

MENASHA ALDERMEN OCCASIONALLY ATTEND MEETINGS OF THIS BODY. IT IS POSSIBLE THAT A QUORUM OF COMMON COUNCIL, BOARD OF PUBLIC WORKS, ADMINISTRATION COMMITTEE, PERSONNEL COMMITTEE MAY BE ATTENDING THIS MEETING; (NO OFFICIAL ACTION OF ANY OF THOSE BODIES WILL BE TAKEN).

CITY OF MENASHA
IT Steering Committee
Gegan Room, Menasha Public Library
August 20, 2008

8:15 AM

AGENDA

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1. CALL TO ORDER

A.

2. MINUTES TO APPROVE-MINUTES & COMMUNICATIONS TO RECEIVE

A. Approval of minutes of July 23, 2008 IT Steering Committee meeting



[Attachments](#)

3. PUBLIC COMMENTS ON ANY MATTER OF CONCERN TO THE CITY

Five (5) minute time limit for each person

A. Public comments on matters of concern to the IT Steering Committee

4. REPORT OF DEPARTMENT HEADS/STAFF/CONSULTANTS

A. Committee monthly update on status of projects/operations/costs

5. ACTION ITEMS

A. Committee update on status of NOVUS AGENDA software and further discussion on continuation with NOVUS AGENDA software

B. Committee discussion on options available to City for replacement of NOVUS AGENDA



[Attachments](#)

C. Committee discussion and recommendation on 2009 meeting dates, times and locations

D. Committee discussion on next IT Steering committee meeting date - September 17th, third Wednesday

6. ADJOURNMENT

A.

Menasha is committed to its diverse population. Our Non-English speaking population or those with disabilities are invited to contact the Clerk's Office at 967-3600 at least 24-hours in advance of the meeting so special accommodations can be made.

- [Agenda](#)
 - [Minutes](#)
-

CITY OF MENASHA
IT Steering Committee
Council Chambers, 3rd Floor, City Hall
July 23, 2008

MINUTES DRAFT

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1. CALL TO ORDER

Meeting called to order at 8:15 AM by CHAIRMAN Wisneski.

2. ROLL CALL/EXCUSED ABSENCES

Present: CHAIRMAN Wisneski, AP Beckendorf (8:30), COMP Stoffel, HR Specialist Taubel, ITMgr Lacey, PC Stanke and PWS Jacobson

Also Present: MAYOR Merkes, CC Galeazzi (10:15), ITSupv James, PL Brunn, CD Clerk Heim (10:15), M Admin Asst Sewall (10:15), Mr. Larry Schmitz of Schenck Technology Solutions and Joanne Roush

3. MINUTES TO APPROVE-MINUTES & COMMUNICATIONS TO RECEIVE

A. [Approval of minutes of June 18, 2008 IT Steering Committee Meeting.](#)

Motion by ITMgr Lacey, seconded by PC Stanke to approve the minutes of the June 18, 2008 IT Steering Committee meeting. Motion carried.

4. REPORT OF DEPARTMENT HEADS/STAFF/CONSULTANTS

A. [Committee monthly update on status of projects/operations/costs.](#)

ITMgr Lacey spoke about the progress on the Fleet/Fuel project for Public Works, the new charting software developed to replace the "Champs" system for Public Health, and the Offender/Trac/Mug Shot/Booking program at the Police Department. This last project was very important because the system in use no longer had any technical support and data was being corrupted every other month and would have cost \$20,000+ to replace. The City is utilizing Winnebago County 's Print/Track software and PC Stanke personally thanked ITMgr Lacey and ITSupv James for all their hard work in getting the system running. Next will be a digital auto recording project which can be saved as an MP3 file for storage in the directory of Police media files. August 1st is the training date on the Offender/Trac software. A wireless network with remote hubs in the schools which will allow squads to have access to video is planned for 2010-2011. Video recordings of the Council meetings could be put onto the City website and this will be displayed at the next IT Steering Committee meeting.

5. ACTION ITEMS

A. Committee discussion and recommendation on request to have a link placed on the City Website.

ITMgr Lacey explained that to set up a link on the City's website requires minimal effort. The discussion then centered on if this would be a good idea. Discussion on what should be allowed on the City website occurred. Motion by ITMgr Lacey, seconded by PC Stanke to not have the requested link appear on the City website. Motion carried.

B. Committee discussion and recommendation on continuing with NOVUS AGENDA Software. 8:30 Conference Call with Jay Vickers. Support Manager(Co-Owner)

The Committee entered into a conference telephone call with representatives of NOVUS AGENDA (Jay Vickers) at approximately 8:30 AM . The discussion started off with trying to correct compatibility issues with the APPLE computer. There is no definite timeline for when this will be fixed but Mr. Vickers will get back to ITSupv James with a timetable.

Next the Committee wanted to discuss code issues. Code releases are six months apart even if they have located the problem. Mr. Schmitz commented that there are fixes and enhancements. Fixes should be released immediately; enhancements on the longer release schedule. Also the way an agenda is compiled in the City is not the way the software is created to compose the agenda. It has to go through several review processes which the City does not do. It would also require anyone that has authority to add an agenda item to learn how to use the software. Mr. Vickers asked for more information on how agendas are created for various committees in the City. COMP Stoffel commented that always having to start from the beginning for every agenda is time-consuming. There are always some items that will be on every agenda; roll call, adjournment, etc. so there should be more templates for that. PC Stanke commented that using this software for agendas and minutes is supposed to make the job easier, not harder. The Committee then reviewed the positives of NOVUS AGENDA: search feature, attachments, archiving, and negatives, only one agenda format, three approvals for agenda items. ITSupv James was prepared to discuss two other software products that could be a replacement for NOVUS AGENDA. One was QUESTYS and also using a GOOGLE search on our own website and revert back to using MICROSOFT to create minutes and agendas. This option would result in one long packet document; you could not pick and choose single attachments as you can with NOVUS AGENDA. CHAIRMAN Wisneski felt that the agenda title did not cover the area ITSupv James was going into and so further discussion on this agenda item was halted.

C. Committee discussion on contracting with Sungard/HTE to provide financial and payroll software service.

After a brief discussion, motion by CHAIRMAN Wisneski seconded by COMP Stoffel to support a move from the WPPI Solomon financial software to the Sungard/HTE financial software. Motion carried.

D. Committee review of process currently in use for processing excavation permits.

PWS Jacobson opened the discussion on how it had been requested to have the street excavation permits processed electronically. His concern was that there was no input from all parties affected. ITSupv James responded that he had responded to the request made. If there was to be a larger review of the process, that should be taken up by the Department Head who should then explain what the end result should be. Projects must come from Department Heads , requests come from other staff. If the entire process was to be changed, that discussion should have taken place in the Public Works Department

first and then the IT Department should be brought in to make the necessary changes. This item will be brought up at the next Department Head meeting for further discussion.

E. Committee discussion on 2009 Community Movie Project

AP Beckendorf explained to the Committee that this company would put a short film strip about the City (parks, swimming pool, biking trails, etc.) on the City's website at no cost. They would then solicit local businesses to see if they would be willing to advertise on the same site. ITMgr Lacey was concerned that there would be a pop-up that would appear the very first time a person would visit the site. The site would also be collecting data on who would visit the site. CHAIRMAN Wisneski was opposed to the idea that the City was endorsing this company by sending out solicitation letters on City stationary. PC Stanke says he has been approached many times to send out solicitations on Police Department stationary and he does not do it because it could convey the impression that the City endorses the person/company making the solicitation. The IT steering committee took no action on this request.

F. Committee discussion and recommendation on next IT Steering Committee meeting date - August 20th, third Wednesday.

After discussion, by consensus of the members present, the next Information Technology Steering Committee meeting will be held on Wednesday, August 20th, at 8:15 AM in the Gegan Room of the Menasha Public Library.

6. ADJOURNMENT

A.

Motion by PC Stanke, seconded by ITMgr Lacey to adjourn. Motion carried. Meeting adjourned at 11:34 AM .

Respectfully submitted,

Thomas Stoffel
Committee Secretary

Enhancing content management technology for over 25 years, Questys Solutions introduces its newest Content Management Solution, Questys CMx.



Minimum system requirements for Questys CMx and CMx On-Demand

CMx Quick Facts:

- Google-like search & retrieve any file in seconds
- Automatic file indexing
- Enhanced security to the field level
- Multimedia content storage
- Automatic OCR for full text search on any document
- LDAP/Active Directory integration
- Redactions
- Revision control
- Audit trail
- Barcode coversheets
- Retention scheduling
- Bulk importing
- Folder templates
- Distributed client architecture

"One of the features that sold us on Questys was the software's ability to store unlimited documents for one low price. We also liked the ability to customize the solution to fit our unique business requirements."

Mike Flach,
Director of Information Technology,
Bonutti Healthcare

For a basic server configuration for up to 25 concurrent users

Operating System:	Windows XP SP2, Windows 2003 SP1, Windows Vista, or later
Processors:	Pentium compatible, 2GHz or faster CPU
Memory:	1 GB RAM, 2GB recommended
Hard Drive Space:	1 GB, plus proportional space for data repository
Additional Requirements:	To support over 4GB of metadata, a commercial edition of SQL Server 2005 is required
Internet Connection:	Required

User requirements

Operating System:	Windows XP SP2, Windows 2003 SP1, Windows Vista, or later
Processors:	Pentium compatible, 1GHz or faster CPU
Memory:	1 GB RAM
Screen Resolution:	XGA (1024x768) graphics

CMx On-Demand system requirements

Operating system:	Windows XP SP2, Windows 2003 SP1, Windows Vista, or later
Processors:	Pentium compatible, 1GHz or faster CPU
Memory:	1 GB RAM
Screen Resolution:	XGA (1024x768) graphics
Internet Connection:	Required



877.362.6246
www.questyssolutions.com

Now available as an
On-Demand/SaaS Solution.





Estimate

Questys Solutions

25910 Acero, Suite 100
Mission Viejo CA 92691
877-362-6246

Date	Estimate #
7/21/2008	ES-3353

Bill To
City of Menasha 140 Main St. Menasha WI 54952

Ship To

Expires
1/31/2009

Item	Quantity	Description	Rate	Amount
QN01	1	Enterprise Questys Server License - Includes one (1) Scan Station License and nine (9) Concurrent User Authoring Licenses	5,999.00	5,999.00
QN01-MGLD	1	Gold Level Annual Technical Support & Software Upgrades QN01: Unlimited email, phone, and web support plus all software upgrades for part number QN01 for a period of 12 months. Software upgrades are for Questys Solutions software only. No 3rd party components are included as upgrades. Technical Support does not include system implementation or setup. See Gold Level Annual Support and Upgrade Agreement for complete terms and conditions."	1,019.83	1,019.83
QN03	1	LegisStream Add-on Server Module	5,999.00	5,999.00
QN03-MGLD	1	Gold Level Annual Technical Support & Software Upgrades QN03: Unlimited email, phone, and web support plus all software upgrades for part number QN03 for a period of 12 months. Software upgrades are for Questys Solutions software only. No 3rd party components are included as upgrades. Technical Support does not include system implementation or setup. See Gold Level Annual Support and Upgrade Agreement for complete terms and conditions."	1,019.83	1,019.83
QN04	1	Web Add-on Server Module: FULL FUNCTION WEB	5,999.00	5,999.00
QN04-MGLD	1	Gold Level Annual Technical Support & Software Upgrades QN04: Unlimited email, phone, and web support plus all software upgrades for part number QN04 for a period of 12 months. Software upgrades are for Questys Solutions software only. No 3rd party components are included as upgrades. Technical Support does not include system implementation or setup. See Gold Level Annual Support and Upgrade Agreement for complete terms and conditions."	1,019.83	1,019.83
MISC	1	AGENDA AND MINUTES CUSTOMIZATION TOOL: This Tool will allow City IT Staff to conduct its own agenda and	2,000.00	2,000.00



Estimate

Questys Solutions

25910 Acero, Suite 100
Mission Viejo CA 92691
877-362-6246

Date	Estimate #
7/21/2008	ES-3353

Item	Quantity	Description	Rate	Amount
		minutes template customizations and modifications.		
I02	1	Online Agenda/Minutes Customization TECHNICAL Training (8 hours max)	1,300.00	1,300.00
I02	1	Online Software Installation/Configuration/Testing to Server, 1 Scanning Workstation, and 1 User Workstation	2,000.00	2,000.00
I02	1	Onsite USER Training: Includes System Admin, Operator, and General User Training Sessions. (ONLINE User Training is available to help reduce overall project cost by eliminating the Traveling Expenses.)	4,200.00	4,200.00
I02	1	Agenda Template Customization of one(1) Agenda	2,000.00	2,000.00
I02	1	Minutes Template Customization of one(1) Minutes	1,000.00	1,000.00
MISC	1	Shipping and Estimated Traveling Expenses (Not to Exceed \$1500)	1,500.00	1,500.00
		<p>TO PROCEED WITH YOUR ORDER REQUEST, PLEASE FAX OR EMAIL YOUR PURCHASE ORDER TO 877.440.1860 OR GOVSALES@QUESTYS.COM.</p> <p>THANK YOU FOR YOUR VALUED BUSINESS!</p>		
			Subtotal	35,056.49
			Shipping Cost (N/A)	0.00
			Total	\$35,056.49

BUDGETARY

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

City of Menasha
Patrick James, IT

8/4/2008
Via email

Dear Patrick,

I hope this finds you well.

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

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

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

Kind Regards,

Sherman Jacobson

Midwest Sales Executive

Granicus, Inc.

BUDGETARY

Proposed Solution Pricing

Software Modules

Item	Cost
MediaManager	\$3,500.00
Outcast Encoder Software (1 License)	\$350.00
Sales Tax	0.00 % \$0.00
Software Subtotal	\$3,850.00

Professional Services

Item	Cost
Software Installation and Configuration	\$2,467.50
(1) - Document Template	\$525.00
On-Site Training (2 Days)	\$3,700.00
Phone/Web Training (2 Hours)	\$300.00
(1) - Player Template	\$525.00
(1) - View Template	\$525.00
Sales Tax	0.00 % \$0.00
Professional Services Subtotal	\$8,042.50

Hardware Components* (May be provided by City)

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

BUDGETARY

Total Sales Tax†	0.00 %	\$0.00
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Total Up-Front Software, Professional Services & Hardware		\$14,767.50
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Total Monthly Managed Services‡		\$817.50
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‡The invoice for the first month's Managed Service Fees will be sent upon the execution of the services agreement. Regularly scheduled invoicing for the Managed Service Fees will begin upon the successful completion of client training. All invoices are due net 30. If you would prefer to schedule your Managed Service Fees on a quarterly, bi-annual, or annual basis, please contact your sales representative.

This Proposal was generated by **Sherman Jacobson of Granicus, Inc.** on **8/4/2008** and it expires on **2/4/2009**.

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

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



Your Granicus Product & Service Overview

Granicus MediaManager™ Software

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

Public Site

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

Protected Administration Site

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

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

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

- **Media Clip Administration** provides clients the tools to create, edit, delete, index, trim and merge digital video clips. Once the media is in the archive library you can utilize indexing tools that allow you to set multiple “Jump To” points into the video, providing your end user the ability to easily navigate your streaming content. Various other editing and organizational tools allow you to modify your archives and add to the searchable Meta data associated with each archive.
- **Meeting Agenda Parser** allows the City to index its video archives based on agenda item titles, by automatically pulling the agenda item titles and descriptions from the agenda of the City and loading them into the Granicus MediaManager™. These agenda item titles are then loaded into the live event manager, which allows you to index your video in real time by simply clicking on an agenda item title and pressing enter when the council or board begins discussing that issue. Other solutions, if they offer indexing, force you to manually retype and load the text for each agenda item. The Agenda Parser feature assures quality indexing and substantially decreases the staff time need to create indices.
- **Searchable Indexes** — Audio and Video archives, which are viewable over the Internet, can be easily indexed with multiple jump points through the Granicus MediaManager™ software. These indexes allow users to jump directly to the specific point in the audio/video archive of the City. The Granicus solution also allows for a key word search based on all of the index points associated with the complete library of video archives of the City. For example a key word search on “Water” will return to the user a direct link to all of the audio/video archives, which discuss water usage in the City. This functionality substantially increases the convenience of access to meeting archives.
- **Searchable Closed Captioning** — The Granicus solution supports the use of closed captioning, and the association of the captioning with the streaming media. Captions are viewable during live and archived streaming for full ADA compliance. For archived meetings the captions can also be searched by key words allowing the user to jump to the appropriate point in the video archive. In addition captions can also be used to create a transcript for a particular agenda item through the Granicus MediaManager™ Software.
- **Document Management** enables documents to be manually loaded and linked to video archives and directly associated to the appropriate agenda items, resulting in a searchable archive that includes both the audio/video

record of your meeting and the staff reports or other documents that were used during the meeting. Cross-linking documents and audio/video archives provide the most comprehensive records archive system available. To improve the efficiency of integrating and linking your meeting documents with your meeting audio / video see the Document management Integration option included with MinutesMaker™.

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

Granicus Managed Services

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

Storage and Distribution Management:

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

- **Extensive Archive Library.** Your solution includes customized retention schedules for each of your meeting bodies. Your solution also includes 200 hours of storage for non-meeting related content. Regardless of the number of times each meeting body convenes, or how long they convene for, your twelve months of meeting-related storage is guaranteed. The 200 hours dedicated to non-meeting content generally accommodates a large number of internal trainings, emergency preparedness and public service announcements. Options to extend your archive library beyond the standard package are also available
- **Unlimited Bandwidth.** Through the hosted model, Granicus offers every client unlimited bandwidth. No matter how many simultaneous requests for audio/video content Granicus fulfills, bandwidth expenses remain the same. Unlimited bandwidth facilitates reliable, consistent streaming, even in governments and public agencies with limited IT resources.

Proactive Systems Management:

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

Continuous Software Upgrades:

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

Unlimited Customer Support:

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

- **Personalized Attention.** Granicus Customer Advocacy philosophy dictates that each client is ensured an Outside Advocate as part of their Managed Services. Outside Advocates not only prepare clients to go live with our solution, they also proactively monitor their client's progress. This is accomplished using a sophisticated customer success matrix that helps Advocates determine if their client needs additional training and/or services. As a client's main point of contact for the longevity of the relationship, Advocates develop a unique understanding of the client's processes, technical requirements and training needs. Advocates communicate this knowledge to the rest of the team to ensure smooth and accurate resolutions that meet the client's satisfaction.
- **Rapid Incident Response:** When issues arise, the Customer Advocacy team is standing by ready to deliver proactive advisory and responsive services. Outside Advocates, Inside Advocates and Technical Support Representatives are all available by phone and email to provide technical and strategic incident management during regular business hours: 5am-7pm PST. Granicus Customer Advocacy provides complete support for incident diagnosis and resolution. If a system problem involves complex support procedures, a Case (or help ticket) is created and sent to our support professionals for assessment. Throughout the resolution process, clients are updated with their Case status to guarantee timely and effective progress. Our dedicated support team devotes their complete attention and expertise to the Case until it is resolved and closed. We also provide 24-hour emergency phone support to safeguard our clients from any irregularities during evening meetings.

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

Granicus Professional Services

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

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

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

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

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

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

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

Document Templates. Our MinutesMaker and VotingSystem solutions produce agenda and minutes documents that resemble your print versions but offer constituents much more in terms of functionality. Each agenda or minutes item is a live link that takes viewers directly to the relevant portion of the audio/video. In order to ensure the visual integrity of your online documents, a Granicus engineer assesses your current format and customizes an HTML-enhanced document template that closely resembles the original. Granicus Professional Services is dedicated to satisfaction by providing a template that maintains the high formatting standards of your original documents.

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

Granicus MediaCenter™

Comprised of two world-class data centers, the Granicus MediaCenter is at the core of our hosted service model. MediaCenter servers store and distribute the audio/video streaming files, applications and deployment services that complete each Granicus solution. This design alleviates your organization of unwanted network congestion while meeting and exceeding the highest industry standards and compliance requirements with 24/7/365 power, cooling, connectivity and security capabilities.

- **Storage and Distribution.** Granicus facilitates the creation of a robust archive library without the costly purchase of memory. The large files contained in your archive library, such as videos, agendas, minutes and supporting legislative documents sit on our servers outside your network. Staff and constituent requests for content are sent directly to our MediaCenter. The MediaCenter fulfills all requests at optimum speeds through our unlimited bandwidth model.
- **Application Performance.** At the heart of each Granicus solution is MediaManager™, a web-based application that drives your live and on-demand streaming and legislative operations from our MediaCenter. By placing this critical application into the hands of our MediaCenter, it is secured around the clock by onsite engineers who ensure optimum network and power availability. MediaCenter houses a number of other integral applications, such as Audio-Video Podcasting, RSS Feeds and our Video Search Engine.
- **Deployment Services.** Granicus MediaCenter facilitates the centralization of our deployment process. As a result, we offer flexible options that minimize the complications of Enterprise-wide software integrations. Beyond deployment, the MediaCenter augments the effectiveness of your solution with on-going updates and new versions.
- **Data Redundancy and Security.** In the event of a national disaster, hardware malfunction, or application failure, Granicus MediaCenter delivers business continuity by ensuring the availability of your day-to-day streaming operations. The Granicus defense strategy mandates automatic data replication between world-class data centers in San Francisco, CA and Ashburn, VA. This collocation strategy ensures security while delivering mission critical content to clients across the nation.

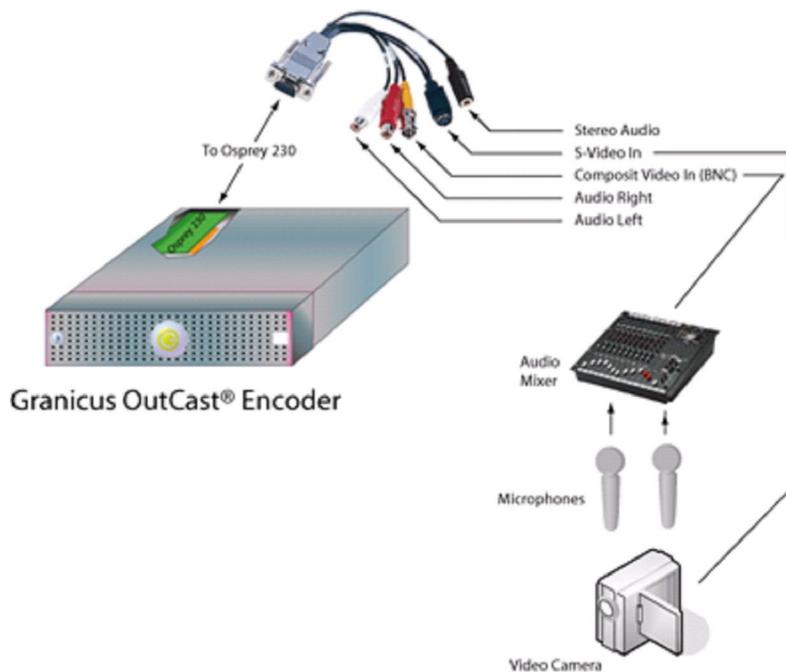
World-Class MediaCenter

- Hosted environment for consistent service
- 2 locations for optimum redundancy
- 24 hour engineers onsite

- Redundant Power capacity on an Independent Power Grid
- Biometrically secured 24 hours a day, 7 days a week, 365 days a year
- Climate Controlled
- Superior, redundant bandwidth providers

Granicus Outcast™ Encoder – Feature Rich Encoding

The Granicus Outcast encoder coupled with the Granicus MediaManager™ Software makes live streaming and archiving a simple and hands off process. Most encoders simply convert an audio video signal into a digital format that can be used for streaming; the Granicus Outcast™ does much more. Using the Granicus Outcast™ with your Granicus solution allows for live indexing, synchronized captioning and automatic archiving and file transfer to distribution servers. Your Outcast encoder is also monitored and maintained by Granicus as a part of your monthly managed services.



How it Works

The Granicus Outcast Encoder has a video capture card (Osprey 230 by Viewcast) placed into the PCI slot of on the Outcast encoder server. It is important to get a clean video and/or audio signal to the Osprey card. The Osprey comes with an "octopus" cable that accepts the following physical connections:

Video: Composite (BNC), S-Video

Audio: Balanced stereo (2 x XLR), Unbalanced stereo (2 x RCA)

While broadcasting a live event, the on-site Granicus Outcast™ Encoder receives your AV signal and converts it from analogue to digital. Next, it converts the signal to the Windows Media format (multiple bit rates are supported). While streaming live, the outcast encoder also writes a copy of the Windows Media file to the encoder server's the hard drive. During the encoding process, the ender is

responsible for adding the index points and closed captioning meta data to the live event and archive file. When the event is over, the encoder will then automatically transfer the archive file to the hosted and client side distribution servers. When the file transfer is complete, MediaManager will automatically publish links to the integrated public record.

BUDGETARY

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

City of Menasha
Patrick James, IT

8/4/2008
Via email

Dear Patrick,

I hope this finds you well.

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

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

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

Kind Regards,

Sherman Jacobson

Midwest Sales Executive

Granicus, Inc.

BUDGETARY

Proposed Solution Pricing

Software Modules

Item		Cost
MediaManager		\$3,500.00
MinutesMaker (1 Meeting Body)		\$1,750.00
Outcast Encoder Software (1 License)		\$350.00
Sales Tax	0.00 %	\$0.00
Software Subtotal		\$5,600.00

Professional Services

Item		Cost
Software Installation and Configuration		\$2,572.50
(2) - Document Templates		\$1,050.00
On-Site Training (4 Days)		\$7,100.00
Phone/Web Training (2 Hours)		\$300.00
(1) - Player Template		\$525.00
(1) - View Template		\$525.00
Sales Tax	0.00 %	\$0.00
Professional Services Subtotal		\$12,072.50

Hardware Components* (May be provided by City)

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

BUDGETARY

Total Sales Tax†	0.00 %	\$0.00
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Total Up-Front Software, Professional Services & Hardware		\$20,547.50
----------------------------------------------------------------------	--	--------------------

Total Monthly Managed Services‡		\$980.00
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‡The invoice for the first month's Managed Service Fees will be sent upon the execution of the services agreement. Regularly scheduled invoicing for the Managed Service Fees will begin upon the successful completion of client training. All invoices are due net 30. If you would prefer to schedule your Managed Service Fees on a quarterly, bi-annual, or annual basis, please contact your sales representative.

This Proposal was generated by **Sherman Jacobson of Granicus, Inc.** on **8/4/2008** and it expires on **2/4/2009**.

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

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



Your Granicus Product & Service Overview

Granicus MediaManager™ Software

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

Public Site

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

Protected Administration Site

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

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

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

- **Media Clip Administration** provides clients the tools to create, edit, delete, index, trim and merge digital video clips. Once the media is in the archive library you can utilize indexing tools that allow you to set multiple “Jump To” points into the video, providing your end user the ability to easily navigate your streaming content. Various other editing and organizational tools allow you to modify your archives and add to the searchable Meta data associated with each archive.
- **Meeting Agenda Parser** allows the City to index its video archives based on agenda item titles, by automatically pulling the agenda item titles and descriptions from the agenda of the City and loading them into the Granicus MediaManager™. These agenda item titles are then loaded into the live event manager, which allows you to index your video in real time by simply clicking on an agenda item title and pressing enter when the council or board begins discussing that issue. Other solutions, if they offer indexing, force you to manually retype and load the text for each agenda item. The Agenda Parser feature assures quality indexing and substantially decreases the staff time need to create indices.
- **Searchable Indexes** — Audio and Video archives, which are viewable over the Internet, can be easily indexed with multiple jump points through the Granicus MediaManager™ software. These indexes allow users to jump directly to the specific point in the audio/video archive of the City. The Granicus solution also allows for a key word search based on all of the index points associated with the complete library of video archives of the City. For example a key word search on “Water” will return to the user a direct link to all of the audio/video archives, which discuss water usage in the City. This functionality substantially increases the convenience of access to meeting archives.
- **Searchable Closed Captioning** — The Granicus solution supports the use of closed captioning, and the association of the captioning with the streaming media. Captions are viewable during live and archived streaming for full ADA compliance. For archived meetings the captions can also be searched by key words allowing the user to jump to the appropriate point in the video archive. In addition captions can also be used to create a transcript for a particular agenda item through the Granicus MediaManager™ Software.
- **Document Management** enables documents to be manually loaded and linked to video archives and directly associated to the appropriate agenda items, resulting in a searchable archive that includes both the audio/video

record of your meeting and the staff reports or other documents that were used during the meeting. Cross-linking documents and audio/video archives provide the most comprehensive records archive system available. To improve the efficiency of integrating and linking your meeting documents with your meeting audio / video see the Document management Integration option included with MinutesMaker™.

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

Granicus Managed Services

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

Storage and Distribution Management:

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

- **Extensive Archive Library.** Your solution includes customized retention schedules for each of your meeting bodies. Your solution also includes 200 hours of storage for non-meeting related content. Regardless of the number of times each meeting body convenes, or how long they convene for, your twelve months of meeting-related storage is guaranteed. The 200 hours dedicated to non-meeting content generally accommodates a large number of internal trainings, emergency preparedness and public service announcements. Options to extend your archive library beyond the standard package are also available
- **Unlimited Bandwidth.** Through the hosted model, Granicus offers every client unlimited bandwidth. No matter how many simultaneous requests for audio/video content Granicus fulfills, bandwidth expenses remain the same. Unlimited bandwidth facilitates reliable, consistent streaming, even in governments and public agencies with limited IT resources.

Proactive Systems Management:

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

Continuous Software Upgrades:

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

Unlimited Customer Support:

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

- **Personalized Attention.** Granicus Customer Advocacy philosophy dictates that each client is ensured an Outside Advocate as part of their Managed Services. Outside Advocates not only prepare clients to go live with our solution, they also proactively monitor their client's progress. This is accomplished using a sophisticated customer success matrix that helps Advocates determine if their client needs additional training and/or services. As a client's main point of contact for the longevity of the relationship, Advocates develop a unique understanding of the client's processes, technical requirements and training needs. Advocates communicate this knowledge to the rest of the team to ensure smooth and accurate resolutions that meet the client's satisfaction.
- **Rapid Incident Response:** When issues arise, the Customer Advocacy team is standing by ready to deliver proactive advisory and responsive services. Outside Advocates, Inside Advocates and Technical Support Representatives are all available by phone and email to provide technical and strategic incident management during regular business hours: 5am-7pm PST. Granicus Customer Advocacy provides complete support for incident diagnosis and resolution. If a system problem involves complex support procedures, a Case (or help ticket) is created and sent to our support professionals for assessment. Throughout the resolution process, clients are updated with their Case status to guarantee timely and effective progress. Our dedicated support team devotes their complete attention and expertise to the Case until it is resolved and closed. We also provide 24-hour emergency phone support to safeguard our clients from any irregularities during evening meetings.

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

Granicus Professional Services

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

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

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

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

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

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

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

Workflow Configuration. Every organization's live meeting process varies slightly, from common phrases utilized to the amount of speaker time allotted. These existing workflows dictate specialized MinutesMaker and VotingSystem configurations. Granicus engineers work closely with your staff to assess such specifications and design a solution that seamlessly integrates your existing public meeting and legislative operations.

Document Templates. Our MinutesMaker and VotingSystem solutions produce agenda and minutes documents that resemble your print versions but

offer constituents much more in terms of functionality. Each agenda or minutes item is a live link that takes viewers directly to the relevant portion of the audio/video. In order to ensure the visual integrity of your online documents, a Granicus engineer assesses your current format and customizes an HTML-enhanced document template that closely resembles the original. Granicus Professional Services is dedicated to satisfaction by providing a template that maintains the high formatting standards of your original documents.

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World-Class MediaCenter

- Hosted environment for consistent service
- 2 locations for optimum redundancy
- 24 hour engineers onsite

- Redundant Power capacity on an Independent Power Grid
- Biometrically secured 24 hours a day, 7 days a week, 365 days a year
- Climate Controlled
- Superior, redundant bandwidth providers

MinutesMaker™ Advantages

Working with government Clerks and Secretaries from across the country, Granicus found many were frustrated by the time commitment needed to take detailed minutes. Yet they were equally unsatisfied with the amount of information offered to the public through action minutes. This long-standing dilemma is now re-evaluated as technology advances are challenging the old assumption that you can not get more with less. Instead of trying to reshape the old, the Granicus MinutesMaker Module steps outside the box and introduces a new form of minutes: LinkedMinutes™—the most comprehensive minutes format in the government sphere today.

Integrated Public Record

The MinutesMaker Module uses cutting-edge technology to deliver a complete, integrated public record to your constituents. The Granicus vision for an integrated public record dictates that all relevant meeting information is conveniently accessible online. The end result is a dynamic archive showcasing your agendas, minutes, supporting documents, and audio/video recordings, all cross-linked and keyword searchable.

LinkedMinutes

LinkedMinutes takes a leading roll toward achieving this all encompassing archive. This minutes format refers to an online document that is embedded with HTML links to your audio/video recording. By simply clicking on an item, viewers are taken directly to the relevant portion of the audio/video. This method makes obsolete the time-consuming task of rewinding and fast-forwarding through VHS tapes in search of just a few minutes of content. Furthermore, public availability of video, integrated into your minutes, alleviates the necessity for clerks or secretaries to take detailed written minutes. LinkedMinutes, which are action minutes in combination with audio/video clips, meet and exceed the detail found in traditional minutes formats. This is due to the fact that most clerks, elected officials and residents feel that viewing the actual proceedings is more accurate and desirable, both internally and externally, than reading a written interpretation.

Process Automation

MinutesMaker does much more for time and cost savings than merely changing the need for a lengthy minutes format. The module is unique in its ability to automate much of the annotation process. This simple-to-use software enables you to record meeting attendance, motions, votes, speakers and discussion summaries in real-time; plus, a number of unique, time-saving features have been worked into the product at the request of clerks across the country. Thus, the entire public record is easily created through a single workflow that streamlines the legislative

process.

The MinutesMaker Workflow

Pre-Meeting Action: Maximizing Efficiency

- **Load Agenda.** Before your live meeting, avoid any necessity for re-typing your agenda items by uploading your meeting agenda into the Granicus system. Later, use these agenda items to embed time-stamps in the digital recording. For clients with an existing Agenda Management system, Granicus may seamlessly integrate with such software to import your agenda automatically
- **Preload Motions.** For agenda items that call for motions and votes during the meeting, the Granicus system allows you to pre-load motions, saving you time during your live meeting.
- **Preload Attendees.** Load attendees for indefinite storage and quick selection to assemble motions, votes, and roll call. Meeting attendee settings may be adjusted as your meeting members alter with elections.
- **Preload Speakers.** Associate speakers to specific agenda items before the meeting.
- **Publish Agenda.** Before the meeting, publish your agenda to your website with a click of a button. As part of Granicus Professional Services, we create a template that allows your HTML agenda to either closely or exactly match your existing agenda format. Supporting documents, such as agenda packets, may be linked into the published agenda, offering comprehensive availability of your meeting documents over the web.
- **Schedule Live Webcast.** Schedule your meeting to automatically broadcast live over your website.

Live-Meeting Action: Building Minutes

Every action of your meeting is recorded with a few clicks of a mouse. This natural process of building your minutes will automatically embed your video stream with time-stamps and result in the LinkedMinutes format.

- **Roll Call.** Quickly mark meeting attendees as Present, Absent, or Excused. For quick minutes creation, roll call settings may be configured to default as absent or present. Furthermore, attendance may be changed while the meeting is in session; a member's departure and arrival will appear in your LinkedMinutes in accordance with your current minutes format.
- **Record Agenda Items.** As the meeting progresses, record agenda items as they are discussed by activating the items you imported during your pre-meeting process. Recording the item can be accomplished by simply highlighting and pressing return or by dragging and dropping the item to its

appropriate location. This drag and drop feature may also be used to adjust the order in which the meeting items are discussed

- **Speaker Management.** In addition to pre-loading speakers, you may add and call individuals to speak on any item during the meeting. Activate the speaker timer by clicking on a button or manually entering the desired amount of time. Speaker timer buttons may be configured to suit your existing meeting process.
- **Record Motions & Votes.** A few keystrokes in MinutesMaker generate the complete motion and vote text traditionally found in your minutes document. Our highly configurable software guides users through the motion and vote process by prompting the user to select a Mover, Second, and Action from pre-loaded drop-down menus. For unanimous yea votes, one button completes the process and even remembers to note which members are absent. Depending on your configuration choices, the text represented in your minutes document is automatically retrieved from your current agenda item or suggested action from staff. The result is a complete text record of the item that is automatically indexed against the audio/video recording.
- **Quick Notes.** Use the Quick Note panel to add notes to selected agenda items and automatically index them against the digital recording. A feature called Text Expansion makes the note-taking process even quicker. This useful feature allows the user to build a library of shortcuts that expand on command. The user can create abbreviations for commonly typed names or phrases and expand them into form with just two easy keystrokes.
- **Spell Check.** Notes are automatically spell-checked. Misspelled words are quickly identified with a red underline and corrected by right-clicking and selecting from alternate spelling suggestions.
- **Manage Video Stream.** Regardless of when the meeting is scheduled to start and stop, you may start, stop, and pause your video stream on the fly. The pause feature prevents unsolicited recordings that occur during long breaks or closed sessions
- **Toggle between Meetings.** Occasionally, a clerk or secretary must switch back and forth between separate meetings. MinutesMaker functionality supports this process by allowing you to toggle between meetings with separate agendas on your command. Furthermore, this process will seamlessly create two separate audio/video archives.

Post-Meeting

- **Publish Audio/Video Archive.** Your video recording may be automatically published to your website after your meeting. A manual option that requires approval before publishing is also available. This on-demand archive is now indexed against the agenda, linked to associated documents, searchable by keyword and available to staff and residents on-demand.

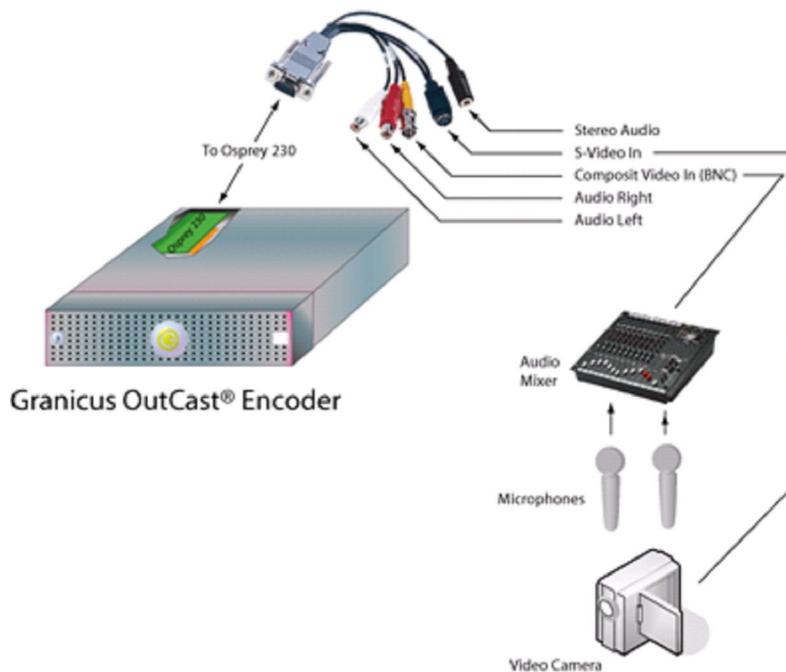
- **Modify Minutes.** Granicus provides clerks and secretaries with a user-friendly interface and associated management tools designed specifically to finalize their records before publishing to the web. Within this interface, specific portions of video may be quickly accessed to review and easily modify notes, votes, items and time-stamps to ensure an accurate public record.
- **Publish LinkedMinutes™.** Easily publish meeting minutes with a click of the mouse within seconds of approval through our post-meeting interface. LinkedMinutes have become the premier choice for recording meeting actions. Replacing traditional minutes methods with an audio/video record eliminates the possibility of transcription error and drastically reduces call-in requests for information from both staff and residents.

Complementary Products

- Mobile Encoder (Video or Audio)
- Agenda Management Integration
- Granicus VotingSystem
- Foot Pedal
- MediaVault
- Speaker Timer

Granicus Outcast™ Encoder – Feature Rich Encoding

The Granicus Outcast encoder coupled with the Granicus MediaManager™ Software makes live streaming and archiving a simple and hands off process. Most encoders simply convert an audio video signal into a digital format that can be used for streaming; the Granicus Outcast™ does much more. Using the Granicus Outcast™ with your Granicus solution allows for live indexing, synchronized captioning and automatic archiving and file transfer to distribution servers. Your Outcast encoder is also monitored and maintained by Granicus as a part of your monthly managed services.



How it Works

The Granicus Outcast Encoder has a video capture card (Osprey 230 by Viewcast) placed into the PCI slot of on the Outcast encoder server. It is important to get a clean video and/or audio signal to the Osprey card. The Osprey comes with an "octopus" cable that accepts the following physical connections:

Video: Composite (BNC), S-Video

Audio: Balanced stereo (2 x XLR), Unbalanced stereo (2 x RCA)

While broadcasting a live event, the on-site Granicus Outcast™ Encoder receives your AV signal and converts it from analogue to digital. Next, it converts the signal to the Windows Media format (multiple bit rates are supported). While streaming live, the outcast encoder also writes a copy of the Windows Media file to the encoder server's the hard drive. During the encoding process, the ender is

responsible for adding the index points and closed captioning meta data to the live event and archive file. When the event is over, the encoder will then automatically transfer the archive file to the hosted and client side distribution servers. When the file transfer is complete, MediaManager will automatically publish links to the integrated public record.

Statistics of: cityofmenasha-wi.gov

Last Update: 13 Aug 2008 - 03:14

Reported period: Jul 2008 OK



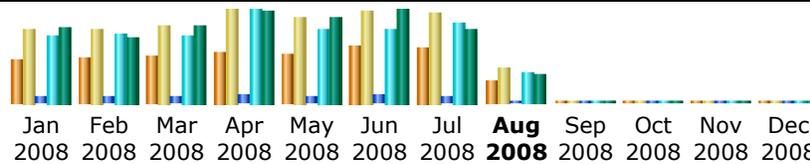
- When:** Monthly history Days of month Days of week Hours
- Who:** Countries Full list Hosts Full list Last visit Unresolved IP Address Robots/Spiders visitors Full list Last visit
- Navigation:** Visits duration Files type Viewed Full list Entry Exit Operating Systems Versions Unknown Browsers Versions Unknown
- Referrers:** Origin Referring search engines Referring sites Search Search Keyphrases Search Keywords
- Others:** Miscellaneous HTTP Error codes Pages not found

Summary

Reported period	Month Jul 2008				
First visit	01 Jul 2008 - 00:02				
Last visit	31 Jul 2008 - 23:51				
	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Traffic viewed *	6101	9896 (1.62 visits/visitor)	42544 (4.29 pages/visit)	633887 (64.05 hits/visit)	6.03 GB (638.48 KB/visit)
Traffic not viewed *			38326	39411	5.31 GB

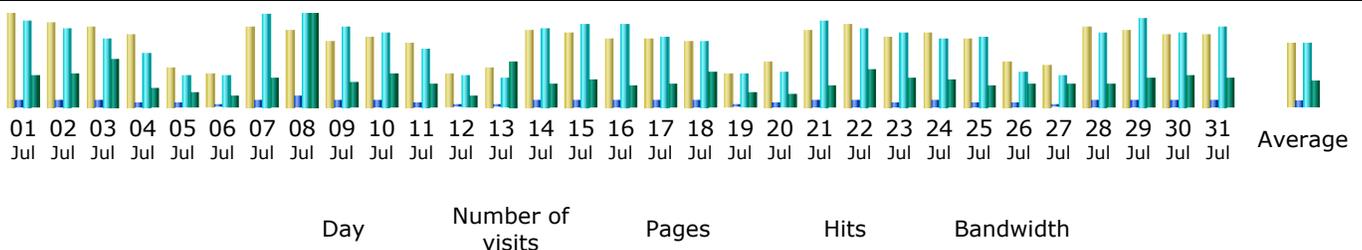
* Not viewed traffic includes traffic generated by robots, worms, or replies with special HTTP status codes.

Monthly history



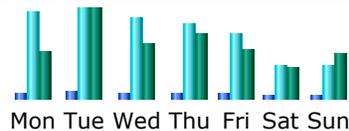
Month	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Jan 2008	4784	8146	41165	546607	6.21 GB
Feb 2008	4858	8172	37724	559933	5.42 GB
Mar 2008	5142	8578	38980	546732	6.44 GB
Apr 2008	5583	10268	52400	747848	7.62 GB
May 2008	5406	9364	45988	589128	7.07 GB
Jun 2008	6177	10064	54193	593539	7.65 GB
Jul 2008	6101	9896	42544	633887	6.03 GB
Aug 2008	2455	3824	15265	245903	2.36 GB
Sep 2008	0	0	0	0	0
Oct 2008	0	0	0	0	0
Nov 2008	0	0	0	0	0
Dec 2008	0	0	0	0	0
Total	40506	68312	328259	4463577	48.79 GB

Days of month



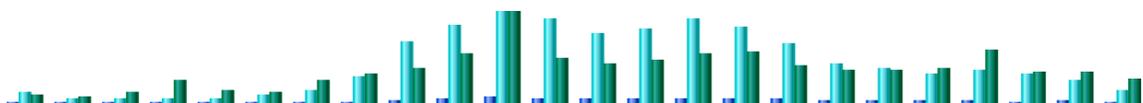
01 Jul 2008	461	1827	27089	219.23 MB
02 Jul 2008	413	1810	24754	243.36 MB
03 Jul 2008	395	1825	21282	345.88 MB
04 Jul 2008	357	1072	17006	128.21 MB
05 Jul 2008	190	691	9677	106.98 MB
06 Jul 2008	158	631	9476	62.22 MB
07 Jul 2008	396	1746	29151	202.58 MB
08 Jul 2008	377	2679	29612	691.75 MB
09 Jul 2008	323	1607	25501	169.38 MB
10 Jul 2008	341	1439	23377	230.81 MB
11 Jul 2008	315	1293	18171	164.16 MB
12 Jul 2008	154	521	9582	71.87 MB
13 Jul 2008	190	619	8644	325.21 MB
14 Jul 2008	377	1568	24775	164.48 MB
15 Jul 2008	362	1654	26284	198.64 MB
16 Jul 2008	333	1501	25742	140.70 MB
17 Jul 2008	330	1434	22139	162.91 MB
18 Jul 2008	325	1364	20668	260.99 MB
19 Jul 2008	163	539	10504	105.22 MB
20 Jul 2008	216	819	11091	78.60 MB
21 Jul 2008	375	1604	27125	140.30 MB
22 Jul 2008	401	1680	24946	276.16 MB
23 Jul 2008	347	1309	23305	205.57 MB
24 Jul 2008	366	1892	21148	187.76 MB
25 Jul 2008	335	1295	21826	143.12 MB
26 Jul 2008	220	823	10699	161.97 MB
27 Jul 2008	198	605	9837	168.89 MB
28 Jul 2008	399	1559	23411	168.51 MB
29 Jul 2008	369	1963	28271	203.96 MB
30 Jul 2008	352	1481	23557	228.34 MB
31 Jul 2008	358	1694	25237	212.63 MB
Average	319.23	1372.39	20447.97	199.05 MB
Total	9896	42544	633887	6.03 GB

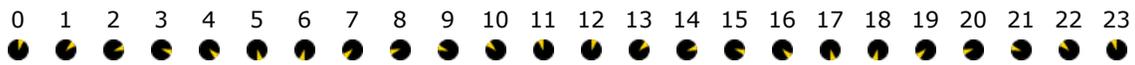
Days of week



Day	Pages	Hits	Bandwidth
Mon	1619.25	26115.50	168.97 MB
Tue	1960.60	27240.40	317.95 MB
Wed	1541.60	24571.80	197.47 MB
Thu	1656.80	22636.60	228.00 MB
Fri	1256	19417.75	174.12 MB
Sat	643.50	10115.50	111.51 MB
Sun	668.50	9762	158.73 MB

Hours





Hours	Pages	Hits	Bandwidth	Hours	Pages	Hits	Bandwidth
00	439	6693	66.00 MB	12	3065	45869	291.36 MB
01	243	3939	53.72 MB	13	2994	48868	332.30 MB
02	320	3525	78.22 MB	14	3571	56117	370.25 MB
03	238	2973	179.20 MB	15	3276	49484	388.96 MB
04	209	2868	105.06 MB	16	2699	39154	282.58 MB
05	353	6200	89.99 MB	17	1668	26067	253.11 MB
06	532	8511	182.87 MB	18	1514	23221	258.94 MB
07	1060	17874	224.72 MB	19	1390	18789	271.82 MB
08	2435	40755	262.91 MB	20	1850	21544	407.46 MB
09	3338	51355	371.54 MB	21	1324	19632	235.09 MB
10	4337	60182	688.02 MB	22	1463	15754	238.81 MB
11	3533	55924	344.88 MB	23	693	8589	192.57 MB

Visitors domains/countries (Top 10) - Full list

Domains/Countries	Pages	Hits	Bandwidth
Commercial com	20018	299420	3.33 GB
Network net	11929	189698	1.32 GB
Unknown ip	4568	52072	798.30 MB
United States us	4208	67156	363.99 MB
Non-Profit Organizations org	924	12380	85.27 MB
USA Educational edu	145	3410	13.83 MB
USA Military mil	112	1210	20.97 MB
Japan jp	84	1793	23.53 MB
Sweden se	76	410	5.26 MB
USA Government gov	60	1498	6.11 MB
Others	420	4840	90.56 MB

Hosts (Top 10) - Full list - Last visit - Unresolved IP Address

Hosts : 5613 Known, 695 Unknown (unresolved ip) 6101 Unique visitors	Pages	Hits	Bandwidth	Last visit
mengrw5.ci.menasha.wi.us	3553	56868	276.16 MB	31 Jul 2008 - 17:27
64.15.69.3	1004	1239	369.84 MB	31 Jul 2008 - 13:06
simcen.rolands.com	443	443	6.99 MB	03 Jul 2008 - 23:42
torout.firstam.com	436	6017	21.15 MB	31 Jul 2008 - 15:25
squid2.thedacare.org	310	887	31.31 MB	31 Jul 2008 - 09:13
hk2-lr670056g.super-goo.com	308	308	10.76 MB	24 Jul 2008 - 16:56
wesout.firstam.com	300	4781	12.16 MB	31 Jul 2008 - 10:59
h69-129-174-16.applwi.dedicated.static.tds.net	225	2636	9.53 MB	30 Jul 2008 - 11:43
westredgate.kcc.com	217	2995	14.45 MB	30 Jul 2008 - 13:36
12.171.89.186	198	1945	6.12 MB	24 Jul 2008 - 15:33
Others	35550	555768	5.29 GB	

Robots/Spiders visitors (Top 10) - Full list - Last visit

27 different robots*	Hits	Bandwidth	Last visit
Inktomi Slurp	14298+494	2.46 GB	31 Jul 2008 - 23:50
Googlebot	2843+42	891.63 MB	31 Jul 2008 - 23:44
Yandex bot	1260+23	270.27 MB	31 Jul 2008 - 23:03
EchO!	686	62.26 MB	31 Jul 2008 - 23:49

MSNBot	170+371	1.89 MB	31 Jul 2008 - 23:05
AskJeeves	308+73	10.44 MB	31 Jul 2008 - 22:39
Unknown robot (identified by 'crawl')	262+86	66.58 MB	30 Jul 2008 - 11:31
Unknown robot (identified by hit on 'robots.txt')	0+319	291.31 KB	31 Jul 2008 - 22:02
Unknown robot (identified by 'robot')	98+61	2.61 MB	31 Jul 2008 - 03:09
GigaBot	4+92	211.73 KB	31 Jul 2008 - 09:26
Others	253+118	230.71 MB	

* Robots shown here gave hits or traffic "not viewed" by visitors, so they are not included in other charts. Numbers after + are successful hits on "robots.txt" files

Visits duration

Number of visits: 9896 - Average: 237 s		Number of visits	Percent
0s-30s		6010	60.7 %
30s-2mn		1598	16.1 %
2mn-5mn		909	9.1 %
5mn-15mn		722	7.2 %
15mn-30mn		263	2.6 %
30mn-1h		282	2.8 %
1h+		112	1.1 %

Files type

Files type			Hits	Percent	Bandwidth	Percent
	gif	Image	485420	76.5 %	578.17 MB	9.3 %
	jpg	Image	54801	8.6 %	547.81 MB	8.8 %
	php	Dynamic Html page or Script file	34115	5.3 %	1.13 GB	18.7 %
	css	Cascading Style Sheet file	25687	4 %	8.33 MB	0.1 %
	js	Javascript file	25151	3.9 %	63.69 MB	1 %
	pdf	Document	4671	0.7 %	1.60 GB	26.5 %
	html	HTML or XML static page	2857	0.4 %	91.94 MB	1.4 %
-	wmv		305	0 %	1.67 GB	27.6 %
	bmp	Image	283	0 %	7.34 MB	0.1 %
	mp3	Audio	258	0 %	308.79 MB	5 %
	swf	Macromedia Flash Animation	253	0 %	49.38 MB	0.8 %
	doc	Document	62	0 %	4.38 MB	0 %
	txt	HTML or XML static page	9	0 %	6.78 MB	0.1 %
	htm	HTML or XML static page	8	0 %	10.51 KB	0 %
	xls	Document	4	0 %	84.00 KB	0 %
-	tif		2	0 %	64.87 KB	0 %
	png	Image	1	0 %	355 Bytes	0 %

Pages-URL (Top 10) - [Full list](#) - [Entry](#) - [Exit](#)

788 different pages-url	Viewed	Average size	Entry	Exit	
/content/departments/finance/(3)tax_roll_information.php	9397	30.57 KB	810	938	
/content/community/index.php	6683	41.06 KB	3549	1145	
/content/departments/finance/index.php	1435	30.62 KB	590	188	
/content/departments/personnel/Employment_Opportunities.php	941	33.82 KB	234	681	
/content/contacts/(2)email_form.php	869	32.72 KB	63	145	

/content/departments/parks_&_recreation/index.php	849	35.91 KB	78	79	
/content/departments/finance/(4)current_assessments.php	818	31.75 KB	43	391	
/content/community/f_a_qs.php	718	32.83 KB	79	79	
/content/departments/police_department/index.php	688	44.53 KB	382	232	
/content/government/city_code/(2)table_of_contents.php	666	27.51 KB	79	75	
Others	19480	220.19 KB	3989	5943	

Operating Systems (Top 10) - [Full list/Versions](#) - [Unknown](#)

Operating Systems		Hits	Percent
Windows		604323	95.3 %
Macintosh		15139	2.3 %
Linux		9071	1.4 %
Unknown		5349	0.8 %
WebTV		4	0 %
BeOS		1	0 %

Relevant Data

Browsers (Top 10) - [Full list/Versions](#) - [Unknown](#)

Browsers		Grabber	Hits	Percent
MS Internet Explorer		No	549179	86.6 %
Firefox		No	52078	8.2 %
Mozilla		No	12171	1.9 %
Safari		No	11067	1.7 %
Opera		No	7042	1.1 %
Unknown		?	1362	0.2 %
Netscape		No	512	0 %
- I-Mode phone (PDA/Phone browser)		No	308	0 %
Konqueror		No	108	0 %
NetShow Player (media player)		No	22	0 %
Others			38	0 %

Relevant Data

Connect to site from

Origin	Pages	Percent	Hits	Percent
Direct address / Bookmarks	7919	48.5 %	20309	68.5 %
Links from a NewsGroup				
Links from an Internet Search Engine - Full list	6236	38.2 %	6278	21.1 %
- Google	4545	4568		
- Yahoo	1245	1245		
- Unknown search engines	159	159		
- AOL	131	131		
- MSN	45	45		
- Google (Images)	36	55		
- Ask Jeeves	35	35		
- Dogpile	16	16		
- Netscape	6	6		
- AltaVista	5	5		
- Others	13	13		
Links from an external page (other web sites except search engines) - Full list	2112	12.9 %	3003	10.1 %

- http://www.co.winnebago.wi.us/Tax/othercities.htm	467	467		
- http://www.singingfish.com	269	269		
- http://calum400.co.calumet.wi.us/nsccalo/nsclndrec	144	144		
- http://publicrecords.netronline.com/statedata.aspx	88	88		
- http://www.active.com/page/Event_Details.htm	84	84		
- http://www.runningintheusa.com/RacesByState.asp	76	76		
-	74	74		
http://www.wisconsin.gov/state/core/wisconsin_cities_towns_and_v...	40	40		
- http://www.town-menasha.com/Information/Links.htm	40	40		
- http://www.co.calumet.wi.us/index3.iml	38	38		
- http://www.appleton.org/links.shtml	37	37		
- Others	795	1686		
Unknown Origin			43	0.1 %

Search Keyphrases (Top 10)

[Full list](#)

2145 different keyphrases	Search	Percent
city of menasha	901	14.8 %
menasha wi	494	8.1 %
menasha	253	4.1 %
city of menasha wi	239	3.9 %
menasha wisconsin	175	2.8 %
menasha pool	115	1.8 %
city of menasha wisconsin	102	1.6 %
menasha police department	71	1.1 %
menasha park and rec	52	0.8 %
jefferson park menasha wi	51	0.8 %
Other phrases	3613	59.5 %

Search Keywords (Top 10)

[Full list](#)

1988 different keywords	Search	Percent
menasha	4563	22 %
city	1893	9.1 %
of	1842	8.9 %
wi	1559	7.5 %
wisconsin	544	2.6 %
park	542	2.6 %
pool	423	2 %
and	348	1.6 %
police	337	1.6 %
jefferson	273	1.3 %
Other words	8328	40.3 %

Miscellaneous

Miscellaneous		
Add to favourites	4044 / 6101 Visitors	66.2 %
Javascript disabled	-	
Browsers with Java support	-	
Browsers with Macromedia Director Support	-	
Browsers with Flash Support	-	
Browsers with Real audio playing support	-	
Browsers with Quictime audio playing support	-	
Browsers with Windows Media audio playing support	-	
Browsers with PDF support	-	

HTTP Error codes

HTTP Error codes*		Hits	Percent	Bandwidth
302	Moved temporarily (redirect)	8480	48.3 %	187 Bytes
404	Document Not Found	3768	21.4 %	954.94 KB
206	Partial Content	3173	18 %	1.35 GB
301	Moved permanently (redirect)	2106	12 %	619.05 KB
400	Bad Request	23	0.1 %	5.08 KB

* Codes shown here gave hits or traffic "not viewed" by visitors, so they are not included in other charts.

Statistics of: cityofmenasha-wi.gov
Last Update: 13 Aug 2008 - 03:14
Reported period: Jul 2008



Close window

Filter : Exclude filter :

Pages-URL

Total: 788 different pages-url	Viewed	Average size	Entry	Exit	
/content/departments/finance/(3)tax_roll_information.php	9397	30.57 KB	810	938	
/content/community/index.php	6683	41.06 KB	3549	1145	
/content/departments/finance/index.php	1435	30.62 KB	590	188	
/content/departments/personnel/Employment_Opportunities.php	941	33.82 KB	234	681	
/content/contacts/(2)email_form.php	869	32.72 KB	63	145	
/content/departments/parks_&_recreation/index.php	849	35.91 KB	78	79	
/content/departments/finance/(4)current_assessments.php	818	31.75 KB	43	391	
/content/community/f_a_qs.php	718	32.83 KB	79	79	
/content/departments/police_department/index.php	688	44.53 KB	382	232	
/content/government/city_code/(2)table_of_contents.php	666	27.51 KB	79	75	
/content/departments/parks_&_recreation/(40)swimming_pool/	504	34.09 KB	221	266	
/content/community/Calendar.php	489	63.21 KB	6	105	
/content/departments/finance/_tax_roll_print.php	397	6.90 KB	3	223	
/content/community/Agendas_&_Minutes.php	395	35.95 KB	11	93	
/content/departments/parks_&_recreation/(10)parks_information/(1...	377	57.63 KB	130	136	
/content/departments/parks_&_recreation/	375	37.62 KB	268	33	
/content/links/index.php	335	28.06 KB	10	111	
/content/departments/parks_&_recreation/(30)otto_grunski_runski...	333	44.03 KB	183	180	
/content/government/city_code/index.php	321	29.82 KB	36	43	
/content/departments/community_development/index.php	307	35.41 KB	10	33	
/content/departments/parks_&_recreation/(20)summer_activities/	301	31.23 KB	6	18	
/content/departments/parks_&_recreation/(10)parks_information/	298	27.38 KB	14	15	
/content/departments/parks_&_recreation/(10)parks_information/(1...	283	37.87 KB	10	36	
/content/contacts/index.php	278	24.94 KB	11	51	
/content/departments/city_clerk/documents/Admin%20Directory.pdf		137.08			

Relevant Data





Merced County Department of Public Works Merced, CA

Merced County is located in the heart of the San Joaquin Valley, the world's most productive agricultural area, and spans from the coastal ranges to the foothills of Yosemite National Park. The Merced County Department of Public Works (DPW) is a team of 200 employees. They are responsible for a number of public service divisions including Countywide Transit; Parks and Recreation; Roads; Fleet Management; the County Surveyor's Office; Solid Waste; Professional Services; and, Building and Safety. Over the years, the volume of paperwork generated by the seven divisions began to pile up. Merced County was quickly outgrowing its wall-to-wall filing rooms and off-site storage facilities and with no formal filing processes in place, the day-to-day management of public records and department files became a daunting task. In some cases, it could take an employee days or even weeks of manually searching through Merced County's files to locate the requested information needed for a court case or some other inquiry.

COMPANY

Merced County
Department of Public Works

HEADQUARTERS

Merced, CA

INDUSTRY

Government

NO. OF EMPLOYEES

200

BUSINESS CHALLENGE

Storage facilities were crammed floor-to-ceiling with filing cabinets and boxes; valuable workspaces were being used for document storage; lack of document retention procedures made it difficult to quickly and efficiently retrieve documents for court cases and other requests for information.

SOLUTION

Questys Enterprise & LegisStream: An affordable, easy-to-use and flexible document management solution that speeds and simplifies the process of storing and retrieving files.

RESULTS

- Reduced physical storage requirements
- Simplified record retention and retrieval
- Easy-to-use, searchable database for quick and accurate responses to requests for information.
- Improved overall business productivity and efficiency

Other departments within the County of Merced were suffering from similar circumstances and had begun automating their business processes to improve efficiencies. Leading the charge was Chief Deputy Clerk for the Merced County Board of Supervisors Lydia Beiswanger. Her team was using Questys® Enterprise and LegisStream® document management solutions to archive county records and departmental staff reports; and, manage County Board of Supervisors meeting agendas and minutes. Realizing the tremendous benefits this document management solution could bring to other departments within the County of Merced, Lydia shared her technology gem with Lupe Lopez, administrative supervisor, for the Merced County Department of Public Works.

“Before, I would keep one to two years of correspondence in three lateral files in my office. Today, I just need one shelf for current correspondence.”

Lupe Lopez
Administrative Supervisor
Merced County
Department of Public Works

“Lydia suggested that I attend a Questys Conference and, after seeing the software in action, I knew that the DPW could benefit tremendously from its records management capabilities,” said Lopez. “I was amazed by the speed at which documents could be stored and retrieved using Questys Enterprise and LegisStream. The product's user-friendly interface also made it an easy sell within my department and adoption spread rapidly.”

Since deploying Questys Enterprise and LegisStream, the Merced County DPW has dramatically reduced the amount of required physical storage space. “Before, I would keep one to two years of correspondence in three lateral files in my office. Today, I just need one shelf for current correspondence,” continued Lopez. “Employee productivity and efficiency is also vastly improved with the use of Questys. Now we can access up to three years of records with the click of a button and fulfill requests for records the same day and without having to retrieve files from storage rooms or off-site facilities.”

Out of the gate, only five Merced County departments were taking advantage of Questys Solutions' document management software. Today, all of the county departments are using a combination of Questys Enterprise and LegisStream to retrieve and store documents and other important files. “We are so thrilled with Questys that we are working to share the results of our implementation with other county governments who are interested in incorporating a document management solution within their organizations,” concluded Lopez.



Mojave Desert Air Quality Management District Victorville, CA

Established in 1993, the Mojave Desert Air Quality Management District (MDAQMD) is one of 35 local air districts in the State of California responsible for regulating stationary sources of air pollution, and advocating a reduction in mobile emissions. The MDAQMD implements air quality programs required by state and federal mandates and must enforce rules and deregulations based on air pollution laws. With all of these rules and regulations comes an excess of paper files, forms and other documents required for legislative and compliance purposes.

When boxes full of files began taking over the MDAQMD's valuable workspaces, Michele Baird, Clerk of the Board and Records Manager, assessed the situation and discovered that the agency's records management problems ran far deeper than crowded cubicles. Fire-safe filing cabinets were overflowing with paper, and offsite storage facilities were at maximum capacity. In addition, because important documents and files had been dispersed in so many different locations, the simple act of retrieving files turned into hours, even days of searching through cabinets and boxes.

After evaluating several records management solutions, the MDAQMD selected Questys Document Management Software and Questys LegisStream, an electronic agenda management system. "We were very impressed with Questys' friendly, flexible and down-to-earth approach to document management," said Baird. "Questys' 'can-do' attitude and willingness to customize the solution to meet our individual requirements was a key element in our decision-making process."

With the Questys Document Management Software, the MDAQMD quickly minimized its reliance on paper documents (to the extent that was feasible by a government agency), resolved storage issues and freed up valuable office space for associates. By scanning most agency-related documents into a searchable, online data repository, the District can now locate files with ease and has notably increased office productivity and efficiency.

The MDAQMD's ability to proficiently manage the legislative agenda process has also improved. "LegisStream has reduced the time and effort it takes to produce an agenda from days to hours," continues Baird. "It has also streamlined our paperwork by enabling us to quickly scan paper documents and import electronic files and e-mail documents into one central storage depository that's easy to access and even easier to use."

In addition to Questys Solutions' technology, Baird and her MDAQMD colleagues continue to be impressed with company's on-demand training and technical support. "The level of support provided by Questys really shows us how vested the company is in our success," concludes Baird. "Not only are our users given access to Questys' programmers and staff, but whenever we are troubleshooting or have a question, Questys provides us with a Webex password that enables us to logon via the Internet and work with a technical support person who 'virtually' takes over the desktop while showing us how to solve a particular problem, or learn how to take better advantage of the software's features and benefits. It is like having a Questys support person on staff."

Since being deployed in the MDAQMD's Clerk of the Board's office, Questys Document Management Software and LegisStream have fast become the solution of choice for many of the MDAQMD's neighboring departments including Planning and Administrative Services. Today, as many as 40 MDAQMD employees have access to Questys' software and the Clerk of the Board and her staff members continue to benefit from LegisStream.

"We were very impressed with Questys' friendly, flexible and down-to-earth approach to document management. Questys' 'can-do' attitude and willingness to customize the solution to meet our individual requirements was a key element in our decision-making process."

Michele Baird

Clerk of the Board and Records Manager,
Mojave Desert Air Quality Management District
(MDAQMD)

COMPANY

Mojave Desert Air Quality Management District (MDAQMD)

HEADQUARTERS

Victorville, CA

INDUSTRY

Government

NO. OF EMPLOYEES

40

BUSINESS CHALLENGE

Agency records surpassed available storage space; cubicles were lined with boxes; cabinets overflowed with paper; and off-site storage areas were filled to capacity. Retrieving documents took hours, even days of searching through cabinets and boxes. As the department grew larger, the process of creating and managing legislative agendas became even more time-consuming, paper-intensive and inefficient.

SOLUTION

A flexible and affordably priced electronic document management software solution that speeds and simplifies the process of storing and retrieving files. Questys LegisStream: An electronic agenda management system that streamlines the legislative agenda process and allows you to immediately archive agendas in Questys.

RESULTS

- A quick and easy-to-use, customizable document management system that streamlines document retention and retrieval processes.
- Freed up valuable storage space and lowered the cost of document retention.
- Improved business productivity and efficiency by up to 50 percent.

Questys Solutions

877-362-6246

government.sales@questys.com

www.questys.com



“The implementation of Questys [Document Management Solution] and Questys LegisStream has changed the way we manage records. We are now able to cut down on storage space, save \$\$\$’s, man power hours for search and retrieval and improve accuracy rates for finding files.”

Deanna Gunn,
Accounts Payable Supervisor,
Auditor/Controller Office,
County of Monterey

County of Monterey

Auditor/Controller Office

Background

Prior to installing Questys Solutions Document Management System, the Auditor/Controller’s Office had 2 full room-length file cabinets filled back and front, boxes in a store room & more in storage. It was extremely difficult to keep up with the filing or find anything once it had been filed. Research was done manually and was very time consuming at best.

Problem

Each request for documents was submitted and on an “as time permitted” basis, the warrant clerk would search the files, then everyone’s desk, and if still not found, file by file.

Solution

The county sent out an RFP, then demonstrations from the top respondents were given to a committee appointed by the C.A.O.’s office. Questys Solutions’ staff had a great deal to do with their decision. Although the product itself was very user friendly, Questys Solutions’ personal attention & quick response time were a great selling point. After awarding the contract to Questys Solutions, the county went live in January 2003. The system consists of Questys Enterprise Document Management Solution, Questys LegisStream, Questys WorkStream and Questys Web, with 8 scan stations, 40 authoring stations, 25 workflow and ninety search licenses.

“The implementation of Questys [Document Management Solution] and Questys LegisStream has changed the way we manage records. We are now able to cut down on storage space, save \$\$\$’s, man power hours for search and retrieval and improve accuracy rates for finding files. Research time has been cut down greatly,” says Deanna Gunn, Accounts Payable Supervisor for the Auditor Controller Office in the County of Monterey. “We are hoping to expand the system into every department. Many departments have already made inquiries regarding scanning documents for departmental use. Questys has allowed the Auditor’s Department and Information Technology to partner and bring our storage technology into the 21st century. As all Counties search for cost savings, I envision Questys as being a very strong component in their strategy. I would highly recommend this product to any organization looking for cost and labor efficiency.”

About Questys Solutions

Questys Solutions provides an array of award-winning content management, knowledge management, document management, records management, document imaging, electronic workflow, and electronic agenda management solutions for use a variety of business applications.

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governmentsales@questys.com
www.questyssolutions.com



City of Santa Barbara Santa Barbara, CA

“City Council documents are now available by simply logging on to our city’s web site. In fact, the public will be able to retrieve this information at the same time that it’s available to Councilmembers. We are very pleased with LegisStream. It’s easy to use, plus we’re conserving natural resources and reducing costs.”

Marty Blum,
Mayor,
City of Santa Barbara

Background

The City Clerk is the official repository of city records and provides administrative support to the City Council. In addition, the City Clerk’s office is responsible for the preparation and publication of the agenda and minutes for meetings of the City Council.

Problem

The office of the City Clerk at the City of Santa Barbara was charged with assembling, creating, publishing and distributing the Council Agenda Packet for biweekly council meetings. The task was arduous and time consuming, and any last minute changes were viewed as huge obstacles that required even more time and effort. In addition to the time needed to produce the Agenda Packet, the money and natural resources spent were considerable. The city needed a way to streamline the process and cut back on the waste.

Solution

In 2003, the city implemented Questys LegisStream™ Electronic Agenda. Aside from making the day to day tasks of agenda preparation quicker and easier, the City of Santa Barbara’s new automated agenda management system enables the City Clerk’s Office to publish the Council Agenda Packet on the Internet—in just a couple of mouse clicks! And last minute changes? Not a problem anymore.

Benefits

Santa Barbara Mayor Marty Blum cites convenience and timely access to information as community benefits of the newly adopted technology. “City Council documents are now available by simply logging on to our city’s Web site. In fact, the public will be able to retrieve this information at the same time that it’s available to council members.” stated Blum. “We are very pleased with LegisStream. It’s easy to use, plus we’re conserving natural resources and reducing costs.”

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Novus Agenda Options Recommendation from the IT Department

The recommendation using the Google search option with placing PDF's of the entire packets for each agenda and the stand alone PDF of Minutes.

A Main Agenda and Minutes page would list all the meeting agendas that the city has and then for each of those meetings a page listing the meetings and minutes by date and contain an archive section of past meetings older than X months.

The Google search would help find key words in the attachment which is as good as or better than the existing Novus Agenda. The web site Space would need to be increased at our Web Hosting location (Heartland Business Systems) this would increase our web hosting cost for the next two years until we are able to bring the web hosting to our own network. The cost would only increase as we added space to the website each month for the meetings. The cost would be minimal in relation to other costs within these options. Our cost would go up \$20.00 for each 100 MB per month. My best/worst case scenario of increase would be about 100 MB per month or a step up cost of \$1,500.00 next year and then an additional \$1,500.00 the next year bringing out total web hosting cost if we continue to outsource the hosting to \$4,500.00. This number takes two years to reach what is currently budgeted for Novus maintenance and our current webhosting cost. The first year we would save \$1,500.00 over what is currently in the 2008 budget. If Web hosting is brought in house sooner even more saving could be realized.

This option saves a great amount of time and frustration on part of the city staff as a whole however it does transfer an additional time consuming task to the Webmaster to back up the website and remove the "Dead Files" off our website back end. This is necessary because of the search engine from Google searched all folders and will retrieve a file whether it is linked or not. So older copies of file must be removed. This will need to be done much more often than it needed to in the past without the searching available to the public the need to delete/remove old files was only necessary when we needed space. An estimate of time is hard to make because I have never done a full website crawl for deleted files and have no experience on how long it might take.

With the above information we feel it is still the best option for the city as a whole, unless the IT Steering committee determines that the Novus type of functionality is essential.

If the Committee takes action on this recommendation, further policy setting action would be required.

- To set agenda consistency structure/format
- Website file maintenance policy
- Possibly others

Thank you

Patrick James - Supervisor of Network Support
Jeff Lacey - Manager of IT Support
Thomas Stoffel - Comptroller Treasurer

Questys	
Pros	Cons
Attachments are of individual items	Time consuming labor to scan/attach each item as an attachment. However is a great improvement over the process over Novus.
Search/Filter ability to bring up the type of meeting down to an individual meeting. Current website does not allow any searching of the website or its attachments.	Initial software purchase and setup cost to be \$35,056.49 then \$3,059.49 annual support starting year 2.
Archive of all our Agendas, Minutes and their attachments down to the individual attachments. (Jessica likes this part.)	
Drop and drag type of item creation. A much more user friendly interface.	
No Multi-person approval process (unless we want it, it can be turned on or off.)	
Full Document imaging archiving- Not just the agenda items. (If it is an electronic document or can be scanned to an electronic document it can be archived. This would then include full document searching via OCR Optical Character Recognition of all documents in the archive.	
Web functionality for Alderman to be able to add Notes to the agenda and follow along in the meeting. Only that Aldermen's login would be able to access those notes. These notes are only viewable online and are not printable by design.	
Ability to allow web searching of the City's Agendas and Minutes and its entire Document archive if desired.	
Integrated Video linking to the Meeting if separate Web Hosting of the Council Meeting Tapings is contracted. Down to the part of the meeting that discussed that topic.	Initial software purchase and setup cost to be between \$14,767.50 and \$20,547.50 and then an additional between \$817.50 and \$980.00 per month (yearly between \$9,810.00 and \$11,760.00)
	<u>Total of Both Questys and Granicus</u> Startup costs = Between \$44,823.99 and \$50,603.99 Maintenance Fee first year for Granicus see above Maintenance Fee second year for both is between \$12,869.49 and \$14,819.49

Google Search of All Menasha's Website Documents

Pros	Cons
Use MS Word to make Agendas and Minutes.	Packets would be the whole packet with all attachments. (no individual attachments)
No Multi-person approval process	Would be a bit more work for the citizen to find an attachment in a packet or to know what attachment goes with which item.
More efficient Agenda and Minutes creation process.	No archive of all our Agendas, Minutes and their attachments down to the individual attachments. (Jessica liked that part of Novus.)
Free --- In the past this service from Google had an AD based interface or came with a cost on a Yearly basis. Google now offers the premium paid service without ADS for Free to Non-Profits and Government Agencies.	The searching on the website will search all documents even those that are still in the folder structure but not visible to the website viewers. This will trade off labor time from Agenda entry user to the Website Administrator. By design the departments can not delete files once they attach them to the website. This was setup this way to prevent accidental deletions of WebPages. Currently the Web Administrator cleans up old files when he has a need to delete space to add more content. It is a tricky process to find which items are no longer linked so it is only done currently on an as needed basis when space is needed. This new search page will require a policy change for the end users rights on Contribute (our website content management software.) or time to be freed up by the Website Administrator to make the deletions of old files on a regular basis.
	The possibility of the Citizens missing some of the features of Novus.
	Does not search Files that are on the Novus servers. This does not include just the Novus agenda data it includes some very large files that were moved to this server to save Web Site hosting disk space fees.
	Website open records issue – Need to keep backups of all changes to the website for Open Records Request. <ul style="list-style-type: none"> • website records definition (Discuss) • Backup with log of files deleted/removed from linking on the website.



“Without hesitation I would recommend LegisStream not only for an effective legislative agenda management system but for the excellent customer service that the Questys Solutions has provided and continues to provide from the President of the Company down to staff support assistance.”

Lois M. Sayhoun,
Clerk of the Board,
San Joaquin County, CA

Questys Solutions and LegisStream References

County of Solano, CA

Patty Crittenden, (707) 784-6125, pjcrittenden@solanocounty.com

Agenda Website:

http://solano.granicus.com/MediaPlayer.php?view_id=2&clip_id=71

City of Eureka, CA

Kathleen L. Franco-Simmons, (707) 441-4175, kfrancosimmons@ci.eureka.ca.gov

Agenda Website:

http://www.ci.eureka.ca.gov/depts/city_clerk/agendas_n_minutes/council/default.asp

County of Tulare, CA

Edward Frankovic, (559) 622-2157, efrankovic@co.tulare.ca.gov

Agenda Website:

<http://bosagendas.co.tulare.ca.us>

City of Anaheim, CA

Linda Nguyen, (714) 765-5166, lnguyen@anaheim.net

Agenda Website:

www.anaheim.net/docs_agend/questys_pub/

- A great reference site - the City is submitting items, all agenda materials, and using WorkStream to track items & approvals, and publishing complete packet to the web.

County of Kern, CA

Tracey Cody, (661) 868-3585, codyt@co.kern.ca.us

Agenda Website:

http://kern.granicus.com/ViewPublisher.php?view_id=2

County of Merced, CA

Lydia Beiswanger, (209) 385-7366, lbeiswanger@co.merced.ca.us

- A great reference site based on their Intranet - the County is using LegisStream, WorkStream, and publishing complete packet to the web.

Santa Clara Valley Water District, CA

Laura Keller, (408) 265-2600, lkeller@valleywater.org

Agenda Website:

http://scvwd.granicus.com/ViewPublisher.php?view_id=2

City of Murrieta, CA

Alex Anderson, (951) 461-6026, aanderson@murrieta.org

Agenda Website:

www3.murrieta.org/agendas/council

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“LegisStream has positively affected our Clerk of the Board operation by reducing the amount of time spent on the weekly Board packets and distribution of action taken by the Board. In addition, it has significantly improved our delivery of services to the public and community.”

Lydia Beiswanger,
Chief Clerk,
Board of Supervisors,
Merced County, CA

County of Fresno, CA

Bernice Seidel, (559) 488-3529, bseidel@co.fresno.ca.us

Agenda Website:

www.co.fresno.ca.us/0110a/Questys_Agenda/PublishedMeetings.htm

City of Santa Barbara, CA

Leslie Torgeson, (805) 897-2639, ltorgeson@ci.santa-barbara.ca.us

Agenda Website:

<http://ci.santa-barbara.ca.us/CAP>

County of Yuba, CA

Donna Stottlemeyer, (530) 749-7511, dstottlemeyer@co.yuba.ca.us

Agenda Website:

www.co.yuba.ca.us/departments/bos/documents/agendas/default.aspx

County of Lassen, CA

Susan Osgood, (530) 251-8427, sosgood@co.lassen.ca.us

Agenda Website:

<http://clerk.lassencounty.org/agenda/publishedmeetings.htm>

City of Carson, CA

Robert Eggleston, (310) 830-7600 ext.1192, regglest@carson.ca.us

Agenda Website:

<http://ci.carson.ca.us/MeetingAgendas/AgendaPacket/PublishedMeetings.htm>

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About Questys Solutions

Founded in 1980, Questys Solutions is headquartered in Mission Viejo, Calif., and offers the IT industry's most robust lineup of affordably priced document management solutions.

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