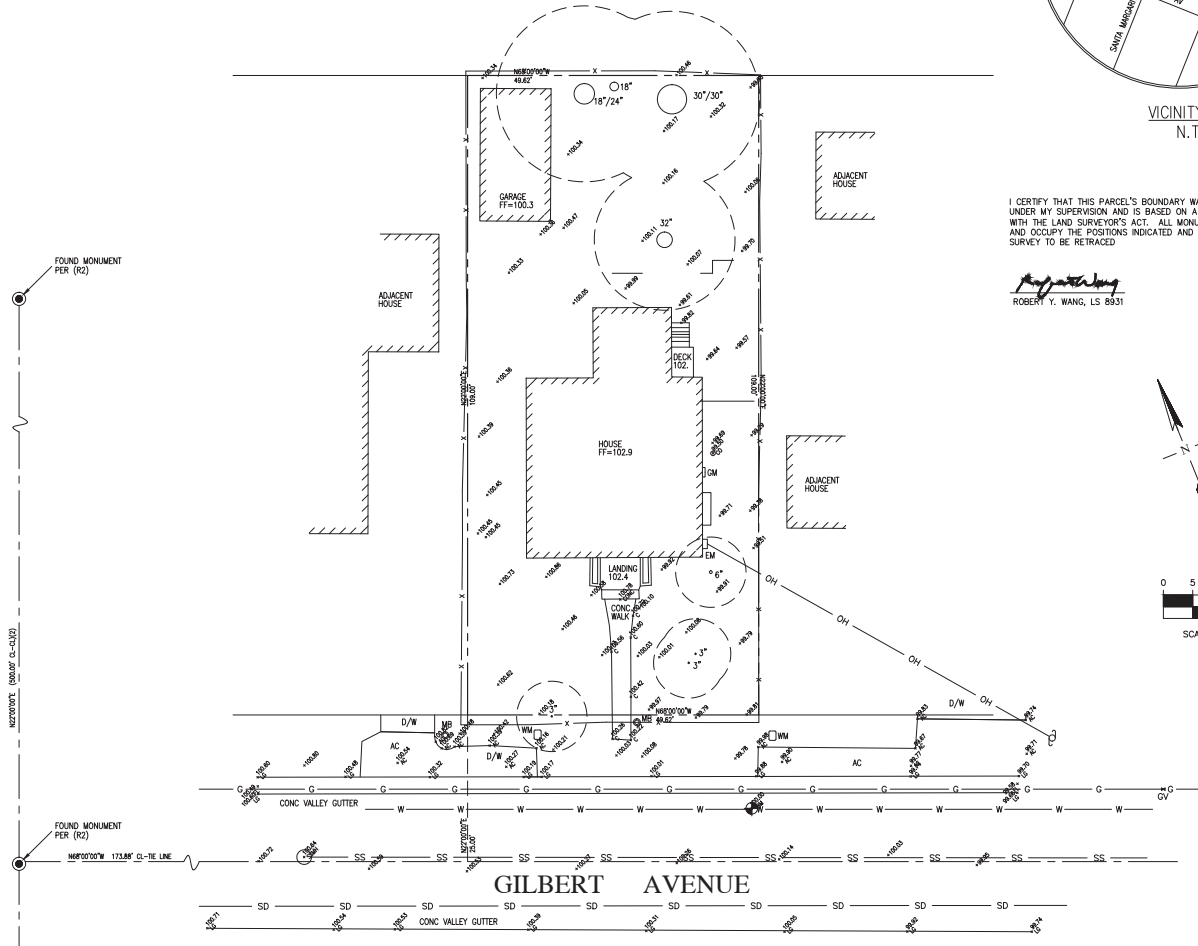
ABBREVIATION

- AD AREA DRAIN
- A.E. ANCHOR EASEMENT
- AC ASPHALT CONCRETE
- BRK BRICK
- C/G CURB & GUTTER
- C CONCRETE
- DI DRAIN INLET
- FF FINISH FLOOR GRADE
- FL FLOWLINE
- GM GAS METER
- LG LIP OF GUTTER
- MB MAIL BOX
- P.U.E. PUBLIC UTILITY EASEMENT
- P.S.E. PUBLIC SERVICE EASEMENT
- SDMH STORM DRAIN MANHOLE
- SSOD SANITARY SEWER CLEANOUT
- SSMH SANITARY SEWER MANHOLE
- S/W SIDEWALK
- TC TOP OF CURB
- TRC TOP OF ROLLED CURB
- W.C.E. WIRE CLEARANCE EASEMENT
- WM WATER METER

LEGEND

- PROPERTY LINE
- CENTERLINE
- SS UTILITY LINE-TYPE AS NOTED
- STREET LIGHT
- PG&E UTILITY BOX-TYPE AS NOTED
- WM/GM WATER/GAS METER
- D-WV WATER VALVE
- ▭ CURB CATCH BASIN
- FIRE HYDRANT
- MH MANHOLE-TYPE AS NOTED
- CO SANITARY SEWER CLEANOUT
- PP-○-OH POWER POLE W/ OVERHEAD WIRE
- ◆ BENCHMARK
- 200' CONTOUR LINE
- MONUMENT
- 12" TREE-TRUNK DIAMETER IN INCHES SPECIES NOTED WHEN KNOWN
- GUY WIRE

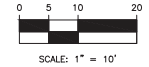
SANTA MONICA AVENUE



VICINITY MAP
N.T.S.

I CERTIFY THAT THIS PARCEL'S BOUNDARY WAS ESTABLISHED BY ME OR UNDER MY SUPERVISION AND IS BASED ON A FIELD SURVEY IN CONFORMANCE WITH THE LAND SURVEYOR'S ACT. ALL MONUMENTS ARE OF THE CHARACTER AND OCCUPY THE POSITIONS INDICATED AND ARE SUFFICIENT TO ENABLE THE SURVEY TO BE RE-TRACED.

Robert Y. Wang
ROBERT Y. WANG, LS 8931



SCALE: 1" = 10'

NO.	REVISION	DATE	BY

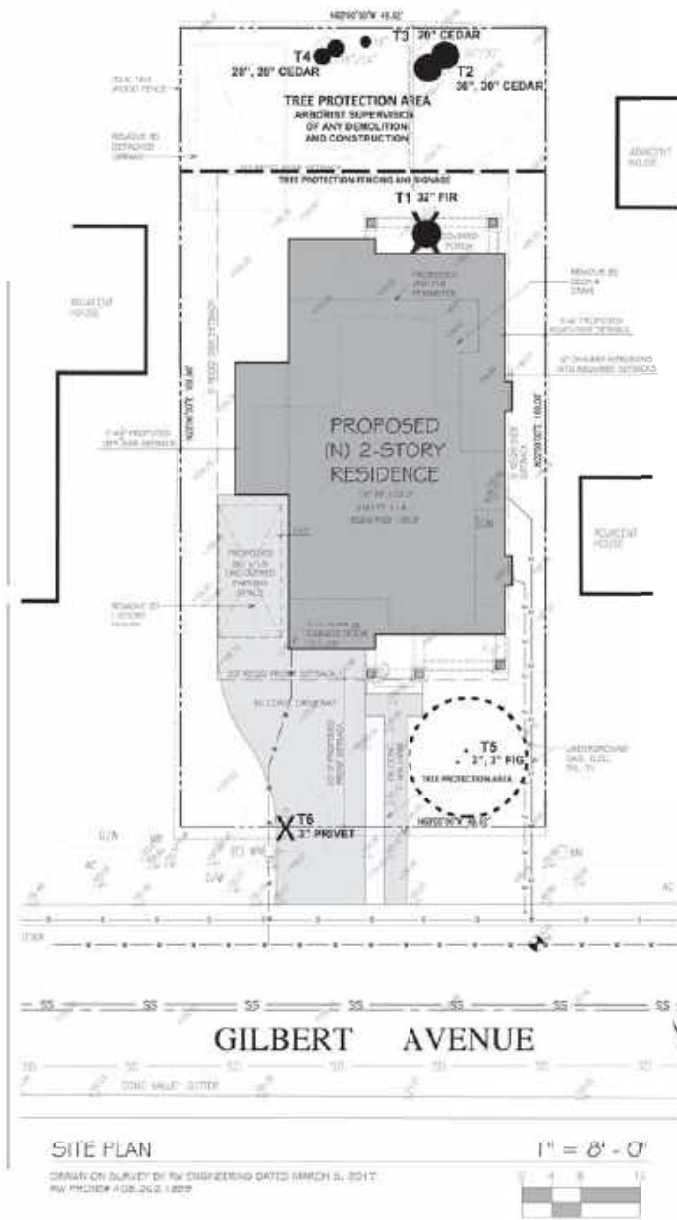
RW ENGINEERING, INC.
CIVIL ENGINEERS • LAND SURVEYORS
505 ALHAMBRA DRIVE
MENLO PARK, CALIFORNIA 94025
(415) 321-8888
(415) 321-5555
rwengineering@gmail.com

752 GILBERT AVENUE
MENLO PARK, CA
SAN MATEO COUNTY
APN: 062-284-270

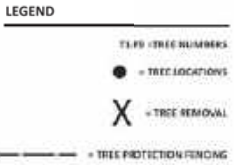
TOPOGRAPHIC &
BOUNDARY SURVEY

DATE: 11/17/17
SCALE: AS NOTED
DESIGNED BY: RW
DRAWN BY: RW
SHEET NO.

SU-1



**TREE PROTECTION ZONES:
NO EQUIPMENT, STORAGE,
DUMPING, SPOILS GRADING, OR
EXCAVATION SHALL BE PERMITTED
WITHIN THE DESIGNATED TREE**



TREE PROTECTION MEASURES:

- The Project Arborist shall meet with the General Contractor prior to any Tree Removal, Detention or Construction activities and discuss a construction management plan that includes the Tree Protection Requirements within this plan and designate the location of the site material storage, work area, office location, portable toilet, and areas of vehicle or heavy equipment access and egress and shall be clearly posted as to the throughout the duration of the development project. The Contractor agrees to immediately notify the Project Arborist if trees are damaged or exposed or if limbs or branches are severed.
- The Project Arborist shall designate Tree Removals and locations of Tree Protection Area (TPA) Fencing prior to any tree removal, detention or construction.
- All tree removals shall be performed by hand using light equipment without any damage to retained trees. All stumps shall be removed by hand or using hand operated stump grinding machine when within the Root Protection Zone (RPZ) of retained trees and to a depth of no less than twelve (12) inches.
- Following TPA Area installation, The Project Arborist shall inspect and confirm that Tree Protection Fencing has been installed adequately and provide a written report, with photographs, that shall be submitted to the City of Menlo Park.
- The Protection Area Fencing shall be constructed of no less than 4-foot tall metal fencing and supported by no less than 4-foot metal posts on no less than 8-foot centers unless otherwise designated by the Project Arborist.

T&B retained trees may be maintained provided to include pruning, shearing of branches using International Society of Arboriculture (ISA) Industry Standards. This can be performed before, during, or after construction.

- The Project Arborist shall inspect or supervise all construction activities within the Tree Protection Zones and will require no less than 12 hour notice of any proposed activities within the Tree Protection Zones of retained trees and the Project Arborist shall document and provide any necessary recommendations to the City of Menlo Park.
- Excavation shall only occur within the Root Protection Zones of retained trees, such as utility trenches, when designated by the Project Arborist. These will be excavated by hand, using high pressure air spade, or other method preventing roots from being in diameter, as designated by the Project Arborist. Any roots over two (2") inches in diameter shall only be removed under the supervision of the Project Arborist or an otherwise designated by the Project Arborist. All root cutting shall be performed using industry standard methods, documentation, and a written report with photographs provided by the Project Arborist to the City of Menlo Park.

- The Project Arborist shall inspect the site following completion of construction, assess tree condition, and make any necessary recommendations within the Final Arborist Report that shall be submitted to the City of Menlo Park.
- The Project Arborist shall provide any further recommendations to include root pruning, and fertilization.

SPECIFIC TREE PROTECTION MEASURES

- Trees T1 and T6 shall be removed as per Item 3.
- Cedar trees T2, T3, T4 and T5 shall have no less than six inches of mulch or weed cloth installed at grade throughout the development process.
- Cedar trees T2, T3, T4, and T5 shall be inspected once every other week to set activities throughout the summer dry season.

TREE NO.	SPECIES	TRUNK		STATUS	RECOMMENDATION	DIRT	CANOPY	ROOT PROTECTION ZONE	CRITICAL ROOT ZONE	LOCATION
		DBH	CRH							
T1	REDWOOD	18"	180"	HEALTHY	REMOVE (EVELETS)	2'	100'	24'	100'	TREE T1: 180' GILBERT AVENUE
T2	REDWOOD	18"	180"	HEALTHY	PRESERVE	2'	100'	24'	100'	TREE T2: 180' GILBERT AVENUE
T3	REDWOOD	18"	180"	HEALTHY	PRESERVE	2'	100'	24'	100'	TREE T3: 180' GILBERT AVENUE
T4	REDWOOD	18"	180"	HEALTHY	PRESERVE	2'	100'	24'	100'	TREE T4: 180' GILBERT AVENUE
T5	CEDEAR	18"	180"	HEALTHY	PRESERVE	2'	100'	24'	100'	TREE T5: 180' GILBERT AVENUE
T6	CEDEAR	18"	180"	HEALTHY	REMOVE (EVELETS)	2'	100'	24'	100'	TREE T6: 180' GILBERT AVENUE

DBH = Trunk Diameter at Breast Height (4.5 feet / 54 inches) above soil grade in inches.
 STATUS = Tree Designation as defined within City of Menlo Park Municipal Code Section 35.24
 VIABILITY = Suitability for Preservation or the location and condition of tree without regard to proposed development (1 = Excellent, 2 = Good, 3 = Fair, 4 = poor, 5 = very poor)
 RPZ = Individual Tree Root Protection Zone represented as a radius in feet from trunk location (whereby 1 Circle),
 CRZ = Critical Root Zone is the critical area where structural roots are likely to be located (two 3/4 times trunk diameter).
 CANOPY = Total tree canopy diameter in feet and aspect (N=North, S=South, E=East, W=West and C=On Center)

SITE PLAN: Provided by Chris Spaulding Architects, Redwood, California dated June 15, 2017.

TREE DATA: Provided by Arborlogic Consulting Arborists, San Francisco, California, See Arborist Report dated June 26, 2017.

James Lucas - Principal Consulting Arborist

Jason Patel - Associate Consulting Arborist
ISA No. 100226

Don Cox - Associate Consulting Arborist

ARBORLOGIC
CONSULTING ARBORISTS
885 West Portal Ave., San Francisco, CA 94131
415.753.9923 ext. www.arborlogic.com

PROPOSED NEW TWO-STORY HOME AT
752 Gilbert Avenue
Menlo Park, California
A.P.N. 062-284-270

ALL SERVICES PROVIDED BY ARBORLOGIC CONSULTING ARBORISTS ARE SUBJECT TO THE TERMS AND CONDITIONS OF THE AGREEMENT WHICH MAY BE LOCATED, VIEWED OR DOWNLOADED WITHOUT THE NECESSITY OF SIGNATURE.

DATE: 6/29/2017
DRAWN: JSL
SCALE: AS SHOWN
REVISED: _____
REVISED: _____

TREE PROTECTION PLAN

SHEET
T-1

Chris Spaulding, Architect

801 Camelia Street, Suite E
Berkeley, CA 94710
510-527-5997
chris@csarchitect.net

7-31-17

RECEIVED

DEC 06 2017

CITY OF MENLO PARK
BUILDING DIVISION

PROJECT DESCRIPTION FOR 752 GILBERT AVENUE

Purpose: To bring the property up to current codes and style by demolishing the existing substandard buildings and to construct a new single family residence with garage. A use permit is required due to a 2-story house being proposed for a substandard size parcel.

Scope of Work: Demolish existing 1,080 sq.ft. house and 272 sq.ft. garage. Remove one 32" and one double 3" tree. Construct new 2-story 2484 sq.ft. residence with attached 233 sq.ft. garage.

Architecture: The proposed home is a "contemporary traditional" home (traditional massing with contemporary details). It will be a conventionally constructed (wood-frame) home with stucco and stone siding and composition shingle roofing. The roof will be "weathered wood" color, the stucco beige, and the stone gold and brown limestone. The windows will be dual-pane wood-frame recessed in the wall with decorative sills.

Basis for site layout: The site is a normal, small urban lot. The house is set within the building envelope. The garage is on the left – the same side as the existing driveway. The second floor is set back further from the lot lines than the first floor in order to reduce the perception of mass and bulk, and to increase the light and air for the adjacent property. Only small, secondary windows are on the sides of the 2nd floor to protect the adjacent property's privacy.

Existing and proposed use: The existing and proposed use is the same – a single family residence with garage.

Outreach to neighboring properties: The owner has attempted to meet the immediate neighbors and has discussed the project with those she could contact.



RECEIVED

JUL 26 2017

CITY OF MENLO PARK
PLANNING

ARBORIST REPORT

June 26, 2017

***Tree Resource Evaluation
and Construction Impact Assessment***

***752 Gilbert Avenue, Menlo Park, California
A.P.N. 062-284-270***

***Prepared for:
City of Menlo Park
Community Development: Planning Department***

***Prepared by:
ArborLogic Consulting Arborists
James Lascot, Principal Consulting Arborist
James Reed Consulting Arborist
236 West Portal Ave. #311,
San Francisco, CA 94127
415.753.5022
jlascot@arborlogic.com***

TABLE OF CONTENTS

ARBORIST ASSIGNMENT	Page 2
SUMMARY	Page 2
SUBJECT TREE REMOVAL	Page 3
RESOURCES	Page 3
SPECIES LIST	Page 3
INDIVIDUAL TREE ASSESSMENT	Page 4
ROOT INTRUSION ZONES	Page 6
CRITICAL ROOT ZONES	Page 7
TREE PROTECTION GUIDELINES AND RESTRICTIONS	Page 7
PROJECT ARBORIST DUTIES	Page 8
PROJECT ARBORIST INSPECTION SCHEDULE	Page 8
REMOVED TREES REPLACEMENT PROGRAM	Page 9
TREE WORK STANDARDS AND QUALIFICATIONS	Page 9
MENLO PARK: HERITAGE TREE ORDINANCE	Page 9
ASSUMPTIONS AND LIMITING CONDITIONS	Page 14
TREE PROTECTION PLAN SHEET T-1	ATTACHMENT

ARBORIST ASSIGNMENT

Generally, a 'Tree Resource Evaluation and Construction Impact Assessment' is used to aid in planning and plan review, for the identification/location of trees on the site during the design of the project, placement of structures, driveways, utilities, and construction activities.

It also is used to identify trees of designated size and species that are protected under the municipal or county code that is applicable for the site location. Also, if required by the governing agency, the report can be used to establish monetary values and responsibility for potential loss of tree resources for the property owner and the community. Bonding for a percentage of the appraised tree value is sometimes required.

The report shall inventory all trees that are on site to include trees to be removed, relocated and retained on the property. This may include trees on neighboring properties that overhang the project site and/or have root zones extending into the property of the project site, and all street or park trees in the public right-of-way adjacent to the project site.

ArborLogic Consulting Arborists have been contracted to inspect existing trees on this property, to provide an inventory with condition assessment, to determine potential negative impact from proposed construction activity, and to recommend impact mitigation measures to be considered on 'Heritage' and 'Protected' trees as defined by the City of Menlo Park tree preservation ordinance.

Consulting arborists, James Lascot, Don Cox, and James Reed performed an initial site visit, visual tree inspections, and individually consulted on this report and Tree Protection Plan Sheet T-1.

SUMMARY

- This site is a developed residential property.
- The subject trees consist of existing trees within the vicinity of the proposed development and included within the Site Plan.
- The Subject trees total six (6) individuals consisting of four species.
- All Heritage size trees as designated by the City of Menlo Park Municipal Code require a permit for removal or approval from the Community Development Department for protection during construction.
- We have found that one (1) Heritage size Douglas fir (*Pseudotsuga menziesii*) tree will be removed for the proposed development.
- There are three (3) Heritage trees that will be preserved for the development and significant root losses are expected to be less than significant (less 10% root losses) if the recommendation within this report and accompanying Tree Protection Plan T-1 are implemented.

SUBJECT TREE REMOVAL

TOTAL SUBJECT TREE REMOVALS: 2 Trees**TREE REMOVAL FOR PROPOSED DEVELOPMENT:**

'HERITAGE' size trees: Total = 1

1 Douglas-Fir (*Pseudotsuga menziesii*) TREE T1

'UNPROTECTED' size trees: Total = 1

1 Glossy privet (*Ligustrum lucidum*) TREE T5**TREE REMOVAL (DEAD, DISEASED, HAZARDOUS, FALLEN, AND FLAMMABLE):**

'HERITAGE' size trees: Total = 0

'UNPROTECTED' size trees: Total = 0

One (1) Heritage tree size tree (Douglas-Fir - T1) will require removal for the proposed house and one unprotected (Glossy Privet - T5) will require removal for the proposed driveway under the most recent proposed site plan dated 6/15/2017. Three (3) Heritage tree size Incense cedars T2, T3, and T4 shall be preserved with mitigation recommendations to promote long-term health and viability.

General and specific recommendations are provided within this report and Tree Protection Plan Sheet T-1 within the plan set submittal.

RESOURCES

All information within this report is based on currently submitted plans and revisions as of the date of this report.

Resources are as follows:

- Proposed Two-Story Home at 752 Gilbert Avenue Sheet A1 (6/15/17) - Provided by Chris Spaulding Architects, Berkeley, California.
- City of Menlo Park Municipal Code (Current):
Chapter 13.24 – Heritage Trees

SPECIES LIST

TOTAL SUBJECT TREES: 6 Trees (All Subject trees are Heritage size trees)3 Incense cedar (*Calocedrus decurrens*) – T2, T3, and T41 Douglas-fir (*Pseudotsuga menziesii*) T11 Edible fig (*Ficus carica*) T51 Glossy privet (*Ligustrum lucidum*) T6

INDIVIDUAL TREE ASSESSMENT**TREE T1:** Douglas-Fir (*Pseudotsuga menziesii*)

Trunk Diameter at 54 inches above grade: 32-inches*

Status: Heritage Tree **Age:** Young **Total Height:** 56-feet

Canopy spread: 20-feet on center.

Suitability for Preservation Rating: 4-Poor

Health: Good

Condition: Fair; this tree has had its upper canopy removed which is not a recommended practice for this species and resulted in a permanent structural defect. This tree is located within the footprint of the proposed two-story house and removal would be required for the proposed development.

Root Intrusion Zone: Radius of 24-feet from trunk location.

Critical Root Zone: Radius of 13-feet from trunk location.

Recommendation: Removal for proposed development.

Preservation specifications: Tree and stump removal shall be performed by a professional licensed tree contractor using hand equipment as there may be roots from preserved trees near the stump.

TREE T2: Incense cedar (*Calocedrus decurrens*)

Trunk Diameter at 54 inches above grade: Multi-trunk 30 and 30-inches*

Status: Heritage Tree **Age:** Young **Total Height:** 70-feet

Canopy spread: 35-feet to the east.

Suitability for Preservation Rating: 2-Good

Health: Fair; this tree appears to suffer from lack of sufficient irrigation during the dry summer months.

Condition: Fair; tree showing symptoms of decline.

Root Intrusion Zone: Radius of 45-feet from trunk location.

Critical Root Zone: Radius of 15-feet from trunk location.

Recommendation: Preserve.

Preservation specifications: Tree preservation fencing shall be installed to designate the Tree Protection Area of this tree and shall consist of no less than 4-foot tall metal fencing on no less than 5-foot posts that shall be maintained throughout construction unless otherwise recommended by a qualified arborist. Create building clearances over proposed house to 3-feet, as necessary, by removal of lower canopy branches no larger than four inches in diameter unless otherwise directed by the Project Arborist. No less than 6" depth of mulch or wood chips shall be installed within the 20-foot Tree Protection Area. This tree shall be irrigated twice monthly during the dry summer months. No less than 6" depth of mulch or wood chips shall be installed within the 20-foot Tree Protection Area.

TREE T3: Incense cedar (*Calocedrus decurrens*)

Trunk Diameter at 54 inches above grade: 20-inches*

Status: Heritage Tree **Age:** Young **Total Height:** 60-feet

Canopy spread: 10-feet on center.

Suitability for Preservation Rating: 4-Poor

Health: Poor; this tree is declining due crowding by nearby larger cedars and appears to suffer from lack of sufficient irrigation during the dry summer months.

Condition: Poor; this tree is in a suppressed condition and cannot fully thrive under these crowded conditions and will decline and die.

Root Intrusion Zone: Radius of 20-feet from trunk location.

Critical Root Zone: Radius of 7-feet from trunk location.

Recommendation: Preserve and monitor.

Preservation specifications: Tree Preservation Fencing shall be installed to designate the Tree Protection Area of this tree and shall consist of no less than 4-foot tall metal fencing on no less than 5-foot posts that shall be maintained throughout construction unless otherwise recommended by a qualified arborist. This tree shall be irrigated twice monthly during the dry summer months. No less than 6" depth of mulch or wood chips shall be installed within the 20-foot Tree Protection Area.

TREE T4: Incense cedar (*Calocedrus decurrens*)

Trunk Diameter at 54 inches above grade: Multi-trunk 28 and 28-inches*

Status: Heritage Tree **Age:** Young **Total Height:** 70-feet

Canopy spread: 35-feet to the east.

Suitability for Preservation Rating: 2-Good

Health: Fair; this tree appears to suffer from lack of sufficient irrigation during the dry summer months.

Condition: Fair; tree showing symptoms of decline.

Root Intrusion Zone: Radius of 42-feet from trunk location.

Critical Root Zone: Radius of 14-feet from trunk location.

Recommendation: Preserve.

Preservation specifications: Tree Preservation Fencing shall be installed to designate the Tree Protection Area of this tree and shall consist of no less than 4-foot tall metal fencing on no less than 5-foot posts that shall be maintained throughout construction unless otherwise recommended by a qualified arborist. Create building clearances over proposed house to 3-feet, as necessary, by removal of lower canopy branches no larger than four inches in diameter unless otherwise directed by the Project Arborist. This tree shall be properly irrigated twice monthly during the dry summer months. No less than 6" depth of mulch or wood chips shall be installed within the 20-foot Tree Protection Area.

TREE T5: Edible fig (*Ficus carica*)

Trunk Diameter at 54 inches above grade: Multi-trunk 3 and 3-inches*

Status: Unprotected Tree **Age:** Young **Total Height:** 20-feet

Canopy spread: 12-feet on center.

Suitability for Preservation Rating: 2-Good

Health: Good. This tree appears to have no apparent problems with pests or disease.

Condition: Good; this tree appears to have no apparent problems.

Root Intrusion Zone: Radius of 3-feet from trunk location.

Critical Root Zone: Radius of 1-feet from trunk location.

Recommendation: Preserve.

Preservation specifications: Tree preservation fencing shall be installed to designate the Tree Protection Area of this tree and shall consist of no less than 4-foot tall metal fencing on no less than 5-foot posts that shall be maintained throughout construction unless otherwise recommended by a qualified arborist. This tree shall be properly irrigated twice monthly during the dry summer months. No less than 6" depth of mulch or wood chips shall be installed within the 12-foot Tree Protection Area.

TREE T6: Glossy privet (*Ligustrum lucidum*)

Trunk Diameter at 54 inches above grade: 3-inches*

Status: Unprotected Tree **Age:** Young **Total Height:** 15-feet

Canopy spread: 15-feet on center

Suitability for Preservation Rating: 3-Fair

Health: Good

Condition: Fair. This tree is usually planted as a shrub and it has been allowed to grow in a tree structure that can be considered undesirable. This tree has no other apparent problems. It has had its upper canopy removed which is not a recommended practice for this species and result in a permanent structural defect. This tree is located within the proposed driveway and removal would be required for the proposed development.

Root Intrusion Zone: Radius of 2-feet from trunk location.

Critical Root Zone: Radius of 1-feet from trunk location.

Recommendation: Removal for proposal development.

Preservation specifications: Tree and stump removal shall be performed using hand equipment.

ROOT INTRUSION ZONES (RIZ)

The above ground portions of trees can easily be seen and protected but what is often overlooked, within the construction setting, is the importance of protecting the root crown and underground roots of the tree to preserve structural integrity and physiological health. Most roots are located within the topsoil that may only be 6"-18" in depth. Cutting of roots, grade changes, soil compaction and chemical spills or dumping can negatively affect tree health, stability, and survival, and should be avoided.

A "Root Intrusion Zone", abbreviated as RIZ, is an industry standard based on the Matheny / Clark tree protection zone designation of an area surrounding an individual tree that is provided as protection for the tree trunk, structural roots, and root zone. A Root Intrusion Zone(RIZ) is a radius, in feet, from a tree trunk location formulated from tree trunk diameter, age, and species tolerance to construction impacts. An individual or group of Root Intrusion Zones are designated by a fenced protection area that we call a "Tree Protection Area" (TPA).

Tree protection shall include the location of fencing of tree protection area (TPA) to protect tree roots, foliar canopy, limbs, and may include the armoring of the tree trunk and/or scaffold limbs with barriers to prevent mechanical damage.

Once the TPA is delineated and fenced (prior to any site work, equipment and materials moved on site), construction activities are only to be permitted within the TPA if allowed for and specified by the project arborist. Restrictions and guidelines apply to the tree protection zones delineated within this report and trees protection plan (See the Tree Protection Plan Sheet T1 for tree protection recommendations).

CRITICAL ROOT ZONES (CRZ)

Critical Root Zone (CRZ) is the area of soil around the trunk of a tree where roots are located that provide critical stability, uptake of water and nutrients required for a tree's survival. The CRZ is the minimum distance from the trunk that trenching that requires root cutting should occur and can be calculated as three to the five times the trunk Diameter at Breast Height (DBH). For example, if a tree is one foot in trunk diameter than the CRZ is three to five feet from the trunk location. We will often average this as four times the trunk diameter or 1ft. DBH = 4ft. CRZ (Smiley, E.T., Fraedrich, B. and Hendrickson, N. 2007).

TREE PROTECTION GUIDELINES AND RESTRICTIONS

- (1) Before the start of any clearing, excavation, construction, or other work on the site, or the issuance of a building or demolition permit, every significant and/or protected tree shall be securely fenced-off at the tree root zone, or other limit as may be delineated in approved plans. Such fences shall remain continuously in place for the duration of the work undertaken within the development.
- (2) If the proposed development, including any site work, will encroach upon the tree root zone of a significant and/or protected tree, special measures shall be utilized, as approved by the project arborist, to allow the roots to obtain necessary oxygen, water, and nutrients.
- (3) Underground trenching shall avoid the major support and absorbing tree roots of significant and/or protected trees. If avoidance is impractical, hand excavation undertaken under the supervision of the project arborist may be required. Trenches shall be consolidated to service as many roots as possible.
- (4) Concrete or asphalt paving shall not be placed over the root zones of significant and/or protected trees, unless otherwise permitted by the project arborist.
- (5) Artificial irrigation shall not occur within the root zone of indigenous oaks, unless deemed appropriate on a temporary basis by the project arborist to improve tree vigor or mitigate root loss.
- (6) Compaction of the soil within the tree root zone of significant and/or protected trees shall be avoided.
- (7) Any excavation, cutting, or filling of the existing ground surface within the tree root zone shall be minimized and subject to such conditions as the project arborist may impose. Retaining walls shall likewise be designed, sited, and constructed to minimize their impact on significant and/or protected trees.
- (8) Burning or use of equipment with an open flame near or within the tree root zone shall be avoided. All brush, earth, and other debris shall be removed in a manner that prevents injury to the significant tree.

(9) Oil, gas, chemicals, or other substances that may be harmful to trees shall not be stored or dumped within the non-intrusion zone of any significant and/or protected tree, or at any other location on the site from which such substances might enter the tree root zone of a significant and/or protected tree.

(10) Construction materials shall not be stored within the tree root zone of a significant and/or protected tree.

Additional general requirements for tree protection zones are described as follows:

1. Any new plantings within the root intrusion zone should be designed to be compatible with the cultural requirements of the retained tree(s), to include irrigation, plantings and fertilizer application. In root intrusion zones where native drought tolerant trees are located, no summer irrigation should be installed and no vegetation installed requiring excessive irrigation, such as turf and flowerbeds.
2. Surface drainage should not be altered to direct water into or out of the tree root intrusion zone unless specified by the project arborist as necessary to improve conditions for the tree.
3. Site drainage improvements should be designed to maintain the natural water flow and levels within tree retention areas. If water must be diverted, permanent irrigation systems should be provided to replace natural water sources for the trees.

PROJECT ARBORIST DUTIES

The project arborist is the person(s) responsible for carrying out technical tree inspections, assessment, arborist report preparation, consultation with designers and municipal planners, specifying tree protection measures, monitoring, progress reports and final inspection.

A qualified project arborist (or firm) should be designated, retained, and assigned to facilitate and insure tree preservation practices. He/she/they should perform the following inspections:

PROJECT ARBORIST INSPECTION SCHEDULE

- **Inspection of Site:** Prior to equipment and materials moved on site, site work, demolition and tree removal: The Project Arborist will meet with the General Contractor, Architect / Engineer, and Owner or their representative to review tree preservation measures, designate tree removals, delineate the location of tree protection area fencing, specify equipment access routes and materials storage areas, review the existing condition of trees and provide any necessary recommendations.
- **Inspection of Site:** After installation of Tree Protection Area (TPA) fencing: Inspect site for the adequate installation of tree preservation measures. Review any requests by contractor for access, soil disturbance or excavation areas within root zones of protected trees. Assess any changes in the health of trees since last inspection.
- **Inspection of Site:** During excavation or any activities that could affect trees: Inspect site during any activity within the Tree Protection Area of protected trees and any

recommendations implemented. Assess any changes in the health of trees since last inspection.

- **Regular Inspections of site:** Regularly scheduled inspections of the site throughout the development. Assess any changes in the health of trees since last inspection, monitor the integrity of tree protection, and any activity within the Tree Protection Area of protected trees. Provide any necessary recommendations, documentation, and reports as necessary.
- **Final Inspection of Site:** Inspection of site following completion of construction. Inspect for tree health and make any necessary recommendations.

REMOVED TREES REPLACEMENT PROGRAM

Protected trees have not been designated for removal to accommodate the property improvements. Replacement tree or trees may be included within the scope of site development landscape plan, or in- lieu payment to Los Altos, are to be determined by project landscape architect and the planning department.

TREE WORK STANDARDS AND QUALIFICATIONS

All tree work, removal, pruning, planting, shall be performed using industry standards as established by the International Society of Arboriculture. Contractor must have a State of California Contractors License for Tree Service (C61-D49) or Landscaping (C-27) with general liability, worker's compensation, and commercial auto/equipment insurance.

Contractor standards of workmanship shall adhere to current Best Management Practices of the International Society of Arboriculture (ISA) and the American National Standards Institute (ANSI) for tree pruning, fertilization and safety (ANSI A300 and Z133.1).

HERITAGE AND PROTECTED TREES

As defined in the City of Los Altos Municipal Code
Menlo Park, City of

Chapter 13.24
HERITAGE TREES

Sections:

- 13.24.010 Intent and purpose.
- 13.24.020 Heritage tree defined.
- 13.24.025 Maintenance and preservation of heritage trees.
- 13.24.030 Removal and major pruning of heritage trees prohibited.
- 13.24.040 Permits.
- 13.24.060 Appeals.
- 13.24.070 Enforcement—Remedies for violation.
- 13.24.010 Intent and purpose.

This chapter is adopted because the city has been forested by stands of oak, bay and other trees, the preservation of which is necessary for the health and welfare of the citizens of this city in order to preserve the scenic beauty and historical value of trees, prevent erosion of topsoil and sedimentation in waterways, protect against flood hazards and landslides, counteract the pollutants in the air, maintain the climatic balance and decrease wind velocities. It is the intent of this chapter to establish regulations for the removal of heritage trees within the city in order to retain as many trees as possible consistent with the purpose of this chapter and the reasonable economic enjoyment of private property. (Ord. 928 § 1 (part), 2004).

13.24.020 Heritage tree defined.

As used in this chapter "heritage tree" means:

- (1) A tree or group of trees of historical significance, special character or community benefit, specifically designated by resolution of the city council;
- (2) An oak tree (*Quercus*) which is native to California and has a trunk with a circumference of 31.4 inches (diameter of ten (10) inches) or more, measured at fifty-four (54) inches above natural grade. Trees with more than one trunk shall be measured at the point where the trunks divide, with the exception of trees that are under twelve (12) feet in height, which will be exempt from this section.
- (3) All trees other than oaks which have a trunk with a circumference of 47.1 inches (diameter of fifteen (15) inches) or more, measured fifty-four (54) inches above natural grade. Trees with more than one trunk shall be measured at the point where the trunks divide, with the exception of trees that are under twelve (12) feet in height, which will be exempt from this section. (Ord. 928 § 1 (part), 2004).

13.24.025 Maintenance and preservation of heritage trees.

Any person who owns, controls, has custody or possession of any real property within the city shall use reasonable efforts to maintain and preserve all heritage trees located thereon in a state of good health pursuant to the provisions of this chapter. Failure to do so shall constitute a violation of this chapter. Any person who conducts any grading, excavation, demolition or construction activity on property shall do so in such a manner as to not threaten the health or viability or cause the removal of any heritage tree. Any work performed within an area ten (10) times the diameter of the tree (i.e., the tree protection zone) shall require submittal of a tree protection plan for review and approval by the director of community development or his or her designee prior to issuance of any permit for grading or construction. The tree protection plan shall be prepared by a certified arborist and shall address issues related to protective fencing and protective techniques to minimize impacts associated with grading, excavation, demolition and construction. The director of community development or his or her designee may impose conditions on any city permit to assure compliance with this section. (Ord. 928 § 1 (part), 2004).

13.24.030 Removal and major pruning of heritage trees prohibited.

It is unlawful for any person to remove, or cause to be removed any heritage tree from any parcel of property in the city, or prune more than one-fourth of the branches or roots within a twelve (12) month period, without obtaining a permit; provided, that in case of emergency, when a tree is imminently hazardous or dangerous to life or property, it may be removed by order of the police chief, fire chief, the director of public works or their respective designees. Any person who vandalizes, grievously mutilates, destroys or unbalances a heritage tree without a permit or beyond the scope of an approved permit shall be in violation of this chapter. (Ord. 928 § 1 (part), 2004).

13.24.040 Permits.

Any person desiring to remove one or more heritage trees or perform major pruning as described in Section 13.24.030 shall apply for a permit pursuant to procedures established by the director of public works and shall pay a fee established by the city council. It is the joint responsibility of the property owner and party removing the heritage tree or trees, or portions thereof to obtain the permit. The director of public works or his or her designee may only issue a permit for the removal or major pruning of a heritage tree if he or she determines there is good cause for such action. In determining whether there is good cause, the director of public works or his or her designee shall give consideration to the following:

- (1) The condition of the tree or trees with respect to disease, danger of falling, proximity to existing or proposed structures and interference with utility services;
- (2) The necessity to remove the tree or trees in order to construct proposed improvements to the property;
- (3) The topography of the land and the effect of the removal of the tree on erosion, soil retention and diversion or increased flow of surface waters;
- (4) The long-term value of the species under consideration, particularly lifespan and growth rate;
- (5) The ecological value of the tree or group of trees, such as food, nesting, habitat, protection and shade for wildlife or other plant species;
- (6) The number, size, species, age distribution and location of existing trees in the area and the effect the removal would have upon shade, privacy impact and scenic beauty;
- (7) The number of trees the particular parcel can adequately support according to good arboricultural practices;
- (8) The availability of reasonable and feasible alternatives that would allow for the preservation of the tree(s). (Ord. 928 § 1 (part), 2004).

13.24.060 Appeals.

Any Menlo Park resident or property owner may appeal the decision of the director of public works or his or her designee to the environmental quality commission in writing within fifteen (15) days after his or her decision. Such a request shall be submitted to the city clerk and it shall state the reasons for the appeal. The matter will be reviewed by the commission at its earliest opportunity. Any Menlo Park resident or property owner may appeal the decision of the environmental quality commission to the city council in writing within fifteen (15) days after the decision of the commission. Such a request shall be submitted to the city clerk and it shall state the reasons for the appeal. The matter will be reviewed by the city council at its earliest opportunity. A permit shall not be issued until all appeals are completed and/or the time for filing an appeal has expired. (Ord. 928 § 1 (part), 2004).

13.24.070 Enforcement—Remedies for violation.

In addition to all other remedies set forth in this code or otherwise provided by law, the following remedies shall be available to the city for violation of this chapter:

(1) If a violation occurs during development, the city may issue a stop work order suspending and prohibiting further activity on the property pursuant to the grading, demolition, and/or building permit(s) (including construction, inspection and issuance of certificates of occupancy) until a mitigation plan has been filed with and approved by the director of community development or his or her designee, agreed to in writing by the property owner(s), and either implemented or guaranteed by the posting of adequate security. The mitigation plan shall include measures for protection of any remaining trees on the property, and shall provide for replacement of each tree removed or heavily damaged on the property or at locations approved by the director of community development or his or her designee and by the director of public works, if replacement is to occur on public property. The replacement ratio shall be determined by the director of community development or his or her designee and shall be at a greater ratio than that required where tree removal is permitted pursuant to the provisions of this chapter.

(2) If a violation occurs in the absence of development, or while an application for a building permit or discretionary development approval for the lot upon which the tree is located is pending, the director of community development or his or her designee may issue a temporary moratorium on development of the subject property, not to exceed eighteen (18) months from the date the violation occurred. The purpose of the moratorium is to provide the city an opportunity to study and determine appropriate mitigation measures for the tree removal, and to ensure measures are incorporated into any future development approvals for the property. Mitigation measures as determined by the director of community development or his or her designee shall be imposed as a condition of any subsequent permits for development on the subject property.

(3) As part of a civil action brought by the city, a court may assess against any person who commits, allows, or maintains a violation of any provision of this chapter a civil penalty in an amount not to exceed five thousand dollars (\$5,000.00) per violation. Where the violation has resulted in removal of a tree, the civil penalty shall be in an amount not to exceed five thousand dollars (\$5,000.00) per tree unlawfully removed, or the replacement value of each such tree,

whichever amount is higher. Such amount shall be payable to the city. Replacement value for the purposes of this section shall be determined utilizing the most recent edition of the Guide for Plant Appraisal, published by the Council of Tree and Landscape Appraisers. Regarding injunctive relief, a civil action may be commenced to abate, enjoin, or otherwise compel the cessation of such violation. In any civil action brought pursuant to this chapter in which the city prevails, the court shall award to the city all costs of investigation and preparation for trial, the costs of trial, reasonable expenses including overhead and administrative costs incurred in prosecuting the action, and reasonable attorney fees. (Ord. 928 § 1 (part), 2004).

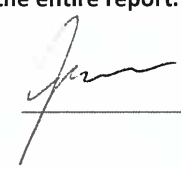
ASSUMPTIONS AND LIMITING CONDITIONS

ArborLogic, James Lascot / James Reed / Don Cox

1. Any legal description provided to the consultant / appraiser is assumed to be correct. Any titles and ownerships to any property are assumed to be good and marketable. No responsibility is assumed for matters legal in character. All property is appraised or evaluated as though free and clear, under responsible ownership and competent management.
2. It is assumed that any property is not in violation of any applicable codes, ordinances, statutes, or other government regulations.
3. Care has been taken to obtain all information from reliable sources. All data has been verified insofar as possible; however, the consultant / appraiser can neither guarantee nor be responsible for the accuracy of information provided by others.
4. The consultant / appraiser shall not be required to give testimony or to attend court by reason of this report unless subsequent contractual arrangements are made, including payment of an additional fee for such services as described in the fee schedule and contract of engagement.
5. Unless required by law otherwise, possession of this report or a copy thereof does not imply right of publication or use for any purpose by any other than the person to whom it is addressed, without the prior expressed written or verbal consent of the consultant / appraiser.
6. Unless required by law otherwise, neither all nor any part of the contents of this report, nor copy thereof, shall be conveyed by anyone, including the client, to the public through advertising, public relations, news, sales or other media, without the prior expressed written or verbal consent of the consultant / appraiser -- particularly as to value conclusions, identity of the consultant / appraiser, or any reference to any professional society or institute or to any initialed designation conferred upon the consultant / appraiser as stated in his qualifications.
7. This report and any values expressed herein represent the opinion of the consultant / appraiser, and the consultant's / appraiser's fee is in no way contingent upon the reporting of a specified value, a stipulated result, the occurrence of a subsequent event, nor upon any finding to be reported.
8. Sketches, drawings, and photographs in this report, being intended for visual aids, are not necessarily to scale and should not be construed as engineering or architectural reports or surveys unless expressed otherwise. The reproduction of any information generated by architects, engineers, or other consultants on any sketches, drawings, or photographs is for the express purpose of coordination and ease of reference only. Inclusion of said information on any drawings or other documents does not constitute a representation by ArborLogic and James Lascot as to the sufficiency or accuracy of said information.
9. Unless expressed otherwise: a) information contained in this report covers only those items that were examined and reflects the condition of those items at the time of inspection; and b) the inspection is limited to visual examination of accessible items without dissection, excavation, probing, or coring. There is no warranty or guarantee, expressed or implied, that problems or deficiencies of the plants or property in question may not arise in the future.
10. Loss or alteration of any part of this report invalidates the entire report.



James Lascot (Principal / Consulting Arborists)
ArborLogic Principal / Consulting Arborists



James Reed
ArborLogic Associate Consulting Arborist
ISA certified arborist WE-10237A



Don Cox
ArborLogic Associate Consulting Arborist

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REGULAR MEETING MINUTES – EXCERPTS

Date: 12/11/2017
Time: 7:00 p.m.
City Council Chambers
701 Laurel St., Menlo Park, CA 94025

A. Call To Order

Chair Drew Combs called the meeting to order at 7:00 p.m.

B. Roll Call

Present: Andrew Barnes, Drew Combs (Chair), Susan Goodhue, Larry Kahle (Vice Chair), John Onken, Henry Riggs, Katherine Strehl

Staff: Deanna Chow, Principal Planner, Michele Morris, Assistant Planner, Kaitie Meador, Associate Planner; Arnold Mammarella, Consulting Architect

F. Public Hearing

F1. Use Permit/JiaPei Sun/752 Gilbert Avenue:

Request for a use permit to demolish an existing single-story, single-family residence and detached garage and construct a new two-story, single-family residence on a substandard lot with regard to lot area and lot width in the R-1-U (Single-Family Urban Residential) zoning district. One heritage size Douglas fir tree is proposed for removal as part of this project. ([Staff Report #17-070-PC](#))

Staff Comment: Assistant Planner Michele Morris said two emails on the project were forwarded to the Commissioners and copies were available to the public on the table in the rear of the Chambers.

Applicant Presentation: Chris Spaulding, project architect, said the project would demolish an existing small residence and build a new two-story, single-family residence. He said they would like to address the neighbor's concerns about the windows on the second story referring to an email from the neighbor to the east. He said the windows of concern were in bedroom #2 at the front of the house, in the stairwell in the middle, and in the master bath to the rear. He said the windows in the stair could be made inoperable and have frosted glass. He said in the bedroom and the bath they could either make the window sill high or use frosted glass but they would want the windows operable for ventilation. He suggested a high window sill at five and a half feet. He noted this house would be .4 feet lower than the existing house, and they would replace the fence with a seven-foot high fence.

Commissioner Larry Kahle said although the house would be .4 feet lower than the existing house, it would still be two feet higher than the adjacent grade. Mr. Spaulding said the civil engineer wanted the increased grade to accommodate the drainage required by new codes. Commissioner

Kahle asked about the window trim and materials for the arch bands over the porches. Mr. Spaulding said the arch bands would be stucco and a raised stucco band. He said the windows would be recessed with factory installed casings. Commissioner Kahle commented on the amount of stucco and asked if the applicants would be willing to add louvered vents on the gables as that would reduce the amount of stucco visible from the street. Mr. Spaulding said they were amenable to doing that.

Commissioner John Onken said neighbors had concerns about the height and size of the proposed house. He asked about the 10-foot ceilings on the first floor and nine-foot ceilings on the second floor. Mr. Spaulding said the ceiling heights were requested by his clients.

Chair Combs opened the public hearing.

Public Comment:

- Kristl Wong said she was the neighbor to the east and had a number of questions about the project. She said the existing house was very tall and even its first floor looked down on her property. She said a seven-foot fence would help. She said she thought the windows had been addressed. She said the staff report indicated that the arborist found the heritage tree in the back to have poor structure and be in poor condition. She said the tree was not in poor structure until workers were hired to hack away at limbs prior to this project application.
- Erick Selvik said his home was across the street and slightly east of the subject property. He said his concern was with how well the proposed structure would fit within the neighborhood context. He said the staff report noted a mix of single-family one- and two-story homes and multi-family residences in the area. He said there were not any multi-family residences on this block and the majority of homes on the block were single-story homes. He said the ratio of the height to the width of the proposed house on its substandard lot was off and the home would stand out awkwardly. He said 10-foot and nine-foot ceilings were very high. He said the existing house was already one of the tallest buildings on the block and the new home would be 50% taller than the existing one.

Chair Combs closed the public hearing.

Commission Comment: Commissioner Onken asked whether the suggested ill intent of harming the Douglas fir before the arborist inspection raised by one of the speakers was to be ignored by the Commission or whether there was specific proof the City Arborist could seek. Assistant Planner Morris said the City Arborist evaluated the tree in question and supported removal. She said it was hard for City staff to know of any actions that might have occurred on a tree prior to the time of tree inspection for its removal permit application if no information had been brought to City staff's attention previously.

Commissioner Kahle said he was concerned with the project height as it was in a predominately one-story neighborhood. He said the first floor had 10-foot ceilings and the second-floor had nine-foot ceilings but the plans indicated vaulted ceilings on the second floor which he expected would create 10- to 12-foot ceilings. He said he would like one to two feet of height removed which could occur a number of ways. He said the two-foot above grade was high and could be brought down to a standard curb detail. He said with vaulted ceilings it would be easy to take one foot off one of the floors. He suggested adding louvers in the gable ends, which he thought would help with the

stucco massing. He said there would be a view of much of the long second-story roof and suggested breaking that up in some way. He said the windows appeared to be recessed two-inches with some trim but it was not clear from the elevations what the windows would look like.

Commissioner Onken said he would echo Commissioner Kahle's comments. He said along Gilbert Avenue there was another home similar to this proposal, but which stepped back from the street quite a bit. He said the lots on Gilbert Avenue were very tight and the existing homes were low ranch houses. He said a two-story was possible for this lot but it was a matter of getting the scale right. He thanked the architect for suggesting obscure glass for the stair well window. He said he was concerned with the very large window above the bathtub on the second story and suggested that have obscure glass or raised window sills.

Commissioner Andrew Barnes confirmed with the applicant that there was no FEMA grade requirement for the area, and asked why they wanted to build the home above grade. Mr. Spaulding said the crawl space for the existing home was not excavated very far. He said if they lowered the grade that the drainage code would require subsurface drainage requiring a percolation pit. He said his client was willing to drop the height by 18-inches with six-inches out of each floor and six-inches out of the grade.

Commissioner Barnes asked when the property was purchased and whether work was done on the Douglas fir prior to the use permit application. JiaPei Sun said she acquired the property the previous year and had a tenant occupying the house. She said the tenant had issues with the bathroom clogging, and they had contractors in to fix the plumbing problem but it continued to be problematic. She said one of the contractors recommended that getting rid of the trees as they were creating the problem.

Replying to Chair Combs, Assistant Planner Morris said a project arborist submits a report to the City Arborist, who then does an assessment of the property. She said the City Arborist looked at what the project arborist was recommending and then directed whatever tree protection measures were needed. Replying further to Chair Combs, Principal Planner Chow said when incidences of heritage tree violations were brought to the City's attention those were reviewed on a case by case basis. She said if a violation occurred usually a fine was levied that was the value of the tree harmed or a flat fee, whichever was greater. She said the City Arborist reported on the condition of the heritage tree in question within the context of the proposed development. She said she did not know if he looked at the tree from the standpoint of a recent heritage tree violation noting those were generally brought up at the time of incident.

Commissioner Riggs moved to approve the use permit subject to modifications to include repair of the fence on the east side and using obscured glass or raising sills for windows with view to the eastside backyard. He said given the low roof that the privacy mitigation for the stair wells windows would need to be obscured glass. He said that gable vents as suggested should be added given the large expanse of stucco. He said regarding the height of the project that it was measured from existing grade and was a 27-foot high home where 28-feet was the maximum, and that the rise in the first floor height was taken from the overall height. He said it appeared from the street and the plans that there was sufficient screening particularly to the rear and left so the building height was not as challenging.

Commissioner Kahle said he would second the motion if the maker was amenable to accepting the applicant's offer to drop the height 18-inches and for the gable louvers to be painted wood rather

metal louvers. Commissioner Riggs as the maker of the motion accepted requiring painted wood louvers for the gable ends.

In reply to Chair Combs, Principal Planner Chow said the motion by Commissioner Riggs and seconded by Commissioner Kahle with modifications was to approve the use permit with conditions for a seven-foot wood fence replacement, for the eastside windows of the bedroom, bathroom and stair well to include obscure glass or to raise window sills with the note that the stair well window most likely would be obscured as it already was close to the roof, for gabled end vents to be painted wood louvers and to drop the overall height by 18-inches either by lowering the ceiling heights or the overall grade subject to review and approval of the Planning Division (this last item proves later to not have been included in Commissioner Riggs' acceptance of Commissioner Kahle's second and requested modifications).

Commissioner Barnes said he saw a willful destruction of a heritage tree conveniently within the last year leading to its needed removal so it would not be an obstacle to development on the parcel. He asked if Commissioners had ideas on how to address this.

Commissioner Katherine Strehl said it was unknown where, when and how exactly the tree in question was trimmed, and did not think that the Commission was in a position to be the arbiter. She suggested that be left to the discretion of the City Arborist working with staff. She said she would prefer a reduction of 12-inches of the overall height and not 18 inches.

Commissioner Goodhue agreed with Commissioner Strehl that they did not necessarily know the facts about the treatment of the heritage tree. She said the arborist report noted the tree in question was a young tree. She said she did not know if the applicant would be able to build on the lot without that tree's removal as it was located within the building footprint.

Commissioner Riggs said technically as the maker of the motion that he had not accepted the roof height reduction as requested by Commissioner Kahle in his second. He asked for confirmation from the applicant of their willingness to reduce the height of the building.

Recognized by the Chair, Mr. Spaulding said they were willing to reduce the overall height of the house by 18 inches. Commissioner Riggs asked if 12 inches was preferable. Mr. Spaulding agreed.

Commissioner Riggs said on principle he did not want to require a height change for a proposal that was within the building height maximum and met daylight plane requirements but in deference to other Commissioners he would support a reduction of 12 inches in the overall height.

Commissioner Kahle said as the maker of the second that he really wanted a 24-inch reduction in height and 18 inches was reasonable but he thought 12 inches was not enough. He retracted his second of Commissioner Riggs' motion.

Commissioner Riggs said he would be most comfortable with no reduction in height but he would include a condition for a 12-inch reduction in overall building height. He said regarding the tree he did not know if they were in a position to urge staff to ask the City Arborist to inspect the tree and make a determination on whether trimming of the tree had needed a permit and was not permitted. He said his motion would include reducing the overall building height 12 inches. Chair Combs confirmed with Commissioner Riggs that investigating the treatment of the heritage tree proposed

for removal was not part of his motion but he would like staff to urge the City Arborist to look at the proposed tree removal more closely.

Chair Combs asked if there was any incongruity with the Commission approving the project with a concern that there might have been a violation in regards to the City's Heritage Tree Ordinance. Commissioner Riggs noted that approving the use permit would include the heritage tree removal approval. He asked if the latter could be deferred or given to the City Arborist for administrative decision outside this project approval.

Principal Planner Chow asked if the Commission intended for the tree in question to be kept or supported for removal regardless of the development. Chair Combs referred back to Commissioner Goodhue's observation that any development of this lot would require removal of the tree in question. Principal Planner Chow said staff could certainly pass on to the City Arborist the concerns expressed by a member of the public tonight about the treatment of the tree and the Commission's desire for this potential violation to be looked at more closely. She said the issue of potential Heritage Tree Ordinance violation was separate from the action the Planning Commission was taking tonight and that the Heritage Tree Removal permit was ultimately the City Arborist's authority to approve or deny. She said at this time the City Arborist was supportive of the tree removal and asked if the Commission was supportive of the project proposal.

Commissioner Riggs said at this point the heritage tree had been significantly and permanently damaged so the project should move ahead but assuming the tree work was done illegally that this should not relieve the parties of a fine if a violation was determined.

Commissioner Strehl said she would second the motion to include a height reduction of 12 inches. She said separate from the project approval the Commission was urging the City Arborist to make a determination as to whether the tree work had been done with or without a permit, and if the latter to issue appropriate fines.

Chair Combs said regarding the height reduction of 12 inches that he preferred Commissioner Kahle's request for a height reduction of 18 inches. He said this proposal was not the only two-story home on the block, but it was on a fairly confined lot. He said that although the maximum height allowed was 28 feet, that was not an absolute right but was contextual. He said for this proposal bringing the height down 18 inches was preferable but he could support the 12-inch height reduction if that was the direction of the Commission's consensus.

Commissioner Barnes said that if votes were lacking for the 12-inch reduction he would like to see the motion include 18-inch height reduction.

Principal Planner Chow said that Commissioner Kahle's now retracted second to the motion had included painted wood louvers on the gable ends and asked if that was part of the current motion and second. Commissioners Riggs and Strehl as the makers of the motion and second responded in the affirmative.

ACTION: Motion and second (Riggs/Strehl) to approve the use permit with the following modifications; passes 5-2 with Commissioners Kahle and Barnes voting in opposition.

1. Make a finding that the project is categorically exempt under Class 3 (Section 15303, “New Construction or Conversion of Small Structures”) of the current California Environmental Quality Act (CEQA) Guidelines.
2. Make findings, as per Section 16.82.030 of the Zoning Ordinance pertaining to the granting of use permits, that the proposed use will not be detrimental to the health, safety, morals, comfort and general welfare of the persons residing or working in the neighborhood of such proposed use, and will not be detrimental to property and improvements in the neighborhood or the general welfare of the City.
3. Approve the use permit subject to the following **standard** conditions:
 - a. Development of the project shall be substantially in conformance with the plans prepared by Chris Spaulding Architect consisting of seven plan sheets, dated received December 6, 2017, and approved by the Planning Commission on December 11, 2017, except as modified by the conditions contained herein, subject to review and approval of the Planning Division.
 - b. Prior to building permit issuance, the applicants shall comply with all Sanitary District, Menlo Park Fire Protection District, and utility companies’ regulations that are directly applicable to the project.
 - c. Prior to building permit issuance, the applicants shall comply with all requirements of the Building Division, Engineering Division, and Transportation Division that are directly applicable to the project.
 - d. Prior to building permit issuance, the applicant shall submit a plan for any new utility installations or upgrades for review and approval by the Planning, Engineering and Building Divisions. All utility equipment that is installed outside of a building and that cannot be placed underground shall be properly screened by landscaping. The plan shall show exact locations of all meters, back flow prevention devices, transformers, junction boxes, relay boxes, and other equipment boxes.
 - e. Simultaneous with the submittal of a complete building permit application, the applicant shall submit plans indicating that the applicant shall remove and replace any damaged and significantly worn sections of frontage improvements. The plans shall be submitted for review and approval of the Engineering Division.
 - f. Simultaneous with the submittal of a complete building permit application, the applicant shall submit a Grading and Drainage Plan for review and approval of the Engineering Division. The Grading and Drainage Plan shall be approved prior to the issuance of grading, demolition or building permits.
 - g. Heritage trees in the vicinity of the construction project shall be protected pursuant to the Heritage Tree Ordinance and the recommendations in the arborist report by Arborlogic Consulting Arborists dated June 26, 2017 (dated received July 26, 2017)

4. **Approve the use permit subject to the following project specific conditions:**

- a. **Prior to the submittal of a complete building permit application, the applicant shall submit revised plans addressing the topics listed below, subject to the review and approval of the Planning Division. The Planning Commission shall be notified of these changes by email, and any Commissioner may request that the Planning Division's approval of the revised plans may be considered at the next available Planning Commission meeting. The revised plans shall be fully approved prior to issuance of the overall building permit. The specific topics to be addressed include:**
- 1) **Install a new seven-foot fence on the east side of the property**
 - 2) **Change the glass of the stairway windows on the east to obscured glass or raise the window sill height**
 - 3) **Revise the gables and roofs to include wood louvers or gable vents; and**
 - 4) **Reduce the overall height by 12 inches through a reduction in ceiling heights or the foundation.**

H. **Adjournment**

Chair Combs adjourned the meeting at 11:05 p.m.

Staff Liaison: Principal Planner Deanna Chow

Recording Secretary: Brenda Bennett

Approved by the Planning Commission on January 22, 2018

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From: Kristl Wong
To: [Morris, Michele T](#)
Subject: Use Permit for 752 Gilbert - questions and comments from a neighbor
Date: Sunday, December 10, 2017 11:17:39 PM

December 10, 2017

To: Menlo Park Planning Commission: Barnes, Combs, Goodhue, Kahle, Onken, Riggs, Strehl
RE: Public Hearing for the Use Permit/Jai or Jia Pei Sun/752 Gilbert Avenue
Staff Report Number: 17-070-PJC
From: Kristl Wong, 740 Gilbert Avenue

This letter is proof of correspondence on the proposed project at 752 Gilbert. I have every intention of being at the meeting but in case that is not possible this will have to suffice.

I have a few concerns and questions. The first would be the number and height of the windows on the Eastern Side of the house which is where my house has a courtyard that is flanked by my dining room. Question 1: where do the two fireplaces line up with my house... they could either both be in my courtyard or only one. Obviously if it's both, it means that there are four windows that are overlooking what is essentially our backyard and that is not including the 6 lower level windows. Question 2: what is the elevation of the house? The current house sits higher due to it's crawlspace than my house so at the moment, the house's windows on the east side look right over the fence and into our dining room. Is it possible for them to be lower? When the neighbors who are renting are out on the side porch we can easily hear and see everything they say as they are above the fence line.

The second concern is the heritage pine tree tree in the rear yard. Up until it was being cut down illegally without a permit (after the sale of the house) it was not in poor structure. I would hate for people to try and get around the arborists and the "heritage tree law" by hiring guys to start chopping away at it which would result in "a permanent structural defect", which then obviously makes it ok to cut down.

Lastly, right after sale of the house while the house was being painted to attract renters many bushes were cut and trimmed which resulted in the fence appearing to have permanent structural defects. I'm hoping that the fence is rebuilt to lessen any views down into our courtyard and house.

Sincerely,
Kristl Wong

From: Scott McHugo
To: [Morris, Michele T](#)
Subject: 752 Gilbert Avenue
Date: Saturday, December 9, 2017 5:45:44 PM

Hi Michelle,

My neighbor just showed me the plans for construction at 752 Gilbert Ave, staff report number 17-070-PC. I own the house at 723 Gilbert Avenue, diagonally across the street.

I have a few questions and comments

- 1) on page C1, I don't understand the columns for zoning ordinance. The lot are of 752 Gilbert is 5409, but the zoning ordinance is showing 7000 sqft. Why the difference? Also, how are the max building coverage and FAL calculated?
- 2) On page E1, the proposal states that "Only small, secondary windows are on the sides of the 2nd floor to protect the adjacent property's privacy". But looking at page D4, I see 4 windows that are as large as the first floor windows. So I would not consider those secondary windows. If my house was adjacent to this house I would not be happy to have those windows looking down into my yard.
- 3) The Douglas Fir tree condition is listed as fair because the upper canopy has been removed. Was the removal performed by the owners or under their direction? If yes, then does this set a bad precedence? Shouldn't this be considered when weighing whether or not to approve this proposed construction?
- 4) This proposed house seems much larger than any other house on this street. Therefore I cannot agree with the note on Page 2 "Staff believes that the scale, materials and design of the proposed residence would be consistent with the neighborhood's mix of architectural styles". There is only one other two story house on the street, on the corner of Gilbert and Santa Monica, where the 2nd story was tastefully done with little to no infringement on the neighbor's privacy.

Unfortunately I cannot be at the hearing on Dec 11th but I hope my questions and comments are clear and will be considered in that hearing.

thanks
Scott

December 27, 2017

From: Residents of 700 block of Gilbert Ave, Menlo Park

To the Menlo Park City Council:

We are writing to appeal the decision made by the Planning Commission on December 11, 2017 approving the permit request to construct a new two story home on the substandard lot at 752 Gilbert Ave .

We are appealing for the following reasons:

The commission did not adequately consider the input from the neighbors regarding the proposed height of the new construction, which is nearly 2x the height of most houses on the block. Furthermore, the original report by the City team does not adequately consider the significant height difference to all surrounding structures both on this block of Gilbert, and to the Nash tract in general. We disagree with the Staff's conclusion on p.3 of Staff Report 17-070-PC that the "scale... is compatible with the neighborhood", and we would like to understand the facts or data used to make that determination. The report also states, "The design would set the second floor back from the first floor...helping reduce the perception of mass and bulk." The second floor is not set back from the first floor interior, it's only set back the distance of the front porch. The second floor basically starts at the same vertical plane as the front door. The set back is considerably more in the rear of the house, where it would be less noticeable from the street.

The proposed height of the new building was 27' 3", on a block where 13/14 of the homes are single story. (There is one two story house on the corner of Gilbert and Santa Monica, it's max roof height is 22', but the second story is considerably smaller than the first story). The house that currently sits at 752 Gilbert is nearly the tallest house on block at 19', and the proposal is for a full 8' taller. This abnormally large height will be quite disharmonious and out of scale with all the current structures on the block and in the area, particularly as it is situated on a side of the block that has substandard lots.

During the discussion on the proposal at the Planning Commission Meeting on Dec 11, 2017, two commissioners and two citizens stated concerns about this height, and the commission asked the architect specific questions around why the house needed to be so tall. When it came time for the commission to move, the original proposal of an 18" reduction (which had been offered straightaway by the applicant's architect) was arbitrarily amended by two of the commissioners to require only a 12" reduction, where other commissioners (and the citizens who had attended and spoken) had wanted at least a 20" reduction.

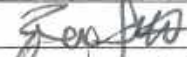
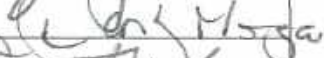

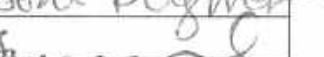
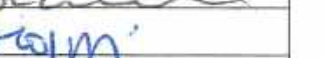







Of additional concern was the lack of action taken by the commission regarding the deliberate unlawful modification of the heritage tree on the property prior to the permit application, leading to the Menlo Park arborist to declare the tree "poor" and needing to be taken down. The tree was previously healthy, and the owner admitted that she hired a contractor who unlawfully began to remove the tree until the police were called to halt the contractors. This maiming of the tree led to its classification as "poor", and conveniently for the property owner, OK'd for removal. This in itself is concerning, but also that there was no mention of replacing this with a tree of sufficient age and height to help provide a visual break from the large building to be constructed.

We ask that the Council reject the decision of the Planning Commission on this matter, and move to require a max height that is more harmonious with the current surroundings, as well as to investigate and provide restitution of the heritage tree that was unlawfully disfigured.

As homeowners on the block, we are happy to see this property improved with a new two story home. However, the proposed height would result in a monolithic structure that is abnormally high compared with surroundings, not compatible in scale with the neighborhood, and that would cause significant visual disharmony and awkwardness.

We thank you for your attention to this important matter.


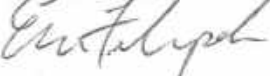
Signed,

Name	Address	Phone	Signature
Eric Solvik	717 Gilbert Ave	650-906-6957	
Wendy Morgan	707 Gilbert Ave	650-619-3489	
DAVID LEHMANN	716 GILBERT	650-387-1954	
Soni Bergman	716 Gilbert Ave	650-224-6273	
Susan Leonard	735 Gilbert Ave	650-346-6462	
Florencia Dazzi	717 Gilbert Ave	650-248-5461	
Kristi Wong	740 Gilbert Ave	650-575-6351	
HENRY WONG	740 GILBERT AVE	650-575-6311	
Lillian Chung	400 Santa Monica Ave	650 281-7970	
WILSON CHUNG	400 SANTA MONICA AVE	650-465-4133	
Scott McHugh	723 Gilbert Ave	650-799-8457	
Steve Wilbur	757 Gilbert Ave	650 722 2004	

cause significant visual disharmony and awkwardness.

We thank you for your attention to this important matter.

Signed,

Name	Address	Phone	Signature
SARA FILIPEK	787 Gilbert Ave	650 326 1123	
ERIC FILIPEK	787 Gilbert Ave	650 326 1123	

CITY OF MENLO PARK/FINANCE DEP
650-330-6704

127497 11:53 AM 01/02/18

EMP: SHEENA

700 PLANNING FEES
1 @ 110.00 110.00
752 GILBERT AVE APPEAL
PLN2017-73
PMT BY: HENRY & KRISTL
WONG

SUB-TOTAL : 110.00

SALES TAX : .00

TOTAL > 110.00

CASH 80.00

CHECK 30.00

CHANGE : .00

701 LAUREL STREET
MENLO PARK, CA. 94025
THANK YOU FOR YOUR BUSINESS



STAFF REPORT

City Council

Meeting Date:

6/5/2018

Staff Report Number:

18-120-CC

Regular Business:

Adoption of resolution calling election to place a charter measure on the ballot, approval of final proposed charter language and recommendation from ad hoc committee on inclusion of term limits in charter and charter committee formation

Recommendation

Staff recommends that the City Council:

1. Hear recommendation from ad hoc committee on term limits and charter committee formation; and
2. Consider adopting resolution calling election to place charter measure on November 2018 ballot (Attachments A and B); and
3. Select City Council members to sign ballot arguments in support of charter measure; and
4. Discuss formation of Charter Review Committee; and
5. Find actions exempt under California Environmental Quality Act.

Policy Issues

Becoming a charter city would permit Menlo Park to exert control over municipal affairs in the interests of the community. Given the State's increased incursion into areas of municipal affairs in recent years, transitioning to a charter city would put Menlo Park in a better position to protect local control. Members of the public have expressed concerns that becoming a charter city would grant the City Council more authority than it currently has and would make it more difficult for the community to oppose local legislation or policy it disagreed with.

Background

In an effort to explore alternatives to district elections and voting methods currently available only to charter cities, the City Council has been exploring becoming a charter city. On January 16, the City Council discussed the process for adopting a charter utilizing the traditional process of a charter commission or committee. On February 13 and March 27, the City Council discussed adopting a simple enabling charter. Under this approach, the charter would reserve municipal affairs power in specified areas (such as voting methods). The City would then have a framework in place to authorize a different election method if it so desired. At the March 27 meeting, several members of the public spoke against a broad enabling charter expressing concern that it would grant the City Council or staff too much power, make it more difficult to oppose local legislation and be confusing to the voters. Following public testimony, the City Council directed staff to consider the public's comments and return with a range of charter options.

On May 8, the city attorney presented four different options for City Council and public's consideration. These options included a narrow placeholder charter focusing on the City's new by district election process, a limited charter asserting municipal affairs authority over discreet areas of elections, taxation and public contracting and a broad charter asserting municipal affairs authority overall municipal affairs, with a carve

out for prevailing wages. At the May 8 public hearing, some public members expressed interest in a broad charter, while other public members continued to express reservations about a broad, enabling charter that gave City Council and staff additional authority. The City Council expressed a desire to proceed cautiously and voted 3-2 to move forward with a limited charter asserting municipal affairs authority in the area of elections only. In addition, the City Council appointed a subcommittee to look at incorporating term limits into the charter and to make a recommendation for appointment of a charter review committee to explore future charter amendments. The City Council directed the city attorney to work with the subcommittee on updated charter language and to return to City Council with a resolution to put the charter on the ballot.

Analysis

Term limits

On May 8, the city clerk prepared an Informational item regarding term limits. (Attachment C.) Based on the research conducted by staff, there are only three San Mateo cities that currently have term limits: Millbrae, Pacifica and San Mateo. Since 2000, in Menlo Park the average length of time served has been 6.25 years. Under State law, term limits must be approved by the voters and may only apply prospectively.¹ Term limits may be adopted through a charter or by voter-approved ordinance.

The subcommittee met to discuss the pros and cons of term limits. The subcommittee noted, on the one hand, excessive terms do not appear to be a major issue in Menlo Park. They also noted there is a learning curve to being a city council member and that regional board appointments typically go to more seasoned city council members. On the other hand, limiting incumbency could promote more candidates, especially as we transition to districts. On balance, the subcommittee thought three consecutive terms would be appropriate. The subcommittee did not believe a lifetime cap was necessary and that if a termed out City Council member sat out a term, he/she should be able to run again. The subcommittee also recommended that partial terms of two years or more count toward a full term and that City Council members should not be able to move from district to district to evade term limits. In implementing term limits, the subcommittee recommended that the current incumbents' terms be counted toward term limits and to comply with State law, each incumbent should be given an opportunity for one more term. The term limit language recommended by the Committee is:

Section 205. Term Limits. No person may serve more than three consecutive terms of office as a City Council Member. These limitations on the number of terms of office shall not apply to any unexpired term to which a person is elected or appointed if the remainder of the term is less than one-half of the full term of office. Terms of office commenced before the effective date of this charter shall be counted when determining eligibility under this provision. The three-term limitation applies regardless of the district(s) represented.

This language is incorporated into the Draft Charter contained in Attachment A.

¹ California Government Code § 36502 (b) provides that “[a]ny proposal to limit the number of terms a member of the city council may serve on the city council, or the number of terms an elected mayor may serve, shall apply prospectively only and shall not become operative unless it is submitted to the electors of the city at a regularly scheduled election and a majority of the votes cast on the question favor the adoption of the proposal.”

Final Charter Language

A draft charter incorporating City Council's earlier direction as well as the subcommittee's recommendation on term limits is contained in Attachment A. In addition, this version contains a provision codifying the City's current five-district election process and clarifying that any change to the election method would require a vote of the people. This new provision reads:

Section 203. Districts. The City Council shall be elected by district, with three members elected at the same time as the statewide general election in 2020 and every four (4) years thereafter, and two (2) members elected at the same time as the statewide general election in 2022 and every four (4) years thereafter. Notwithstanding Section 204 of this Charter, any change to a different election method shall be subject to approval by a majority of the voters.

Staff believes it would be helpful to clarify that any substantive change to the method of elections would be subject to a vote of the people.

Charter Review Committee

Once a charter is adopted, it is common to form a committee to periodically review its terms, and if appropriate, recommend amendments or updates. A majority of the voters must approve any charter amendment. There are two different types of charter review committees: (1) elected and (2) appointed. To form an elected commission², the City Council must place a two-part question of the ballot. The first question asks the voters "Shall a charter commission be elected to propose a new charter?" The second part asks the voters to select 15 candidates for the commission. If the first question does not pass with a majority of the voters, the commission is not constituted. If the first question passes with a majority of the voters, the 15 candidates receiving the highest number of votes are elected (a majority vote for each member is not required). The charter candidates are nominated through a process similar to city council members (e.g., to qualify for the ballot, commission candidates must collect the signatures of 3 percent of the registered voters). Commissioners must be Menlo Park residents.

A charter review commission can be elected at any established election date. An elected commission has two years to complete its work and thereafter automatically disbands. To become effective, the language proposed by the charter review commission is submitted to a vote. If the charter receives a majority vote, it passes.

The advantages of an elected charter review commission are that it has independence and is theoretically representative of a broad swath of the community. The disadvantages of an elected charter commission are that it takes significant resources to staff; its jurisdiction is unlimited and therefore may not align with City Council priorities, may not be representative of the overall community and can be difficult for smaller communities to recruit 15 dedicated people. Accordingly, this process is more typically used in larger cities.³ The other type of charter review committee is an advisory body. An advisory body is appointed by the City Council. City Council may develop selection criteria to ensure broad representation. Committee members may be appointed by individual city council members or voted on by the entire City Council. City Council can provide direction to the committee on which issues to examine or may leave it open-ended. The committee's recommendations are advisory and must be approved by the City Council before they are placed on the ballot. Like charter revisions proposed by an elected commission, charter provisions proposed by an advisory committee are also subject to voter approval.

² An elected charter commission is governed by Government Code § 34454.

³ In 1997, the City of Los Angeles elected a charter commission to review its charter. In 2012, the City of Sacramento voters turned down a measure to establish an elected charter commission.

At the subcommittee's suggestion, City staff surveyed recent Bay Area charter review committees to determine how they were appointed and their purview (Attachment D).

The subcommittee discussed these options and was inclined to support a subcommittee of 11 members, consisting of two people from each district and one at large. The committee members should have experience serving the city in some capacity.

Adoption of election resolution and selection of City Council members to write ballot argument

A charter must be voted on at a General Municipal Election (e.g., November of even numbered years) and before placing a proposed charter on the ballot, the City Council must conduct two public hearings. City Council complied with the hearing requirements by conducting hearings March 27 and May 8. The final step in placing the measure on the ballot is to adopt a ballot resolution.

Attachment B is a draft resolution to submit the approval of the Charter to the voters for approval at the Regular Municipal Election to be held November 6, 2018. The resolution must specify the wording of the question to be submitted to the voters. The following is a form of the ballot question for consideration by City Council:

Shall the charter be adopted making the City of Menlo Park a charter city so that the laws of the City of Menlo Park shall prevail over state law with respect to two municipal affairs, elections and term limits?	YES
	NO

To the extent City Council would like to suggest alternative wording, the City Council may modify the ballot question, provided, however, it may not exceed 75 words total. For purposes of calculating the number of words, names of places such as "City of Menlo Park" each count as one word.

Elections Code §9280 allows the City Council to direct the city attorney to prepare an impartial analysis of the measure showing the effect of the measure on the existing law and on the operation of the measure. The impartial analysis would be printed preceding the arguments for and against the measure in the voter pamphlet and shall not exceed 500 words in length. The filing deadline for the impartial analysis is the same as the date for filing primary arguments.

In addition, Elections Code §9282 provides for the submission of written arguments in favor of, and in opposition to, the measure. The City Council may authorize one or more of its members to submit an argument in favor of the ballot measure. Any voter or bona fide group of voters may also submit an argument in favor of or against the ballot measure. If more than one argument for or against any measure is submitted, the elections official shall select one of the arguments using specific criteria as outlined in Elections Code § 9287. The members authorized by City Council to submit an argument in favor of the ballot measure have priority over any other argument in favor of the measure. The authors of the argument in favor of the ballot measure are entitled to write a rebuttal to the argument against the measure, or to authorize someone else to write the rebuttal. If the City Council wants to submit an argument in favor of the ballot measure, the City Council should decide which members would be authorized to write the argument by the City Council. If a majority of the City Council are authorized to sign the argument, to avoid a Brown Act violation the City Council could appoint a subcommittee of the City Council to write the ballot argument and then bring the draft to the City Council as a consent agenda item for approval.

The attached resolution calls for an election and places the measure on the ballot. Further, it calls for the

preparation of an impartial analysis and sets the dates for the filing of primary and rebuttal arguments related to the measure and specifies who is authorized to submit an argument in favor of the measure on behalf of the City Council. Finally, the resolution orders the measure be placed on the November 6 ballot. Attachment E contains a schedule for placing the charter on the November 6 ballot.

Impact on City Resources

The estimated cost of putting a charter measure on the ballot is approximately \$19,900-\$23,800 according to the San Mateo county clerk.

Environmental Review

This action is not a project within the meaning of the California Environmental Quality Act (CEQA) Guidelines §§ 15378 and 15061(b)(3) as it proposes an organizational structure change that will not result in any direct or indirect physical change in the environment.

Public Notice

Public notification was achieved by posting the agenda, with the agenda items being listed, at least 72 hours prior to the meeting.

Attachments

- A. Draft City of Menlo Park Charter updated May 24, 2018
- B. Resolution placing charter measure on ballot
- C. May 8, 2018, staff report on City Council term limits
- D. Survey of recent charter review committees
- E. Charter timeline

Report prepared by:
Cara E. Silver, Assistant City Attorney

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OPTION 2: LIMITED CHARTER
Updated May 24, 2018

CITY OF MENLO PARK

Charter of the City of Menlo Park, California 2018

PREAMBLE

WE THE PEOPLE of the City of Menlo Park declare our intent to restore to our community the historic principles of self-governance inherent in the doctrine of home-rule. Sincerely committed to the belief that local government has the closest affinity to the people governed, and firm in the conviction that the economic and fiscal independence of our local government will better serve and promote the health, safety and welfare of all the citizens of this City, we do hereby exercise the express right granted by the Constitution of the State of California to enact and adopt this Charter for the City of Menlo Park.

ARTICLE 1. MUNICIPAL AFFAIRS

Section 101. Municipal Affairs Powers of City.

The City shall have full power and authority to adopt, make, exercise and enforce all legislation, laws and regulations and to take all actions relating to the municipal affairs set forth in this Charter, without limitation, which may be lawfully adopted, made, exercised, taken or enforced under the Constitution of the State of California.

Section 102. Areas Where General Laws Govern.

Except as expressly set forth in this charter, the general law set forth in the Constitution of the State of California and the laws of the State of California shall govern the operations of the City of Menlo Park.

In the event of any conflict between the provisions of this Charter and the provisions of the general laws of the State of California, the provisions of this Charter shall control.

ARTICLE 2. CITY COUNCIL AND ELECTIONS

Section 201. Governing Body.

The governing body of the City is a Council of five (5) members.

Section 202. Terms of Office.

The term of the office of Council Member is four (4) years.

Section 203. Districts.

The City Council shall be elected by district, with three members elected at the same time as the statewide general election in 2020 and every four (4) years thereafter, and two (2) members elected at the same time as the statewide general election in 2022 and every four (4) years thereafter. Notwithstanding Section 204 of this Charter, any change to a different election method shall be subject to approval by a majority of the voters. [Optional provision memorializing current district election process and clarifying that voter approval is required for substantive change in election method.]

204. Method of Election.

The City shall have the power to adopt ordinances establishing procedures, rules or regulations concerning the City of Menlo Park elections and public officials, including but not limited to, the qualifications and compensation of elected officials, the method, time and requirements to hold elections, to fill vacant offices and for voting by mail. Unless in conflict with this Charter or ordinances adopted by the City, state law regarding elections shall apply.

Section 205. Term Limits. No person may serve more than three consecutive terms of office as a City Council Member. These limitations on the number of terms of office shall not apply to any unexpired term to which a person is elected or appointed if the remainder of the term is less than one-half of the full term of office. Terms of office commenced before the effective date of this charter shall be counted when determining eligibility under this provision. The three term limitation applies regardless of the district(s) represented. **[This reflects subcommittee's recommendation.]**

ARTICLE 3. INTERPRETATION

Section 301. Construction and Interpretation.

The language contained in this Charter is intended to be permissive rather than exclusive or limiting and shall be liberally and broadly construed in favor of the exercise by the City of its power to govern with respect to any matter that is a municipal affair.

Section 302. Severability.

If any provision of this Charter should be held by a court of competent jurisdiction to be invalid, void or otherwise unenforceable, the remaining provisions shall remain enforceable to the fullest extent permitted by law.

PASSED, APPROVED and ADOPTED by the voters at the general municipal election of November 6, 2018.

RESOLUTION NO. _____

RESOLUTION OF THE CITY COUNCIL OF THE CITY OF MENLO PARK CALLING AND GIVING NOTICE OF THE HOLDING OF A GENERAL MUNICIPAL ELECTION TO BE CONSOLIDATED WITH THE STATEWIDE GENERAL ELECTION TO BE HELD ON NOVEMBER 6, 2018 FOR THE PURPOSE OF SUBMITTING TO THE VOTERS OF THE CITY OF MENLO PARK A BALLOT MEASURE PROPOSING THE ADOPTION OF A CHARTER

WHEREAS, the City Council of the City of Menlo Park held two noticed public hearings on draft charter language on March 27, 2018 and May 8, 2018 and conducted a third public meeting to review the final charter language on June 5, 2018;

WHEREAS, the City of Menlo Park is calling a General Municipal Election to be held on Tuesday, November 6, 2018, to submit to the voters the proposal for the adoption of a charter asserting municipal affairs authority over elections and term limits; and

WHEREAS, the General Municipal Election is to be consolidated with the Statewide General Election to be held on the same date and that the City precincts, polling places and election officers of the two elections be the same, and that the San Mateo County Assessor-County Clerk-Recorder canvass the returns of the General Municipal Elections and that the election be held in all respects as if there were only one election.

NOW, THEREFORE BE IT RESOLVED that the City Council of the City of Menlo Park orders as follows:

1. The City Council of the City of Menlo Park, pursuant to Government Code Section 34458, does order submitted to the voters at the General Municipal Election the following question:

Shall the charter be adopted making the City of Menlo Park a charter city so that the laws of the City of Menlo Park shall prevail over state law with respect to two municipal affairs, elections and term limits?	YES
	NO

2. The full text of the proposed charter to be submitted to the voters is attached hereto as Exhibit A and shall appear in the Voter Information Pamphlet. The City Clerk of the City of Menlo Park shall cause the attached charter to be printed and shall make a copy of the charter for any voter upon request. The measure requires a simple majority to pass.

3. Pursuant to Elections Code Section 10400, the General Municipal Election is hereby ordered consolidated with the Statewide General Election conducted by the

County of San Mateo, which will be held on November 6, 2018. The elections hereby consolidated shall be held in all respects as if there were only one election, and only one form of ballot shall be used.

4. The City Council of Menlo Park is hereby consenting and agreeing to the consolidation of a General Municipal Election with the Statewide General Election to be held on November 6, 2018. Pursuant to Elections Code Sections 10002 and 10403, the City Council hereby requests the Board of Supervisors of the County of San Mateo to make available the services of the Registrar of Voters for the purpose of providing the usual services necessary to conduct a consolidated municipal election, including the provision of elections supplies and voter pamphlets. The City Council recognizes that additional costs may be incurred by the County by reason of these services and agrees to reimburse the County for these costs.

5. The election on this measure shall be held, voting precincts, polling places, voting booths and elections officials in each of the precincts in which this election shall be held shall be the same as provided for the Statewide General Election on said date, as prescribed by the ordinance, order, resolution or notice of the Board of Supervisors of San Mateo County calling, providing for or giving notice of such other election and which sets forth such precincts, voting booths, polling places and elections officials.

6. The San Mateo Assessor-County Clerk Recorder is hereby authorized to canvas the returns of the General Municipal Election, and that the election shall be held in all respects as if there were only one election, and only one form of ballot shall be used.

7. The City Clerk is authorized, instructed and directed to procure and furnish any and all official ballots, notices, printed matter and all supplies and equipment that may be necessary in order to properly and lawfully conduct the election.

8. The City Council authorizes a subcommittee of the City Council to file a written argument in favor of the measure and a rebuttal argument to be signed by the Mayor on behalf of the City Council and to add additional signatories to the written argument selected by the subcommittee. Any individual voter who is eligible to vote on the measure or bona fide association of citizens or combination of voters and associations may also submit a written argument for or against the measure. Such argument, whether in favor or against, shall not exceed 300 words and be accompanied by the printed name(s) and signature(s) of the person(s) submitting it, or if submitted on behalf of an organization the name of the organization, and the printed name and signature of at least one of its principal officers in accordance with the Elections Code. Rebuttal arguments must be submitted to the City Clerk and shall not exceed 250 words. The City Clerk shall set the dates of the Primary arguments in favor or against the measure and the rebuttal arguments.

9. The City Council directs the City Clerk to transmit a copy of the measure to the City Attorney, and directs the City Attorney to prepare an impartial analysis of the measure showing the effect of the measure on existing law and the operation of the measure. The analysis shall be printed preceding the arguments in favor and against

the measure. The analysis shall not exceed 500 words in length. The impartial analysis shall be filed by the date set by the City Clerk for the filing of primary arguments.

I, Judi A. Herren, City Clerk of the City of Menlo Park, do hereby certify that the above and foregoing City Council resolution was duly and regularly passed and adopted at a meeting of said Council on the sixth day of June 2018, by the following votes:

AYES:

NOES:

ABSENT:

ABSTAIN:

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the Official Seal of said City on this sixth day of June 2018.

Judy A. Herren
City Clerk

EXHIBIT A

[INSERT CHARTER TEXT HERE]



STAFF REPORT - AMENDED

City Council
Meeting Date: 5/8/2018
Staff Report Number: 18-101-CC
Informational Item: City Council term limits

Recommendation

This is an informational item and does not require City Council action.

Policy Issues

The City Council requested information regarding term limits for City Council seats.

Background

California Government Code Section 36502 (b) provides that “Any proposal to limit the number of terms a member of the city council may serve on the city council, or the number of terms an elected mayor may serve, shall apply prospectively only and shall not become operative unless it is submitted to the electors of the city at a regularly scheduled election and a majority of the votes cast on the question favor the adoption of the proposal.” The next regularly scheduled election where the City may elect to place a term limit item on the ballot is November 6, 2018. If such proposal is placed on the ballot and receives a majority vote, it would be effective for the November 2020 election.

Analysis

Staff obtained a copy of the 2011 State of California Council Member Term Limits Survey; Attachment A. Table 1 illustrates City Council term limits for cities within San Mateo County.

Table 1: San Mateo County cities with term limits		
Cities	General law or charter city	Term limits if applicable
Atherton, Belmont, Brisbane, Burlingame, Colma, Daly City, East Palo Alto, Foster City, Half Moon Bay, Hillsborough, Menlo Park, Portola Valley, San Bruno, San Carlos, South San Francisco, and Woodside	General law	n/a
Millbrae	General law	two (2) consecutive four (4)-year terms; two (2) year break
Pacifica	General law	two (2) consecutive four (4)-year terms
Redwood City	Charter	n/a
San Mateo	Charter	three (3) consecutive four (4)-year terms

Over the last nine election cycles there have been 46 candidates for City Council. During this time, incumbents sought re-elections. A breakdown of the number of candidates from each election since 2000 is included in table 2.

Table 2: Menlo Park City Council election history					
Election year	City Council candidates	Seats to be filled	Results	Notes	
2000	5	2	Two Incumbents re-elected	Two incumbents filed	
2002	8	3	Two incumbents re-elected One new elected	Two incumbents filed	
2004	4	2	Two new elected	No incumbents filed	
2006	6	3	Three new elected	Two incumbents filed	
2008	3	2	Two Incumbents re-elected	Two incumbents filed	
2010	6	3	Two new elected One incumbent re-elected	Two incumbents filed	
2012	5	2	Two new elected	One incumbent filed	
2014	6	3	Three incumbents re-elected	Three incumbents filed	
2016	3	2	Two incumbents re-elected	Two incumbents filed	

From the year 2000 to date:

- The city has had 16 City Council Members
- The average length of time served has been 6.25 years

Impact on City Resources

During the last City Council election (2016), the City’s election cost was \$30,682.54 for a two-seat City Council race.

According to the estimates from the San Mateo County Elections Office, the City’s anticipated cost for the 2018 election is \$19,600 - \$23,520 and the addition of a Term Limits Initiative to the November 6, 2018 election could increase the costs by as much as \$23,880, which would bring the estimated cost of the 2018 election to \$43,480-\$47,400. Additionally, in 2018, the City Council is considering a charter measure on the ballot. Each additional initiative adds approximately \$19,900 - \$23,880 to the city’s cost for the election, according to the San Mateo County Elections Office. To include an initiative on the November 6, 2018 ballot, the deadline for the city to submit the measure with San Mateo County clerk is August 10, 2018.

Environmental Review

This action is not a project within the meaning of the California Environmental Quality Act (CEQA) Guidelines §§ 15378 and 15061(b)(3) as it proposes an organizational structure change that will not result in any direct or indirect physical change in the environment.

Public Notice

Public Notification was achieved by posting the agenda, with the agenda items being listed, at least 72 hours prior to the meeting.

Attachments

A. 2011 State of California Council Member Term Limits Survey

Report prepared by:
Judi A. Herren, City Clerk

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Examples of Recent Charter Review Committees

City / County	Formation Date	Committee Members	Selected Method	Mission Statement	Other Notes
Albany	Rolling	5	Each councilmember appoints one member; committee member serve until next municipal election	Advises the City Council on proposed changes to the City Charter. These proposed changes may be generated by the City Council or by the Charter Review Committee.	
El Cerrito	November 7, 2017	7	The Committee consists of two members of the City Council, a member of the Financial Advisory Board, an active participant in the El Cerrito real estate community, a representative of local labor groups, and two members of the public.	The Charter Review Committee will work with City staff to help develop a Charter that would include language that would give the City the power to adopt local rules in all matters of municipal affairs, require the City to follow California law regarding the payment of prevailing wages for public works projects and collective bargaining with represented employee groups, authorize the City Council to consider the use of all available tools for generating revenue, including but not limited to a Real Property Transfer Tax, and that does not alter the current Municipal Code. The Committee will recommend the draft Charter to the City Council in April. The City Council would then hold public hearings on the Charter, and would then consider putting the Charter on the ballot in November 2018.	Charter Review Committee has submitted a draft charter to the City Council for review. The charter focuses on the Real Property Transfer Tax. The first public hearing was conducted May 1 and the second hearing is scheduled for June 18, 2018.

County of San Mateo	January 9 and 23, 2018	19	<p>Nineteen members selected as follows:</p> <p>(1) each member of the Board shall appoint two residents from his or her Supervisorial District;</p> <p>(2) one person shall be designated by each of the following six organizations for appointment to the Committee by the board of supervisors: the County School Boards Association, the Council of Cities, the League of Women Voters, SamCEDA, the San Mateo County Central Labor Council, and the Youth Commission;</p> <p>and (3) one person shall be designated by the Board to represent each of the following interests of communities of concern, large businesses and senior citizens</p>	<p>The Charter Review Committee shall submit to the Board, no later than June 30, 2018, such recommendations, consistent with the state constitution and other provisions of State law, which in its opinion are appropriate. In its review of the Charter, the Committee should specifically address: (a) the consolidation of the offices of controller and treasurer-tax collector into a single appointed Director of Finance position such as that in Marin County and Santa Clara County, or, in the alternative, whether the separate offices of controller and treasurer-tax collector should be changed from elected offices to appointed offices; (b) technical and administrative clean up items concerning matters such as the 00011 appointment process for the County Manager and the consolidation of the elections function with the Office of the Assessor-Clerk-Recorder; and (c) such other matters as the committee deems appropriate.</p>	<p>San Mateo County Charter section 801 provides that the board of supervisors shall convene a Charter review committee within eight years of the last complete Charter review and that said committee shall review the Charter and, after public hearings, make appropriate recommendations for amendment or revision to the Board.</p>
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City of Santa Clara	April 11, 2017	9	Mayor and Councilmembers each selected one member and two at-large members selected by City Council. The two at-large members were selected from a pool of candidates who responded to a call for interest.	Review the manner of electing City Council Members, including district based elections. The City Council may also include other areas of interest as part of defining the Charter Review Committee work plan.	
Sunnyvale (2018 charter reform)	December 12, 2017	11	City invited interested applicants to apply. 15 members applied. City Council waived interviews and appointed based on resumes.	The City Council has created a Charter Review Committee (CRC) to analyze and propose alternatives for amending City Charter Section 604 (Filling Vacancies in City Council Seats). The Charter Review Committee will meet as needed, from January through April 2018. The CRC is expected to complete its task and make recommendations to the City Council by May 2018. The City Council will consider the recommendations of the CRC tentatively in June 2018 and will provide direction at that time to make preparations for a ballot measure to submit a Charter Amendment to City voters in the November 6, 2018, General Municipal Election.	

Sunnyvale (2010 charter reform)	January 25, 2011	11	City invited interested applicants to apply. Deadline extended when insufficient applicants received. Only 11 applied and City Council appointed all applicants	Formed to review two issues -- directly elected mayor and council compensation.	
Sunnyvale (2006 reform)	July 18, 2006	15	Each Councilmember appointed two Committee members, with the last member appointed by the Mayor and confirmed by City Council. A minimum of 12 must be registered Sunnyvale voters. The additional three members may be either Sunnyvale registered voters or Sunnyvale residents not registered to vote. Current Councilmember's family members within the second degree (parents, grandparents, children sisters or brothers, nieces and nephews, uncles and aunts, and members of their household) are excluded from nomination to the Charter Review Committee.	City Council identified seven Charter issues as priorities for the Committee to review and make a recommendation on. Additionally, the City Council authorized the Committee to identify other Charter issues for review and recommendation and to provide the opportunity for public input on changes to the charter.	

**CITY OF MENLO PARK
CHARTER ADOPTION SCHEDULE*
NOVEMBER 6, 2018 ELECTION**

Action	Date	Status
City Council directs City Attorney to prepare Enabling Charter	February 13, 2018	Completed
Provide 21 days notice of first hearing	Publishing begins March 2, 2018	Completed
First public hearing on Draft Charter language; City Council directed City Attorney to prepare range of charter options	March 27, 2018	Completed
Provide 21 days notice of second hearing	Publishing begins April 13, 2018	Completed
Second public hearing on draft charter language (must be at least 30 days after first public hearing)	May 8, 2018	Completed
21 day hold until City Council can take action to submit charter to voters	(May 9-29, 2018)	Completed
Subcommittee discussion of term limits and charter review committee	May 14, 2018	Completed
Third public meeting to call election on charter measure	June 5, 2018	
Last day to deliver ballot measure to County Clerk	August 10, 2018	
Election (must be at General Municipal Election)	November 6, 2018	

*Charter adoption hearing process governed by Government Code §34458.

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STAFF REPORT

City Council
Meeting Date: 6/5/2018
Staff Report Number: 18-121-CC

Informational Item: Land Management System Update

Recommendation

This is an informational item, and no action is requested of the City Council.

Policy Issues

This information is being provided in advance of a staff recommendation that the City Council approve and budget appropriations for the project at their June 19, 2018, City Council meeting. Replacement of the City's Land Management System was identified as a top priority of the Information Technology Master Plan (ITMP). The City Council received the ITMP and approved implementation measures May 2, 2017.

Background

Land Management Systems are a critical tool for local government permitting and data management needs. The City's current system, Tidemark Advantage ("Tidemark"), is used by multiple divisions and departments to serve the public by tracking permits/cases and managing workflows. The City's use of Tidemark includes the following:

- Building Division: building permits
- Planning Division: use permits, architectural control cases and similar discretionary actions
- Engineering Division: encroachment permits
- Maintenance Division: heritage tree removal permits
- Police Department: Code Enforcement cases

The system also holds parcel data that is essential for daily operations. The data comes from regular San Mateo County Assessor updates (e.g., property ownership and assessment information) and from the City's own information (e.g., zoning districts and General Plan land use designations).

Tidemark was initially deployed locally in 1999, and the system now has several liabilities:

- The product has not been supported by the manufacturer for close to a decade, putting the City at risk of system failure;
- The City's use and maintenance of Tidemark has been assisted by an independent consultant, but this service is effectively a sole proprietorship, with limited (or no) options for similar assistance if the current relationship terminates for any reason;
- The system does not offer online permitting or citizen access options, limiting the potential for staff efficiency;
- The product does not include an integrated Geographic Information System (GIS), instead requiring the development and maintenance of a parallel GIS; and
- The client interface is extremely outdated, effectively still resembling a software product from 1999, which results in cumbersome, non-intuitive use.

As a result of these issues, replacement of Tidemark is a critical need.

Analysis

Product selection process

On May 2, 2017, staff presented to City Council the receipt and approval of the ITMP, along with staff's implementation recommendations for the plan's top initiatives. The replacement of the land management system was listed as one of the highest priority items, and staff recommended moving forward with a best-of-class, market-segment-leading land management system replacement outside of an Enterprise Resource Planning (ERP) system, as was originally recommended in the ITMP.

Shortly after City Council approval and direction, staff assembled a Land Management System Replacement Committee consisting of staff from Community Development, Public Works and Administrative Services departments. The Committee began preliminary market research of which land management software products were most commonly used by other similar-sized municipalities with similar business needs. Staff reached out to neighboring cities and found that there are a number of land management systems in the marketplace, but only a handful of smaller, best-of-class products. This research resulted with two software products best suited for small- to medium-sized agencies and are market segment leaders: Accela Civic Platform (Accela) and Superior ONESolution Public Administration (Superior, formerly SunGard.) Both companies have acquired other land management and related systems over the years, including Accela's 2001 purchase of Tidemark.

Staff then reached out to the various agencies directly utilizing these two products, seeking product feedback and vendor support satisfaction. Both on-site and phone interviews were scheduled with several jurisdictions, including the neighboring cities of Palo Alto and Redwood City. In April 2017, on-site interviews with these two cities yielded City staff with significant input pertaining to how well their respective land management platforms met the needs of both their departments and their community. The City of Palo Alto currently uses Accela, and the City of Redwood City uses Superior. These two cities were also able to provide the Committee with essential feedback on each product's features, functionality, performance and vendor support.

Staff's original recommendation to City Council in regards to selecting a new the land management system was to obtain an independent software-consulting firm to assist in the selection process. However, after extensive interviews conducted with other jurisdictions, staff decided not to use a separate consulting firm for the software selection process since the research had shown that there are primarily only two market-leading products in this area. Instead, staff decided to directly engage the two vendors, Accela and Superior, and begin the product discovery process.

In May 2017, Committee staff members scheduled an initial product demonstration with Accela in order to get an overview of the Civic Platform product suite. The Civic Platform consists of a land management software product suite called Accela Land Management, which includes land and parcel management, online permitting, building inspection and code enforcement management. Committee staff members were not only introduced to the features and functionality of Accela during the product demonstration, but were also provided with preliminary software licensing and support price quotations. In addition, staff determined that either Accela's in-house staff resources or an Accela certified partner firm would perform the migration and implementation services for the Accela platform. Other jurisdictions currently using Accela include:

- Cities of Pleasanton, Sacramento, Oakland, Alameda, Berkeley, Newport Beach and Rancho Cucamonga

- Town of Los Gatos
- Counties of San Mateo and Santa Clara

In July 2017, Committee staff members scheduled an initial product demonstration with the second land management system product vendor, Superior. Staff was introduced to Superior's product offering, ONEsolution Public Administration platform, which includes several stand-alone software suites. These software suites include central land record management (GeoTRAK), permit activity management (PermitTRAK), planning and land use activity management (ProjectTRAK), code compliance management (CodeTRAK), and an online public facing web portal (eTRAKiT). Staff was introduced to all the features and functionality of the individual software suites during the product demonstration, was also provided with preliminary software licensing, and support pricing quotes by the vendor. Staff also learned from the vendor that migration from the City's legacy Tidemark product to Superior could only be performed by the vendor's implementation staffing resources. City staff subsequently requested from the vendor a separate pricing proposal for project management and implementation services. Other jurisdictions currently using Superior include:

- Cities of Atherton, Foster City, Millbrae, Hillsborough, Woodside, Los Altos Hills, South San Francisco, San Bruno and Piedmont

In September and October 2017, the Committee scheduled both vendors to provide a second product demonstration, this time with a larger audience containing additional key City department staff members. The purpose of this second product demonstration was to not only allow additional department staff members to be introduced to the two product platforms but to also provide the Committee with valuable feedback on each product's specific features and functionality. The Committee decided to have both vendors provide the City with a third and final product demonstration focusing more specifically in areas of the product that were requested by City staff members. As a final part of the evaluation and software selection process, the Committee requested both vendors to provide access to a separate "sandbox" testing environment in order for staff to have hands-on access to both products for further evaluation and testing. Accela was able to provide time limited access to a sandbox environment, and, in February 2018, provided staff with formal on-site training. Superior was not able to offer staff access to a sandbox environment. After further evaluation of both Accela and Superior products, the Committee and City department staff members are close to making a final decision on which product best suites the overall City's land management system needs. A final recommendation will be provided to City Council in the next report.

Product implementation firm interview process

It is important once again to note that the City currently uses a legacy Accela land management product, Tidemark, for its land management and permitting processes. The success of migrating off this legacy platform over to Accela's current land management platform depends on the product implementation firm's past experience with this legacy Tidemark product. Unfortunately, migrations of this type rarely happen today because most agencies have since moved off this older product. This created a challenge for Committee members in locating a qualified and experienced firm, as there are only a very small number of such firms available in the market to choose from. Typically, these Accela partner firms are referred by other jurisdictions who have gone through similar projects, or by the product vendor Accela, Inc. through a search of their Partner program database. The product implementation firm selection criteria included:

1. The firm to be a current certified Accela partner;
2. Internal company staff resources experienced with the legacy Tidemark platform;
3. Have good standing partnerships with other jurisdictions and Accela, Inc.; and
4. Have a presence in the local area.

The Committee ultimately found a total of four potential partner or vendor firms that would be able to provide the necessary implementation services required for the project. The first, TruePoint Solutions, Inc. was referred to the Committee by the City of Palo Alto, other local municipalities and the product vendor, Accela Inc., as being a local certified partner that meets the selection criteria. After numerous on-site and remote conference call meetings in discussing project migration and implementation requirements with TruePoint Solutions, the firm provided the Committee with a project proposal consisting of a statement of work, associated pricing and a project timeline. The second firm interviewed, FutureNet Group Inc., was referred to the City by Accela, Inc. as a certified Accela partner with similar expertise and experience with migration off the legacy Tidemark product. The same interview process was used with FutureNet Group Inc. and a competing proposal was provided. The third firm interviewed, Woolpert, Inc., was referred to the City by the City of Torrance, however, their candidacy for the project was removed early in the interview process because the firm no longer holds a current Accela certified partnership agreement. Lastly, Accela, Inc. was interviewed in order to obtain a proposal for vendor-direct implementation services. For the Superior product, implementation services come direct from the vendor and is bundled with the software product-licensing proposal. Project implementation proposals from all firms are included as attachments to this report. A final recommendation on an implementation firm will be provided to City Council in the next report.

Product hosting options

During the evaluation process, staff determined that both Accela and Superior offer customers the option of hosting either in a Software as a Service (SaaS) and city-hosted (on-premises) model. In the SaaS model, the City would pay a subscription fee for access to the software via the internet, with the vendor bearing the burden of maintaining servers and upgrading the software. In the city-hosted model, the City would host the software on servers located either on-site or in the cloud. There is a third hosting option called vendor hosted, but is not being considered here as it is tailored for larger jurisdictions and cost prohibitive. Given that City information technology support staffing resources are currently limited, preliminary cost and operational analysis shows that the SaaS hosting model would be best suited for this product platform. However, City staff are still performing final analysis and considerations will include staffing operational and support capacity, capital and operational expenditures, and total cost of ownership for 5 and 10 year terms. Both product vendors' hosting, software licensing and support cost proposals are included as attachments in this report. A final recommendation will be provided to City Council in the next report.

City project staffing resources

Successful implementation of this project will require dedicated internal staff resources. Staff is considering project management and implementation services from our current Tidemark product support vendor, Synergetic Consulting. Since this support vendor is very familiar with the City's Planning, Building and Public Works permitting processes, this resource can be used to supplement internal staff backfill needs for the project. However, additional staff resources and/or re-prioritization of other projects/tasks may be required, as will be discussed in more detail when the City Council considers the proposed contract and budget actions.

Impact on City Resources

The approval of contracts to implement a new land management system will require earmarking a portion of the \$2.9 million balance in the ITMP capital project that is currently \$5 million short of being fully funded in accordance with the ITMP. The project implementation and maintenance can be supported by the 3 percent technology surcharge that is applied to development and other permit fees.

Environmental Review

This action is not a project within the meaning of the California Environmental Quality Act (CEQA)

Guidelines §§ 15378 and 15061(b)(3) as it proposes an organizational structure change that will not result in any direct or indirect physical change in the environment.

Public Notice

Public Notification was achieved by posting the agenda, with the agenda items being listed, at least 72 hours prior to the meeting.

Attachments

- A. Accela Civic Platform SaaS subscription quote
- B. Accela Civic Platform on-premise perpetual licensing quote
- C. Superior TRAKiT SaaS subscription on-premise perpetual licensing and implementation quote
- D. Accela implementation proposal - scope of work
- E. TruePoint Solutions implementation proposal
- F. FutureNet Group implementation proposal

Report prepared by:

Gene Garces, Information Technology Manager
Thomas Rogers, Principal Planner

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February 6, 2018

Gene Garces
Menlo Park, CA
701 Laurel St.
Menlo Park California United States
94025

RE: Quote Number: **Q-13958-2**

Menlo Park, CA - TM to Civic Platform

Accela Land Management Subscription SaaS
Attached please find a quote for the products and services you requested.

Please refer to the Notes section for detailed information regarding this quote. It includes information on submitting a purchase order, payment terms, costs for on-site assistance, hardware, or other equipment, and requirements for developing a final Statement of Work.

If you have any questions regarding this estimate, please feel free to contact me at or via e-mail at ksawtelle@accela.com.

Regards,

Ken Sawtelle
Director, Sales (West)
ksawtelle@accela.com
Accela, Inc.



Quote Number: Q-13958-2, Date: May 31, 2017, Valid Until: June 29, 2018, Menlo Park, CA

Citizen Access

PART #	PRODUCT NAME	QTY	UNIT PRICE	EXTENDED	DISCOUNT	NET PRICE
SS10AACAPOP5001	Accela Citizen Access - Subscription Population Population Under 50K	33,309	USD 0.0000	USD 0.00	0.000	USD 0.00
	Subtotal					USD 0.00

Civic Platform

PART #	PRODUCT NAME	QTY	UNIT PRICE	EXTENDED	DISCOUNT	NET PRICE
SS10APFMSLVR001	Accela Civic Platform Silver - Subscription User	60	USD 2,628.0000	USD 157,680.00	10.000	USD 141,912.00
	Subtotal					USD 141,912.00

TOTAL: USD 141,912.00

Subscription Summary

Product	Quantity	Net Price
Accela Civic Platform Silver - Subscription User	60	USD 141,912.00
Accela Citizen Access - Subscription Population Population Under 50K	33,309	USD 0.00
Subtotal		USD 141,912.00
TOTAL:		USD 141,912.00



NOTES: Software as a Service

This quote is valid until June 29, 2018. After this date, all prices are subject to change. This quote supersedes any previous written or verbal estimate for Subscription Services. In order to procure the above-mentioned Services, please sign below and submit a purchase order with the following information:

1. Signature of authorized personnel (if there is a signature line on the purchase order)
2. Estimate Number
3. Date

In order to expedite the processing of this Quote, please submit authorization via e-mail to contractsadmin@accela.com and also fax to the Attn. of Contracts Administration at (925) 407-2722. Please note that if faxing a purchase order, submit both front and back and send the original purchase order in the mail to Attn: Contracts Administration, Accela, Inc. 2633 Camino Ramon, Suite 500, Bishop Ranch 3, San Ramon, CA 94583.

Payment Terms: The initial Annual Subscription fees are due upon Accela's receipt of purchase order or signed agreement, whichever is earlier.

Professional Services fees are billable based upon mutually agreed terms and condition of the Statement of Work (SOW). Travel time and expenses will be billed as incurred. Travel time will be billed at the rate stated in the SOW. Billing terms for professional services, travel time and expenses are Net 30, unless otherwise agreed upon in the SOW.

Payment obligations hereunder are non-cancelable and any sums when paid shall be non-refundable. Agency will be responsible for payment or reimbursement to Accela, Inc. any and all federal, state, provincial and local taxes and duties that are applicable, except those based on Accela's net income.

If the Agency requires additional on-site assistance, a separate estimate and Statement of Work will be provided.

Annual Subscription fees do not include hardware or equipment. Please contact your selected hardware vendor for additional hardware or software costs.

Alternate Terms Disclaimed: The parties expressly disclaim any alternate terms and conditions accompanying drafts and/or purchase orders issued by Customer.

February 6, 2018

Gene Garces
Menlo Park, CA
701 Laurel St.
Menlo Park California United States
94025

RE: Quote Number: **Q-14181-4**

Menlo Park, CA - TM to Civic Platform

Menlo Park On-Premise Land Management Quote
Attached please find a quote for the products and services you requested.

Please refer to the Notes section for detailed information regarding this quote. It includes information on submitting a purchase order, payment terms, costs for on-site assistance, hardware, or other equipment, and requirements for developing a final Statement of Work.

If you have any questions regarding this estimate, please feel free to contact me at or via e-mail at ksawtelle@accela.com.

Regards,

Ken Sawtelle
Director, Sales (West)
ksawtelle@accela.com
Accela, Inc.



Quote Number: Q-14181-4, Date: June 19, 2017, Valid Until: June 29, 2018, Menlo Park, CA

Citizen Access

PART #	PRODUCT NAME	QTY	UNIT PRICE	EXTENDED	DISCOUNT	NET PRICE
LC10CACAMOD0601	Accela Citizen Access Module Fee	1	USD 13,194.0000	USD 13,194.00	0.000	USD 13,194.00
LC10CACASV10601	Accela Citizen Access Server Software	1	USD 13,194.0000	USD 13,194.00	0.000	USD 13,194.00
LC10CACAUP00601	Accela Citizen Access Population Fee	33,309	USD 0.0960	USD 3,197.66	0.000	USD 3,197.66
MI100ACAM120601	Accela Citizen Access Annual Maintenance and Supp - Silver	1	USD 2,638.8000	USD 2,638.80	0.000	USD 2,638.80
MI100ACAM120601	Accela Citizen Access Annual Maintenance and Supp - Silver	1	USD 639.5328	USD 639.53	0.000	USD 639.53
MI100ACAM120601	Accela Citizen Access Annual Maintenance and Supp - Silver	1	USD 2,638.8000	USD 2,638.80	0.000	USD 2,638.80
	Subtotal					USD 35,502.79

GIS

PART #	PRODUCT NAME	QTY	UNIT PRICE	EXTENDED	DISCOUNT	NET PRICE
LC10CGISSV50601	Accela GIS Server Software (includes 5 named users)	1	USD 13,194.0000	USD 13,194.00	0.000	USD 13,194.00
LC10CGISU050601	Accela GIS User License Packs (includes 5 named users)	11	USD 3,954.0000	USD 43,494.00	0.000	USD 43,494.00
MI100GISM120601	Accela GIS Annual Maintenance and Supp - Silver	1	USD 8,698.8000	USD 8,698.80	0.000	USD 8,698.80
MI100GISM120601	Accela GIS Annual Maintenance and Supp - Silver	1	USD 2,638.8000	USD 2,638.80	0.000	USD 2,638.80
	Subtotal					USD 68,025.60

Land Management

PART #	PRODUCT NAME	QTY	UNIT PRICE	EXTENDED	DISCOUNT	NET PRICE
LC10CALMSV50601	Accela Land Mgt Server Software (includes 5 named users)	1	USD 65,994.0000	USD 65,994.00	0.000	USD 65,994.00
LC10CALMU050601	Accela Land Mgmt User Lic Packs (incl 5 named users per pack)	11	USD 13,194.0000	USD 145,134.00	0.000	USD 145,134.00
MI100ALMM120601	Accela Land Management Annual Maintenance and Supp - Silver	1	USD 13,198.8000	USD 13,198.80	0.000	USD 13,198.80
MI100ALMM120601	Accela Land Management Annual Maintenance and Supp - Silver	1	USD 29,026.8000	USD 29,026.80	0.000	USD 29,026.80
	Subtotal					USD 253,353.60



Mobile

PART #	PRODUCT NAME	QTY	UNIT PRICE	EXTENDED	DISCOUNT	NET PRICE
LC10CAMOSV50601	Accela Mobile Server Software (incl 5 named users)	1	USD 59,994.0000	USD 59,994.00	0.000	USD 59,994.00
LC10CAMOU050601	Accela Mobile User Lic Packs (includes 5 named users)	1	USD 13,194.0000	USD 13,194.00	0.000	USD 13,194.00
MI100AMOM120601	Accela Mobile Annual Maintenance and Supp - Silver	1	USD 2,638.8000	USD 2,638.80	0.000	USD 2,638.80
MI100AMOM120601	Accela Mobile Annual Maintenance and Supp - Silver	1	USD 11,998.8000	USD 11,998.80	0.000	USD 11,998.80
	Subtotal					USD 87,825.60

TOTAL: USD 444,707.59



License Summary

Product	QTY	Net Price
Accela Land Mgt Server Software (includes 5 named users)	1	USD 65,994.00
Accela Land Mgmt User Lic Packs (incl 5 named users per pack)	11	USD 145,134.00
Accela Citizen Access Module Fee	1	USD 13,194.00
Accela Citizen Access Server Software	1	USD 13,194.00
Accela Citizen Access Population Fee	33,309	USD 3,197.66
Accela GIS Server Software (includes 5 named users)	1	USD 13,194.00
Accela GIS User License Packs (includes 5 named users)	11	USD 43,494.00
Accela Mobile Server Software (incl 5 named users)	1	USD 59,994.00
Accela Mobile User Lic Packs (includes 5 named users)	1	USD 13,194.00
Subtotal		USD 370,589.66
TOTAL:		USD 370,589.66

Maintenance Summary

Product	QTY	Annual Maintenance and Support Net Price
Accela Land Management Annual Maintenance and Supp - Silver	1	USD 13,198.80
Accela Citizen Access Annual Maintenance and Supp - Silver	1	USD 2,638.80
Accela Citizen Access Annual Maintenance and Supp - Silver	1	USD 639.53
Accela GIS Annual Maintenance and Supp - Silver	1	USD 8,698.80
Accela Mobile Annual Maintenance and Supp - Silver	1	USD 2,638.80
Accela Land Management Annual Maintenance and Supp - Silver	1	USD 29,026.80
Accela Citizen Access Annual Maintenance and Supp - Silver	1	USD 2,638.80
Accela GIS Annual Maintenance and Supp - Silver	1	USD 2,638.80
Accela Mobile Annual Maintenance and Supp - Silver	1	USD 11,998.80
Subtotal		USD 74,117.93
TOTAL:		USD 74,117.93



NOTES:

License and Maintenance Only

This quote is valid until June 29, 2018. After this date, all prices are subject to change. This quote supersedes any previous written or verbal estimate for products and installation services. In order to procure the above-mentioned services, please sign below submit a purchase order with the following information:

1. Signature of authorized personnel (if there is a signature line on the purchase order)
2. Estimate Number
3. Date

In order to expedite the process, please submit authorization via e-mail to contractsadmin@accela.com and also fax to the Attn. of Contracts Administration at (925) 407-2722. Please note that if faxing a purchase order, submit both front and back and send the original purchase order in the mail to Attn: Contracts Administration, Accela, Inc. 2633 Camino Ramon, Suite 500, Bishop Ranch 3, San Ramon, CA 94583.

Payment Terms: All license fees are fixed-price deliverables for which full payment is due upon signing or receipt of Agency purchase order. Payment obligations hereunder are non-cancelable and any sums when paid are non-refundable.

The Maintenance Fees are for the licenses being purchased under this quote. These fees are in addition to any existing maintenance fees on current Accela software products that you may already have purchased. The maintenance period for the licenses being purchased under this quote will begin upon delivery of such licenses to the agency. The Maintenance Fees are fixed-priced deliverables for which full payment is due upon signing or receipt of Agency purchase order. Agency will be responsible for payment or reimbursement to Accela, Inc. any and all federal, state, provincial and local taxes and duties that are applicable, except those based on Accela's net income.

If the Agency requires additional on-site assistance, a separate estimate will be provided.

These costs do not include hardware or equipment. Please contact your selected hardware vendor for additional hardware or software costs.

The pricing set forth herein reflects information generally known to Accela, supplied to Accela by client, and based on Accela's interpretation of the work to be performed. Further information gathered through detailed investigation and configuration analysis by Accela is required before a final Statement of Work and pricing can be mutually agreed upon.

Alternate Terms Disclaimed: The parties expressly disclaim any alternate terms and conditions accompanying drafts and/or purchase orders issued by Customer.

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TRAKiT Pricing Estimate: The City of Menlo Park, CA

August 17, 2017

Pricing Quote #1: Q-00028264

TRAKiT On Premise/City-Hosted Offering

❖ Pricing Summary:

- **One-Time and 1st year Costs: \$408,790**
 - Core Products & Services Proposed:
 - TRAKiT Core Suite for (10) Concurrent User Licenses:
 - Contacts Management: AEC TRAK
 - Central Land Record Management: GeoTRAK
 - Permit Activity Management: PermitTRAK
 - Planning & Land Use Activity Management: ProjectTRAK
 - Code Compliance Management: CodeTRAK
 - Citizen Request/Complaint Management: CRM TRAK
 - Report & Form Libraries: Permits, Projects, Code
 - All Implementation Services: Project Management, Installation, Configuration, Training
 - Land Data Conversion & Update Management:
 - Land Data Conversion
 - GeoTRAK Update routine
 - Additional Products & Services:
 - Public Facing Web Portal:
 - eTRAKiT
 - Online CC Payment Plugin
 - Mobile App Inspection:
 - iTRAKiT Inspect
 - iTRAKiT Code
 - GIS
 - Advanced GIS Interface with ESRI ArcGIS Server 10.1 or above
 - Over The Counter Payments:
 - Credit Card Reader Payment Interface
 - Financial System Interface
 - Cayenta via Standard End of Day Batch
 - Legacy Data Conversion *(high level estimate):
 - Accela Tidemark Data (Contacts, Permits, Projects, Code Cases)
 - Electronic Plan Review Interface
 - Bluebeam Server API
 - CA Contractor State Licensing Board Interface
 - CSLB Interface
 - Integrated IVR
 - Voice TRAK IVR (hosted product)
 - Total License Fees: \$129,600 (includes 10% Superior Discount)
 - Total Services: \$272,690
 - Hosting Services (VoiceTRAK IVR): \$6,500



- **Total 2nd Year & Annual Recurring Costs: \$35,300**
 - Annual Maintenance (due 1 year from the anniversary of a signed contract): \$28,800
 - Hosting Services (VoiceTRAK IVR): \$6,500



Budgetary Quote

Quote Prepared By:

Denise Brousseau
 5860 El Camino Real, Suite 100
 Carlsbad, CA 92008
 Phone: (760) 385-8290 Fax:
 Email: denise.brousseau@superion.com

Quote Prepared For:

Gene Garces, Information Technology Manager
 City of Menlo Park, CA
 701 Laurel St
 Menlo Park, CA 94025
 (650) 330-6657

Quote	Date	Valid Until
Q-00028264	08/15/2017	11/15/2017

License Fees

Community Development

Product Code	Product Name	Quantity	Ext Price	Maintenance
TRAK-BLUEBEAM	Bluebeam Server API for TRAKiT	1	12,500.00	2,500.00
TRAK-CC-ETRAK	eTRAKiT Credit Card API	1	5,000.00	1,000.00
TRAK-CC-IF	TRAKiT Credit Card Reader Interface	1	7,500.00	1,500.00
TRAK-COMMDEV-UL	TRAKiT9 Community Development Suite User License	10	45,000.00	9,000.00
TRAK-CSLB	TRAKiT CSLB Integration	1	7,500.00	1,500.00
TRAK-ENFLIB	TRAKiT Enforcement Library	1	1,000.00	200.00
TRAK-ETRAKIT	eTRAKiT Citizen Portal	1	20,000.00	4,000.00
TRAK-GISADV	TRAKiT GIS Advanced Engine	1	17,500.00	3,500.00
TRAK-IT-CODE	iTRAKiT Code	1	12,500.00	2,500.00
TRAK-IT-INSPECT	iTRAKiT Inspect	1	12,500.00	2,500.00
TRAK-PLNLIB	TRAKiT Plan Correction Library	1	1,000.00	200.00
TRAK-PMTLIB	TRAKiT Permit Form Library	1	2,000.00	400.00
Totals:			\$144,000.00	\$28,800.00

Third Party Annual Subscription Fees

Product Code	Product Name	Quantity	Ext Price
TRAK-VOICE	VoiceTRAK	1	6,500.00
Totals:			\$6,500.00

Professional Services

Community Development

Product Code	Product Name	Proj Mgmt	Installation	Tech Svcs	Training	Impl Svcs	Consulting	Development	Total Services
TRAK-ADM-TR	TRAKiT9 Administrator/Report Writing Training	Ext Price:	-	-	3,840.00	-	-	-	3,840.00
TRAK-BLUEBEAM-S	Bluebeam Server API for TRAKiT Services	Ext Price:	-	3,500.00	-	-	640.00	-	4,140.00
TRAK-CC-ETRAK	eTRAKiT Credit Card API	Ext Price:	-	1,750.00	-	-	-	-	1,750.00

Community Development

Product Code	Product Name		Proj Mgmt	Installation	Tech Svcs	Training	Impl Svcs	Consulting	Development	Total Services
TRAK-CC-IF	TRAKiT Credit Card Reader Interface	Ext Price:	-	1,400.00	-	-	-	-	-	1,400.00
TRAK-CSLB	TRAKiT CSLB Integration	Ext Price:	-	-	-	-	-	-	2,000.00	2,000.00
TRAK-ENFLIB	TRAKiT Enforcement Library	Ext Price:	-	-	-	-	-	-	1,600.00	1,600.00
TRAK-ETRAKIT-L3	eTRAKiT Citizen Portal Configuration Package-L3-Premium	Ext Price:	160.00	1,750.00	12,800.00	320.00	-	-	3,000.00	18,030.00
TRAK-GISADV-S	TRAKiT GIS Advanced Engine Services	Ext Price:	-	-	28,000.00	320.00	-	-	-	28,320.00
TRAK-GTUR	GeoTRAK Update Routine	Ext Price:	3,200.00	-	-	-	-	-	6,000.00	9,200.00
TRAK-IT-IS	iTRAKiT Services	Ext Price:	-	-	8,000.00	640.00	-	-	-	8,640.00
TRAK-PLNLIB	TRAKiT Plan Correction Library	Ext Price:	-	-	-	-	-	-	1,600.00	1,600.00
TRAK-PMTLIB	TRAKiT Permit Form Library	Ext Price:	-	-	-	-	-	-	1,600.00	1,600.00
TRAK-CD-I-2	TRAKiT9 Community Development Initiation-L2	Ext Price:	-	1,400.00	-	-	-	14,400.00	-	15,800.00
TRAK-CD-D-2	TRAKiT9 Community Development Discovery-L2	Ext Price:	7,680.00	-	-	1,280.00	-	12,600.00	-	21,560.00
TRAK-CD-C-2	TRAKiT9 Community Development Configuration-L2	Ext Price:	-	-	-	-	-	38,400.00	-	38,400.00
TRAK-CD-T-2	TRAKiT9 Community Development Testing-L2	Ext Price:	15,040.00	-	-	7,680.00	-	24,320.00	-	47,040.00
TRAK-CD-EG-2	TRAKiT9 Community Development Education & Go Live-L2	Ext Price:	5,120.00	-	-	10,240.00	-	6,400.00	-	21,760.00
Totals:			\$31,200.00	\$9,800.00	\$48,800.00	\$24,320.00	-	\$96,760.00	\$15,800.00	\$226,680.00

Services

Product Code	Product Name		Proj Mgmt	Installation	Tech Svcs	Training	Impl Svcs	Consulting	Development	Total Services
PS-CV	Land Data Conversion via County Assessor and/or GIS	Ext Price:	-	-	-	-	-	-	7,000.00	7,000.00
PS-CV	Legacy Data Conversion: Accela Tidemark (Contacts, Permits, Projects, Code Cased) - ***High Level Estimate	Ext Price:	-	-	-	-	-	-	20,800.00	20,800.00
PS-ID	Financial System Interface: Cayenta via Standard Batch	Ext Price:	-	-	-	-	-	-	7,600.00	7,600.00
TRAK-VOICE-S	VoiceTRAK-Services	Ext Price:	-	2,450.00	8,000.00	160.00	-	-	-	10,610.00
Totals:			-	\$2,450.00	\$8,000.00	\$160.00	-	-	\$35,400.00	\$46,010.00

Product & Services

License Fees:	\$144,000.00
Professional Services:	\$272,690.00
Third Party Annual Subscription Fees:	\$6,500.00
Subtotal:	\$423,190.00

Discounts

License Fee Discount:	\$14,400.00
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Product & Services Totals

Net License Fees:	\$129,600.00
Net Professional Services:	\$272,690.00
Net Third Party Annual Subscription Fees:	\$6,500.00
Total:	\$408,790.00
Maintenance:	\$28,800.00

Product Notes

Bluebeam Server API for TRAKiT Services (TRAK-BLUEBEAM-S) Includes up to 4 hours of remote consulting to explain the Bluebeam integration with TRAKiT suite. Does not include an overview of the Bluebeam product. Additional training can be obtained through Bluebeam separately.

TRAK-COMMDEV-UL: Includes access to GeoTRAK (TRAK-GEO), PermitTRAK (TRAK-PERMIT), ProjectTRAK (TRAK-PROJECT), CodeTRAK (TRAK-CODE), AEC TRAK (TRAK-AEC), CRM TRAK (TRAK-CRM) modules and a report library with 100 standard reports.

TRAK-ENFLIB: Library includes each of the following forms:

- Two (2) standard Violation Letters

TRAK-PLNLIB: Library includes one each of the following forms:

- Standard Plan Correction Notice

- Standard Planning Commission Staff Report

TRAK-PMTLIB: Library includes one each of the following forms:

- Standard Permit form

- Certificate of Occupancy

- Receipt

- Invoice

- Inspection Results Letter

TRAK-VOICE: Aspect Software, Inc. owns the Voice TRAKiT IVR Third Party product and shall be used only in accordance with Aspect Software Inc.'s Acceptable Use Policy. The Acceptable Use Policy is located at www.voxeo.com/aup. Use is granted pursuant to the agreement between Aspect Software, Inc. and Superion which shall terminate in the event such agreement is terminated. Upon any such termination, Customer shall immediately cease use of the Third Party Product(s). Annual subscription includes up to 1,000 minutes per month.

Comments:

The following cost proposal is a good faith estimate prepared for the City of Menlo Park, CA. Following the City's review, Superion welcomes discussion regarding the pricing as well as any additional needs not identified at this stage.

This proposal represents the on-premise or City-Hosted offering of the TRAKiT solution.

Please refer to Exhibit 1 - Scope of Work, for an overview of the products as well as the correlating professional service hours included within this cost proposal.

Superion has provided a 10% Licensing Fee Discount for 2017.

Payment terms as follows, unless otherwise notated below for Special Payment Terms by Product:

License, Project Planning, Project Management, Consulting, Technical Services, Conversion, Third Party Product Software and Hardware Fees are due upon execution of this Quote. Project Management Fees will be invoiced as one combined fee. Training fees and Travel & Living expenses are due as incurred monthly. Installation is due upon completion. Custom Modifications, System Change Requests or SOW's for customization, and Third Party Product Implementation Services fees are due 50% on execution of this Quote and 50% due upon invoice, upon completion. Unless otherwise provided, other Professional Services are due monthly, as such services are delivered. Additional services, if requested, will be invoiced at then-current rates. Any shipping charges shown are estimated only and actual shipping charges will be due upon invoice, upon delivery.

Annual Subscription Fee(s): Initial annual subscription fees are due 100% on the Execution Date. The initial annual subscription term for any subscription product(s) listed above shall commence on the Execution Date of this Agreement and extend for a period of one (1) year. Thereafter, the subscription terms shall automatically renew for

successive one (1) year terms, unless either party gives the other party written notice of non-renewal at least sixty (60) days prior to expiration of the then-current term. The then-current fee will be specified by Superion in an annual invoice to Customer thirty (30) days prior to the expiration of then-current annual period.

Superion Application Annual Support (Maintenance): Customer is committed to the initial term of Maintenance for which the support fee is included in the License fee(s) and begins upon execution of this Quote and extends for a twelve (12) month period. Subsequent terms of Maintenance will be for twelve (12) month periods, commencing at the end of the prior support period. Maintenance fees shown are for the second term of support and which shall be due prior to the start of that term. Fees for subsequent terms of Maintenance will be due prior to the start of each term at the then prevailing rate. Except for the second term of Maintenance for which Superion is committed, subsequent terms will renew automatically until such time a party receives written notice from the other party thirty (30) days prior to the expiration of the then current term. Notification of non renewal is required prior to the start of the renewal term. Customer will be invoiced, and payment is due, upon renewal.

Third Party Product Annual Support Fees: The support fee for the initial annual period is included in the applicable Third Party Product License fees(s) unless otherwise stated. Subsequent terms invoiced by Superion will renew automatically at then-prevailing rates until such time Superion receives written notice of non-renewal from the Customer ninety (90) days in advance of the expiration of the then-current term. Notification of non-renewal is required prior to the start of the renewal term. Customer will be invoiced, and payment is due, upon renewal. As applicable for certain Third Party Products that are invoiced directly by the third party to Customer, payment terms for any renewal term(s) of support shall be as provided by the third party to Customer.

Special Payment Terms by Product:

TRAK-VOICE-S: Professional services for VoiceTRAK (TRAK-VOICE) are due 50% on execution of this Quote and 50% due upon invoice, upon completion.

THIS DOCUMENT IS A PRELIMINARY QUOTE PENDING SUPERION INTERNAL REVIEW & APPROVAL. CUSTOMER SIGNATURE/ACCEPTANCE DOES NOT CONSTITUTE A FINAL PURCHASE AGREEMENT OR CONTRACT.

Pricing Quote #2: Q-00028716

TRAKiT Vendor-Hosted Offering

(Licensing & Hosting Services)

❖ Pricing Summary:

- **One-Time and 1st year Costs: \$438,490**
- Core Products & Services Proposed:
 - TRAKiT Core Suite for (10) Concurrent User Licenses:
 - Contacts Management: AEC TRAK
 - Central Land Record Management: GeoTRAK
 - Permit Activity Management: PermitTRAK
 - Planning & Land Use Activity Management: ProjectTRAK
 - Code Compliance Management: CodeTRAK
 - Citizen Request/Complaint Management: CRM TRAK
 - Report & Form Libraries: Permits, Projects, Code
 - All Implementation Services: Project Management, Installation, Configuration, Training
 - Land Data Conversion & Update Management:
 - Land Data Conversion
 - GeoTRAK Update routine
- Additional Products & Services:
 - Public Facing Web Portal:
 - eTRAKiT
 - Online CC Payment Plugin
 - Mobile App Inspection:
 - iTRAKiT Inspect
 - iTRAKiT Code
 - GIS
 - Advanced GIS Interface with ESRI ArcGIS Server 10.1 or above
 - Over The Counter Payments:
 - Credit Card Reader Payment Interface
 - Financial System Interface
 - Cayenta via Standard End of Day Batch
 - Legacy Data Conversion *(high level estimate):
 - Accela Tidemark Data (Contacts, Permits, Projects, Code Cases)
 - Electronic Plan Review Interface
 - Bluebeam Server API
 - CA Contractor State Licensing Board Interface
 - CSLB Interface
 - Integrated IVR
 - Voice TRAK IVR (hosted product)



- Total License Fees: \$129,600 (includes 10% Superior Discount)
- Total Services: \$272,690
- Total Year 1 Subscription (VoiceTRAK IVR): \$6,500
- Total Year 1 Annual Access Hosting Fees: \$30,900

- **Total 2nd Year & Annual Recurring Costs: \$66,200**
 - Annual Maintenance (due 1 year from the anniversary of a signed contract): \$28,800
 - Annual Access Fees: \$30,900
 - Hosting Services (VoiceTRAK IVR): \$6,500



Budgetary Quote

Quote Prepared By:

Denise Brousseau
 5860 El Camino Real, Suite 100
 Carlsbad, CA 92008
 Phone: (760) 385-8290 Fax:
 Email: denise.brousseau@superion.com

Quote Prepared For:

Gene Garces, Information Technology Manager
 City of Menlo Park, CA
 701 Laurel St
 Menlo Park, CA 94025
 (650) 330-6657

Quote	Date	Valid Until
Q-00028716	08/15/2017	11/15/2017

License Fees

Community Development

Product Code	Product Name	Quantity	Ext Price	Maintenance
TRAK-BLUEBEAM	Bluebeam Server API for TRAKiT	1	12,500.00	2,500.00
TRAK-CC-ETRAK	eTRAKiT Credit Card API	1	5,000.00	1,000.00
TRAK-CC-IF	TRAKiT Credit Card Reader Interface	1	7,500.00	1,500.00
TRAK-COMMDEV-UL	TRAKiT9 Community Development Suite User License	10	45,000.00	9,000.00
TRAK-CSLB	TRAKiT CSLB Integration	1	7,500.00	1,500.00
TRAK-ENFLIB	TRAKiT Enforcement Library	1	1,000.00	200.00
TRAK-ETRAKIT	eTRAKiT Citizen Portal	1	20,000.00	4,000.00
TRAK-GISADV	TRAKiT GIS Advanced Engine	1	17,500.00	3,500.00
TRAK-IT-CODE	iTRAKiT Code	1	12,500.00	2,500.00
TRAK-IT-INSPECT	iTRAKiT Inspect	1	12,500.00	2,500.00
TRAK-PLNLIB	TRAKiT Plan Correction Library	1	1,000.00	200.00
TRAK-PMTLIB	TRAKiT Permit Form Library	1	2,000.00	400.00
Totals:			\$144,000.00	\$28,800.00

Third Party Annual Subscription Fees

Product Code	Product Name	Quantity	Ext Price
TRAK-VOICE	VoiceTRAK	1	6,500.00
Totals:			\$6,500.00

Cloud

Product Code	Product Name	Quantity
TRAK-BLUEBEAM	Bluebeam Server API for TRAKiT	1
TRAK-CC-ETRAK	eTRAKiT Credit Card API	1
TRAK-CC-IF	TRAKiT Credit Card Reader Interface	1
TRAK-COMMDEV-UL	TRAKiT9 Community Development Suite User License	1
TRAK-CSLB	TRAKiT CSLB Integration	1

TRAK-ETRAKIT	eTRAKiT Citizen Portal	1
TRAK-GISADV	TRAKiT GIS Advanced Engine	1
TRAK-IT-CODE	iTRAKiT Code	1
TRAK-IT-INSPECT	iTRAKiT Inspect	1

Cloud - Third Party

Product Code	Product Name	Quantity
TRAK-VOICE	VoiceTRAK	1

Professional Services

Community Development

Product Code	Product Name		Proj Mgmt	Installation	Tech Svcs	Training	Impl Svcs	Consulting	Development	Total Services
TRAK-ADM-TR	TRAKiT9 Administrator/Report Writing Training	Ext Price:	-	-	-	3,840.00	-	-	-	3,840.00
TRAK-BLUEBEAM-S	Bluebeam Server API for TRAKiT Services	Ext Price:	-	3,500.00	-	-	-	640.00	-	4,140.00
TRAK-CC-ETRAK	eTRAKiT Credit Card API	Ext Price:	-	1,750.00	-	-	-	-	-	1,750.00
TRAK-CC-IF	TRAKiT Credit Card Reader Interface	Ext Price:	-	1,400.00	-	-	-	-	-	1,400.00
TRAK-CSLB	TRAKiT CSLB Integration	Ext Price:	-	-	-	-	-	-	2,000.00	2,000.00
TRAK-ENFLIB	TRAKiT Enforcement Library	Ext Price:	-	-	-	-	-	-	1,600.00	1,600.00
TRAK-ETRAKIT-L3	eTRAKiT Citizen Portal Configuration Package-L3-Premium	Ext Price:	160.00	1,750.00	12,800.00	320.00	-	-	3,000.00	18,030.00
TRAK-GISADV-S	TRAKiT GIS Advanced Engine Services	Ext Price:	-	-	28,000.00	320.00	-	-	-	28,320.00
TRAK-GTUR	GeoTRAK Update Routine	Ext Price:	3,200.00	-	-	-	-	-	6,000.00	9,200.00
TRAK-IT-IS	iTRAKiT Services	Ext Price:	-	-	8,000.00	640.00	-	-	-	8,640.00
TRAK-PLNLIB	TRAKiT Plan Correction Library	Ext Price:	-	-	-	-	-	-	1,600.00	1,600.00
TRAK-PMTLIB	TRAKiT Permit Form Library	Ext Price:	-	-	-	-	-	-	1,600.00	1,600.00
TRAK-CD-I-2	TRAKiT9 Community Development Initiation-L2	Ext Price:	-	1,400.00	-	-	-	14,400.00	-	15,800.00
TRAK-CD-D-2	TRAKiT9 Community Development Discovery-L2	Ext Price:	7,680.00	-	-	1,280.00	-	12,600.00	-	21,560.00
TRAK-CD-C-2	TRAKiT9 Community Development Configuration-L2	Ext Price:	-	-	-	-	-	38,400.00	-	38,400.00
TRAK-CD-T-2	TRAKiT9 Community Development Testing-L2	Ext Price:	15,040.00	-	-	7,680.00	-	24,320.00	-	47,040.00
TRAK-CD-EG-2	TRAKiT9 Community Development Education & Gr Live-L2	Ext Price:	5,120.00	-	-	10,240.00	-	6,400.00	-	21,760.00
Totals:			\$31,200.00	\$9,800.00	\$48,800.00	\$24,320.00	-	\$96,760.00	\$15,800.00	\$226,680.00

Services

Product Code	Product Name		Proj Mgmt	Installation	Tech Svcs	Training	Impl Svcs	Consulting	Development	Total Services
PS-CV	Land Data Conversion via County Assessor and/or GIS	Ext Price:	-	-	-	-	-	-	7,000.00	7,000.00
PS-CV	Legacy Data Conversion: Accela Tidemark (Contacts, Permits, Projects, Code Cased) - ***High Level Estimate	Ext Price:	-	-	-	-	-	-	20,800.00	20,800.00
PS-ID	Financial System Interface: Cayenta via Standard Batch	Ext Price:	-	-	-	-	-	-	7,600.00	7,600.00
TRAK-VOICE-S	VoiceTRAK-Services	Ext Price:	-	2,450.00	8,000.00	160.00	-	-	-	10,610.00
Totals:			-	\$2,450.00	\$8,000.00	\$160.00	-	-	\$35,400.00	\$46,010.00

Product & Services

License Fees:	\$144,000.00
Hosted Annual Access Fees:	\$29,700.00
Professional Services:	\$272,690.00
Third Party Annual Subscription Fees:	\$6,500.00
Third Party Hosted Annual Access Fees:	\$1,200.00
Subtotal:	\$454,090.00

Discounts

License Fee Discount:	\$14,400.00
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Product & Services Totals

Net License Fees:	\$129,600.00
Net Annual Access Fees:	\$29,700.00
Net Professional Services:	\$272,690.00
Net Third Party Annual Subscription Fees:	\$6,500.00
Net Third Party Annual Fees:	\$1,200.00
Total:	\$439,690.00
Maintenance:	\$28,800.00

Product Notes

Bluebeam Server API for TRAKiT Services (TRAK-BLUEBEAM-S) Includes up to 4 hours of remote consulting to explain the Bluebeam integration with TRAKiT suite. Does not include an overview of the Bluebeam product. Additional training can be obtained through Bluebeam separately.

TRAK-COMMDEV-UL: Includes access to GeoTRAK (TRAK-GEO), PermitTRAK (TRAK-PERMIT), ProjectTRAK (TRAK-PROJECT), CodeTRAK (TRAK-CODE), AEC TR (TRAK-AEC), CRM TRAK (TRAK-CRM) modules and a report library with 100 standard reports.

TRAK-ENFLIB: Library includes each of the following forms:

- Two (2) standard Violation Letters

TRAK-PLNLIB: Library includes one each of the following forms:

- Standard Plan Correction Notice

- Standard Planning Commission Staff Report

TRAK-PMTLIB: Library includes one each of the following forms:

- Standard Permit form

- Certificate of Occupancy

- Receipt

- Invoice

- Inspection Results Letter

TRAK-VOICE: Aspect Software, Inc. owns the Voice TRAKiT IVR Third Party product and shall be used only in accordance with Aspect Software Inc.'s Acceptable Use Policy. The Acceptable Use Policy is located at www.voxeo.com/aup. Use is granted pursuant to the agreement between Aspect Software, Inc. and Superior which shall terminate in the event such agreement is terminated. Upon any such termination, Customer shall immediately cease use of the Third Party Product(s). Annual subscription includes up to 1,000 minutes per month.

Comments:

The following cost proposal is a good faith estimate prepared for the City of Menlo Park, CA. Following the City's review, Superior welcomes discussion regarding the pricing as well as any additional needs not identified at this stage.

This proposal represents the Vendor-Hosted (Software License Purchase & Vendor Hosting Services Offering) offering of the TRAKiT solution.

Please refer to Exhibit 1 - Scope of Work, for an overview of the products as well as the correlating professional service hours included within this cost proposal.

Superion has provided a 10% Licensing Fee Discount for 2017.

Payment terms as follows, unless otherwise notated below for Special Payment Terms by Product:

License, Project Planning, Project Management, Consulting, Technical Services, Conversion, Third Party Product Software and Hardware Fees are due upon execution of this Quote. Training fees and Travel & Living expenses are due as incurred monthly. Installation is due upon completion. Custom Modifications, System Change Requests or SOW's for customization, and Third Party Product Implementation Services fees are due 50% on execution of this Quote and 50% due upon invoice, upon completion. Unless otherwise provided, other Professional Services are due monthly, as such services are delivered. Additional services, if requested, will be invoiced at then-current rates. Any shipping charges shown are estimated only and actual shipping charges will be due upon invoice, upon delivery.

Annual Subscription Fee(s): Initial annual subscription fees are due 100% on the Execution Date. The initial annual subscription term for any subscription product(s) listed above shall commence on the Execution Date of this Agreement and extend for a period of one (1) year. Thereafter, the subscription terms shall automatically renew for successive one (1) year terms, unless either party gives the other party written notice of non-renewal at least sixty (60) days prior to expiration of the then-current term. The then-current fee will be specified by Superion in an annual invoice to Customer thirty (30) days prior to the expiration of then-current annual period.

Superion Application Annual Support (Maintenance): Customer is committed to the initial term of Maintenance for which the support fee is included in the License fee(s) and begins upon execution of this Quote and extends for a twelve (12) month period. Subsequent terms of Maintenance will be for twelve (12) month periods, commencing at the end of the prior support period. Maintenance fees shown are for the second term of support and which shall be due prior to the start of that term. Fees for subsequent terms of Maintenance will be due prior to the start of each term at the then prevailing rate. Except for the second term of Maintenance for which Superion is committed, subsequent terms will renew automatically until such time a party receives written notice from the other party thirty (30) days prior to the expiration of the then current term. Notification of non renewal is required prior to the start of the renewal term. Customer will be invoiced, and payment is due, upon renewal.

Third Party Product Annual Support Fees: The support fee for the initial annual period is included in the applicable Third Party Product License fees(s) unless otherwise stated. Subsequent terms invoiced by Superion will renew automatically at then-prevailing rates until such time Superion receives written notice of non-renewal from the Customer ninety (90) days in advance of the expiration of the then-current term. Notification of non-renewal is required prior to the start of the renewal term. Customer will be invoiced, and payment is due, upon renewal. As applicable for certain Third Party Products that are invoiced directly by the third party to Customer, payment terms for any renewal term(s) of support shall be as provided by the third party to Customer.

Applicable Start-up Fees are due upon execution of this Quote. Initial Annual Access Fees are due upon execution of this Quote and will be invoiced pro-rata to coincide with Customer's Annual Renewal Date. Subsequent Annual Access Fees will be invoiced each year thereafter on the anniversary of Customer's Annual Renewal Date.

Special Payment Terms by Product:

TRAK-VOICE-S: Professional services for VoiceTRAK (TRAK-VOICE) are due 50% on execution of this Quote and 50% due upon invoice, upon completion.

THIS DOCUMENT IS A PRELIMINARY QUOTE PENDING SUPERION INTERNAL REVIEW & APPROVAL. CUSTOMER SIGNATURE/ACCEPTANCE DOES NOT CONSTITUTE A FINAL PURCHASE AGREEMENT OR CONTRACT.

Pricing Quote #3: Q-00028265

TRAKiT SaaS (Subscription) Offering

❖ Pricing Summary:

- **One-Time and 1st year Costs: \$349,770**
 - Core Products & Services Proposed:
 - TRAKiT Core Suite for (10) Named User Access Fees:
 - Contacts Management: AEC TRAK
 - Central Land Record Management: GeoTRAK
 - Permit Activity Management: PermitTRAK
 - Planning & Land Use Activity Management: ProjectTRAK
 - Code Compliance Management: CodeTRAK
 - Citizen Request/Complaint Management: CRM TRAK
 - Report & Form Libraries: Permits, Projects, Code
 - All Implementation Services: Project Management, Installation, Configuration, Training
 - Land Data Conversion & Update Management:
 - Land Data Conversion
 - GeoTRAK Update routine
 - Additional Products & Services:
 - Public Facing Web Portal:
 - eTRAKiT
 - Online CC Payment Plugin
 - Mobile App Inspection:
 - iTRAKiT Inspect
 - iTRAKiT Code
 - GIS
 - Advanced GIS Interface with ESRI ArcGIS Server 10.1 or above
 - Over The Counter Payments:
 - Credit Card Reader Payment Interface
 - Financial System Interface
 - Cayenta via Standard End of Day Batch
 - Legacy Data Conversion *(high level estimate):
 - Accela Tidemark Data (Contacts, Permits, Projects, Code Cases)
 - Electronic Plan Review Interface
 - Bluebeam Server API
 - CA Contractor State Licensing Board Interface
 - CSLB Interface
 - Integrated IVR
 - Voice TRAK IVR (hosted product)



- Total Year 1 Cloud Access Fees: \$70,080
- Total Year 1 Cloud Access (VoiceTRAK IVR): \$6,500
- Total Services: \$272,690

- **Total 2nd Year & Annual Recurring Costs: \$77,080**
 - Total Year 2 Cloud Access Fees: \$70,080
 - Total Year 2 Cloud Access Fee (VoiceTRAK IVR): \$7,000



Budgetary Quote

Quote Prepared By:

Denise Brousseau
 5860 El Camino Real, Suite 100
 Carlsbad, CA 92008
 Phone: (760) 385-8290 Fax:
 Email: denise.brousseau@superion.com

Quote Prepared For:

Gene Garces, Information Technology Manager
 City of Menlo Park, CA
 701 Laurel St
 Menlo Park, CA 94025
 (650) 330-6657

Quote	Date	Valid Until
Q-00028265	08/15/2017	11/15/2017

Cloud

Product Code	Product Name	Quantity
TRAK-BLUEBEAM	Bluebeam Server API for TRAKiT	1
TRAK-CC-ETRAK	eTRAKiT Credit Card API	1
TRAK-CC-IF	TRAKiT Credit Card Reader Interface	1
TRAK-COMMDEV-UL	TRAKiT9 Community Development Suite User License	10
TRAK-CSLB	TRAKiT CSLB Integration	1
TRAK-ENFLIB	TRAKiT Enforcement Library	1
TRAK-ETRAKIT	eTRAKiT Citizen Portal	1
TRAK-GISADV	TRAKiT GIS Advanced Engine	1
TRAK-IT-CODE	iTRAKiT Code	1
TRAK-IT-INSPECT	iTRAKiT Inspect	1
TRAK-PLNLIB	TRAKiT Plan Correction Library	1
TRAK-PMTLIB	TRAKiT Permit Form Library	1

Cloud - Third Party

Product Code	Product Name	Quantity
TRAK-VOICE	VoiceTRAK	1

Professional Services

Community Development

Product Code	Product Name	Proj Mgmt	Installation	Tech Svcs	Training	Impl Svcs	Consulting	Development	Total Services
TRAK-ADM-TR	TRAKiT9 Administrator/Report Writing Training	Ext Price:	-	-	-	3,840.00	-	-	3,840.00
TRAK-BLUEBEAM-S	Bluebeam Server API for TRAKiT Services	Ext Price:	-	3,500.00	-	-	640.00	-	4,140.00
TRAK-CC-ETRAK	eTRAKiT Credit Card API	Ext Price:	-	1,750.00	-	-	-	-	1,750.00
TRAK-CC-IF	TRAKiT Credit Card Reader Interface	Ext Price:	-	1,400.00	-	-	-	-	1,400.00
TRAK-CSLB	TRAKiT CSLB Integration	Ext Price:	-	-	-	-	-	2,000.00	2,000.00
TRAK-ENFLIB	TRAKiT Enforcement Library	Ext Price:	-	-	-	-	-	1,600.00	1,600.00

Community Development

Product Code	Product Name		Proj Mgmt	Installation	Tech Svcs	Training	Impl Svcs	Consulting	Development	Total Services
TRAK-ETRAKIT-L3	eTRAKiT Citizen Portal Configuration Package-L3-Premium	Ext Price:	160.00	1,750.00	12,800.00	320.00	-	-	3,000.00	18,030.00
TRAK-GISADV-S	TRAKiT GIS Advanced Engine Services	Ext Price:	-	-	28,000.00	320.00	-	-	-	28,320.00
TRAK-GTUR	GeoTRAK Update Routine	Ext Price:	3,200.00	-	-	-	-	-	6,000.00	9,200.00
TRAK-IT-IS	iTRAKiT Services	Ext Price:	-	-	8,000.00	640.00	-	-	-	8,640.00
TRAK-PLNLIB	TRAKiT Plan Correction Library	Ext Price:	-	-	-	-	-	-	1,600.00	1,600.00
TRAK-PMTLIB	TRAKiT Permit Form Library	Ext Price:	-	-	-	-	-	-	1,600.00	1,600.00
TRAK-CD-I-2	TRAKiT9 Community Development Initiation-L2	Ext Price:	-	1,400.00	-	-	-	14,400.00	-	15,800.00
TRAK-CD-D-2	TRAKiT9 Community Development Discovery-L2	Ext Price:	7,680.00	-	-	1,280.00	-	12,600.00	-	21,560.00
TRAK-CD-C-2	TRAKiT9 Community Development Configuration-L2	Ext Price:	-	-	-	-	-	38,400.00	-	38,400.00
TRAK-CD-T-2	TRAKiT9 Community Development Testing-L2	Ext Price:	15,040.00	-	-	7,680.00	-	24,320.00	-	47,040.00
TRAK-CD-EG-2	TRAKiT9 Community Development Education & Growth Live-L2	Ext Price:	5,120.00	-	-	10,240.00	-	6,400.00	-	21,760.00
Totals:			\$31,200.00	\$9,800.00	\$48,800.00	\$24,320.00	-	\$96,760.00	\$15,800.00	\$226,680.00

Services

Product Code	Product Name		Proj Mgmt	Installation	Tech Svcs	Training	Impl Svcs	Consulting	Development	Total Services
PS-CV	Conversion	Ext Price:	-	-	-	-	-	-	7,000.00	7,000.00
PS-CV	Conversion	Ext Price:	-	-	-	-	-	-	20,800.00	20,800.00
PS-ID	Interface Development	Ext Price:	-	-	-	-	-	-	7,600.00	7,600.00
TRAK-VOICE-S	VoiceTRAK-Services	Ext Price:	-	2,450.00	8,000.00	160.00	-	-	-	10,610.00
Totals:			-	\$2,450.00	\$8,000.00	\$160.00	-	-	\$35,400.00	\$46,010.00

Product & Services

Cloud Annual Fees:	\$70,080.00
Professional Services:	\$272,690.00
Third Party Cloud Annual Fees:	\$7,000.00
Subtotal:	\$349,770.00
Total:	\$349,770.00

Product Notes

Bluebeam Server API for TRAKiT Services (TRAK-BLUEBEAM-S) Includes up to 4 hours of remote consulting to explain the Bluebeam integration with TRAKiT suite. Does not include an overview of the Bluebeam product. Additional training can be obtained through Bluebeam separately.

TRAK-COMMDEV-UL: Includes access to GeoTRAK (TRAK-GEO), PermitTRAK (TRAK-PERMIT), ProjectTRAK (TRAK-PROJECT), CodeTRAK (TRAK-CODE), AEC TR (TRAK-AEC), CRM TRAK (TRAK-CRM) modules and a report library with 100 standard reports.

TRAK-ENFLIB: Library includes each of the following forms:

- Two (2) standard Violation Letters

TRAK-PLNLIB: Library includes one each of the following forms:

- Standard Plan Correction Notice

- Standard Planning Commission Staff Report

TRAK-PMTLIB: Library includes one each of the following forms:

- Standard Permit form

- Certificate of Occupancy

- Receipt

- Invoice

- Inspection Results Letter

TRAK-VOICE: Aspect Software, Inc. owns the Voice TRAKiT IVR Third Party product and shall be used only in accordance with Aspect Software Inc.'s Acceptable Use Policy. The Acceptable Use Policy is located at www.voxeo.com/aup. Use is granted pursuant to the agreement between Aspect Software, Inc. and Superior which shall terminate in the event such agreement is terminated. Upon any such termination, Customer shall immediately cease use of the Third Party Product(s). Annual subscription includes up to 1,000 minutes per month.

Comments:

The following cost proposal is a good faith estimate prepared for the City of Menlo Park, CA. Following the City's review, Superior welcomes discussion regarding the pricing as well as any additional needs not identified at this stage.

This proposal represents the subscription or SaaS based offering of the TRAKiT solution.

Please refer to Exhibit 1 - Scope of Work, for an overview of the products as well as the correlating professional service hours included within this cost proposal.

Payment terms as follows, unless otherwise notated below for Special Payment Terms by Product:

License, Project Planning, Project Management, Consulting, Technical Services, Conversion, Third Party Product Software and Hardware Fees are due upon execution of this Quote. Training fees and Travel & Living expenses are due as incurred monthly. Installation is due upon completion. Custom Modifications, System Change Requests or SOW's for customization, and Third Party Product Implementation Services fees are due 50% on execution of this Quote and 50% due upon invoice, upon completion. Unless otherwise provided, other Professional Services are due monthly, as such services are delivered. Additional services, if requested, will be invoiced at then-current rates. Any shipping charges shown are estimated only and actual shipping charges will be due upon invoice, upon delivery.

Annual Subscription Fee(s): Initial annual subscription fees are due 100% on the Execution Date. The initial annual subscription term for any subscription product(s) listed above shall commence on the Execution Date of this Agreement and extend for a period of one (1) year. Thereafter, the subscription terms shall automatically renew for successive one (1) year terms, unless either party gives the other party written notice of non-renewal at least sixty (60) days prior to expiration of the then-current term. The then-current fee will be specified by Superior in an annual invoice to Customer thirty (30) days prior to the expiration of then-current annual period.

Superion Application Annual Support (Maintenance): Customer is committed to the initial term of Maintenance for which the support fee is included in the License fee(s) and begins upon execution of this Quote and extends for a twelve (12) month period. Subsequent terms of Maintenance will be for twelve (12) month periods, commencing at the end of the prior support period. Maintenance fees shown are for the second term of support and which shall be due prior to the start of that term. Fees for subsequent terms of Maintenance will be due prior to the start of each term at the then prevailing rate. Except for the second term of Maintenance for which Superior is committed, subsequent terms will renew automatically until such time a party receives written notice from the other party thirty (30) days prior to the expiration of the then current term. Notification of non renewal is required prior to the start of the renewal term. Customer will be invoiced, and payment is due, upon renewal.

Third Party Product Annual Support Fees: The support fee for the initial annual period is included in the applicable Third Party Product License fees(s) unless otherwise stated. Subsequent terms invoiced by Superior will renew automatically at then-prevailing rates until such time Superior receives written notice of non-renewal from the Customer ninety (90) days in advance of the expiration of the then-current term. Notification of non-renewal is required prior to the start of the renewal term. Customer will be invoiced, and payment is due, upon renewal. As applicable for certain Third Party Products that are invoiced directly by the third party to Customer, payment terms for any renewal term(s) of support shall be as provided by the third party to Customer.

Applicable Start-up Fees are due upon execution of this Quote. Initial Annual Access Fees are due upon execution of this Quote and will be invoiced pro-rata to coincide with Customer's Annual Renewal Date. Subsequent Annual Access Fees will be invoiced each year thereafter on the anniversary of Customer's Annual Renewal Date.

Special Payment Terms by Product:

TRAK-VOICE-S: Professional services for VoiceTRAK (TRAK-VOICE) are due 50% on execution of this Quote and 50% due upon invoice, upon completion.

THIS DOCUMENT IS A PRELIMINARY QUOTE PENDING SUPERION INTERNAL REVIEW & APPROVAL. CUSTOMER SIGNATURE/ACCEPTANCE DOES NOT CONSTITUTE A FINAL PURCHASE AGREEMENT OR CONTRACT.

Exhibit 1 – Scope of Work

The City of Menlo Park, CA

TRAKiT: Community Development Suite (GeoTRAK, AEC TRAK, PermitTRAK, ProjectTRAK, CodeTRAK, CRM TRAK):

- (10) Concurrent User Licenses (Applies to Quotes #1 On Premise as well as Quote #2 Vendor Hosted options)
- (10) Named User Access Fees (Applies to Quote #3 Cloud/SaaS option)

Services for TRAKiT9 Community Development Suite User License (TRAK-COMMDEV-UL) include the following:

- **TRAK-CD-I-2: Initiation services which includes the following:**
 - (8) hours of remote installation
 - (90) hours of remote consulting
- **TRAK-CD-D-2: Discovery services which includes the following:**
 - (16) hours of remote project management
 - (32) hours of onsite project management
 - (8) hours of remote webinar training
 - (56) hours of onsite consulting time for Kick Off and BPR meetings
- **TRAK-CD-C-2: Configuration services which includes the following:**
 - (240) hours of remote consulting
- **TRAK-CD-T-2: Testing services which includes the following:**
 - (40) hours of onsite Power User training
 - (8) hours of remote System Administration training
 - (64) hours of onsite project management
 - (30) hours of remote project management
 - (152) hours of remote configuration
- **TRAK-CD-EG-2: Education & Go Live services which includes the following:**
 - (64) hours of onsite End User training
 - (32) hours of onsite assistance
 - (40) hours of remote configuration assistance
- **TRAK-ADM-TR: TRAKiT9 Administrator/Report Writing Training:**
 - Includes (24) Hours, onsite System Administration and Report Writing Training.

Additional Modules & Services included within this quote:

TRAKiT FORM LIBRARIES:

- (1) Plan Corrections Library License or Subscription

- Service Hours (8)
- (1) Permit Library License or Subscription
 - Service Hours (8)
- (1) Code Enforcement Library License or Subscription
 - Service Hours (8)

LAND DATA CONVERSION & UPDATE ROUTINE:

- **Land/Assessor Data Conversion into GeoTRAK (Land Management Module)**
 - (35) Hours Conversion Services
- **GeoTRAK Update Routine:**
 - (20) hours - Project Management
 - (30) Hours – Development

GIS INTERFACE:

- (1) Module License – Advanced GIS Interface:
- Services Hours for the GIS Interface:
 - (140) Hours – Installation & Configuration
 - (2) Hours - Remote Training

Contract State Licensing Board (CSLB) Interface:

- (1) CSLB API Interface
 - (10) Hours Installation Services

TRAKiT Over-the-Counter Cashiering Add-On(s):

- (1) TRAKiT Credit Card Reader Interface License
 - (8) Hours – Installation

PUBLIC FACING PRODUCTS:

eTRAKiT: Citizen Facing Web Portal

- (1) Module License for ETRAKiT, the public facing web portal
- Service Hours for Level 3, ETRAKiT Implementation Package include the following:
 - (79) Development & Technical Services
 - (10) Installation
 - (1) Project Management
 - (2) Hours - Remote Training

Online Credit Card Payment Gateway Interface:

- (1) eTRAKiT Credit Card API License for online credit card payments
 - (10) Hours – Installation

INTEGRATED IVR Module:

- (1) VoiceTRAK (IVR) Subscription – Hosted by Superior
- Services:
 - (14) Hours Installation
 - (40) Hours Technical
 - (1) Hour Training

MOBILES:

iTRAKiT Inspect & iTRAKiT Code:

- (1) Module License Fee for iTRAKiT Inspect



- (20) Installation & Configuration Services
- (2) Hours of Remote Training
- **(1) Module License Fee for iTRAKiT Code**
 - (20) Installation & Configuration Services
 - (2) Hours of Remote Training

LEGACY DATA CONVERSION SERVICES:

- Legacy Data Conversion: Accela Tidemark (Contacts, Permits, Projects, Code Cased) -***High Level Estimate and hours to confirmed upon review of City's data.
 - (104) Hours – Data Conversion Services

FINANCIAL SYSTEM INTERFACE:

- Finance System Interface: Cayenta via Standard Batch
 - (38) hours of Development Services

ELECTRONIC PLAN REVIEW INTERFACE:

- Bluebeam Revu Standard TRAKiT Interface:
 - (1) Bluebeam Server API License
 - (20) Hours Installation
 - (4) Hours Training

***SUPERION DISCOUNT:**

- License Fee Discount 10% applied to all Superior Product License Fees *(does not apply to the SaaS Quote offering)

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Statement of Work

City of Menlo Park, CA Land Management SOW

5/02/2018

Version Draft 1.0

Accela, Inc.
2633 Camino Ramon
Suite 120
San Ramon, CA 94583
Tel: 925-659-3200

TABLE OF CONTENTS

TABLE OF CONTENTS	2
DOCUMENT CONTROL	3
INTRODUCTION	4
PROJECT TIMELINE	6
PAYMENT TERMS.....	7
PROJECT ASSUMPTIONS	8
ADMINISTRATION.....	13
SIGNATURES	14
APPENDIX A: PROJECT RESOURCES.....	15
APPENDIX B - ACCELA IMPLEMENTATION METHODOLOGY.....	23
APPENDIX C – DELIVERABLE ACCEPTANCE FORM.....	28
APPENDIX D – CHANGE ORDER	29
APPENDIX E – SCOPE OF WORK	31
APPENDIX F – DEFECT DEFINITIONS.....	44

DRAFT

DOCUMENT CONTROL

Date	Author	Version	Change Reference
4/27/2018	E Strang	1.0	SOW Creation

DRAFT

INTRODUCTION

OVERVIEW

This Statement of Work (“SOW”) dated 4/23/2018 sets forth the scope and definition of the project-based professional services (collectively, the “Services”) to be provided by Accela, Inc., its affiliates and/or agents (“Accela”) to City of Menlo Park, CA (“Agency” or “Customer”).

Capitalized terms not defined in this SOW are as defined in the Professional Services Agreement (“PSA”) by and between Accela and Agency. In the event of any conflict between the PSA and this SOW, the terms of the PSA govern.

Critical Success Factors

To successfully execute the Services described herein, there are several critical success factors that must be closely monitored and managed by Accela and Agency stakeholders:

- ➔ **Accept Best Practice Template Solution** – The Agency acknowledges that a Best Practice Template solution will provide end-to-end processing of an application or permit solution and may require some modifications to how the Agency conducts business today. These solutions will allow for online processing, attaching documents, processing the application via a workflow, sending notifications based on workflow status, accepting payment, allowing to capture standard comments, and if required trigger inspections. The package solutions will allow the Agency to process their applications and/or permits.
- ➔ **Dedicated Agency Participation** – It is the responsibility of the Agency to manage its participation in the contract and to resource its project team appropriately. Agency staff with requisite skills and subject matter expertise must be allocated to the project to perform their assigned tasks as per the deadlines defined in the Project Schedule. Accela will communicate insufficient participation of Agency resources through project status reports, and by other means, with real and potential impacts to the project. The Agency staff must be a focused team who are empowered to make decisions. Accela will work with the project sponsors to determine appropriate team member involvement. This could range for example from full-time, during early analysis meetings, to part-time during the technical implementation stage.
- ➔ **Clear Business Objectives** – The Agency has clearly documented their business objectives before the commencement of the project, and shared those objectives with Accela.
- ➔ **Requirements Identified and Documented** – The Agency has documented their processes that will be analyzed by the Accela team to determine the package solutions that best support their process. Agency staff supporting the analysis sessions should have an open-mind to accept these solutions based on Accela’s many years of applying best practices to the implementation process.
- ➔ **Business Process Definition and Understanding** – The Agency must be willing to accept the Best Practice Template solution where defined business processes have been included. The Agency must have a clear understanding on how their fees are calculated to support the application and/or permit process. Accela has accounted for modifications to the Best Practice Template Solution as defined in Appendix F. If a modification is identified from the Agency that expands the package solution, Accela will raise this risk to the Agency prior to proceeding, document

impacts to the solution and project, and come to a decision by invoking the Change Control process.

- ➔ **Accela Standard Implementation Methodology** – This implementation has been scoped and planned around the Accela Standard Implementation Methodology. It is imperative to the project’s success that the Agency is willing to adhere to and adopt the Accela Standard Implementation Methodology throughout the life of the project.
- ➔ **Knowledge Transfer** – It is critical that Agency personnel participate in the analysis, checkpoints and deployment of the software being delivered for Accela to transfer knowledge to the Agency. Once Post Production assistance tasks are completed by Accela, the Agency assumes all day-to-day operations of Accela Civic Platform outside of the base product Support and Maintenance Agreement. Depending on the scope of the project, key knowledge transfer areas could include the following:
 - Configuration
 - Interfaces
 - Business Rules
 - Reports and Forms
 - Release Management

HIGH LEVEL SCOPE OF SERVICES

The purpose of this section is to detail the departments, products and high-level activities and milestones that comprise Accela’s Project for the Agency. The specific scoping points can be found in [Appendix E](#).

Products

The following list items represent the Accela products (the “**Products**”) purchased by the Agency that are in scope for this Project:

- Accela Civic Platform Annual Software-as-a-Service Subscription (includes Accela GIS, and Accela Mobile)
- Accela Citizen Access Portal

High Level Milestones and Sample Deliverables

Accela’s Services for the Project will be delivered in four stages and will result in an initial deployment of the Accela platform. A high-level description of the phases is listed below. Specific descriptions of all deliverables, and each party’s responsibilities are defined in [Appendix E](#). Deliverable templates are drawn from the Accela Methodology (see Assumptions section for more information about deliverable templates).

STAGE TITLE	STAGE OVERVIEW	ACTIVITIES AND ARTIFACTS
Stage 1: Define	The Define stage sets the framework for how the project will be managed throughout the project life cycle	<ul style="list-style-type: none"> • Project Schedule • Project Kickoff • Project SharePoint Site

STAGE TITLE	STAGE OVERVIEW	ACTIVITIES AND ARTIFACTS
Stage 2: Refine	The Refine stage begins the knowledge transfer of the Accela Civic Platform and adoption of the new system.	<ul style="list-style-type: none"> • Core Team Training • Gap Analysis Workshops • Integration Designs • Data Conversion Kickoff • Conference Room Checkpoint
Stage 3: Develop	The Develop stage takes the group of processes (records) from the Refine Stage and continues the process for building and unit testing the integration, running mini-conversion activities, and running the functional testing data conversion efforts (or dry runs for the production)	<ul style="list-style-type: none"> • Business Automation Configuration • Report specifications and development • Interface specifications and development • Data cleansing and data conversion activities
Stage 4: Deploy	After all, develop work has been completed, the system is ready for User Acceptance Testing (UAT), End User Training and Go-Live activities.	<ul style="list-style-type: none"> • Completion of UAT • Completion of End User Training • Go Live and Transition to Customer Support

PROJECT TIMELINE

The duration of this Project is 6 months (Kick-Off to Post Production Transition) for initial deployment. The estimated start date for the Project is forty-five (45) calendar days after mutual acceptance and signature of this SOW (the “**Project Start Date**”).

This Project Start Date requires Agency to have all appropriate 3rd party software on hand and available for use prior to such Project Start Date.

Any other Agency-requested delay to start the project will require a forty-five (45) business day notice to Accela in order for Accela to resource the project. Accela cannot guarantee a Project Start Date until Accela resources are confirmed.

Upon initiation of these Services, the Accela Project Manager will work with the Agency to collaboratively define a baseline Project Schedule. As the Project Schedule is a working document that changes over the course of the Project, the Accela Project Manager will work closely with Agency to update, monitor, agree, and communicate any modifications.

Delays in the mutually agreed upon Project Schedule and/or estimated completion date that result from Agency challenges (by way of example: changes in Agency’s Project sponsor, Agency’s staffing level or availability of Agency Personnel, Agency-missed deadlines) will require a Change Order to compensate Accela for the additional costs associated with such delay. Any such additional costs may include, but are not limited to, additional hours for Accela project management, deliverable development and/or review services. Please see Change Order details in the Assumptions section. Accela’s sample Change Order template is found in [Appendix D](#).

PAYMENT TERMS

PAYMENT SCHEDULE:

Accela will perform the Services on an hourly payment basis at a rate of \$217.33 per hour based on: (i) the nature and scope of the Services and associated Deliverables outlined in [Appendix E](#), (ii) the expected staffing requirements, (iii) the Project Schedule, (iv) Accela's and Customer's roles and responsibilities, and (v) the other assumptions as set forth in this SOW. The projects is expected to take 1,620 hour at a rate of \$217.33 per hour (the "**Hourly Rate**"); Accela's total price to perform the Services and provide the Deliverables described in [Appendix E](#) is estimated to be \$352,080 exclusive of taxes and expenses. This estimated price is based on the information available at the time of signing and the assumptions, dependencies and constraints, and roles and responsibilities of the Parties, as stated in this SOW. Accela will not (i) exceed the total estimate amount without the prior approval of Customer and/or (ii) continue to provide Services, after the total estimate has been reached, without the prior authorization of Customer. Should there be changes to the scope, timeline or resources that increases the hours or costs needed to complete the Project, a Change Order may be required prior to project continuation. Please see Change Order details in the Assumptions section. Invoices will be sent for hours worked every two weeks.

Any estimated hours remaining on the Project when Accela has completed the scope or this project will not be used for other work without a Change Order delineating the scope. Any estimated hours remaining on the project when Accela has completed work will either terminate when the scope has been completed or expire on the term date of the Agreement, whichever is sooner.

EXPENSES:

Actual amounts of any reasonable and customary travel expenses incurred during the performance of services under this SOW will be billed to Agency, according to Accela expense policy. Accela will bill Customer for actual expenses incurred for travel and lodging/living, as well as other approved out-of-pocket expenses (such as mileage, parking, tolls and telecommunications charges). Accela will work with Customer to manage and control its expenses in accordance with Accela's global travel policy guidelines and will not incur expenses in excess of the initial contracted budget below without Customer's prior written consent. Expense receipts will be made available as requested by Agency. Total estimated expenses are based on past Accela engagement experience.

Based on the assumption that there will only need to be 8 onsite trips at an estimated \$2,000 each, the travel expense budget estimate is \$20,000. Should the customer require more onsite trips than the assumption above, a Change Order will be required prior to additional travel commencing to cover the cost of those additional trips.

CONTRACT SUM:

The total estimated amount payable under this SOW, as calculated from the above-mentioned fees and expenses, is \$372,080 including travel expenses and travel time.

The estimated fees for this SOW are predicated on the timely completion of Project milestones. However, should completion of milestones slip due to actions of Agency, and should this slippage result in material effort to Accela in excess of the hours provided for in this document, Accela will produce a Change Order at a rate of \$230/hr. for additional hours in support of the scope and deliverables contained herein. Any change order will need to be approved by both Agency and Accela. Change orders will need to be approved within three (3) business days of delivery to avoid a halt of work on the Project.

PROJECTS PUT ON HOLD:

It is understood that sometimes Agency priorities are revised requiring the Agency to place the Accela implementation on hold.

It is understood that sometimes Agency priorities are revised requiring the Agency to place the Accela implementation on hold. The Agency must send a formal written request sent to Accela in order to put the project on hold. A project can be on hold for up to 90 days without invoking the termination clause (see Services Agreement). After that time, Accela can choose to cancel the rest of the Statement of Work. To finish the project will require a new Statement of Work at new pricing.

PROJECT ASSUMPTIONS

GENERAL PROJECT ASSUMPTIONS

Project Management and Timeline

- Agency and Accela will review their responsibilities before work begins to confirm that each party will complete its respective tasks in the mutually agreed timeframes (as per the Project Plan).
- “Go live” (system is in production) timeline assumes timely completion of Agency deliverables (including finalization of requirements / use cases), availability of key Agency resources, and collaboration and availability of any third-party vendor resources. Late (per mutually agreed project plan) Agency deliverables may adversely impact overall implementation timeline.
- Overall project plan will be mutually agreed to by Agency and Accela project managers during the Project Define Stage.
- Accela will provide the Agency with a Weekly Status Report that outlines the tasks completed during the prior week, the upcoming tasks that need to be completed during the following week, the resources needed to complete the tasks, a current version of the project plan, and a listing of any issues that may be placing the project at risk (e.g., issues that may delay the project or jeopardize one or more of the production dates).
- The Agency will provide Accela with a Weekly Status Report that outlines the tasks completed during the prior week, the upcoming tasks that need to be completed during the following week, the resources needed to complete the tasks, a current version of task and activity dates, and a listing of any issues that may be placing the project at risk (e.g., issues that may delay the project or jeopardize one or more of the production dates).
- The project schedule is managed using Microsoft Project. Should any tasks slip behind schedule ten (10) business days, Accela and Agency will escalate according to the Communication Plan in the Project Management Plan.

- Deliverables will be documented in Accela-based templates using the Accela methodology. There is no stated or implied promise that deliverables will be of a specified page length or comply to Agency formatting requirements.

Training

- Project assumes that a Train the Trainer approach will be taken during this implementation. The Accela Trainer will train the designated trainer for each business area in the operations of functions in Accela.

Testing

- Accela is responsible for testing the initial configuration of system
- Agency is responsible for writing any User Acceptance Test Scripts
- Agency is responsible for User Acceptance Test and System Integration Testing

Go Live and Go Live Support

- Agency will take ownership of the production environment upon system go-live. To enable ownership of the production system, promote continued knowledge transfer, and provide agency with maximum flexibility (to address not only high or critical defects (not found during testing but after Go-live) but also other desired, incremental system changes), Accela will provide post-production support (tasks as directed by Agency) for a 1-month period. Unused hours expire at 1 month post go-live

Deliverable Acceptance

- For non-deliverable based payment agreements, at minimum, it is requested that Agency sign acceptance for a minimum of the major phases of the project typically: Initiation, Analysis, Foundation, Build, Readiness, Deployment (as specified in Appendix E). Each phase should be signed off prior to commencing work on the next phase. Accela respectfully requests prompt attention to the processing of all Deliverable Acceptance Forms, as adherence to this timely process directly impacts the ability to complete the project in the desired timeframe.

PROJECT RESOURCING ASSUMPTIONS

Agency Resourcing

- Agency will provide a dedicated Project Manager throughout the course of the implementation.
- Agency Project Manager will maintain primary responsibility for the scheduling of Agency employees and facilities in support of agency-assigned project activities. Estimated time commitments for resources are outlined in Appendix A.
- Agency has committed to the involvement of key resources and subject matter experts for ongoing participation in all project activities as defined in the project plan associated with this SOW.
- Agency agrees to assign a single designated approver for each major project deliverable. The designated approver will be responsible for overseeing and directly participating in the gap analysis and develop activities, as well as the approval, of the deliverables. Agency may make

changes to designated approvers with written notification to Accela a minimum of one month before a deliverable is due.

- The designated approver for each deliverable serves as the single point of contact with which the Accela team will interact in developing the deliverable. The designated approver is responsible for engaging the appropriate Agency stakeholders to gather input where required and as per the mutually agreed project schedule during the development of each deliverable.
- Agency will provide access to subject matter experts and decision makers within the timeframes required to adhere to the agreed project schedule.
- Agency will commit project sponsors and all necessary stakeholders and SME's during the project kickoff.
- Agency will commit all necessary SMEs and IT personnel during the Define and Refine stages for the appropriate sessions as outlined by the Accela Project Manager during Kick-Off preparation.

Accela Resourcing

- Accela has assumed that project team will be on-site as appropriate and mutually agreed upon. Any additional on-site consulting will be at the mutual agreement of Agency and Accela Project Manager. All travel expenses incurred for on-site work are per the terms of expense reimbursement outlined above.
- Accela personnel will attend Agency executive steering committee meetings as needed.
- In the pricing, Accela has assumed the appropriate resourcing to deliver the agreed scope. Significant additional support requested by Agency over this level of resourcing would necessitate a change order that could impact the cost of the project.
- Accela will provide a project manager for services throughout the implementation in order to plan and monitor execution of Accela's project responsibilities in accordance with deliverables outlined in the SOW.
- Any additional worked hours over the hours or scope stated in the SOW will require a Change Order.

Third Party Resourcing

- Accela is not responsible for impacts to project timeline created by dependency on Agency third party consultants. Timeline changes will result in a Change Order for extension of Accela project resources caused by Agency third party consultant actions (including availability) resulting in additional time or scope.

PAYMENT ASSUMPTIONS

General

- Invoices are due 30 calendar days after the invoice date.

ACCELA SOLUTION ASSUMPTIONS

General

- Agency will provide the necessary tools, accounts, and permissions that will enable Accela to access the Agency's internal network for the purpose of remote installation and testing. This access must be provided through industry standard tools such as Virtual Private Network (VPN). Failure to provide this access in a timely fashion will result in a project delay. Such a delay will result in a Change Order.

- Accela will implement the most current version of Accela Automation at the time of the contract signing.
- Agency will provide/purchase/acquire the appropriate hardware, software and infrastructure assets to support all required Accela software products in both support/testing and production environments as defined in the project schedule.
- For use with Accela Citizen Access, Agency will provide/purchase/acquire an online merchant account and all related hardware required by the merchant account provider for the handling of credit cards and/or checks.
- Agency is responsible for proper site preparation, hardware, software, and network configuration in accordance with Accela specifications.
- Accela will be responsible for implementing a functioning version of the application software at the Agency (assuming the Agency has installed the proper hardware, software, and networking devices).
- Agency will ensure that Accela resources have access to a Dev or Test version of the 3rd party system for interface development. All interfaces will be developed against 1 (one), agreed upon version of the 3rd party system.
- Agency will provide Accela with access to test and development environments for each Agency system that requires integration with Accela Automation.

Solution Specific

- Accela will implement the following record types for this solution:
 - Permits based on Best Practice Templates
 - Building Permit
 - Engineering Permit
 - Heritage Trees Permit
 - Signs/Awnings Permit
 - Planning Permit
 - Project Permit
 - Permit Workflow based on Best Practice Templates to process new, amendment, and renewal
 - Application Intake (Public Portal and Back Office)
 - Review and Approval
 - Plan Review (Planning workflow task)
 - Inspections (3 Inspection Checklists)
 - Code Enforcement based on Best Practice Templates including workflow
 - Single Record Type
 - Time Tracking to enter hours for a particular task that is associated to one of the workflows above. Not a time accounting system.
 - Reporting using the Accela Ad-hoc Report Writer
 - 5 Work management record lists
 - 5 Certificates and email correspondences
 - No 3rd party report writers are in scope (i.e. Crystal)
 - Integrations
 - Financial Management Systems – Cayenta

- Payment Processor – Authorize.net
- Document Management – Application Xtender
- Esri GIS
- Kronos

- Training
 - Functional training prior to Gap Analysis Sessions
 - Ad-Hoc Report Writing
 - Accela Civic Platform Admin Training
 - Accela Civic Platform GIS Training
 - End user training will be the responsibility of the Agency to develop materials and provide classes

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ADMINISTRATION

LOCATION OF SERVICES AND KEY CONTACT

Services contracted under this SOW may be performed remotely and/or at the Agency's on-site facilities as deemed appropriate and reasonable for the successful completion of the Services detailed herein.

Please indicate below the primary Agency location which will benefit from the services covered under this SOW.

Work Location:	
-----------------------	--

Please indicate below the key Agency contact that will be responsible for Project Management:

Name:	
Title:	
Phone Number(s):	
Email:	

CHANGE ORDERS

In order to make a change to the scope of Professional Services in this SOW or with the overall contract, and subject to the Disclaimers below, Agency or Accela must submit a written request to the other party specifying the proposed changes in detail. If a change order is approved by the Agency, Accela will submit to Agency an estimate of the charges and the anticipated changes in the delivery schedule that will result from the proposed change in the Professional Services ("**Change Order**"). Accela will continue performing the Professional Services in accordance with the SOW until the parties agree in writing on the change in scope of work, scheduling, and fees therefore. Any Change Order will be agreed to by the parties in writing prior to implementation of the Change Order. If Accela's effort changes due to changes in timing, roles, responsibilities, assumptions, scope, etc. or if additional support hours are required, a change order will be created that details these changes, and impact to project and cost (if any). Any change order will be signed by Accela and Agency prior to commencing any activities defined in the change order. Standard blended rate for Accela resources is \$230 per hour. The Change Order Template is attached hereto as Appendix D.

EXPIRATION

The work on this SOW must begin within sixty (60) calendar days of the date of this contract signing. If the SOW is not started then the current scope and terms may need to be renegotiated.

DISCLAIMERS

Accela makes no warranties in respect of the Services described in this SOW except as set out in the Professional Services Agreement. Any configuration of or modification to the Product that can be consistently supported by Accela via APIs, does not require direct database changes and is capable of being tested and maintained by Accela will be considered a “**Supported Modification**”. Accela’s obligations and warranties in respect of its Services, Products, and maintenance and support, as set out the agreement between Accela and Agency, does not extend outside the Supported Modifications or to any Agency manipulation of implemented scripts, reports, interfaces and adaptors.

In the event Agency requires significant changes to this SOW (including cumulative revisions across any one or more Change Orders) which Accela reasonably determines (a) is a material modification of the nature or scope of Services as initially contemplated by the Parties under this SOW and/or (b) is significantly outside the Supported Modifications, Accela may, upon no less than thirty (30) days’ notice to Agency, suspend or terminate this SOW and/or any Change Order issued hereunder. In the event of any such termination or suspension, the parties will work together in finalizing agreed-upon Deliverables.

SIGNATURES

This Statement of Work is agreed to by the parties and made effective upon the date of last signature. If undated by Agency, the effective date will be as of the Accela signature hereto.

ACCELA, INC.

City of Menlo Park, CA

Authorized Signature

Authorized Signature

Name - Type or Print

Name - Type or Print

Title

Title

Date

Date

APPENDIX A: PROJECT RESOURCES

AGENCY RESOURCES

Agency must fill the appropriate roles with the appropriate Agency Personnel that will work together with the Accela Project Team for the Project. These resources must be allocated to the project to support completion of Agency tasks within the agreed timelines. Agency will make available additional resources as needed to achieve the mutually agreed plan. Agency roles can be filled by the same person. In addition, Agency will provide all necessary technical resources to make appropriate modifications within any Agency systems wishing to integrate with any Accela systems. These resources must be proficient in Agency coding/development environment and tools, to make the required changes to the 3rd party software to enable integration and must be available during the timeframe of these Services. Agency roles include Sponsor, Project Manager, Technology Manager, and Business Lead(s) for each division/department being implemented, Super User trainers, and others as appropriate.

Agency Resources	Description	Hours per week (During Implementation)	Hours per week (Post-Production)
Project Sponsor	Responsibilities include: <ul style="list-style-type: none"> • Ultimate responsibility for the success of the project, • Creating an environment that promotes project buy-in, • Driving the project through all levels of the agency, • High-level oversight throughout the duration of the project, • Serving as the primary escalation point to address project issues in a timely manner. 	2 Hours* (*Might be higher during initiation)	2 Hours
Project Manager	Responsibilities include: <ul style="list-style-type: none"> • Overall administration, coordination, communication, and decision- making associated with the implementation; • Planning, scheduling, coordinating and tracking the implementation with Accela and across departments within the agency; • Responsible for driving the Agency project team to achieve the plan: accountable for tasks completed on schedule, 	40 Hours	10 Hours

	Agency decisions and issue resolution within necessary timeframe, and Agency risk management.		
Change Management Lead	<p>The County utilizes the organizational change management (OCM) discipline for software implementations. The County will provide a dedicated Change Management Lead to spearhead all organizational change management efforts throughout the project to meet business, schedule, and budget objectives. OCM activities include (but are not limited to) the following:</p> <ul style="list-style-type: none"> • Prepare an organizational change management strategy addressing the “people side” of change to include plans for leadership alignment, communications, change impact analysis (through business process re-engineering) and training. The Change Management Team will focus on changes to business processes, systems, and technology, job roles, and organization structures. • Provide consulting and partnership in planning and executing change management activities, with emphasis on maximizing employee engagement and minimizing employee resistance. <p>Provide tools and techniques for identifying and mitigating change management risks.</p>	40 Hours	10 Hours
Division/Departmental Business Leads (Responsible Expert)	<p>A representative for each affected department must be appointed to perform analysis and configuration and serve as a decision-making entity for that group. These critical appointments may well determine the success of the implementation for their respective areas. Responsibilities include:</p> <ul style="list-style-type: none"> • Accountable for Agency deliverables and tasks associated to the assigned Division of Department 	1 (minimum) superuser/liaison FTE per department. 50-75% dedication of a 2-3 resources per department for 4-6 weeks. End-user training period is 2-3	2 Hours

	<ul style="list-style-type: none"> • Attending all training and Gap Analysis workshop sessions; • Willing and able to act as a single point of contact to the core project team, gather data, engage other Agency SMEs/stakeholders when needed, and make decisions about business processes; • Schedule and lead periodic demonstrations showing work-in-progress software to key stakeholders not involved in the day to day project (conference room checkpoint) during the Define and Refine stages • Assist in the creation of specifications for reports, interfaces & conversions • Review and test the system configuration; • Participating in the implementation of the Accela Civic Platform solution. 	<p>FTEs for 4 weeks at about 50% dedication and User Acceptance Testing and Go-Live activities will require 2-3 FTEs at 80% dedication.</p>	
<p>Division/Departmental Subject Matter Expert (SME)</p>	<p>Responsibilities include:</p> <ul style="list-style-type: none"> • Attend training on the Accela Civic Platform system at a System Administration level; • Being fully engaged in the Gap Analysis and system configuration activities; • Assist Agency tasks towards the creation of reports, interfaces & conversions; • Assist in the review and testing of the system configuration; • Actively participate in the full implementation of the Accela Automation solution. 	<p>2 Individuals, 30 Hours</p>	<p>40 Hours</p>
<p>Technical Lead</p>	<p>Responsibilities include:</p> <ul style="list-style-type: none"> • Primary responsibility for the technical environment during the software implementation for any technical aspects 	<p>40 Hours</p>	<p>5 Hours</p>

	<p>needed to support the Accela Solution (i.e. external systems for integration);</p> <ul style="list-style-type: none"> • Ensure that servers, databases, network, desktops, printers, are available for system implementation and meet minimum standards; • Work with Accela technical personnel during implementation; • Maintain test and production databases; • Add and remove users from the system • Perform day-to-day maintenance of the system and install maintenance releases; • Act as the primary technical resource for troubleshooting problems; • Establish and maintain backup, archival, and other customary maintenance and housekeeping activities. 		
<p>Report Development Lead</p>	<p>Responsibilities include:</p> <ul style="list-style-type: none"> • Understanding reporting needs of Agency • Ability to write or amend reports as the Agency's report needs grow • Direct other Agency resources in building reports 	<p>40 Hours during reporting phase of project</p>	<p>20-40 Hours</p>
<p>Interface Development Lead</p>	<p>Responsibilities include:</p> <ul style="list-style-type: none"> • Understanding interface/integration needs of Agency • Ability to write interface/integration scripts and methods to complete the exchange of data between the Accela Civic Platform and the 3rd party tools the Agency owns. 		

	<ul style="list-style-type: none"> • Direct other Agency resources in building interface/integrations 		
Data Conversion Lead	<p>Responsibilities include:</p> <ul style="list-style-type: none"> • Leads the data conversion effort • Experienced Database Administrator • Responsible for data mapping, data cleansing, data transformation and business rules, and data loading into the target/staging Accela schema • Responsible for engaging data owners from each Division/Business Area as needed to support the work stream throughout the project • Responsible for coordinating the data extracts from the legacy system to support mini-mocks and function mock conversion runs. 	<p>20 Hours during Refine Stage</p> <p>40 Hours during Develop Stage</p>	<p>10 hours</p>
Trainer	<p>Responsibilities include:</p> <ul style="list-style-type: none"> • Coordinating with the Agency’s Organizational Change Management Lead • Responsible for participating in Training Plan development workshop • Responsible for participating in solution review and verification sessions as well as User Acceptance Testing • Responsible for developing training materials based on solution user screens • Responsible for conducting the end user training classes for the Agency’s end user groups 	<p>80 hours for the complete project</p>	<p>As needed basis</p>

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ACCELA RESOURCES

Accela will assign key Professional Services resources for the Project. Accela’s Project Manager will be responsible for the coordination of the Accela services team and its interaction with key Agency Resources assigned to the Project. The main roles are as follows:

Accela Resources	Description
Project Executive	<p>The Project Executive oversees the project’s progress/direction and works with the Project Manager to ensure efficiency, consistency and quality in delivery of Accela implementations. The Project Executive actively participates in a project director/executive role. The Project Executive will meet with Agency Executives monthly or upon request throughout the duration of the project.</p>
Project Manager	<p>The Accela Project Manager is responsible for driving the Accela team to deliver against the mutually agreed plan and works directly with the Agency Project Manager throughout all aspects of Accela implementations: from the initial scoping, planning, staffing to delivery. The Accela Project Manager leads the project administration tasks including:</p> <ul style="list-style-type: none"> • Project management plan, • Change order management, • Issue log management and escalation, • Status reporting, • Project workspace management, • Resources management, • Work plan management, • Meetings management, • Project review with Project Executive.
Solution Architect/ Implementation Lead	<p>The Solution Architect assigned to the project is responsible for:</p> <ul style="list-style-type: none"> • Business analysis activities: Mapping the client’s business processes and requirements to the functionality of Accela’s products and Solution Packages, • Leading system configuration activities, • Recommend industry best practices to agency to enhance business processes, • Guide agency on how best to configure the system based on past experiences and software expertise.
Implementation Consultant	<p>Implementation Consultant resources support the project and typically focus on the following tasks.</p> <ul style="list-style-type: none"> • Gap analysis and Solution Package tailoring • Build and test activities within the project, such as conversion data mapping, creation of reports and interface specification.

Accela Resources	Description
Technical Consultant	<p>Accela Technical Consultants are involved in all areas that require knowledge of server-side considerations and Accela add-on products such as:</p> <ul style="list-style-type: none"> • Application setup (Accela Automation, Accela GIS, Accela Wireless, and Accela Citizen Access), • Report definition and creation, • Automation configuration, • Database Conversions and data mapping assistance, • Interface specifications and development assistance.
Training Consultant	<p>Training Consultants are responsible for Accela Training classes with assistance from Implementation consultants, depending on the nature of the course.</p>

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APPENDIX B - ACCELA IMPLEMENTATION METHODOLOGY

Accela Standard Implementation Methodology

Accela’s Delivery team will apply the following standard methodology throughout the life of the Agency’s implementation. This is a proven methodology that provides the Agency with an understanding of their solution on day one of the project by leveraging the standard package solutions.

As the project progresses through the four stages, there are key checkpoints where the Agency will gain a better understanding of their solution at a point in time. The key component of the methodology is having the Agency see their solution come together. This approach will allow for some iterative steps that will assist the Agency in understanding impacts to their decisions.

This methodology is based on existing or pre-configuration solutions for an off-the-shelf product that will allow the Agency to maintain the solution post go-live. It’s important for the Agency to adopt the new solution, have their staff become familiar with how the system will work for their business process, but to understand that overtime the solution can evolve as the Agency implements standard practices or business changes.

Day one begins the knowledge transfer and the importance of following the four key stages of the methodology.

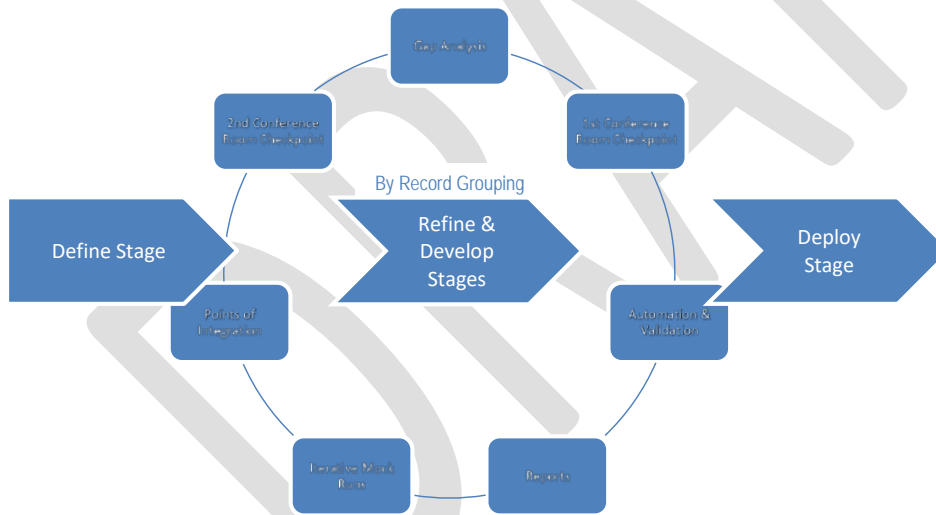


Exhibit 1: Delivery Stages

The first (Define) and last (Deploy) stages of project delivery flow in a linear direction. The second (Refine) and third (Develop) stages have an incremental approach to deployment.

The Solution Packages are grouped based on similar processes. Each group will start with Gap Analysis and move through the Refine and Develop Stage of the methodology. This allows for smaller data-sets to be developed, enterprise interfaces developed in the first iteration, and conversion to start early.

Each stage has pre-defined objectives, tasks and deliverables. Employing this deliverables-based approach allows Accela and the Agency to understand the composition and 'downstream' impact of each deliverable to complete the project with quality and in a timely manner.

Define

The project will be initiated once all contract documents have been approved. The **Define** stage will set the stage for how the project will be managed throughout the project life cycle. The Project Management Plan will capture key details regarding how the project will be managed from roles and responsibilities to risk management. The Project Schedule will define the tasks involved in completing the project with durations and resource assignments. A Project SharePoint site will be created to track all project related documentation, issues, risks, etc. The Agency's environments (Dev and Test) will be set-up with the Best Practice Template solution installed to support the remaining stages of the Methodology. The exit criteria of the Define stage is the Project Kickoff presentation, project management artifacts, and the system installation document.

Refine

The **Refine** stage begins the knowledge transfer of the Accela Civic Platform and adoption of the new system. This stage is extremely important in getting the foundation of the system configured.

Accela starts this stage with training the Agency's core team on the Accela product and the Agency's solution package followed by readiness workshops to enable the pre-work required to tailor the solution packages prior to Gap Analysis workshops.

Following these sessions, the Gap Analysis workshops will begin and will leverage the Accela Civic Platform for conducting these workshops based on the Agency's solution package. These packaged solutions are proven approaches based on a wealth of feedback and input from our regulatory customers. During the workshops, Accela will demonstrate the packaged solution that pertains to the application/record type, identify gaps, and make real-time updates to further tailor the solutions as appropriate. This approach supports an iterative process where the Agency will understand system impacts to their decisions. At the conclusion of the Gap Analysis for each Group, the base system configuration is finalized to enable the Develop stage to proceed for that Group.

As the Gap Analysis Workshops continue for additional application/record types, the Accela Technical team will determine points of integration and develop the design to support these integration points. During the Refine stage the technical team will also begin to understand the conceptual data mapping to the Agency's legacy system data to support data conversion activities. The exit criteria for the Refine stage will be acceptance of the Configuration Report(s) and the Interface Design Document(s).

Develop

The **Develop** stage will take the group of processes (records) from the Refine Stage and continue the process for building and unit testing the integration, running mini-conversion activities, and running the functional testing data conversion efforts (or dry runs for the production).

The Solution Package includes business process automation/validation, and during the Develop stage the Accela team will configure these packaged items to support the Agency's implementation. If there were

custom solutions defined in the Gap Analysis, then during the Develop stage is where the Agency will build and unit test these custom business process validations and reports.

The exit criteria for the Develop stage will be business process specifications and report specifications for custom development, interface code, and interface deployment guide, demonstration of representative automation unit tests, and two mock conversion runs to support functional testing.

Deploy

After all develop work has been completed, the system is ready for User Acceptance Testing (UAT), End User Training and Go-Live activities.

The Agency will prepare for UAT and lead the UAT activities by executing test cases to validate the system is performing processes defined during the Gap Analysis workshops and the Accela team will support bug fixes as they are identified. At the completion of UAT, the Agency will conduct End User Training and the Agency and Accela will begin to execute the cutover plan.

Once training has completed, the cutover plan will be executed and the Agency will go-live on their Accela Solution. Accela will support Agency in production for a time boxed transition period. Then the Accela team will transition the Agency over to the Accela Customer Support team for on-going support.

The exit criteria for the Deploy stage is an approved UAT Test Plan, completion of UAT, completion of End User Training, Go Live and Transition to Customer Support.

Deliverables and Tasks

The following section describes the Deliverables and tasks for this Statement of Work. At the beginning of the stage, Deliverable Expectation Documents will be mutually developed by the Accela and Agency project managers for each deliverable.

Deliverable Acceptance Procedures:

1. Accela submits the product.
2. The Agency has 7 business days for review to confirm that the product meets the configuration requirements as set out in this SOW or other written agreement of Accela and Agency which gets attached to this SOW.
3. Accela has 5 business days to cure any deficiencies.
4. The Agency has 5 business days to review and approve.

Any second reviews will consider only issues and comments raised during the first review.

The Agency will return to Accela one set of comments regarding each deliverable product. If the Agency does not respond within seven business days after submittal, the deliverable product will be deemed accepted.

Upon completion of each Deliverable, Accela will provide the Agency with the Accela Deliverable Acceptance Form (see Appendix), which the appropriate Agency contact, as defined in the Deliverable Expectation Document, will sign and return to Accela.

The following table outlines the major deliverables, tasks and responsibilities to be performed during the period of performance.

Deliverable/Task/Activity	Accela	Agency
Pre-Kickoff Sow Review	Responsible	Responsible
Initial Schedule and Resource Plan	Responsible	Contributor
Conduct Product Orientation	Responsible	Contributor
Developing Project Management Standards	Contributor	Responsible
Conduct On-Site Kickoff Meetings	Contributor	Responsible
Develop Testing Strategy	Contributor	Responsible
Develop Project Charter	Contributor	Responsible
Develop Communication Plan	Contributor	Responsible
Conduct Gap Analysis Workshops	Responsible	Contributor
Provide Final Configuration Report	Responsible	
Conduct Conference Room Checkpoint	Responsible	Responsible
Conduct Functional Process Work Sessions	Responsible	Contributor
Set up Add On Components in each Environment (GIS and Mobile)	Contributor	Responsible
Develop Integration Specification Document	Responsible	Contributor
Create Data Mapping Specifications Document	Responsible	Contributor
Data Cleansing and Mock Runs	Contributor	Responsible
Develop Report Specification Document	Responsible	Contributor
User Acceptance Testing Scripts	Contributor	Responsible
Technical Training	Responsible	Contributor
End User Training	Responsible	Contributor

Go-Live	Responsible	Contributor
Post-Production Support and transition to Accela Customer Support	Contributor	Responsible

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APPENDIX C – DELIVERABLE ACCEPTANCE FORM

Please acknowledge acceptance by:

<p>A</p> <p>Sign and fax this document to:</p> <p>Accela, Inc. YOUR NAME YOUR TITLE Tel: Fax:</p>	<p>OR</p>	<p>B</p> <p>Email this document as an attachment to:</p> <p>YOUR EMAIL</p>
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Date:	
Agency Name:	
Approving Agency Manager:	
Accela Manager:	
Project Name / Code:	
Contract / Agreement #:	

Agency agrees that Accela has successfully completed the following Deliverables:

Deliverable #	Source / Reference Details	Service Agreement

Agency agrees that Accela has successfully completed the Deliverables described above in accordance with the terms of the related Contract/Agreement.

APPROVALS:

Agency Name

Signature

Title

Date

APPENDIX D – CHANGE ORDER

SAMPLE CHANGE ORDER – PAGE 1

Agency: _____ CO #: _____
Project Code: _____ Date: _____
Contract #/ PO #: _____
Initiating Department: _____
Initiated By: _____
Change Category: Product Project Contract Maintenance

PROJECT CHANGE DESCRIPTION/TASK SUMMARY:

1. Log File

Issue details / scope impact:

- Schedule impact:
- Resource impact:
- Cost impact:

2.

Issue details / scope impact

- Schedule impact:
- Resource impact:
- Cost impact:

Total Project Schedule Impact:
Total Project Resource Impact:
Total Project Cost Impact:

DISPOSITION COMMENTS:

Disposition: Approved Rejected Closed See Comments
Date: _____

SAMPLE CHANGE ORDER – PAGE 2

The above Services will be performed in accordance with this Change Order/Work Authorization and the provisions of the Contract for the purchase, modification, and maintenance of the Accela systems. The approval of this Change Order will act as a Work Authorization for Accela to perform work in accordance with this Change Order, including any new payment terms identified in this Change Order.

Accepted By: Agency	Accepted By: Accela, Inc.
By:	By:
Print Name:	Print Name:
Title:	Title: Director
Date:	Date:

	Accepted By: Accela, Inc.
	By:
	Print Name:
	Title: Sr. VP of Services
	Date:

APPENDIX E – SCOPE OF WORK

The following section describes the specific activities and tasks that will be executed to meet the business objectives and business requirements of the Agency. In support of the implementation effort as described above, Accela will provide the following implementation services. For each deliverable, a description is provided as well as criteria for acceptance of the deliverable.

STAGE 1 - DEFINE

The Define Stage sets the stage for the Accela Civic Platform implementation approach. The project will be initiated once all contract documents have been approved. This stage will set the stage for how the project will be managed throughout the project life cycle. The Project Management Plan will capture key details regarding how the project will be managed from roles and responsibilities to risk management. The Project Schedule will define the tasks involved in completing the project with durations and resource assignments. A Project SharePoint site will be created as the primary repository for tracking all project related documentation, issues, risks, etc. The Agency's environments (Dev and Test) will be set-up with the Packaged Solutions installed to support the following stages of the Methodology. The exit criteria of the Define Stage will include:

- the approved Project Management Plan,
- the Accela Civic Platform installed in Dev and Test environments, and
- conducting the Project Kickoff Meeting

PRE-KICKOFF SOW REVIEW

The Pre-Kickoff SOW Review an opportunity to ensure the Project starts in a well-organized, structured fashion while re-confirming the Agency and Accela expectations regarding the implementation. This Deliverable is comprised of a meeting where the Agency Project Sponsor, Project Manager and Contracted Project Manager meet with the Accela Regional Director, Project Manager, Solution Architect and Implementation Lead to review the SOW and discuss expectations and kickoff project planning activities.

Accela Responsibilities:

- Communicate the Accela Implementation Methodology that will be used by Accela to deliver Services.
- Review the SOW deliverables and submitted project management plan

Agency Responsibilities:

- Provide timely and appropriate responses to Accela's requests for project planning input and meeting logistics requests.
- Make available the appropriate Agency key users available for the review
- Provide meeting facilities for Project Kickoff and other onsite activities.

PROJECT MANAGEMENT STANDARDS – PROJECT SCHEDULE

This Deliverable is comprised of tasks that are required to complete the project schedule to track progress of the project throughout the project life cycle.

In conjunction with the Agency representatives, Accela will perform the following tasks:

- Finalize staffing for the project teams. Guidelines and recommendations for the Agency project staffing are addressed in the Project Staffing section of this document (SOW).
- Finalize a project schedule that includes resource allocation for all tasks (in cooperation with the Agency Project Manager).
- Create the project SharePoint site and load project schedule.
- List and Schedule Design Workshops

Accela Responsibilities:

- Communicate the Accela Implementation Methodology that will be used by Accela to deliver Services
- Finalize a project schedule that includes resource allocation for all tasks (in cooperation with the Agency Project Manager). This will integrate it the overall project plan maintained by the Agency.

Agency Responsibilities:

- Create the project SharePoint site and provide access to the Accela Team
- Provide timely and appropriate responses to Accela's requests for project planning input and meeting logistics requests.
- Make available the appropriate Agency key users available for the review
- Provide meeting facilities for Project Kickoff and other onsite activities.

PROJECT KICKOFF

The Project Kickoff Meeting completes the Define Stage where the Agency and Accela come together on the project objective, organizations, scope and methodology.

Accela Responsibilities:

- Co-Present with the Agency Project Sponsor and Project Manager on the project objective, organizations, and methodology.

Agency Responsibilities:

- Co-Present with the Agency Project Sponsor and Project Manager on the project objective, organizations, and methodology.

STAGE 2 – REFINE

The Refine stage begins the knowledge transfer of the Accela Civic Platform and adoption of the new system. This stage is extremely important in getting the foundation of the system configured. Accela starts this stage with training the core team on the Accela product, then conducts Gap Analysis readiness sessions. Following these sessions, the Gap Analysis workshops will begin and will leverage the Accela Civic Platform for conducting these workshops based on our Building Packaged Solution. These packaged solutions are proven approaches based on a wealth of feedback and input from our regulatory customers. During the workshops, Accela will demonstrate the packaged solution that pertains to the Agency's application/record type, identify gaps, and make real-time tailoring updates as appropriate. This approach supports an iterative process where the Agency will understand system impacts to their decisions. As the Gap Analysis Workshops continue for additional application/record types, the Accela Technical team will determine points of integration and develop the design to

support these integration points. During the Refine stage the technical team will also begin to understand the Agency's legacy system data to support data conversion activities. The exit criteria for the Refine stage will be acceptance of the Configuration Report(s) and the Interface Design Document(s).

PRODUCT ORIENTATION - ACCELA CORE TRAINING

Estimated - 2 Day Course (max attendees 10)

The Core Team class is designed to prepare clients who use Civic Platform in a single area:

Product familiarization – Participants will learn the major design/build concepts of Civic Platform. This course will give clients the knowledge they need about Civic Platform prior to going into analysis and configuration. It will familiarize them with the terminology, basic to advanced concepts, possibilities of automation and all things Accela.

Accela Responsibilities:

- Coordinate with the Agency to define training schedule and logistics.
- Deliver training per the specific requirements listed above.

Agency Responsibilities:

- Select and prepare the power-users who will be participating in the training and subsequently training end users.
- Arrange the time and qualified people for the training who are critical to the project success.
- Provide suitable Agency facilities to accommodate various training classes.
- Ensure that users are proficient in using PC's in a Windows environment as a prerequisite for the course.
- Ensure that users are familiar with use of standard Internet browsers as a prerequisite for the course.

DATA CONVERSION TOOL TRAINING AND PLAN

Accela will provide training on the Accela Data Conversion tool during a 2-day class. Along with that, Accela will review the Data Conversion Process, the access the Agency will manage by data mapping between PermitsPlus and Accela Civic Platform.

In terms of specific output, the following will be executed for this deliverable:

- Data Conversion Training
- Data Conversion Base Mappings from Permits Plus to Accela Civic Platform
- Overall Plan to accomplish the Data Conversion process
- **Documents:** The effort to convert documents from the legacy system to the Accela Civic Platform is not in scope for this project.

Accela Responsibilities:

- Coordinate with the Agency to define training schedule and logistics.
- Accela will provide instruction on how to use the Accela Data Conversion tool to the Agency.
- Accela will also provide guidance for any questions that may come up

- Provide the Data Conversion tool, conceptual data maps for PermitPlus to Accela Civic Platform, and staging tables
- Review subset of data conversion tasks in the Project Schedule

Agency Responsibilities:

- Select and prepare the database administrator who will be participating in the training.
- The Agency is responsible for the data cleansing and data integrity. Accela is only responsible for confirming that the data as it is stored in the Staging tables is correctly migrated into the Accela Civic Platform after the Agency has approved the data is in its final state.
- Arrange the time and qualified people for the training who are critical to the project success.
- Provide suitable Agency facilities to accommodate various training classes.
- Ensure that users are proficient in using Relational Databases.

GAP ANALYSIS WORKSOPS

Accela will work closely with designated Agency personnel and will conduct analysis sessions to Agency tailoring to the Building Package Solution.

In conjunction with the Agency representatives, Accela will perform the following tasks:

- Review the Accela Building Package Solution business processes as a basis for configuration in Accela Civic Platform's workflow tool (workflow designer).
- Review and understand existing business process gaps intended for migration into Accela Civic Platform.
- Assist the Agency in adapting existing business processes for fit into Accela Civic Platform.
- Collect employee names and associated roles and identify user group setups.
- Review the intake requirements, forms, and data fields for each process.
- Review the output requirements (documents/letters/reports).
- Review the fees, fee schedules, and collection procedures for each process.
- Review the all required inspections and inspection result options for each type.

Accela's Project Manager will coordinate and schedule the Gap Analysis Workshops in conjunction with the Agency Project Manager and according to the agreed upon Project Schedule. In terms of specific output, the following will be executed for this deliverable:

- Gap Analysis Workshops

Accela Responsibilities:

- Provide timely and appropriate responses to Agency's request for information.
- Load the Agency's data based on the pre-defined formatted templates (Solution Tailoring Tool) Accela provided prior to the start of the workshops.
- Conduct Gap Analysis workshops to capture the required data elements and tailored workflow tasks defined in Appendix F.
- Conduct meetings via email, web conference, phone, and in person to gather and validate analysis input.

Agency Responsibilities:

- Provide Accela with the pre-defined formatted templates for fees, documents types, custom fields, custom lists, inspection checklist, etc. prior to the start of the workshops.
- Provide timely and appropriate responses to Accela's requests for information.
- Designate the Responsible Expert for each Grouping of solutions to be reviewed that will make decisions and represent the department/business.
- Make available the appropriate Agency key users and content experts to provide required information, participate in the configuration analysis and verify the accuracy of the workflows, input/output formats, and data elements.
- Provide any existing business process documentation, including process flows; fee schedules; commonly used applications, reports and forms; and other relevant information.
- Schedule participants and meeting locations for analysis activities.

FINAL CONFIGURATION REPORT

This document is a direct output of your Accela Civic Platform environment at a designated point in time. The referenced date in the header identifies your agency's configuration at that particular date. As the Accela Delivery team conducts To-Be (Gap) Analysis sessions, this report will be run to assist the team in understanding the configuration and decisions made at this point. At the end of the Analysis or Application type review, this report will be provided to the agency for approval. Note this Configuration report may consist of addenda where common configuration items are not typically used in our client's implementations; if that is the case these addenda will be added to the end of this report.

Accela Responsibilities:

- Produce the Detailed Configuration Report for all records within the grouping
- Provide timely and appropriate responses to Agency's request for information.

Agency Responsibilities

- Provide timely and appropriate responses to Accela's request for information.
- Review and provide feedback on the Configuration Report

CONFERENCE ROOM CHECKPOINT

The purpose of the Conference Room Checkpoint in the Refine Stage is to validate the configuration at a point in time with users that were not part of the analysis activities. This activity would be performed by the Agency's Person of Accountability (POA) for the group. The POA would walk the participants through an actual scenario(s) where the record would be created in the Online Portal (ACA) and demonstrate the steps to record/application/permit closure. This walk through should support any of the add-on components configuration where in the initial group will have limited configuration, but will develop over the life of the groups. The scenario should reference where interfaces, reports and automation are encountered based on the packaged solution (if not available at the time of the demonstration). It should be specified that not all reports, interfaces and/or automation will be demonstrated during the checkpoint as those are items that will be developed for the next checkpoint. At the conclusion of the Conference

Room Checkpoint, the Agency will accept the configuration and this should allow for the exit criteria for the Refine Stage for the particular group.

In conjunction with the Agency representatives, Accela will perform the following tasks:

- Identify the Record/Application/Permit(s) within the group that will be demonstrated during the Conference Room Checkpoint.
- Determine when the Conference Room Checkpoint should take place.
- Confirm and Schedule the Conference Room Checkpoint with the Agency.
- Preparing for the Conference Room Checkpoint.
- Conduct the Conference Room Checkpoint.
- Post Conference Room Checkpoint – Review comments from Checkpoint meeting.
- Conduct final analysis session

Accela Responsibilities:

- Actively work with the Agency to prepare, conduct, and review comments with actionable next steps from the review

Agency Responsibilities

- Actively work with the Agency to prepare, conduct, and review comments with actionable next steps from the review

STAGE 3 – DEVELOP

The Develop stage will take the group of processes (records) from the Refine Stage and continue the process for building and unit testing the integration, running mini-conversion activities, and running the functional testing data conversion efforts (or dry runs for the production). The Standard Package solutions include business process validation and reports, and during the Develop stage the Accela team will make the minor adjustments to these packaged items to support the Agency's implementation. If there were custom solutions defined in the Gap Analysis, then during the Develop stage is where the business process validation and reports will be built and unit tested. Once business processes, reports and points of integration are unit tested the Accela team will conduct a system test on 10% of the record types within the grouping to support the Agency's next Conference Room Checkpoint. The exit criteria for the Develop stage will be meet the acceptance criteria for the deliverables listed for this stage.

FUNCTIONAL PROCESS WORK SESSION

The purpose of the Functional Process Work Session is for the system to automatically apply business rules in the system based on workflow task status, resulting of an inspection, or triggering off a renewal date, interfaces, reporting, to provide some examples. During this portion of the Develop Stage the following steps will take place in working towards the Finalization Workshop deliverable:

- Identify existing automation and validation associated to a packaged solution
- Capture the package solution automation and validation user stories to support the Agency's implementation (reference Appendix F for the additional user stories)
- Review with the Agency on the user stories document (report)
- The Developer will develop or configure the automation business rule to support the validation session

- Preparing to validate the automation and validation for the group of records with the Agency

Accela will demonstrate the same scenario for the group that was demonstrated by the Agency Responsible Expert in the Refine Stage Conference Room Checkpoint to demonstrate the functionality of the automation and validation supporting the process. The scenarios may cover 1-3 application types that demonstrates the solution from end-to-end.

In terms of specific output, the following will be executed for this deliverable:

- Completed automation and validation based on the user stories document
- Demonstrate the group scenario from Refine stage to validate the automation and validation is complete
- Some defects not uncovered through unit tests may be present during the Develop stage scenario demonstration. End-to-end testing and defect resolution is performed after the record group is completed and prior to the Deploy stage (User Acceptance Testing)

Accela Responsibilities:

- Provide timely and appropriate responses to Agency's request for information.
- Refine the user stories of the packaged solution to support the group(s) and review with the Agency
- Configure the user stories automation and validation on all application/permit type(s) within the group
- Demonstrate the same scenario as Refine stage for the group

Agency Responsibilities

- Provide timely and appropriate responses to Accela's request for information.
- Make available the appropriate Agency key users and content experts to participate in creating the system in an effort to learn about the system (knowledge transfer).
- Support the validation of the user stories based on the packaged solution pre-configured stories and allocation of the additional user stories referenced in Appendix F.
- The Agency will participate in the demonstrate of the same scenario as the Refine stage for the group to validate the configurable scripts support the user stories.

REPORT SPECIFICATION DOCUMENT

"Reports" are defined as anything that can be digitally displayed and printed from the system, including but not limited to reports, forms, documents, notices and letters. The County and Accela will define the reports that the Agency requires to use the Accela Civic Platform effectively and Accela will estimate the number of hours to complete the work. The Agency will create a list of prioritized reports and Accela will identify the recommended reporting tool prior and level of effort to develop.

Accela will create the report design specification documents with assistance and approval from the Agency for those reports assigned to Accela. Reports developed in Accela Report Writer (Ad Hoc) and/or those with clear sample reports do not require an approved report specification document.

Accela Responsibilities:

- Provide a recommended reporting tool and level of complexity by report

- Prioritized list of reports by reporting tool and as assigned to Accela or the Agency for specification and development
- Build out the report specification document for the reports assigned to Accela

Agency Responsibilities:

- Create and prioritize report list
- Determine what reports Accela will develop
- Verify that each report specification meets the intended business requirement.

DATA CONVERSION ASSISTANCE

Accela will provide oversight to the Agency as they perform the mock runs to cleanse the data preparing it for migration into the Accela Civic Platform.

Accela Responsibilities:

- Accela will provide guidance for any questions from the Agency as the Agency performs their data conversion activities for up to 40 hours
- Review subset of data conversion tasks in the Project Schedule
- If the Agency slips on its data conversion tasks referenced in the Project Schedule by 10 days the Accela Project Manager will escalate the delays and the Agency may incur a Change Order for impacting the project schedule.

Agency Responsibilities:

- The Agency is responsible for the data cleansing and data integrity. Accela is only responsible for confirming that the data as it is stored in the Staging tables is migrated into the Accela Civic Platform after the Agency has approved the data is in its final state.
- Arrange the time and qualified people for data cleansing, data mapping, data extraction, data transformation and business rules, and conversion process to support the data conversion tasks in the Project Schedule.
- Ensure that users are proficient in using Relational Databases.
- Populate the Accela Staging tables.

STAGE 4 – DEPLOY

The **Deploy** Stage is when the system is ready for User Acceptance Testing (UAT), End User Training and Go-Live activities. The Agency will prepare for UAT and lead the UAT activities by executing test cases to validate the system is performing processes defined in the analysis sessions and the Accela team will support bug fixes as they are identified. At the completion of UAT, Accela and the Agency will conduct End User Training and the Agency and Accela will begin to prepare the cutover plan. Once training has completed, the cutover plan will be executed and the Agency will go-live on their Accela Solution. Accela will support a period of time post production. Then the Accela team will transition the Agency to the Accela Customer Support team for on-going support. The exit criteria for the Deploy stage is an approved UAT Test Plan, completion of UAT, completion of End User Training, Go Live and Transition to Customer Support.

TRAINING PLAN

Accela will develop a Training Plan which includes plans for training trainers, super users, and end users.

The Training Plan will include:

- Provide an overview of the strategy for training for the solution
- The training subject areas, audience, objectives, approach, development timelines, and Milestones;
- Define minimum competencies for Agency trainers and super users including approach for remediation of deficiencies related to Agency personnel skills;
- Define components required in individual training plans, such as course outline, schedule, etc.;
- Define a high-level training schedule for all target audiences based on the logical sequence of how the content should be delivered, availability of the participants, and deployment timing;

Accela Responsibilities:

- Conduct Training Planning session(s) to capture the required information to complete the plan.

Agency Responsibilities:

- Provide timely and appropriate responses to Accela's requests for information.
- Make available the appropriate Agency resource to provide required information.
- Schedule participants and meeting locations for analysis activities.
- Agency responsible for providing end user training materials and classes

USER ACCEPTANCE TESTING (UAT) PLAN

The Implementation Lead will amend the Test Plan template to support the Agency's implementation, the Test Plan will focus on User Acceptance Testing process, providing the Agency with a plan to conduct UAT, who should participate, what should be tested, how to report an issue, and retesting issues that were fixed.

Accela Responsibilities:

- Conduct UAT Planning session(s) to tailor the Test Plan information to support the Agency.

Agency Responsibilities:

- Provide timely and appropriate responses to Accela's requests for information.

- Make available the appropriate Agency resource to provide required information. The Responsible Expert should participate and facilitate testing for their application/permit type(s).
- Schedule participants and meeting locations for analysis activities.
- Develop the User Acceptance test scenarios and scripts

USER ACCEPTANCE TESTING (UAT)

The Agency will lead the User Acceptance Testing activities outlined in the UAT Test Plan. The Agency will test and validate the solution and its readiness to be migrated to production for active use.

Accela will provide support for UAT tester training, oversight, answering questions and addressing issues discovered in User Acceptance Testing. It should be noted that it is critical that the Agency devote ample time and resources to his effort to ensure that the system is operating per signed specifications and ready for the move to production. The testing effort will require a significant time investment by the Agency, and coordination of resources is critical. At this point in the implementation process, the Agency should test individual components of functionality of the solution (i.e., functional and/or unit testing), and also test to confirm that the interrelated parts of the Accela Civic Platform solution are operating properly (i.e., integration testing).

Accela will address and rectify Critical and High defects discovered during the UAT process as Agency staff executes testing activities. A total of 4 weeks is allocated to complete this deliverable.

If the Agency does not devote adequate time and staffing to UAT in order to completely test the solution, Accela may opt to postpone go-live at the Agency's expense. Accela will work diligently with Agency to confirm this does not occur and provide several opportunities for the Agency to add additional staff and time to this effort before recommending a postponement or delay.

User Acceptance Testing Exit Criteria

- Associated configurations and code is deployed to the development and test environment against current version in source control, where applicable
- The Critical and High defects (go-live critical) defined in the UAT punch list have been resolved and verified by the Agency.

In terms of specific output, the following will be executed for this deliverable:

- Update DEV, TEST, and PROD environment to latest project team approved configuration code set
- Establish configuration and development freeze on TEST environment (prior to the first functional data conversion mock run)
- Agency stages UAT test data in TEST environment (prior to UAT week 1)
- Week 1 and 2: Agency to execute all UAT test cases. At the end of week 2, Agency and Accela will develop and prioritize UAT Punch List to include Critical and High severity defects as defined in Appendix H.
- Week 3: Accela to remediate and unit test UAT Punch List within the Development environment.
- Week 4: Agency and Accela will perform limited regression testing within same environment and to confirm the Punch List items are resolved. UAT Deliverable is deemed accepted when Agency

has verified the Punch List (Severity of Critical and High defects) have been addressed. Accepted deliverable will become the configuration code set that will be deployed to the PROD environment.

Accela Responsibilities:

- Support the Agency in up to 2 weeks of User Acceptance Testing
- Resolution of UAT Punch List (Severity of Critical and High defects found during the 2-week User Acceptance Testing period).

Agency Responsibilities:

- Create/Provide user acceptance test scripts to be used for User Acceptance Testing
- Provide timely and appropriate responses to Accela's request for information.
- Make available the appropriate Agency key users and content experts to participate in user acceptance testing as defined and managed by Agency.
- Track the completion of the test case scenarios to validate the system has been tested.

TECHNICAL TRAINING

Accela will provide training for Agency staff that focuses on the administration of its Accela solution. Our aim at Accela is to educate Agency resources on all aspects of Accela Civic Platform in an effort to ensure the Agency is self-sufficient. This allows the Agency to best react to changing requirements and ongoing maintenance, which can allow the Agency to be reactive and significantly reduce system maintenance costs over time.

In terms of specific output, the following will be executed for this deliverable:

- Civic Platform Ad Hoc Reporting
- Civic Platform Citizen Access Administration

Accela Responsibilities:

- Coordinate with the Agency to define training schedule and logistics.
- Deliver training per the specific requirements listed above.

Agency Responsibilities:

- Select and prepare the power-users who will be participating in the training and subsequently training end users.
- Arrange the time and qualified people for the training who are critical to the project success.
- Provide suitable Agency facilities to accommodate various training classes.
- Ensure that users are proficient in using PCs in a Windows environment as a prerequisite for the course.
- Ensure that users are familiar with use of standard Internet browsers as a prerequisite for the course.

PRODUCTION CUTOVER

Production date is defined as the official date in which Accela Civic Platform moves from the test environment to production for daily Agency usage. This date will be agreed to by both Accela and the

Agency at project inception. It may be altered only by change order agreed to by both parties. In the weeks prior to moving to Production, Accela will assist in final data conversions, system validation, staff preparation assistance and training, and coordination of deployment.

In terms of specific output, the following will be executed for this deliverable:

- Deployment support prior to moving to Production
- Setup of Integration points in Production
- Final Conversion run during cutover
- Accela Civic Platform used in Production environment for Agency daily use

Accela Responsibilities:

- Provide on-site resources to support the move to Production.
- With assistance from the Agency, lead the effort to transfer the system configuration and any required data from Test to Production.
- Assist in the development of a Cutover checklist that details the critical tasks that must be accomplished prior to moving to Production.

Agency Responsibilities:

- Provide technical and functional user support for pre and post Production planning, execution, and monitoring.
- Provide timely and appropriate responses to Accela's request for information.
- Assist in the development of a Cutover checklist that details the critical tasks that must be accomplished prior to moving to Production.
- Make available the appropriate Agency key users and content experts to participate in user acceptance testing as defined and managed by Agency.

POST DEPLOYMENT SUPPORT AND TRANSITION TO ACCELA SUPPORT

Upon go-live, the Agency takes ownership of the solution in production and performs the functions of Tier 1 and Tier 2 support. This deliverable is comprised of the post- Production support assistance that Accela will provide (Tier 3) to address issues and provide consultative advice immediately following the move to Production for daily use. Accela will provide support for up to 80 hours during the 4 weeks immediately following deployment (go-live).

Additionally, a formal meeting will be scheduled with the Agency, Accela Services Team, and Accela Customer Support for the purpose of transitioning support of future issues and question from the Agency to the Accela Customer Support program.

In terms of specific output, the following will be executed for this deliverable:

- 4 weeks of Post Deployment Support
- Finalized post production issues list
- Transition of Agency from Services team to Customer Resource Center for ongoing support

Accela Responsibilities:

- Provide post-production support for Accela developed configuration and components up to 80 hours.
- Transfer ongoing support of the Agency to the Accela Customer Support program.

Agency Responsibilities:

- Provide technical and functional user support for post-production support and monitoring.
- Develop and maintain a Post Production Issues List.
- Provide timely and appropriate responses to Accela's request for information.

DRAFT

APPENDIX F – DEFECT DEFINITIONS

1. **Implementation Defect (Defect)** – Implementation Defects relate to elements configured or built as part of the project such as record configuration, workflow configuration, business rules/automations, custom interfaces, and reports. An issue is considered an Implementation Defect when the software is not behaving as per the approved software version (e.g., development stage complete). Data Conversion issues are considered Implementation Defects if the data was available in the proper format via the source data file but is not converted as defined in the approved Data Mapping document and as executed in the previously-approved final mock run.
2. **Product Defect** – Product Defects are to errors due to unexpected behavior within the Accela Platform source code. A Product Defect cannot be resolved through configuration changes and requires a new product release or hotfix/patch.
3. **Non-Defect Issue Examples**
 - a. **Change** – Modifications or additions to the approved specification are considered changes. Examples include:
 - i. Changes to record configuration, new or changes to custom fields, changes to workflow configuration, new or changed expressions, new automation scripts, addition of business rules to existing automation script to account for previously un-documented exception cases or new requirements
 - ii. Addressing a Product Defect or product limitation via configuration changes (implementing a work around)
 - iii. New report or change to existing report format, queries, or business logic
 - iv. New interface or new transaction for existing interface or change to existing interface business logic
 - b. **New Requirement** – Previously undocumented business need driving additions or changes to the configuration is considered a new requirement
 - c. **Conversion Source Data Issue** – Data cleansing issues such as data that is incomplete, erroneously formatted, or misplaced due to data errors found in the source data set often lead to undesirable or unexpected product behavior or system errors
 - d. **3rd Party Product Issue** – Issues related to 3rd party system errors or results returned from a 3rd party system back to Accela through an interface. E.g., data in APO dataset is not up to date and causing errors in Accela or an error in the Financial system is leading to Accela transaction reconciliation problems
 - e. **Product Enhancement** – The Accela product does not current include or support the desired feature
 - f. **Training Issue** – The end user reported a problem that is attributed to user error
 - g. **Infrastructure Issue** – The issue is rooted in Agency infrastructure or environment settings (such as server hardware/software, network infrastructure, security software/settings, end user hardware/software)

Definition of Defect, Defect Severities

An Implementation Defect relates to elements configured or built as part of the project such as record configuration, workflow configuration, scripts/automations, custom interfaces, and reports.

An issue is considered an Implementation Defect when the software is not behaving as per the approved software version (Build stage complete). Data Conversion issues are considered Implementation Defects if the data was available in the proper format via the source data file but is not converted as defined in the approved Data Mapping document and as executed in the previously-approved final mock run.

Severity Level	Description
Critical	<p>This is a "must fix" problem, a "showstopper." The problem is causing a major system error, fatal error, serious database corruption, serious degradation in performance, major feature malfunction, or is preventing a major business goal from being realized. The problem does not have a workaround that is reasonably acceptable to the corresponding end-users.</p> <p>a. Examples:</p> <ul style="list-style-type: none"> i. The Address, Parcel, Owner search is not returning any results which means an Applicant or Staff cannot submit a record because the Parcel is required and requires validation with the Agency's GIS system ii. An error is displaying when trying to select the submit button during Intake which is preventing the Record from being created. The error message is not providing any direction to the user other than contact your system administrator. iii. The Payment Interface is down which would not allow the online records from being created and the back-office staff would not be able to proceed with workflow due to business rules preventing the advance of workflow if there are outstanding fee due.
High	<p>This is a problem that is causing significant loss of feature functionality but the system can recover from the problem and it does not cause total collapse of the system. The system does not meet a business goal or a portion of a business goal; performance degradation is minor, but not within established exit criteria; or minor database issues may exist (e.g., single rows or fields may be locked). The problem does have a workaround that is reasonably acceptable to the corresponding end-users.</p> <p>a. Examples:</p> <ul style="list-style-type: none"> i. Fees are wrongly being applied to records based on business rules or configuration. The workaround would require business rules (scripts) to be disabled and staff would manually apply fees or staff voiding fees or refunding fees if duplication is occurring. ii. Notification going to citizens where the URL for the online portal, the Record ID, Decision, or attachments are missing. The workaround, Staff would take more calls around the notification received by the citizen. iii. Notification being sent to an incorrect contact on the record. The workaround, Staff would take more calls around the notification received by the citizen. iv. Incorrectly activating a workflow task status, for example where the task was not activated or based on business rules closing the workflow task. The workaround, Supervisor would need to override the workflow task status to activate the correct workflow task to proceed with the application life cycle. v. Workflow assignment is either not assigning to the correct department or is not assigning to a department (i.e. department would be blank). The workaround, Supervisors or Managers would need to use the Unassigned Reviews report for workflow assignment.

Severity Level	Description
	<ul style="list-style-type: none"> vi. A Notification going to one of the contacts identified as recipient, but not all (for example going to the Applicant, but not the Owner). The workaround, Staff would take more calls around the notification not received by the citizen
Medium	<p>This is a problem that is causing minor loss of feature functionality. Optional workarounds are acceptable, but causing significant efficiency loss. Problem is cosmetic, but public facing and deemed go-live critical.</p> <ul style="list-style-type: none"> a. Examples: <ul style="list-style-type: none"> i. Notification going to citizens where Assigned Reviewer, Address, or Contact Types is missing. The workaround, Staff would take more calls around the notification received by the citizen. ii. Notification going to one of the contacts identified as recipient, but not all (for example going to the Applicant, but not the Owner). MUST be going to Applicant to be considered medium. The workaround, Staff would take more calls around the notification not received by the citizen. iii. Workflow assignment for the round-robin is incorrectly assigning staff users. The workaround, Staff assigned to the record would need to re-assign the workflow to the appropriate Staff iv. Incorrectly setting due dates in the workflow based on defined business rules. The workaround, Staff would need to manually set the due date. v. Required element such as document types, contacts, or custom fields are allowing the user to proceed w/out having met the requirement. The workaround, Staff would need to validate all required elements and if one was missing use the workflow task status of "Additional Information Required" to have the user provide the required information to proceed with the application process.
Low	<p>This is a problem that is causing minor loss of feature functionality. Optional workarounds reasonably acceptable to the corresponding end-users are available with minor efficiency loss. Minor issues, misspellings, cosmetic changes, etc.</p> <ul style="list-style-type: none"> a. Examples: <ul style="list-style-type: none"> i. Misspellings on instructions, data elements, report content, or notifications content. ii. Font inconsistencies, if data elements or online portal language is written in different fonts in different sections. iii. Inconsistency with Console configuration between departments, for example the record selection where there is the drop down rather than the decision tree or constraint within the defined filter is not displaying the entire defined criteria.

Glossary

This proposal and its contents use terminology commonly employed in the software industry. Accela has developed additional terminology under the Civic Platform that describes specific functions, features and other components that may not be readily known to the reader. For this reason, we have provided this Glossary to define terms that may appear elsewhere in our proposal.

Term	Definition
3-Tier Architecture	The system architecture representing a presentation layer, an application layer, and a data layer.
A	
Ability	Noun used to describe the flexibility of a “Solution” or “Peripheral” product of the system to be configured or customized to meet a specific purpose. Does not necessarily connote the inclusion of a function within a proposal.
Accela Application Server	A software framework that provides a means of executing back-end functions, scripts, and routines to support front-end applications. Accela’s application server handles interactions between users and Civic Platform databases, executes code to perform distributed services, and supports complex database functions.
Accela Database Server	The server on which you install the back-end database infrastructure that supports the storage and retrieval of data in the Civic Platform.
Accela Document Services	An add-on component of the Civic Platform that provides a database for electronic documents. Accela Document Services is one of the document management systems that integrates with the Civic Platform, in addition to third-party document management integrations such as Microsoft SharePoint®, Filenet®, Documentum®, SIRE®, and Laserfiche®.
Accela Gateway	An application that serves as a proxy for requests for data from the Accela SaaS to the Civic Platform application server. Accela Gateway supports iOS, Android, and Windows apps.
Accela SaaS	One of two available architectural models for deploying the Civic Platform. With this option, Accela provides hosting services for the Civic Platform Server. See also <i>On-Premise</i> .

Term	Definition
Active Directory	Microsoft's implementation of an LDAP system that houses resource information such as users, printers, servers, desktop computers, group policies, etc.
Ad-hoc Reports	A reporting tool in Civic Platform that provides access to the most commonly reported fields in the Accela database; does not require extensive knowledge of database structures, tables, or field names; provides an easy interface for creating reports and dashboards on the fly.
Ad Hoc Task	Task users can add to a standard workflow for a record.
Address, Parcel, Owner (APO)	<p><i>Addresses</i> are physical locations related to parcels.</p> <p><i>Parcels</i> are pieces of land with specific locations and legally defined boundaries. Parcels can have multiple addresses.</p> <p>An <i>Owner</i> is associated with specific parcels and is typically the main person responsible for a parcel, as well as the point of contact.</p>
Administrator Guide	Reference documentation that illustrates the core functions performed by an administrator responsible for maintaining the Civic Platform.
Alert	Reminder messages that are configured within the Civic Platform to remind users of upcoming, due, or past due dates. Alerts are viewed through the Alert screen in the Civic Platform. Alerts may also be configured to notify users via email.
Americans with Disabilities Act (ADA)	Also known as Section 508 of the Rehabilitation Act, the ADA is a federal act requiring agencies to give disabled employees and members of the public access to information that is comparable to the access available to others. The Civic Platform and Citizen Access are 508 compliant.
Analytics	A smartphone app that allows agency staff to access agency data on the iPad. Using the iPad's intuitive touch screen interface, agency personnel gain real-time access to role-specific information in the agency's Civic Platform database. Analytics views property permits, license inspections, assets like storm drains and fire hydrants, and any other data that is tracked by the agency. This data is presented on the agency's Esri maps.
Application Intake Form	A form that enables users to create an application, a work order, or a service request in Civic Platform; consists of sections that correspond with record detail tabs.

Term	Definition
Application Layer	In the 3-tier architecture model, this is the layer where the application program runs and executes all business logic.
Apps	Accela, developers and partners are working together to build and deliver apps and services that improve productivity for professionals, and to connect, simplify and engage citizens with their governments. These civic innovations are delivered through popular mobile devices and they available in the Accela Civic Store as well as the App Stores for those devices.
ArcGIS Server	Developed by Esri, a software platform that integrates with Accela's GIS capabilities. Enables agencies to share GIS resources such as maps, globes, address locators, and geo-databases, across their agency and with citizens and public users.
Architecture	Term used to describe the structure or map of a software system. The Civic Platform's software components are found in three layers – presentation, application and data.
Asset	Any object that an agency owns or maintains. Some examples of assets in this context include: buildings, desks, fire hydrants, manholes, parking lots, street signs, telephone lines, trucks, and valves.
Asset Management	A core solution in Accela's Civic Platform, it enables agencies to track and manage the lifecycle of assets, work orders, and resources. Asset Management automates costing, inventory, maintenance, investigations, and inspections; provides a means of managing the operation, maintenance, upgrade, and disposal of tangible and intangible assets.
Attachments	The various types of documents that users can add to records in Civic Platform or to email messages and calendar requests in Microsoft Outlook. Attachments can be any document type or EDMS.
Audit Trail	A log of all changes made to the system data. This log data includes date-and-time stamp, log-on user name, record status, and the action that was taken. The Civic Platform maintains audit logs for all changes to the Fees and Cashiering, Workflow, Activities/ Communications, Inspections/Investigations, and Conditions areas of the system.
Automation	Accela's flagship product and the heart of the Civic Platform, providing government departments and entire agencies with the tools to better manage workflow,

Term	Definition
	track and enforce regulatory services, and communicate more effectively with office and field workers, the public, businesses, and other stakeholders.
B	
Barcode Scanning	A feature in the payment processing screen of Automation that enables users to read and retrieve system-generated invoices by scanning barcodes on invoices; a means of processing multiple records for payment via the Intermec SR30 handheld scanner.
Basemap	Within the Map Dashboard: The map background loaded within the dashboard with options that include imagery, topographic, street, and several others.
Batch Processing	An efficient way for users to execute common processes on multiple related records. For example, users can create a set of related records that share the same workflow, and then execute a batch process that updates the workflow task status for the entire set.
Bookmark Location	Within the Map Dashboard, a saved location within the map. This allows a user to immediately load areas of interest within the map.
Buffer	Within the Map Dashboard, an area defined by distance from a point or polygon centroid within the map. This is typically used within Planning to identify adjacent properties for notifications as well as to verify or alert the user to sensitive land uses.
Browser or Web Browser	A software application which enables a user to display and interact with text, images, videos, music and other information typically located on a Web page at a website on the Internet or a local area network.
Business Rules Engine	A feature that enables the automation of events and processes. The system uses Javascript to extend functionality associated with Automation events. The Civic Platform uses the Rhino open source JavaScript engine to convert configured rules into Java classes that the Civic Platform can execute. The Civic Platform supports a rules engine API for handling rules engine event parameters.
C	
Calendars	Civic Platform calendars integrate with Microsoft Outlook/Exchange and provide a means of scheduling

Term	Definition
	and managing hearings, inspections, meetings, and events in the Civic Platform. The Outlook integration enables users to view the availability of attendees and manage attachments to meeting requests.
Case	The basic record in Accela's code enforcement solution. Each permit, license, complaint, internal service request, or evaluation that an agency manages is identified with a unique case number.
Cashier Station	Civic Platform cashier stations provide Point of Sale functionality; agency users (cashiers) calculate the amount due, provide options for public users to make payments, and then issue receipts. Civic Platform's cashier station functionality integrates with an electronic cash drawer and a slip printer, enabling cashiers to print receipts for POS transactions, process payments, endorse checks, and track the balance of funds in their cash drawers.
Change Management Plan	Document that defines the specific objectives and activities required to manage the organizational changes that accompany the implementation of enterprise software such as the Civic Platform.
Checklists	User-configurable checklist or outline of tasks associated to a given task or activity necessitating an item-by-item categorization to enable the completion of the activity in a more effective manner.
Citizen Access	A configurable Web-based application that integrates with the Civic Platform to provide citizens with online access to government services and information.
Citizen Relationship Management	<p>A core solution in Accela's Civic Platform, it simplifies community engagement. Agencies can immediately respond to requests from residents and business owners through a configurable mobile app and web-based software, enabling two-way communication and real-time updates to requests.</p> <p>With Accela Citizen Relationship Management, you can:</p> <ul style="list-style-type: none"> Create a customizable website and corresponding mobile app based on your community needs and showcase the services the city or county offers Elevate your service through a 24/7 citizen communication portal that can be accessed by citizens anytime and anywhere, on the device of their choice, making it easy to route requests and

Term	Definition
	<p>questions to the correct person, outside contractor or agency</p> <p>Enable community engagement by allowing citizens to report and track issues with photos and geolocation, and then see them through to completion</p> <p>Enable citizens to self-serve through an extensive configurable knowledge base that is easily setup through a content management tool</p>
CivicData.com	<p>A free cloud-based open data platform that makes it easier for government agencies to publish and manage datasets. The service will give Accela customers and prospects the ability to provide rich government data to developers and citizens looking to transform data into civic solutions.</p>
CivicID	<p>A social media identity or user name for accessing Accela products, including Citizen Access, Civic Platform, and Accela mobile apps. You can connect your CivicID to your other social media accounts, like Facebook and Twitter, and log in to Accela solutions with your Facebook and Twitter credentials.</p>
Civic Platform	<p>Accela’s Civic Platform provides complete solutions for automating critical tasks associated with Asset Management, Land Management, Licensing and Case Management, Environmental Health, and Right of Way Management. Civic Platform provides government departments and entire agencies with the tools to better manage workflow, track and enforce regulatory services, and communicate more effectively with office and field workers, the public, businesses, and other stakeholders.</p> <p>The Civic Platform is also an engagement platform used by government agencies large and small to streamline civic processes and engage with their communities. It includes the Civic Platform Developer Program, a program that enables Accela partners and developers to extend existing solutions, build custom solutions, and create innovative mobile apps.</p>
Civic Platform GIS	<p>Integrated solution that enable users to view maps and geospatial representations of land-use, zoning, and infrastructure information. GIS provides a robust solution for agencies to leverage geospatial data to improve decision-making and streamline processes.</p>

Term	Definition
Civic Platform IVR	A voice recognition system that integrates with Accela solutions to provide inspection, permit, license, and other record management capabilities over the phone. IVR enables government agencies to extend their hours of operation and provide staff, contractors, and citizens with 24-hour access to records using touch-tone telephone keypad interaction or speech recognition.
Cloning	<p>The act of creating a duplicate permit application, asset, or service request using an existing permit application, asset, or service request as a template.</p> <p>When users clone a record, they are creating a duplicate with a new record ID number. The source record is known as the parent, and the new cloned record is the child. When more than one record is cloned from a source parent, each cloned record is a sibling to the others.</p>
Cloud Facility	A reference to the secure and redundant private location where Accela hosts the application, database and servers on behalf of its clients.
Code Officer	A smartphone app that allows Code Enforcement Officers to do their jobs more efficiently while working in the field with their smartphone or tablet. Integrated with the Civic Platform, Code Officer enables Officers to view locations of cases on a map containing agency-defined map layers, perform sweeps and trace the paths on the map, create cases right from the app, view assigned cases, search for cases and inspections and add them to a list, and save searches for easy access.
Comma Separated Value (CSV)	This file format is a portable representation of a database that users can view and modify with Excel. Users can create a report from a list portlet by exporting all of the records in the portlet to a CSV file.
Communication Manager	A centralized communications hub that consolidates the Civic Platform's communications functionality into a single, centralized screen. Communication manager integrates with Microsoft Exchange and Outlook, enabling agencies to send meeting requests via the calendar screen, view the calendar availability of meeting attendees, and maintain Outlook emails and attachments in the Civic Platform database. Communication manager also integrates with SMS text messaging services, enabling you to communicate with agency users by text message.

Term	Definition
Computer-Based Training	Self-paced movies that demonstrate how to use Accela’s software, and reinforce learning with practice sessions and review questions.
Condition	A certain requirement applied to a record (or component of a record) that the applicant must fulfill to qualify for approval. Although conditions do not necessarily impose holds, they can prolong the permitting process until they are met.
Configuration	User configurable activity in the setup and modification of the system to suit business rules and other requirements without the need for making changes to the source code or other foundational aspects.
Console	The entire working area within the Civic Platform, also known as the user interface. The console includes the agency bar; toolbars, controls, menu and toolbar buttons; main links; record tabs; portlets; and forms.
Contact	Any significant party (excluding licensed professionals) who participates in the record’s process, such as the applicant, billing contacts, or legal contacts. Licensed professionals are treated as distinct types of people within Civic Platform.
Custom Fields	Fields an agency can include on forms, such as application intake forms, in addition to standard fields. Administrators can customize the fields within each custom group, and determine whether users can search for an application based on those fields.
Customer Support	Customer Support provides live technical support between 4:00 a.m. and 6:00 p.m. Pacific Time, Monday through Friday, excluding Accela-observed holidays. Customer Support responds to all client issues and routes technical incidents accordingly based on the nature of the incident.
Customization	Modification made on rare instances to the source code of the Civic Platform without impairment to future upgrades.
D	
Dashboard	Task-centric and Map-centric views of records, inspections, and reference objects within the Civic Platform. These provide easy, at-a-glance summarized business information as charts, tables, odometers, etc. so users can graphically view actionable data like

Term	Definition
	performance metrics and take steps to improve agency operations.
Data Dictionary	A centralized repository of metadata that defines data's relationships to other data, its usage, and its format.
Data Layer	In the 3-tier architecture model, this is the layer where the physical database and data reside.
Data Manager	A tool for migrating Configuration Data across agencies and environments. Data Manager enables the migration of all record types, associated elements, and configuration settings in the back office Civic Platform and Citizen Access.
Dynamic Themes	In Accela Civic Platform GIS, the result of a query that a user runs against the Civic Platform database. As the data in the database changes, the query results can change. For example, if an agency performs routine safety inspections on buildings in an area, a dynamic theme can show users on a map which buildings have been inspected and which have not.
E	
Electronic Document Review (e-PlanCheck or Adobe options)	A feature in the Civic Platform that enables agencies to digitally review, comment, and mark up building plans for electronic review. Accela EDR integrates with e-PlanCheck (a fully web-based solution built on the SQL database that users can easily deploy on a web browser) or Adobe Acrobat (enabling users to launch the program directly from the Civic Platform and access its annotation tools to digitally manage PDF versions of plans and documents).
Encryption	The process of obfuscating or masking data in such a way that if it were intercepted by another party it could not be understood. This keeps data safe as it travels the network.
Entity Relationship Diagram	A graphical representation of data entities and their relationships to each other that illustrates the organization of data in a database. An entity is a piece of data (an object or concept) about which data is stored. A relationship is how the data is shared between entities – the metadata – that defines the data's relationships to other data. There are three types of relationships between entities: one-to-one, one-to-many, and many-to-many.
Environmental Health	A core solution in Accela's Civic Platform, it enables agencies to better manage inspecting, permitting, and

Term	Definition
	<p>billing processes by providing the Environmental Health expertise, tools, and training agencies need to fulfill your mission and protect the public's health.</p> <p>The flexible, web-enabled offering includes the following key features:</p> <ul style="list-style-type: none"> Consolidated and Simplified Data Management Agency-Controlled Page Design and Configuration Activity Tracking and Workload Assessment Reporting and Querying Capabilities Task-Oriented Interface Compliance Tracking Permitting and Licensing Financial Management Complaint Management
Environmental Systems Research Institute (Esri)	<p>An international supplier of Geographic Information System (GIS) software and geo-database management applications. Esri provides the standard in geographic and spatially referenced systems and applications. Accela partners with Esri to provide integrated GIS functionality.</p>
Exchange Server	<p>Microsoft's Enterprise class Email/Calendar/Tasks system. Users tend to connect their local email programs (e.g., Microsoft Outlook) to an Exchange Server.</p>
Expression Builder	<p>A feature in the Civic Platform that provides an interface for writing expressions that perform calculations, provide drop-down lists, and auto-populate fields based on values that the user selects. An expression is a computer equation comprised of any combination of values, constants, variables, operators, and functions that help simplify data entry work, reduce data entry errors, and automate repetitive processes.</p>
F	
Filter	<p>A filter is a method of searching data based on one or more criteria, such that a larger set of data is filtered in a manner to meet some or all elements of that criterion. They may include limiting operators such as "and", "or", "less than", "greater than," etc.</p>
Finance & Administration	<p>A core solution in Accela's Civic Platform, it keeps your agency's finance, utility billing, property tax and payroll tasks moving forward with powerful, easy-to-use tools to fuel fast, accurate work. Components include:</p>

Term	Definition
	<p>Finance and Budgeting – Accurately manage the budget lifecycle with extensive features and plan for the future with capital budgeting and budget forecasting.</p> <p>Payroll and Human Resources – handle any deduction or benefit-of-pay scenario, including complex unions and FLSA overtime, for public safety. Track and manage human resources activities for the complete employee lifecycle.</p> <p>Property Tax - Exceed all residential, commercial and agricultural property tax needs from assessment through enforcement.</p> <p>Utility Billing - highly configurable billing for electric, gas, water and sewer. Full suite of meter-to-cash reports let you track revenue by service. Real-time online payments and e-bills make it easy to provide premium customer service.</p>
Form Layout Editor	A feature in the Civic Platform that enables you to customize non-standard forms, such as APO (Address/Parcel/Owner) forms, custom fields, asset forms, and TSI (Task Specific Information) forms.
Form Portlet Designer	A feature in the Civic Platform that enables you to customize the standard forms. Forms are where agency users enter data, and where the Civic Platform collects all of the data that it stores in the back-end database. You can design forms for use at the agency, solution, user group, and individual user levels, depending on your agency's information gathering requirements.
Function ID	Four-digit identification numbers that enable and disable fields, security permissions, and functionality in the Civic Platform.
G	
Geocoding	In Civic Platform GIS/ArcGIS, the ability to assign a location, usually in the form of coordinate values (points), to an address by comparing the descriptive location elements in the address to those present in the reference material (map). Geocoding enables sophisticated displays of addresses and map information that agencies can use for a variety of purposes.

Term	Definition
GIS Object	In Accela's GIS/ArcGIS, a digital representation of a spatial or non-spatial entity. GIS objects usually belong to a class of GIS objects with common attribute values and behaviors.
Go-Live	The date at which solutions of the system are put into production use at a given agency / department.
GovXML	An Extensible Markup Language used as an application programming interface, that enables agencies to use various applications together with Accela's Civic Platform. GovXML is a standard for government solutions that provides a common interface for web-based government applications, and a means of information transfer between back-end systems and front-end, vendor-agnostic applications.
Graphical User Interface (GUI)	A user interface that allows users to interact with electronic devices through graphical icons and visual indicators.
Guide Sheets	A checklist, questionnaire, or outline of steps for an inspection. Guide sheets help inspectors complete their inspections more effectively.
H	
Hosted	An architectural model in which Accela hosts the Civic Platform server at its data center; one of two options for deploying the Civic Platform. This model is ideal for small- to midsized agencies in terms of price and functionality. <i>See also On-premise.</i>
I	
Implementation Schedule	Comprehensive document detailing all tasks, durations, resources, deliverables, dependencies required to implement Accela's Civic Platform. Same as "Project Plan" and "SOW".
Incident	A record in the Licensing & Case Management solution that indicates a one-time violation that can be easily corrected.
Inspection	A general observation of an asset or record. An inspection can include many specific observations.
Inspector	A smartphone app that connects mobile workers to their back-office accounts, enabling them to work from their desk, vehicle, or on site, using their preferred device. Users can perform a complete onsite process– from

Term	Definition
	initial inspection to submittal– and also can view and update their inspection details including checklists, attachments and comments.
L	
Land Management	A core solution in Accela's Civic Platform, it enables agencies to coordinate all of the necessary activities for consideration and approval of site and building plans, processing permits, and conducting code inspections and enforcement activities. Facilitates the regulatory activities for the development and use of land resources. Includes separate solutions for permitting, planning and zoning, and code enforcement.
License	A professional document, plate, or tag issued as proof of legal permission to do or own something.
Licensed Professional	A person with a professional license, such as a contractor, architect, engineer, or developer who is responsible for completing the application's proposed work.
Licensing and Case Management	A core solution in Accela's Civic Platform, it enables agencies to track and manage regulatory processes associated with licensing, registration, inspection, investigations, complaint handling, hearings and legal action. Enables agencies to streamline customer service to licensed professionals and business entities and prioritize revenue-generating activities.
List	Lists display the existing records in the database, and include the Record, Inspections, and My Tasks. They also contain data organized into tables. Each column in the table has a dynamic heading that can sort data sorting in ascending or descending order.
Lookup	A button that enables users to look up existing records (contacts, addresses, and parcels, for example) and view the associated information.
M	
Map Service	A standard protocol developed by the Open Geospatial Consortium for delivering maps and geospatial images over the internet. These map images are generated from data stored in a GIS database and contain geocoding.
Metadata	Descriptive information that provides information about the data that resides in a database. In short, data about

Term	Definition
	data. Metadata is stored in the database along with the data that it describes; the metadata element is associated with the data element to provide a frame of reference.
Mobile	A mobile government application that integrates with the Civic Platform to extend processing capabilities to the field. This system is useful for activities such as inspections, investigations, disaster response, code enforcement, work orders, and service requests.
MS SQL Server	One of the two supported relational database management systems. See <i>Oracle Database</i> .
MySearch	A search pre-defined by an administrator that helps users to quickly access a list of items.
MyNavigation	A portlet in Civic Platform that provides flow diagrams users can refer to when performing their daily tasks. Flow diagrams help users follow agency procedures by providing a visual aid for the task at hand, and simplify their user experience by providing links to the portlets they need to access to accomplish specific tasks.
O	
Object	A feature property that resides in a Feature Attribute Table (FAT) in GIS. An object may have many attributes. Every object exists on a layer with objects of the same type and class. Users can select one or more objects at a time. The number and types of objects are limited only by the number of layers an agency creates and maintains.
On-Premise Deployment	One of two available architectural models for deploying the Civic Platform. With this option, the agency provides its own hosting services for the Civic Platform Server. This hosting option is ideally suited for the business needs of larger agencies. See also <i>Accela SaaS</i> .
Oracle Database	One of the two supported relational database management systems. See <i>MS SQL Server Database</i> .
P	
PgMO	Program Management Office
Page flow	A Java class that controls how a web application functions and what it does. Page flows control all of the major features of a web application: how users navigate

Term	Definition
	from page to page, user requests, and access to the web application's back-end resources.
Parcel	A piece of land, such as a tract or a lot, with a specific location and legally defined boundaries.
Password	A secret word or phrase used by an individual (typically, in conjunction with his/her username) to gain access to an application or other resource
Permissions	Controls that limit user access to certain tasks. The permission levels for each task are predefined and can be assigned to each user or user group.
Perpetual Licensing	Licensing model whereby an agency "owns" the Civic Platform by the number of licensed users. An annual maintenance fee provides access to software upgrades (agency installs) with telephone and web-based support.
Point of Sale	An integrated system for conducting financial transactions; the point at which a customer (citizen or public user) makes a payment to a merchant (agency) in exchange for goods or services.
Presentation Layer	In the 3-tier architecture model, this layer provides an interface for the end-user into the Civic Platform system.
Preventive Maintenance Schedule	A scheduled task for specific assets that keep them in good working condition. Time and usage intervals determine the Preventive Maintenance schedule.
Project Charter	A key project document that defines project roles and responsibilities, outlines the project objectives, identifies the main stakeholders, formally empowers the project manager, and serves as a reference for the project.
Project Plan	Comprehensive document detailing all tasks, durations, resources, deliverables, dependencies required to implement Accela's Civic Platform. Same as "Implementation Schedule" and "SOW".
Public Users	Anyone who uses the public facing portion of Citizen Access, Accela IVR, or other Accela add-on solutions. Public users include Anonymous Users and Registered Users who either navigate the agency's Citizen Access website or who use the Accela IVR phone and follow the call flow. System administrators can control which functions are available for both types of public users.

R

Term	Definition
Real-time connectivity	The ability of the system to send information to the database or retrieve information from the database on an instantaneous basis.
Record	A broad range of forms that users create and manage within the Civic Platform, including applications, cases, licenses, permits, service requests, and work orders. Records provide a means of collecting the data that the Civic Platform stores in its back-end database, enabling users to access the data and process it to achieve their agency's objectives.
Record Types	Record Types are a way that an agency can organize applications in a group and define the complex processes required for completion, such as workflow, inspection schedules, and fees. They support the general business practices of the agency and the unique circumstances that are required for a specific type of application.
Reference Data	Administrator-defined information that users can copy into a Record. For example, an administrator creates a parcel record, with information on the location and size of the parcel. This information is reference data. When a user creates an application to build a house on the parcel, the information contained in the parcel record is re-usable within the application. The copy of the reference data is transaction data, and it is independent of the reference data.
Right of Way Management	<p>Sold as a standalone solution or cross-sold with our Asset Management solution, this core solution in Accela's Civic Platform provides map-based coordination and uncovers potential conflicts, identifies new opportunities, improves planning and communication and saves you time and money when managing activities in the public right of way.</p> <p>With Right of Way Management, you can:</p> <ul style="list-style-type: none"> Plan and coordinate road construction and street activities with all stakeholders Identify conflicts and opportunities between agencies in real time Centralize project information to share ongoing paving schedules and project plans Display all street events and traffic impacts in relation to construction and maintenance work Alert and be alerted to any unplanned incidents for construction, maintenance and special events

Term	Definition
	<p>Upload, download, store and view documents of important project- and permit-related information</p> <p>Share a public view of all street activity in a map-based format for citizens to access on the web</p>
Report	An extraction and compilation of system data that can be created through third party reporting software systems. The report can be printed, displayed on screen or saved to a file.
Report Manager	A reporting tool in the Civic Platform that interfaces with major reporting engines such as Crystal Reports, Microsoft Reporting, and Oracle Reports. Reports written using these tools are set up in Report Manager and run from Civic Platform screens.
Route Sheet	A feature in the Civic Platform that enables inspectors to map their route for maximum efficiency by minimizing the time and distance they travel to complete inspections. For example, inspectors can minimize travel distance using the Optimize by Distance option, and can minimize travel time using the Optimize by Time option.
S	
Service Request	Automates and managements interdepartmental or citizen service requests, complaints, or inquiries, providing an effective way to strengthen citizen relations.
Software Development Kit	<p>Accela's SDK features a collection of APIs and tools for third party and government agency developers, enabling them to build Accela-based apps. Each Accela SDK includes:</p> <ul style="list-style-type: none"> APIs Getting Started Guide Platform Libraries Civic Platform Test Environments with recommended process configurations Sample Code Sample Apps
Standard Choice	Configurations an Accela administrator sets up for feature functionality, such as options available in dropdown lists, default field values, and other feature-specific functionality.

Term	Definition
Standard Comments	Relevant, pre-written details users can select to populate in the Comments field of a record when completing applications, inspections, workflows, and guidesheets; streamlines the form completion process and improves data consistency.
Standard Solutions	Accela's out-of-the-box solutions for Asset Management, Land Management, Licensing and Case Management, and Environmental Health solutions. Standard Solutions provide specific record types, workflows, custom fields, standard comments, and so forth, that represent standards for each solution.
Status	A phase or milestone in a permit or an inspection process. A status can indicate a phase of a process, such as "Pending," or it can indicate another application state, such as "Accepted" or "Failed."
Store-forward	The ability of Accela Mobility to retain captured information on the field device until the time that connectivity of the device with the system server is established at which time the captured information will be automatically transmitted without user intervention.
Subscription Licensing	Licensing model whereby an agency "rents" the Civic Platform software and licenses users in the Accela Cloud, with the ability to scale up as internal demand increases.
Super Agency	The primary agency in a multiple agency implementation. A single deployment of Accela's Civic Platform supports one super agency and multiple agencies. The Civic Platform installer creates the super agency and one user account with super administrator privileges. The super administrator creates additional agencies as required to satisfy business requirements. Super administrators can set up each agency as completely independent entities, or enable agencies to share information. All agencies and the super agency share a common database provided through the Civic Platform deployment.
System Administrator	The person in charge of one or more hardware and/or software systems.
T	
Task Card	A design view to aid users in browsing and provide relevant information and functionality that can help users plan their course of action to address their tasks.

Term	Definition
Third Party	Reference to another product or company and not integral to products of Accela.
Tickler	An automated reminder that can be configured as an alert or email notification to remind one or more internal or external users of an upcoming, current, or past due date.
Time Accounting Tracker	A feature in the Civic Platform that enables agency users to record the hours they spend working on specific projects. Administrators set up cost and billing rates, and users enter the hours spent and materials used in the service of a particular activity, such as an inspection or asset maintenance. Once reported, this data is useful for multiple purposes, such as calculating the monthly working hours of employees, seeing who is overloaded and who is under-utilized, or calculating the total effort invested on certain project.
Trust Account	An account in which an agency (acting as an authorized agent) holds funds for specific purposes, such as the payment of property taxes and/or insurance premiums associated with a property.
U	
User Acceptance Test	A series of functional, performance, and reliability tests conducted to determine if certain requirements have been met. It includes all system components, processes, workflows, customizations, interfaces, and reports. System Acceptance Testing is the final validation that the system functions in the way it is intended.
User Defined Field	A field in the system that can be user-configured and created for data capture. System mechanism which provides users the ability to create an unlimited number of fields (drop down, simple, radio, comment, etc) for capturing data.
User Manual	Reference documentation for end users that provides information on core uses of Accela's Civic Platform to support say-to-day business processes.
Username	An individual's unique identifier to an application or network.
V	
Valuation	The monetary equivalent for a certain item, building, or a certain type of work. The value for a certain project is

Term	Definition
	the total job value, which the Civic Platform calculates using a single valuation or a group of valuations. The Civic Platform conducts the valuation of a piece of work by multiplying a quantity such as linear feet of pipe by a unit cost such as \$25 per linear feet.
W	
Web Services	Web services allow organizations to communicate data without intimate knowledge of each other's IT systems behind the firewall. Web services also allow different applications from different sources to communicate with each other without time-consuming custom coding, and because all communication is in XML, Web services are not tied to any one operating system or programming language. In the case of Accela, Web services are being used extensively to exchange information from the backend database to the product capabilities and to third-party vendors.
Web-accessed	Something that is accessed over a public network such as the Internet
Web-based	An application that exists on a server typically accessed via an Internet browser
Will	Term used to describe the functionality of any component of Accela's Civic Platform to perform a specific purpose out of the box.
Work Crew	A smartphone app that allows agency staff and authorized contractors to access and update Work Orders from their smartphone or tablet out in the field as work is being performed and completed. Integrated with the Civic Platform, Work Crew views locations of scheduled and completed work on a map containing agency-defined map layers, checks off Work Order Tasks or Workflow as they are completed, adds supporting information such as task completion date/time, actual time spent on each task, actual material/parts/supplies used, attaches photos and audio messages, enters completed status with information and comments, and updates the Work Order status.
Workflow	A set of tasks an agency defines and follows to process an application. These tasks are the essential steps in the application process, and are unique to each agency. Workflows function as a checklist once an application is submitted.

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Menlo Park, CA

4/10/2018

Pricing expires on 5/01/2018

Accela Solution

Permit Process Overview

Accela Standard Solution will be used as the foundation of this solution as well as adding in system tailoring to accompany some of the agencies permits

- Building Permit
- Code Enforcement
- Engineering
- Heritage Trees
- Signs/Awning
- Planning
- Project

Permit Workflow Overview

Application intake (Public Portal Website & Back Office)

New

Renewals

Amendments

Review and Approval

Plan Review

Inspections

Code Enforcement

Public look-up of permit and property information

Time tracking using Accela's time accounting setup for all users with no restrictions on access to the input fields

Accela Solution

Technical Overview

Integrations:

- Financial Management System –Cayenta
- Payment Processor - Authorize .Net
- Document Management- Application Xtender
- GIS
- Kronos

Data Conversion:

Accela provides training on the Accela Data Conversion tool and base data maps to move data from Tidemark to Accela

Reports:

Accela has provided effort to provide a training class on the Accela AdHoc Report Writer and building out of 10 total correspondents, reports, letters, and/or permits. The agency will then be trained to build any additional reporting needs

Accela Service Quote

Accela Services

1. This project will set the foundation for future planning workflows.
2. Accela will send invoices on a monthly basis with a breakdown of hours and associated tasks
3. Accela will deliver these services on a time and materials basis.
Total Services: \$352,080
4. Any travel expenses will be billed as actual. Accela estimates a trip to cost \$2,500/per Accela project person to be onsite for one week. We estimate 8 trips equaling \$20,000 for travel expenses

Total Project Services Costs is \$372,080

City of Menlo Park, CA

**Proposal for Accela Civic Platform Implementation Services
for a Tidemark Upgrade**

Submitted by:

TruePoint
Solutions

*3262 Penryn Rd.
Suite 100-B
Loomis, CA 95650*

*Submittal Date
May 6, 2018*

May 6th, 2018

Gene Garces
Information Technology Manager
City Hall - 2nd Floor
701 Laurel St.
Menlo Park, CA

RE: Request to Bid

Dear Mr. Garces:

TruePoint is pleased to submit our bid for Accela Software Implementation Services. This letter is intended to state TruePoint's interest in working with the City and to re-introduce our company. In the pages that follow, we will demonstrate our extensive history, understanding, and capability with the Accela suite of products and its implementation and migration at agencies much like Menlo Park.

TruePoint is a privately held software and solutions company. Established in late 2004, TruePoint formally commenced operations and became an Accela certified implementation partner in early 2005 and has enjoyed unparalleled success in implementing the Accela product suite across the country. TruePoint is a **Business Plus** level implementation services partner with Accela and has been engaged on well over 100 Accela Automation projects.

Systems Integrators such as ourselves can bring far more industry and product specific experience to an implementation of this nature, providing a valuable, substantial, and rewarding experience to the client. As our customer references will attest, our numerous successes in this area have made TruePoint Solutions the premier partner at implementing the Accela Civic Platform product. We have also worked with many City and State Agencies to make the Accela Civic Platform a success; In some of those cases it was after a less than successful original implementation. This speaks volumes about what TruePoint can bring to the City of Menlo Park project.

We would like to take this time to thank you for your consideration in allowing us to demonstrate TruePoint's successful strategy to implement a business-critical solution for the City. We look forward to working with you and to the prospect of continuing a long-term relationship.

Regards,



Kent Johnson - CEO

COMPANY OVERVIEW

- TruePoint Solutions

Incorporated:

- 2004
- 51 employees

Professional Services:

- Business Analysis
- Configuration
- Data Conversion
- Report Development
- Event Scripting
- Interface Development
- Consulting
- Training

Industry:

- State and Local Government

Industry Focus:

- Land Management and Permitting
- Business and Trade Licensing
- Code Enforcement
- Asset Management
- Electronic Document Review
- Utility Billing
- IT Consulting

Table of Contents

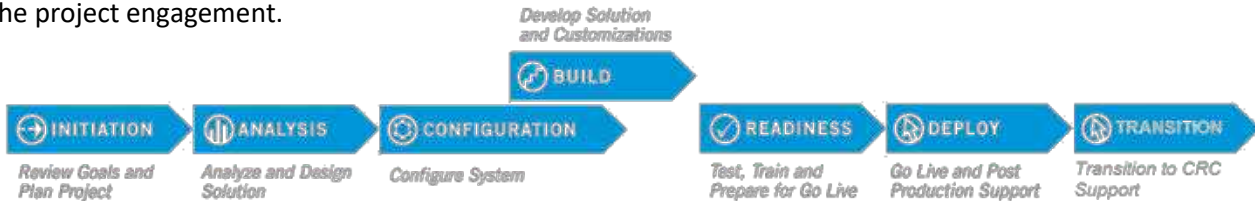
PROJECT APPROACH	4
PROJECT TEAM AND EXPERIENCE	6
TRUEPOINT RESOURCES	6
TRUEPOINT CLIENTS	7
LOCAL ACCELA REFERENCES	8
COST PROPOSAL	9

Project Approach

TruePoint would like to propose the following implementation approach. We will prototype the configuration solution during the Analysis so the City will see actual configuration samples early in the project.

Implementation Life Cycle

Thorough execution of these six stages ensures that customers receive high-quality services throughout the project engagement.



As illustrated in the figure above, the stages of project delivery flow in linear direction, although many tasks run in parallel as appropriate to avoid unnecessary project delays. Each stage has pre-defined objectives, tasks and associated deliverables.

Initiation

Initiation represents the first stage in the lifecycle. During the Initiation stage, project contracts and the SOW are finalized, project scope and objectives are reviewed, and project planning activities and deliverables expectations are completed.

Analysis

Analysis is the second stage in the lifecycle. During the Analysis stage, TruePoint reviews existing agency documentation, interviews agency staff, and conducts workshops to understand the “To-Be” vision of the Agency that can be executed with the aid of the Accela Civic Platform. It is during this Phase that TruePoint gains a deeper understanding of Agency processes and business rules; simultaneously, the Agency begins to gain a deeper understanding of the methodology and Accela Automation capabilities. A key output of this Phase is the To-Be Analysis Document(s) which serve as the ‘foundation’ for configuration of Accela Automation to support germane elements of the Agency “To-Be” vision. Supplementing the To-Be Analysis Document(s) are all other configuration specifications documents related to data conversion, interfaces, reports, and event scripts.

Solution Foundation

Solution Foundation is the third stage in the lifecycle. It begins upon completion of Stage 2 and should be completed prior to the next stage, Build. During the Solution Foundation stage, the Accela Civic Platform will be built to match the to-be processes agreed to in the Analysis stage. Essential to this effort is the configuration of the Record (Case, Application, Permit, etc.) types that were agreed to during the Analysis phase.

Build

Build serves as the fourth stage in the lifecycle, and execution of this stage overlaps Configuration, but ends after Configuration is complete. During the Build stage, all defined elements during the Analysis stage beyond the Solution Foundation will be implemented. This includes conversions, event scripts, interfaces and reports.

Readiness

Readiness is the fifth stage in the lifecycle. During the Readiness stage Accela Automation is fully tested, errors are identified, documented and corrected. Additionally, the solution is prepared for deployment. In addition, system administrators and end users are trained so that all appropriate agency staff members are prepared to use and maintain the software once the move to production occurs.

Deploy

Deploy is the sixth and final stage in the lifecycle. During the Deploy stage the applications are moved to production; all requisite pre-production activities are identified, tracked and completed, and post-production analysis and review is completed. TruePoint staff will be site during go-live and continue to provide the City with post production support.

Project Team and Experience

TruePoint Resources

TruePoint has the most experienced and successful team of certified Accela implementation consultants with offices in Tucson AZ, Incline Village, NV, and Sacramento CA that have a proven track record of successful Accela implementation across the US. The table below represents a list of team members and areas of experience.



Consultant	Primary Role	Public Sector	Proj. Manager	Business Analysis	Accela Automation	Citizen Access	Mobile Office	Accela GIS	EDR	Ad-hoc	Crystal Reports	SSRS	Event Scripts	Interfaces	Conversion	End User Training
Keith Hobday	Implementation Consultant	28 yrs.	•				•		•	•			•	•		•
Paula Montoya	Implementation Consultant	20 yrs.	•	•	•	•	•	•	•	•			•	•	•	•
Terry Dunn	Implementation Consultant	20 yrs.	•	•	•	•	•	•	•	•			•			•
Cory Probasco	Implementation Consultant	23 yrs.	•	•	•	•	•	•	•	•			•			•
David Brown	Implementation Consultant	17 yrs.	•	•	•	•	•	•	•	•			•			•
Thomas Hornick	Technical Consultant	21 yrs.		•	•	•	•			•	•	•	•		•	
Joe Cipriano	Technical Consultant	22 yrs.								•	•	•	•	•	•	
Caleb Harshbarger	Technical Consultant	12 yrs.								•	•	•	•	•	•	
Richard Holland	Technical Consultant	12 yrs.								•	•	•		•	•	
Michele Niccore	Implementation Consultant	12 yrs.	•	•	•	•	•			•			•	•		•
Shauna Minor	Implementation Consultant	8 yrs.		•	•	•	•		•				•			•
McKenzie Helvick	Implementation Consultant	7 yrs.		•	•	•	•		•	•			•			•
Mike Cox	Technical Consultant	12 yrs.								•	•	•		•	•	
Nick Graf	Technical Consultant	15 yrs.		•	•	•	•			•	•	•	•		•	
Suzy Santo	Implementation Consultant	22 yrs.	•	•	•	•	•		•	•			•			•
Deborah Herman	Implementation Consultant	22 yrs.	•	•	•	•	•			•	•	•	•			•
Johnny Guest	Implementation Consultant	14 yrs.		•	•											
Erin Griffith	Technical Consultant	14 yrs.								•	•	•				
Maureen McAleer	Implementation Consultant	30 yrs.		•	•	•				•	•		•			•
Jackie Ramirez	Implementation Consultant	10 yrs.		•	•	•	•			•			•		•	•
Tyler Suarez	Implementation Consultant	5 yrs.		•	•	•				•	•	•		•		•
Ray Schug	Implementation Consultant	26 yrs.	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Erica Rodriguez	Implementation Consultant	14 yrs.		•	•	•				•	•	•		•		•
Greg Lamy	Implementation Consultant	3 yrs.		•	•	•				•	•	•		•		•
Michael Becker	Implementation Consultant	3 yrs.								•	•	•	•	•	•	

TruePoint Clients

TruePoint Solutions is an Accela “Business Plus” partner with offices in Tucson AZ and Sacramento CA. Business Plus is the highest-level partner certification level with Accela.

We have been an Accela Implementation partner for over 12 years and have an extensive list of over 100 Agencies with whom we've provided implementation services. On the following page, we have provided a list of these agencies; They include implementations involving conversions from legacy Accela products like Permits Plus, Tidemark, KIVA, HTE, MUNIS, Hansen and many home grown systems. We have also been the go-to services provider for an increasing number of clients looking for post-implementation system enhancement and expansion efforts. Our clients look to us to help them further leverage their existing investments in the Accela product line.

Civic Platform Projects/Clients

- Alameda, CA
- Albany, OR
- Atlanta, GA
- Asheville, NC
- Benicia, CA
- Berkeley, CA
- Boise, ID
- Ceres, CA
- Clearwater, FL
- Cleveland, OH
- Concord, CA
- Corvallis, OR
- Elk Grove, IL
- El Paso, TX
- Fremont, CA
- Fort Collins, CO
- Grand Rapids, MI
- Grass Valley, CA
- Hesperia, CA
- Indianapolis, IN
- Livermore, CA
- Madison, WI
- Martinez, CA
- Maryland Heights, MO
- McAllen, TX
- Missoula, MT
- Moreno Valley, CA
- New York City, NY
- Oakland, CA
- Omaha, NE
- Oklahoma City, OK
- Ontario, CA
- Palo Alto, CA
- Peoria, AZ
- Pleasanton, CA
- Pleasant Hill, CA
- Reno, NV
- Rochester, MN
- Roseville, CA
- Sacramento, CA
- San Leandro, CA
- Santa Monica, CA
- Salt Lake, UT
- San Antonio, TX
- Spokane, WA
- Stockton, CA
- Tacoma, WA
- Tigard, OR
- Virginia Beach, VA
- Visalia, CA
- Walnut Creek, CA
- Watertown, WI
- West Sacramento, CA
- Whistler, BC
- Yuba City, CA
- Adams County, CO
- Arapahoe County, CO
- Bexar County, TX
- Boulder County, CO
- Buncombe County, NC
- Clackamas County, OR
- Carroll County, MD
- Cobb County, GA
- Contra Costa County, CA
- Douglas County, NV
- Guilford County, NC
- Gwinnett County, GA
- Hillsborough County, FL
- Jackson County, OR
- King County, WA
- Lake County, CA
- Leon County, FL
- Maricopa County, AZ
- Marion County, IN
- Monterey County, CA
- Montgomery County, OH
- Napa County, CA
- Nevada County, CA
- Pasco County, FL
- Pima County, AZ
- Placer County, CA
- Sacramento County, CA
- San Diego County, CA
- San Mateo County, CA
- Stanislaus County, CA
- Santa Clara County, CA
- Washoe County, NV
- Yakima County, WA
- City and County of Denver
- Oakland Fire
- Placer Air Pollution Control Dist.
- Town of Los Gatos, CA
- Town of Paradise, CA
- Town of Queen Creek, AZ
- Town of Sahuarita, AZ
- CA Dept. of Water Resources (DWR)
- CA Office of Statewide Health & Planning (OSHPD)
- CA State Lands Commission Resources (CSLC)
- DC - Office of State Superintendent of Education
- State of Montana
- Tahoe Regional Planning Authority
- University of Minnesota

Local Accela References

We have included a few project references in your area. We would be glad to provide references for any other TruePoint implementation on request.

City of Palo Alto, CA	Rosemary Morse Development Services Manager (650) 329-2191 rosemary.morse@cityofpaloalto.org 285 Hamilton Ave, Palo Alto, CA 94301	Accela Automation implementation and on-going support services for Building, Planning, Public Works, Code Enforcement and the Fire Department. Long time customer
Santa Clara County, CA	Kirk Girard Director 408-299-6741 kirk.girard@pln.sccgov.org 70 West Hedding Street San Jose, CA 95110	Current on-going implementation of the Civic Platform that will go live at end of the summer.
City of Alameda, CA	Erin Garcia, (510) 747-6816, Accela System Administrator, egarcia@ci.alameda.ca.us 2263 Santa Clara Ave, Alameda, CA 94501	Accela Automation implementation and on-going support services for Building, Planning, Public Works, Code Enforcement and the Fire Department. Long term support client.
City of Pleasanton, CA	Dennis Corbett Chief Building Official 925-931-5303 dcorbett@cityofpleasantonca.gov 200 Old Bernal Avenue Pleasanton, CA 94566	Implementation, project management, configuration and on-going support services for configuration changes, new processes, reports and a recent Green Halo integration.
Stanislaus County, CA	Denny Ferreira ferreirad@stancounty.com (209) 652-0471 1021 I St #101, Modesto, CA 95354	Tidemark upgrade to the Accela Civic Platform including Accela Citizen Access, Accela GIS, Accela Mobile Office, Selectron IVR. On-going support for daily needs, rolling out additional web permits, reports and expanding the use of the Civic platform to other departments.

Cost Proposal

The cost proposal below is based on meeting with the City last year and feed back from our call this week.

Estimate based on 12-month project timeline				
Full Implementation	Hours	Rate	Cost	Comments
Project Initiation	32	\$150	\$4,800	Kickoff and Project Plan
Installation (On Premise)	56	\$150	\$8,400	PROD and DEV environments (If Hosted only 16 to setup environment)
Project Management	180	\$150	\$27,000	Project Management for the duration of the project
Configuration Analysis and Prototypes	280	\$150	\$42,000	Building (Master Permit) ,Planning (Entitlement) , Engineering, Code, Heritage Trees
System Configuration	320	\$150	\$48,000	Configuration of all components of the software to meet specific business needs
Event Scripting	120	\$150	\$18,000	Custom business rule scripting and automation
Electronic Document Review Integration	150	\$150	\$22,500	Integration with DigEplan or Adobe or other possible 3rd party review tools. City is responsible for 3rd party hardware and software costs
Interface Development				
XAPO integration to GIS	32	\$150	\$4,800	Address, Parcel and Owner integration with GIS
CSLB Interface and Hdl	24	\$150	\$3,600	Real Time Integration to Contractor State License Board, Integration to Hdl for valid License check
Financial Export	48	\$150	\$7,200	Nightly Export
Data Conversion (Tidemark)	360	\$150	\$54,000	Legacy Data Conversion and Document Conversion
Report Creation (Hours for report creation)	160	\$150	\$24,000	T&M Hours for report creation (Go Live Critical)
Citizen Portal Configuration	120	\$150	\$18,000	Ability to check status, schedule inspections, pay fees, upload documents and apply for permits on-line
Mobile Device Setup and Testing	48	\$150	\$7,200	Mobile APP Configuration for Inspectors
Accela GIS Configuration (XAPO)	48	\$150	\$7,200	Integration to ArcGIS and XAPO
Training	148	\$150	\$22,200	Admin and End User
User Acceptance Testing and Go-Live prep	100	\$150	\$15,000	Final testing of the integrated solution with County
Go Live Support	80	\$150	\$12,000	Go Live and post go-live support
Totals	2,326		\$ 345,900	

Travel Time and Travel Expenses Estimate			\$20,000	
		with expenses	\$365,900	

Travel and Expense Estimate Breakdown			
Transportation Expenses per Trip	12	\$300	\$3,600
Travel Time Expenses per Trip	12	\$600	\$7,200
Estimate Per day on site for Meals, Lodging, and other Misc. travel expenses	40	\$230	\$9,200

\$20,000

Note: Travel time estimate calculated at \$100 per hour. Travel time will be limited to 3 hours each way per trip.

September 25, 2017

FutureNet Group Implementation Services Pricing Proposal



TIDEMARK TO CIVIC PLATFORM IMPLEMENTATION SERVICES FOR CITY OF MENLO PARK, CALIFORNIA



SUBMITTED BY:

FutureNet Group, Inc.



HUB Zone * MBE * GSA Schedule Holder
12801 Auburn Street, Detroit, MI 48223
Ph.: 313-544-7117 Fax: 313-544-7111
www.FutureNetGroup.com
DUNS : 933549230 CAGE Code : 3DB92

SUBMITTED TO:

Whitney Loy, Senior Engineering Technician
Gene Garces, I.T. Manager
Community Development & Administrative Services
City of Menlo Park
701 Laurel St.
Menlo Park, CA 94025
650.330.6747
650.330.6657
wjloy@menlopark.org
gigarces@menlopark.org



Cover Sheet

Prepared For:

City of Menlo Park, California

Proposal Team:

FutureNet Group, Inc.

12801 Auburn St Suite 412

Detroit, MI, 48223-3413

Ph.: 313-544-7117 | Fax: 313-544-7111

DUNS: 933549230 | CAGE Code 3DB92

www.futurenetgroup.com

Status:

Minority Owned Business Enterprise

Team FNG Authorized Representatives:

Mr. Quan Vu, Business Development Manager

FutureNet Group, Inc.

quanv@futurenetgroup.com

Cell No. 925-786-5496

Mr. Jay Mehta, Senior Vice President

FutureNet Group, Inc.

jay@futurenetgroup.com

Ph.: 313-544-7117 | Fax: 313-544-7111



Table of Contents

1.	Statement of Qualifications	1
1.1	Accela Practice Team.....	3
1.2	FNG Practice Implementation Methodology.....	3
2.	Accela Civic Platform Implementation Services Pricing	6
3.	Experience and References	7
3.1	FNG Experience with Accela Agencies	7
3.2	Accela Practice References	8

List of Figures

<i>Figure 1: FNG's History</i>	<i>2</i>
<i>Figure 2: Our Presence</i>	<i>2</i>
<i>Figure 3: Implementation Methodology</i>	<i>3</i>
<i>Figure 4: Accela Civic Platform solutions for 39 Cities and Counties</i>	<i>7</i>

List of Tables

<i>Table 1: Accela Practice Implementation Services Pricing</i>	<i>6</i>
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Whitney Loy and Gene Garces

Monday, September 25, 2017

Community Development & I.T. Departments
City of Menlo Park
701 Laurel St.
Menlo Park, CA 94025

Subject: Request for Qualifications for On-call Accela Support Services for Menlo Park, CA.

Dear Mr. Loy and Mr. Garces,

Thank you for providing FutureNet Group, Inc. (FNG) the opportunity to present our services pricing proposal for the City of Menlo Park's Tidemark upgrade to the Accela Civic Platform. We understand the City is seeking for development support and implementation services to upgrade your current Tidemark solution to the latest Accela Land Management. This effort includes the setup of Accela Land Management (ALM), Accela Citizen Access (ACA), and perform Tidemark data migration to the latest Civic Platform data format. With our reputation and experience for innovation, teamwork, and accountability, FNG stands ready to assist the City with your Accela Development Support and Implementation Service needs.

FutureNet promises to deliver qualified, flexible, on time, within budget Accela practice implementation services and solutions to meet Menlo Park's Tidemark upgrade services requirements.

Envisioning success for this important engagement requires the highest level of service, ensuring timeliness in response; stellar work performance; and delivering topnotch, team oriented on Accela Development Support and Implementation Services.

Our Accela Practice staff are exceptionally well- trained on the latest releases of Accela Land Management (ALM), Accela Citizen Access (ACA), Accela Mobile Office (AMO), and Accela GIS (AGIS). We employ five (5) Accela bronze-certified SMEs and Project Managers with first-hand experience providing services on similar projects for state, county, and municipal clientele.

FNG's Accela-practice SMEs have a cumulative experience of more than 34 years and have been a part of an implementation team, and/or managed an Accela services implementation team, for more than 39 city and county agencies.

Our company headquarter is located in southeast Michigan and is an ISO 9001:2008 certified firm. FNG is well positioned and experienced to deliver Accela Support, consulting, and project services on a variety of projects. We offer leading edge Technology, Security, Project Management, and Staffing Solutions. For similar contracts, we have successfully delivered the following key roles and contributions:

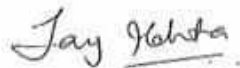
- Project Management
- Implementation Support
- Lead Implementation Engineer
- Interface Development
- GIS Integration
- Data Conversion / Translation / Migration
- Script and Report Development
- Training

Your main point of contact for this proposal will be Quan Vu, FutureNet Business Development Manager. Based in the San Francisco Bay Area, Mr. Quan is responsible for all business relationships for the Western USA. Quan's contact info is the following: mobile 925-786-5496, email: quanv@futurenetgroup.com.

We offer you our experience and strong corporate support. As the Senior Vice President of FutureNet Group, Inc., I fully authorized our company's commitment to engage in and execute this binding contract, including all scope, terms, and conditions of the agreement. I can be reached at our corporate headquarters at 313.544.7117, extension 204 or via email at jay@futurenetgroup.com.

We are excited for this opportunity to collaborate with the City of Menlo Park, California to deliver a successful project. Thank you for your consideration.

Best Regards,



Jay Mehta, Senior Vice President
FutureNet Group, Inc.
12801 Auburn Street, Detroit, Michigan 48223
jay@futurenetgroup.com
Ph.: 313-544-7117 | Fax: 313-544-7111



1. Statement of Qualifications



FutureNet Group, Inc. is certified as a GSA, ISO 9001:2008, and MBE firm. We are headquartered in Detroit, Michigan, with US offices in Nashville, Tennessee and Washington, DC. Our expertise is in implementing the latest releases of Accela Land Management (ALM), Accela Citizen Access (ACA),

Accela Mobile Office (AMO), Accela GIS (AGIS), and customized interface developments. FNG's Accela-practice SMEs have a cumulative experience of more than 34 years and have been a part of an implementation team and or have managed an Accela services implementation team for more than 39 city and county agencies. We also specialize in Cyber Security, Electronic Document, Content Management (ECM), and Microsoft applications for government agencies.

FNG believes in empowering government to govern better, which allows citizens to experience the civic engagement they expect. We specialize in providing high level consulting to various types of services to public sector clients including on call support, professional services, implementation, project management, solution integration, data migration and administration, on-going maintenance, education and training.

Our specialized Accela-Practice SME team has worked on the below locations for the State California. Throughout the peninsula, south bay, east bay, cities and counties are using our solution. This footprint in the local government software market assures the City on-time project delivery within budget range and a strong and robust regional user community of over 30 Accela customers, including these entities:

- City and County of San Francisco
- Livermore
- Oakland
- County of Contra Costa
- Sacramento
- County of Santa Barbara
- San Diego
- County of Sacramento
- California Office of Statewide Health Planning Department
- Alameda
- Hayward
- Pleasanton
- Benicia
- Lafayette
- Redwood City
- Berkeley
- Burlingame
- Martinez
- San Leandro
- Concord
- Moraga
- San Mateo
- Daly City
- Santa Rosa
- Danville
- Pacifica
- Sausalito
- Fairfield
- Palo Alto
- Walnut Creek
- Pleasant Hill

FNG'S VALUE PROPOSITIONS

- ✓ Accela Bronze Certified SMEs
- ✓ Proven recipe for recruiting and hiring qualified employees
- ✓ Applying Industry Best Practices
- ✓ New technologies, solutions, processes and practices are identified, developed, and delivered
- ✓ Implementing a proven Integrated Program Management Approach (IPMA)



FNG has more than 20 years of experience in providing professional staffing and project services to government agencies around the world in the areas of Information Technology, Perimeter Security, Cyber Security, and Professional Services. *Figure 1* demonstrates FNG's history.

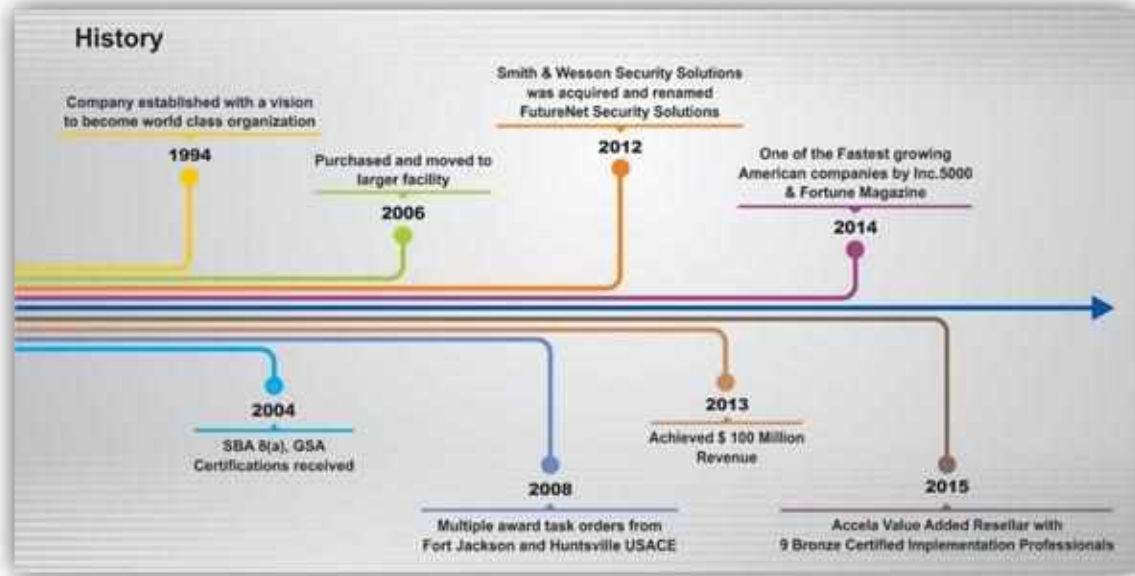


Figure 1: FNG's History

Figure 2 Team FNG's current or successfully completed Accela projects:



Figure 2: Our Presence



Apart from the above, we have a considerable experience in providing qualified staff for various OCONUS projects at Afghanistan, Qatar, etc. For the City’s contract, our Team will provide you with Accela support staff, meeting the qualifications of all the positions you need. All the personnel will possess the expertise and performance capabilities required for the positions for which they are hired.

1.1 Accela Practice Team

FNG’s success is due to the quality of its qualified and Accela certified staffs who are very experienced in implementing the Accela Civic Platform solutions. Our Accela Practice team consists of numerous SMEs and Project Managers in which five (5) members are Accela Bronze Certified SMEs. Our Team has developed a close, mutually beneficial partnership over the past four years, which brings together a cumulative total of 34 years of experience in Accela Solutions & Implementation. Our implementation experience includes Land Management, Business Licensing & Case Management, Asset Management, Environmental Health, GIS Integration, Citizen Access, Laserfiche Integration, Right of Way Management, Electronic Document Review etc. Our employees are highly skilled, with various industry certifications. The following table shows team’s certificates:



- Accela Bronze Certified Implementation Professional
- Software Capability Maturity Model
- Microsoft Certified Systems Engineer (MCSE)
- Oracle Certified Professional (OCP)

1.2 FNG Practice Implementation Methodology

FNG will deliver its Services to the City by employing the methodology detailed in this section. This is a proven methodology that guides the project from inception to deployment, thereby increasing the chances of successfully implementing Accela software products. Below is an overview of our project delivery methodology.

Thorough the execution of these six stages, our team ensures that our customers receive high-quality services throughout the project engagement, as shown in the following *Figure 3*.



Figure 3: Implementation Methodology

As illustrated in the *Figure 3* above, the stages of project delivery flow in linear direction, although many tasks run in parallel as appropriate to avoid unnecessary project delays. Each stage has pre-defined objectives, tasks and associated deliverables. Depending on the exact scope of the project, a full complement or subset of deliverables will be delivered through the services defined for the project.



Employing this deliverables-based approach ensures that Contractor Team and the City understand the composition and ‘downstream’ impact of each project deliverable to ensure the project is delivered with quality and in a timely manner.

INITIATION

Initiation represents the first stage in the lifecycle. During the Initiation stage, project contracts and the SOW are finalized, project scope and objectives are reviewed, and project planning activities and deliverables are completed.

ANALYSIS

Analysis is the second stage in the lifecycle. During the Analysis stage, our team reviews existing City documentation, interviews City staff, and conducts workshops to understand the “To-Be” vision of the City that can be executed with the aid of the Accela Civic Platform. It is during this Phase that Contractor Team gains a deeper understanding of City processes and business rules; simultaneously, the City begins to gain a deeper understanding of the methodology and the Accela Civic Platform capabilities. A key output of this Phase is the To-Be Analysis Document(s), which serve as the ‘foundation’ for configuration of the Accela Civic Platform to support germane elements of the City “To-Be” vision. Supplementing the To-Be Analysis Document(s) are all other configuration specifications documents related to data conversion, interfaces, reports, and event scripts.

SOLUTION FOUNDATION

Solution Foundation is the third stage in the lifecycle. It begins upon completion of Stage 2 and should be completed prior to the next stage, Build. During the Solution Foundation stage, the Accela Civic Platform will be built to match the to-be processes agreed to in the Analysis stage. Essential to this effort is the agreed to the configuration of the Record (Case, Application, Permit, Work Order, etc.) during the Analysis phase.

BUILD

Build serves as the fourth stage in the lifecycle, and execution of this stage overlaps Configuration, but ends after Configuration is complete. During the Build stage, all defined elements during the Analysis stage beyond the Solution Foundation will be implemented. This includes conversions, event scripts, interfaces and reports.

READINESS

Readiness is the fifth stage in the lifecycle. During the Readiness stage the Accela Civic Platform is fully tested, errors are identified, documented and corrected. Additionally, the solution is prepared for deployment. In addition, system administrators and end users are trained so that all appropriate City staff members are prepared to use and maintain the software once the move to production occurs.

DEPLOY

Deploy is the sixth and final stage in the lifecycle. During the Deploy stage, the applications are moved to production; all requisite pre-production activities are identified, tracked and completed, and post-production analysis and review is completed. Upon moving to production, the Accela Civic Platform applications are transitioned to the Accela Customer Resource Center (“CRC”) for ongoing support. A formal transition will occur between the Services team and the CRC that instructs the City on available communication channels (telephone, email, online tracking system) and use of the Accela knowledge base.

**Implementation Services Pricing Proposal
Accela Tidemark Upgrade to Civic Platform**



Lastly, all documented issues or enhancement requests will be transitioned from the Services team to the Customer Resource Center.



2. Accela Civic Platform Implementation Services Pricing

The following *Table 1* presents our Tidemark upgrade to Civic Platform Implementation Services Pricing.

Phase	Hours	Price	Notes/Assumptions
Total Project Initiation	32	\$3,840.00	Includes Accela Civic Platform setup
Total Analysis	180	\$21,600.00	See Record Type Details tab for more information. City to provide the final list of programs/record types and process documents before the Analysis phase starts
Total Solution Foundation	150	\$18,000.00	System configuration per analysis document
Total Data Conversion	380	\$32,300.00	Assumes data clean up, some hand holding for client beside work involved in standard Accela Methodology
Total Interfaces	200	\$24,000.00	HDL business license, Kronos time tracking, and DocuSign. City to provide functional specifications before the Analysis phase starts. City will provide TEST environments for HDL, Kronos, DocuSign, and Bluebeam for interface testing
Total Business Rule Automation	80	\$9,600.00	Basis validation and automation scripts (auto-plan check based on spatial rules/flood zones)
Total Reports	120	\$10,200.00	Permit, Receipt, NOV, Plan Check Review Letters. We assume some work in analyzing existing reports and consolidating the list. Tidemark list will exceed Accela standard reports and they all will most likely be go-live critical
Total Training	60	\$7,200.00	Core team training, Admin, AMO, GIS, Scripting, Report Training
Total User Acceptance Testing	40	\$4,800.00	City staff creates test cases for UAT
Total GO LIVE Support	16	\$1,920.00	Local support after Go Live
Total Accela GIS	80	\$9,600.00	Accela to consume the GIS Map Services published by the City (GIS-centric)
Total Accela Mobile Office	40	\$4,800.00	Includes one online and offline report for AMO
Total Accela Citizen Access	80	\$9,600.00	Online search and online submittals for over the counter permits
Total Project Management	146	\$20,412.00	Based on standard Project Mgmt approach and local to Menlo Park
Grand Total	1604	\$177,872.00	

Note: This pricing proposal is valid until November 17th, 2017.

Table 1: Accela Practice Implementation Services Pricing



3. Experience and References

FNG is a certified Accela implementation partner. The implementation and use of the Accela Civic Platform is in virtually all 50 states, as well as in Canada, Puerto Rico, Australia, New Zealand, and the United Arab Emirates. Throughout its 50+ history, the Accela solutions serve over 2,200 separate agencies and thousands of their departments with our Civic Platform. This footprint in the local government software market assures the City on-time project delivery within budget range and a strong and robust regional user community.

3.1 FNG Experience with Accela Agencies

FNG manages multiple software implementation contracts and has extensive federal, state, and local municipal project experience. FNG's SME team has worked on and implemented the Accela Civic Platform solutions for 39 City and County agencies throughout the U.S.


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| <ul style="list-style-type: none">• Bernalillo County, NM• Boulder County, CO• Brookshire Brothers Grocers, TX• Butler County, OH• California Office of Statewide Health Planning Department, CA• Cascade County, MT• Chandler, AZ• Charlotte County, FL• Chattanooga, TN• City & County of San Francisco, CA• City and County of Lexington, KY• City of Baytown, TX• Contra Costa County, CA• Davis County, UT• Denver, CO• Escambia County, F• Fort Collins, CO• Fulton County, IL• Health & Hospital Corporation of Marion County, IN• Hillsborough County, FL• Knoxville, TN | <ul style="list-style-type: none">• Livermore, CA• New York City, NY, Department of Buildings• Oakland, CA• Pittsburgh, PA• Sacramento County, CA• Sacramento, CA• San Diego County, CA• Santa Barbara County, CA• Seattle Washington, WA• South Florida Water Management District, FL• St. Louis County, MO• State of Michigan, Department of Agriculture and Rural Development (MDARD)• State of Montana• State of Massachusetts• State Of New Hampshire• Suffolk County, NY• Tampa, FL• Vancouver, BC |
|--|---|


Figure 4: Accela Civic Platform solutions for 39 Cities and Counties




3.2 Accela Practice References

We are pleased to present our relevant experience through our references from similar services. We are confident that in partnership with the City, we can accomplish all the aspects of your Accela Support and Service requirements.

Reference # 1	
Client Name	Health & Hospital Corporation of Marion County 
Contact Person Name	Janelle Kaufman, Administrator
Address	3838 N. Rural St. Indianapolis, IN 46205
Telephone Number	317-221-2222
Email Address	JKaufman@MarionHealth.org
Project Name	Accela Environmental Health implementation

Reference # 2	
Client Name	Livermore, CA 
Contact Person Name	Lorraine Purcell, GIS Manager
Address	1052 S. Livermore Ave. Livermore, CA 94550
Telephone Number	(925) 292-0099
Email Address	lwpurcell@cityoflivermore.net
Project Name	Accela Land Management

Reference # 3	
Client Name	Contra Costa County, CA 
Contact Person Name	Patricia Zaragoza, IT
Address	651 Pine St. 10th Floor Martinez CA 94553
Telephone Number	313-674-7857
Email Address	patricia.zaragoza@dcd.eccounty.us
Project Name	Accela Land Management





STAFF REPORT

City Council

Meeting Date:

6/5/2018

Staff Report Number:

18-119-CC

Informational Item:

Update on the Citywide Safe Routes to School program

Recommendation

This is an informational item and does not require City Council action.

Policy Issues

The development of a Citywide Safe Routes to School program is included as one of the top six priority projects in the City Council's adopted 2018 workplan. The program is also an implementation program included in the 2016 general plan circulation element.

Background

On February 7, 2017, the City Council adopted its 2017 workplan that included the development of a Citywide Safe Routes to School program. On June 20, 2017, the City Council approved its 2017-18 budget, which included funding to initiate the program's first year. The program was initiated in fall 2017, however progress was slower than anticipated due to other emergent priorities, including responding to the Willow Road/ Highway 101 construction impacts in the Willows neighborhood, the Stanford University general use permit draft environmental impact report, the Stanford University Center for academic medicine project and appeal, and ongoing operational challenges with the city's shuttle program; all of which combined to significantly reduce the division's ability to commence new projects. In addition, two vacancies within the division occurred in July and October 2017, which are currently in the process of being filled.

On February 6, 2018, the City Council adopted its 2018 workplan, including the Citywide Safe Routes to School program and further prioritized it as one of the city's top six priority projects. Accordingly, staff reprioritized work efforts and prepared a draft request for proposals for the program. The Safe Routes to School subcommittee of the Complete Streets Commission and advocates from Parents for Safe Routes reviewed the draft request for proposals. Staff incorporated this feedback and released the request for proposals May 2. Six proposals were received by the May 23 due date. A team of seven people comprised of City staff and Complete Streets Commission subcommittee members are currently reviewing proposals and will recommend the firm(s) to initiate the program subject to City Council approval. A description of the anticipated scope of work and next steps are summarized below.

Analysis

There are approximately 20 public and private schools (Attachment A) located within the City of Menlo Park or neighboring communities that serve Menlo Park residents.

The goal of Safe Routes to School is that children can travel to school via bicycling or walking, thus increasing independence and reducing the need for parents to drive children and congestion related to this traffic. The key to this program, in addition to city infrastructure, is having informational resources available for both parents and children to know their commute options to school. The city, therefore, is seeking firm(s) to assist in developing resources and strategies to create a Citywide Safe Routes to School program. This program will offer all schools resources to offer their students, along with support to continue the longevity of the Safe Routes to School program.

Scope of Work

The request for proposals outlined the program initiation in two phases:

1. Establishment of a Safe Routes to Schools Program
2. Operation of a Safe Routes to Schools Program

Phase 1 would provide background data, analysis and best practice recommendations to the city for establishing a new Safe Routes Program. This phase emphasizes gathering existing practices and policies, liaising with staff in various departments that can influence safe routes and providing sample funding recommendations and job descriptions to sustain the program over time. Best practice recommendations for a crossing guard program and strategies for funding a Safe Routes Program with overlapping jurisdictions and agency partners and were requested in the request for proposals.

Phase 2 provides support to city staff on a part-time, contract basis (approximately 20 hours per week) to sustain Safe Routes Program operations. Anticipated tasks may evolve during program initiation and establishment, but are anticipated to include developing an advisory committee including representatives from various schools, community groups, adjacent cities and other stakeholders; preparing community engagement materials to promote the program; assisting with grant writing; planning safety demonstration and biking/walking themed events; developing an educational curriculum and other educational materials. An option to extend the phase 2 contract, depending on consultant performance and future funding availability, was included for up to two additional fiscal years, through June 2021.

Depending on the proposals received and consultant qualifications, the city may authorize agreements with up to two firms as part of this solicitation. Next steps and schedule are summarized in the table below. As shown, staff anticipates returning to the City Council to request city manager authorization for the consultant contracts June 19.

Table 1: Next steps and schedule	
Future tasks	Schedule
Consultant selection by City Council	June 19, 2018
Notice to proceed, phases 1 and 2	July 2019
Phase 1 completion	June 2019
Phase 2, year 1	2018-19
Optional phase 2 extensions	2019-20, 2020-21

Attachments

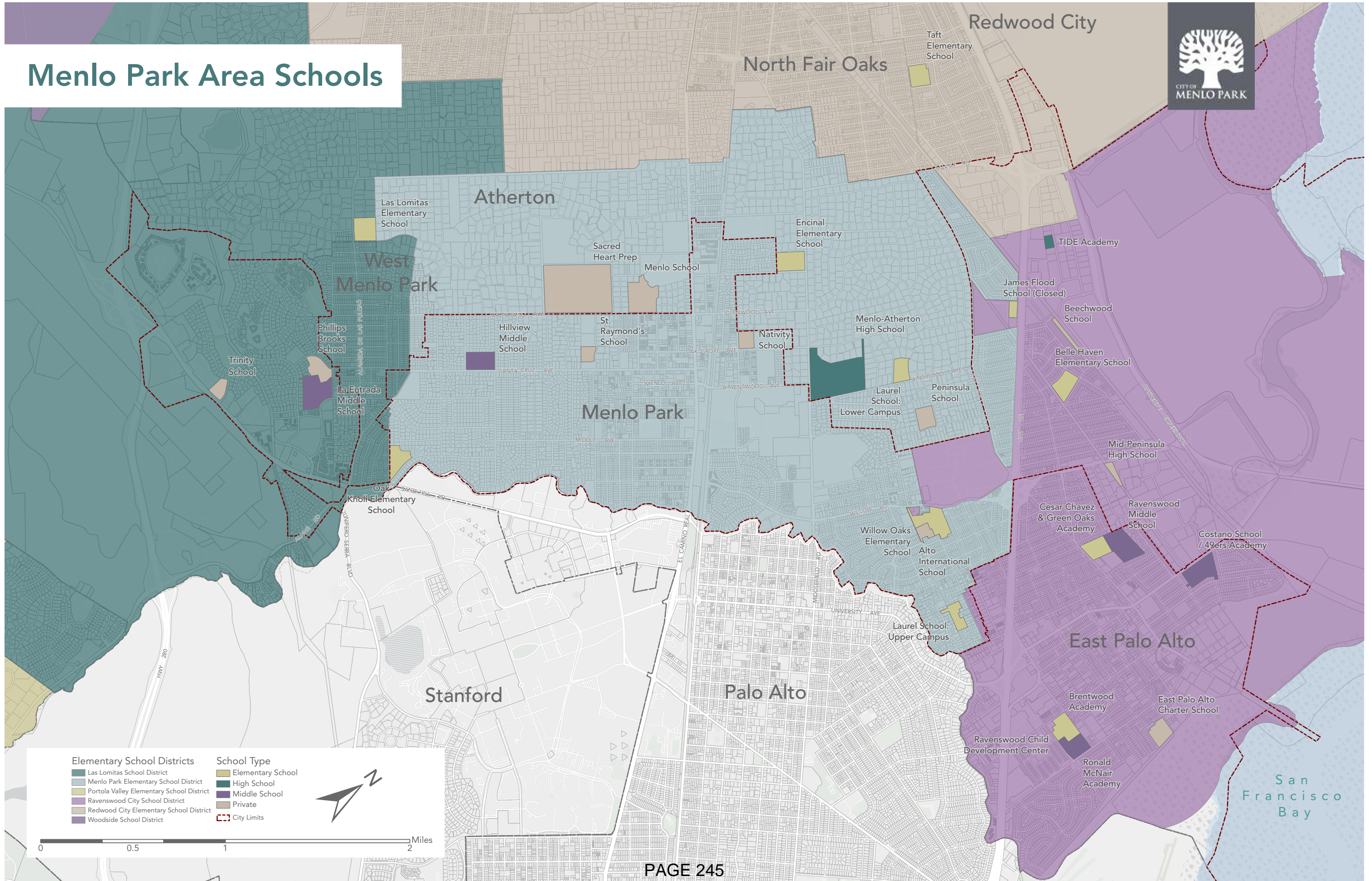
A. Map of School Locations in Menlo Park

Report prepared by:

Nicole H. Nagaya, Assistant Public Works Director

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Menlo Park Area Schools



Elementary School Districts	School Type
Las Lomas School District	Elementary School
Menlo Park Elementary School District	High School
Portola Valley Elementary School District	Middle School
Ravenswood City School District	Private
Redwood City Elementary School District	City Limits
Woodside School District	



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