



WCMA
Washington City/County
Management Association
A State Affiliate of **ICMA**

WCMA Board Meeting Agenda

Wednesday, June 21, 9:00 am – 10:30 am

Shades Room, Doubletree Hilton Spokane

Zoom Link for those attending remotely:

<https://us02web.zoom.us/j/81972335197>

1. Approval of February 15, 2023 Board Meeting Minutes
2. Motion to appoint Rich Huebner to fill the Board position vacated by Rob Wyman
3. Motion to appoint Tyler Christian to fill the Associate Member Board position vacated by Rich Huebner
4. Nominating Committee Report
5. 2023 Strategic Priorities – Status Reports
 - a. **Membership and Networking** - Eric Holmes
 - b. **Financial Sustainability** – Stephanie Lucash
 - c. **Membership Value** – Will Ibershof
6. Communications Committee Report – Mike Rizzitiello
7. Summer Conference Planning Update
8. NWWLA Updates
9. Past President’s Council
10. Senior Advisors
 - Members in Transition
11. International Report
12. Financial Report
13. Other Business



WCMA

Washington City/County Management Association

A State Affiliate of **ICMA**

WCMA Board Meeting Minutes February 15, 2023, Olympia, WA

Attendees

Kristi Rowland, President
Stephanie Lucash, Incoming President
Adam Lincoln, Past President
Eric Holmes
Mike Rizzitiello
Brett Kirk
Tom Glover
Rich Huebner
Rob Wyman
Deanna Dawson
Leslie Harris
Albert Tripp

Pat Martel
David Cline
Ray Corpuz
Marilynne Beard
Lloyd Halverson
Derek Matheson
John Caulfield
Doug Quinn

1. Approval of Minutes – The minutes from the November retreat were approved
2. Strategic Priorities – Reports from the leads of the strategic priorities teams:

Building and strengthening growth of WCMA membership - Eric Holmes reported on progress related to themes that came out of retreat

- *Define the value proposition* –Drafted a new “About WCMA” statement of value for the website
- *Cultivate a culture of inclusion* – The team came up with opportunities to build connections across state, including: Welcome Wagon approach, establish regional groups based on Senior Advisor geographic areas, have a single point of contact in each region, help people connect at the conference (assign buddies), create a template of value – especially for potential members in small communities that need a business case for member fees
- *Connection and fun* – Develop clarity on regional leadership with clear assignments, quarterly social activities, create a connection toolkit for regional leads
- *Build the leadership pipeline* – encourage staff who may be interested in a city/county management career path, student scholarships to conference, non-manager participation in regional meetings

Financial Sustainability – Stephanie Lucash reported on goals and strategies that are being considered.

Goal:

- Growing revenues

Strategies:

- Membership Dues Structure: proposal to raise dues full member to \$350, Associate member to \$100 – it’s been over 10 years since last increase
- Create a jurisdiction level membership - \$800 for up to a certain number of members.
- Summer Conference – raffle tickets for Pie in the Face fundraiser
- Year-Long Sponsorship with associated benefits: \$5,000-\$6,000 level (maybe higher) Ask sponsors what they are looking for in a sponsor package. You may be able to customize the sponsor package and level to meet their needs.
- Increase conference fees to cover costs of more expensive venues

Membership value – Stephanie Lucash reported for Will Ibershof on strategies for increasing value:

- Virtual trainings
- New member welcome packet
- Refine member dues structure – emphasizing member value
- For jurisdiction memberships – include benefits that include a day or two of consulting with the jurisdiction staff

3. Communications Committee Report – Michael Rizzitiello reported that members who are not receiving Constant Contact email communications should check with their IT staff – the most common problem is local IT spam filters that block communications.

The Communications committee has demo’d several website options. The committee recommends going with REVIZE as the contractor for a new website design. This would

include a refresh of the website and better back end editing capability. Mike will have a proposal for the Board to consider at the next meeting.

4. Past Presidents Council – David Cline reported that the Past Presidents Council's (working name) first meeting is scheduled for March 17. Ideas for the Council's role include: Promoting the profession, mentorship, and coaching. The first meeting will focus on defining the Council's purpose and the cadence of meetings.

5. Management Analyst Group - Rich Huebner reported on the Management Analyst group that has been organized by Dale Markey Crimp. Rich is working on ways to engage the management analysts at the WCMA summer conference by having content specifically for them. There was a motion to create an Emerging Leaders committee of WCMA. The Board approved the motion. Rich is the lead for the committee.

6. ICMA Coaching Advisory Committee - Eric Holmes and Rich Huebner have agreed to be on the ICMA Coaching Advisory Committee.

7. Local Government Advisory Committee of the State Auditor Office – The Board approved a motion to reappoint Leana Kinley to the LGAC.

8. WCMA Financial Policies - The Board approved a motion to adopt the financial policies related to internal controls and credit card use.

9. 2025 Conference sites – The Board approved holding the spring 2025 conference at the Vancouver Hilton and the summer 2025 conference at the Marcus Whitman hotel in Walla Walla.

10. NW Women's Leadership Academy – Stephanie Lucash reported that Holman Capital has agreed to be a year-long sponsor of the NWWLA. On April 23rd the portal will open to accept applications for the 2023-24 cohort. Applications will close May 23rd.

11. Senior Advisors:

Members in Transition: The Senior advisors reported on several transitions in leadership, including: Courtney Brunell, the new Buckley city administrator; Ruth Clemons the first ever city administrator in Aberdeen; Kris Swanson the new City Manager of Longview; and Doug Quinn the new city administrator in Camas. Franklin County is hiring a new administrator.

I-NAPA: Ray Corpuz is helping to organize a meeting of managers interested in starting a local chapter of I-NAPA, the International Network of Asian Public Administrators recognized by ICMA. The group will be recommending next steps to WCMA.

12. International report: Lloyd Halverson reported on WCMA's partnership with Polish agencies. There will be a delegation of 10-12 people visiting the Camas and Seattle areas

from April 27-May 3. WCMA has provided funding for some of costs. The Board approved a motion to defray expenses not to exceed \$3,000.

Membership Report – Tracy Burrows reported that membership renewals are tracking consistent with last year’s numbers.

Financial Report – Tracy Burrows reported that WCMA’s revenues exceeded expenses by \$5,000 for the fiscal year ending December 31, 2022. This was largely due to the success of the summer conference.

Rich Huebner's Nomination of Tyler Christian for the Pending Vacancy: Associate Board Position

Background Note: Rob Wyman's Board term has expired. At the June Board Meeting, the Board will consider the appointment of Rich Huebner to fill that vacancy – moving Rich from an Associate Member to a Full Member position on the Board. This would leave an Associate Member vacancy open. The Board will consider a proposal to appoint Tyler Christian to this position.

It is my pleasure to nominate Tyler Christian as an associate member to the WCCMA Board. Tyler currently serves as a Management Analyst for the City of Monroe, a position he started in March 2020. As a Management Analyst, Tyler is primarily focused in the areas of Human Resources and Risk Management. He has supported and/or led the City's labor negotiations with several bargaining units over the past several years, administered the onboarding process for numerous new staff members, and serves as the City's alternate representative to WCIA. Additionally, Tyler has taken a leadership role in the City's Risk Management program and has completed extensive training in this area. Upon my departure from the City staff in November 2022, Tyler has provided additional support to Mayor Geoffrey Thomas and City Administrator Deborah Knight, including serving as the staff liaison to the Economic Development Advisory Board. Prior to this role, Tyler served as a Water Quality Specialist in the Public Works Department. This is where he first honed his skillset in labor negotiations as a union representative. Tyler holds a Bachelor of Arts from Central Washington University, and a Master of Business Administration with an emphasis in Human Resources Management/Personnel Administration from Western Governors University. He anticipates finishing his career in public service, with a future role as a city manager/administrator. I spoke with Tyler about serving as an Associate Member, if the position comes open, and he is excited to contribute to the WCMA Board. Please feel free to contact me if you need further information.

Tyler can be reached at TChristian@MonroeWA.gov

Nominations for the 2023-24 WCMA Board of Directors

The WCMA Nominating Committee has prepared a full slate of candidates for this year's Board elections.

There are three Full Member Board of Directors positions (3-year terms) and one **Vice-President** position (1-year term) up for election this year. [Click here](#) to see the great group of colleagues you would be joining and the roles and responsibilities if elected.

The nominating committee is chaired by Stephanie Lucash, WCMA Incoming President. The nominating committee accepts self-nominations, which you should send to Stephanie at slucash@kenmorewa.gov by 5pm on Friday, May 19, 2023.

Criteria for Full Member - Chief administrative officers (CAOs) whose scope of responsibility meets these six criteria: appointment, policy formulation, budget, appointing authority, organizational relationships, and qualifications; assistant/deputy chief administrative officers; and other senior-level staff in local government in the State of Washington *who have significant administrative duties and report to a CAO whose position meets the six criteria for joining*. Such person shall become a member by notifying the Secretary-Treasurer of their desire to participate in the Association and upon payment of the membership fee for the current year.

Here is the slate of nominees and their statements of interest and bios:

NOMINEES FOR THE WCMA BOARD – THREE OPEN SEATS – TERM 2023-2026

(candidates are listed in alphabetical order; top three vote-getters win)

BOB HARRISON



BOB HARRISON STATEMENT OF INTEREST:

I have served in Washington State in the administrator or manager role in three cities each with different communities, public service needs, and financial capacity. Each of these experiences have provided me with a broad insight into community needs and issues throughout the State of Washington. It has also provided me with insight into the challenges that managers are facing in their communities, both on the west and east side.

I have had the opportunity to serve my profession in leadership positions in the past. I presently serve on the Board of LGHN as president-elect (term starting in 2025).

I have served on the Board of the Ohio City/County Management Association, and served as the President in 2010. I have served on the ICMA Board from 2013 – 2016 as the West Coast Vice-President. I have also served the Washington City/County Management Association as the co-chair for the 2016 Seattle ICMA conference, leading up a successful conference with surplus funds raised.

In addition to helping support our members and providing support in implementing the strategic plan, I would like to work on expanding our membership in the State to enhance our inclusivity and diversity. I have a strong interest in professional development and would like to continue to support but also diversify the types of development provided at WCCMA conferences. Lastly, I would like to make sure we devote time into creating enhanced programming for managers by offering some additional quarterly or bi-monthly training via zoom to be able to take time to connect with peers. Everyone’s mental health has been tested over the past four years and will continue to be as we experience extreme partisanship at the national level and co-option occurring at the state level.

I would appreciate the opportunity to give back to my fellow managers in the State through service on the Board. Thank you for your consideration.

BOB HARRISON BIO:

Bob Harrison is the City Manager in Yakima, Washington. Yakima is a full-service city with an annual budget of about \$230 million and 700 employees. His duties include

the oversight of the city's Administrative, Airport, Community Development, Finance, Fire, Human Resources, Legal, Police, and Public Works departments.

Prior to Yakima, Bob served as Renton's chief administrative officer. Before that, he was the city administrator in Issaquah (2010-2018), city manager in Wyoming, Ohio (1998-2010), city administrator/clerk/treasurer in Mosinee, Wisconsin (1996-1998), and assistant to the city administrator in Wauwatosa, Wisconsin (1995-1996).

Mr. Harrison graduated from Marquette University with a Bachelor's degree in Political Science and International Affairs and the University of Wisconsin-Milwaukee where he received his Masters of Public Administration.

On a personal level, Bob was born in Rota, Spain on the U.S. Naval base located there. He has three siblings (2 sisters and 1 brother). Bob has 5 children in total ranging in age from 14 to 26 with four girls and one boy. Mr. Harrison enjoys kayaking, traveling, hiking, reading and swimming in his free time.

ERIC HOLMES



ERIC HOLMES STATEMENT OF INTEREST:

As a member of the WCMA board since 2020, I have worked with colleagues across the state to contribute to charting the next chapter for WCMA. Our work has included refining the value proposition of WCMA and developing new approaches to engage and leverage the board to build a pipeline of leaders and advance the profession. This work has been satisfying and energizing, and I hope to continue for an additional term to continue to translate my professional experiences into a collegial contribution to the profession.

ERIC HOLMES BIO:

Eric has worked at all levels of government over the course of his career, from congressional offices in Washington DC to local governments in the metro area and throughout Clark County. For the last 20 years, he has held a range of public and private sector leadership positions, including the last 16 years with the city of Vancouver, 13 of which as Vancouver's city manager. During this tenure, Vancouver has seen transformative growth through urbanization, a larger and more resilient economy and dramatic increase in community diversity.

Eric serves on the board of the Washington State City Manager's Association, where in 2021 he was recognized for Excellence in Municipal Management. He also serves as a member of the WSU Vancouver Campus Advisory Council as well as on the Portland State University Local Government Advisory committee for the Public Administration

degree program. Eric has a bachelor's in Planning, Public Policy and Management from the University of Oregon and a Master's in Public Administration from Lewis and Clark college, as well as a range of credentials in areas such as organizational leadership, strategic planning, economic development and complex negotiations. A native of the pacific northwest, Eric and his family have lived in Vancouver for more than 25 years.

KATRINA KNUTSON



KATRINA KNUTSON STATEMENT OF INTEREST:

I am deeply motivated to serve on the Washington City/County Management Association (WCMA) board as I am committed to advancing the city management profession and contributing to the betterment of our communities. Having been a public servant for over 18-years, most recently as City Administrator of Gig Harbor, I have witnessed firsthand the challenges and opportunities that arise in our rapidly evolving cities. By serving on the WCMA board, I aim to leverage my experience and expertise to foster collaboration, innovation, and best practices among city management across Washington. I believe that by working together, we can effectively address common issues, share

valuable insights, and develop strategies that promote efficient and sustainable urban development. Through my active involvement on the board, I aspire to contribute to the professional growth of local government managers (and myself!), elevate the standards of our field, and ultimately enhance the quality of life for the residents we serve.

KATRINA KNUTSON BIO:

Katrina has been in local government for over 18-years, having served both in city and county capacities. Her experience includes over 7-years in city leadership roles and she currently serves as the City Administrator with the City of Gig Harbor. She holds a Bachelor Degree from the University of Washington – Seattle in Community and Environmental Planning and an Executive Master of Public Administration from the University of South Dakota. Katrina is a certified planner by the American Planning Association and is currently seeking City Manager credentialing with ICMA. Katrina has a passion for community engagement, crucial conversations, and leadership development. When she is not working, she can be found traveling, camping, or boating with her husband Lars and 11-year old son Dane.

JOHN MAURO



JOHN MAURO STATEMENT OF INTEREST:

Coming up on four years as a City Manager in Washington State, at the tail end of a pandemic, and leading through a range of challenges converted toward successes, I'm ready and eager to step more squarely into a leadership role with WCMA. Throughout my career I have been passionate about paying it forward to the next generation of leaders, aware that the continuity of our change-making work today and its relevance for tomorrow depends on identifying and nurturing the collaborative, empathetic, and diverse municipal leadership of the future. It's a priority for me in my organization and would be so if selected to the WCMA board. Likewise, I'm passionate about communicating the excitement of public sector service and democratic engagement – perhaps helping to rebrand our work as

mission-driven, creative, strategic, and fulfilling. I would welcome the opportunity to broker and contribute to this dialogue and embed it into the implementation of WCMA's strategic direction and communications. Thank you for consideration on the WCMA board. I'm ready to learn, contribute, collaborate, have fun, and add value to WCMA.

JOHN MAURO BIO:

John Mauro is the City Manager of the City of Port Townsend, Washington. He has been in that role since 2019 and has since focused on successfully navigating through the uncertainty of the COVID pandemic, recruiting and building a capable and collaborative team, engaging in innovative new ways with the community, and developing strong and lasting partnerships. Within a few months of starting his role, John helped envision and draw together interagency and community partnerships, resulting in the Intergovernmental Collaborative Group (ICG), a community partnership grounded by the City of Port Townsend, Jefferson County, the Port of Port Townsend, and the Jefferson County Public Utility District #1. The ICG was selected by ICMA in 2021 for the Program Excellence Award for Strategic Leadership & Governance (cities under 10,000). The ICG's ongoing work was also recognized by AWC as a Municipal Excellence Award winner in 2022. John serves on the ICMA Sustainability Committee, has contributed to the ICMA learning program, and presents at a range of state, national and international fora on municipal leadership and management topics. Before becoming City Manager for Port Townsend, John spent nearly 7 years in New Zealand, serving as the first Chief Sustainability Officer for Auckland Council, the largest municipal government in Australasia in a city of 1.6 million. He and his team provided thought leadership and drove strategic change for a more sustainable and resilient Auckland. John also has experience in climate and sustainability-related policy, research and advocacy in the nonprofit, educational, and municipal sectors from his time in Seattle, Vermont, Colorado, and abroad.

MIKE RIZZITIELLO



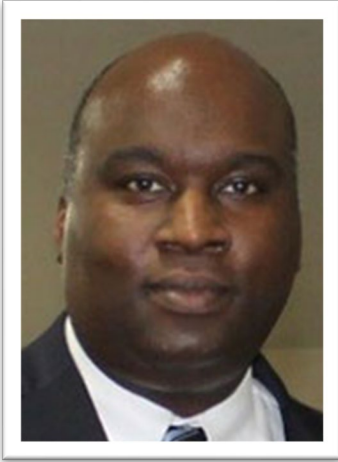
MIKE RIZZITIELLO STATEMENT OF INTEREST:

My name is Mike Rizzitiello. I am entering my ninth year in serving as a City Administrator in this State. It is a joy to serve with everyone on the WCMA Board. I would be honored to serve another term on the WCMA Board. I currently Chair the Scholarship and Communications Committees of WCMA. A lot of my knowledge base revolves around small/mid-size community issues, communications, information technology, grants, finance, planning, and economic development. I think it's important to have folks of various perspectives, backgrounds, and geographic locations on the board. If reelected I will continue to work with the rest of the board on the very important organizational priorities of financial sustainability, membership value, and networking/communications.

MIKE RIZZITIELLO BIO:

I originally hail from the south suburbs of Chicago, Illinois. My Bachelor's Degree is in Urban Planning from the University of Illinois @ Urbana-Champaign and a Master's in Public Administration (Local Government, Finance, and Information Technology focuses) from the University of Illinois @ Chicago. I started my career developing GIS systems for the City of Urbana, IL and the Village of Northbrook, IL. I then served as the Director of Information and Planning Services at South Suburban Mayors and Managers Association (Illinois Council of Government) where I led a team that created shared gis/it/planning/economic development/fiber/land bank services for 43 south suburbs near Chicago, Illinois. I then worked in Economic Development at the City of Beaverton, OR for two years. I entered the City Administration profession serving as the City Administrator for the City of Colfax, WA (near Pullman) from 2014 to 2016. Since 2016 I have served as the City Administrator for the City of College Place (Walla Walla Valley) in Southeastern Washington. I am married to a High School History Teacher. We have two dogs (a pug named Jasmine and a rescue lab named Pearl).

ALBERT TRIPP



ALBERT TRIPP STATEMENT OF INTEREST:

I am interested in continuing to serve on the WCMA Board because I want to continue supporting the importance of professional local government leadership and supporting those in the profession. We live in a time where the foundation for most institutions, including local government, is evolving. I hope to help the organization continue to advance professional local government management and support the administrators and managers performing this work.

ALBERT TRIPP BIO:

Albert Tripp is currently the City Manager for the City of Airway Heights. He has worked for the city since 2005, where he started as Public Works Director. Albert was appointed to the role of City Manager in June 2008. Albert has a Masters of Public Administration and a Masters of Urban and Regional Planning from Eastern Washington University.

NOMINEES FOR VICE PRESIDENT OF THE WCMA BOARD

RICH HUEBNER



RICH HUEBNER STATEMENT OF INTEREST:

I am honored to be considered for the position of Vice President on the WCMA Board of Directors. I entered public service in 2017, and I have been a member of WCMA since 2020. In that time, I have benefited greatly from the connections made and lessons learned through the Association, which I utilize daily in my current role. I am passionate about public service, and look forward to contributing to WCMA's mission of advancing the knowledge, proficiency, quality, and professionalism of our profession. I began my service on the board as an

Associate Member, and was recently appointed to a vacant Full Member position. A priority for me as a board member, which will continue as Vice President, is the growth and development of emerging and future leaders. I am dedicated to serving my colleagues across the state in this role on the board.

RICH HUEBNER BIO:

I currently serve as the Assistant City Manager for the City of Moses Lake. In this role, I provide high-level leadership and assistance to the City Manager, and serve as the team leader for priority programs and initiatives. Since joining the Moses Lake team in November 2022, I have been primarily focused on establishing a comprehensive Communications and Public Engagement Plan for the City, developing a Citizens Academy, developing a water usage and conservation plan, and supporting colleagues across multiple departments to update policy and procedures for the Moses Lake Municipal Airport.

I previously served as a Management Analyst for the City of Monroe. In this position, I provided administrative support, project management, and legislative and policy analysis services to the Mayor and City Administrator of Monroe. I worked directly with the Mayor and City Administrator, and across all City departments, to accomplish a wide variety of assignments. As a member of the Monroe team, I administered CARES Act and ARPA fund distribution, assisted in the development of the City's annual budget and legislative priorities, served as the City's designated Public Information Officer (PIO), and collaboratively backfilled the Office of City Clerk during a 10-month vacancy.

I began my career in public service in 2017 as the Tourism Promotion Coordinator for Snohomish County. In this role, I administered nearly \$2 million annually in County lodging tax and Tourism Promotion Area (TPA) funds, and approximately 65 contracts with fund recipients. Prior to entering public service, I earned a Bachelor of Arts in Communication from Washington State University, a Juris Doctor and Master of

Business Administration from Seattle University, and accumulated five years of experience in the sports tourism industry. In each role, I have learned a great deal about the processes of the non-profit and local government sectors, and grown exponentially as a professional and a public servant. I am excited for the opportunity for further professional growth as the Vice President for our state association.

Revize Web Services Sales Agreement

This Sales Agreement is between Washington City County Management Association, Washington ("CLIENT") and Revize LLC, aka Revize Software Systems, ("Revize"). Federal Tax ID# 20-5000179
Date: 6-20-2022

CLIENT INFORMATION:		REVIZE LLC:
Client Name:	Washington City County Management Association	Revize Software Systems
Client Address:	2601 4th Ave	150 Kirts Blvd., Suite B
Client Address 2:		Troy, MI 48084
Client City/State/Zip:	Seattle, WA 98121	248-269-9263
Contact Name:	Mike Rizzitiello mrizzitiello@cpwa.us 509-394-8506	
Billing Dept. Contact:	Mike Rizzitiello mrizzitiello@cpwa.us 509-394-8506	
Client Website Address:	https://wccma.org/	

The CLIENT agrees to purchase the following products and services provided by REVIZE:

Quantity	Description	Price
1	Phase 1 – Project Planning and Analysis, onetime fee:	\$200
1	Phase 2 – Discovery & Design from scratch - One concept, three rounds of changes, home page and inner page designs and layout, includes Responsive Web Design.	\$1,990
1	Phase 3 & 4 – Revize Template Development - Set-up all CMS modules listed on the following page with I-framing or linking to any additional 3rd party web applications and CMS module updates, onetime fee:	\$4,000
1	Phase 5 – Quality Assurance Testing, onetime fee:	\$300
1	Phase 6 – Site map development/content reorganization and content migration from old website into new website including spell checking and style corrections – up to 228 web pages and 12 documents (approximate amount on your website today). To help eliminate stale content, Revize will not be moving over any calendar event items.	\$270
1	Phase 7 – Content Editing/Administrator Training, one-day session, remote, onetime fee:	\$600
1	Phase 8 – Go Live, onetime fee:	\$200
1	Revize First-time Client Discount	(\$1,560)
1	Revize Annual Fee, pre-paid: Includes unlimited tech support, CMS software updates (up to 2 users), security software updates, and 24-hour website health monitoring. Website hosting on 4 redundant server farms included free of charge with SSL security certificate (10 GB storage space, 100 GB monthly bandwidth limit) with pre-paid annual fee:	\$2,300
Grand Total		\$8,300

Five-year agreement with free website design refresh during year five. The annual fee will be a locked-in rate of \$2,300 for the first 5 years. If client cancels this sales agreement before the sales agreement expiration date, the full amount of the 5-year agreement is still due. This agreement will automatically renew each year after five years of service, unless either party gives notice of cancelation by email and letter 30 days before the end of the annual one-year anniversary date. Revize requires a check for \$5,800 to start this Initiative. Remaining balance due upon website delivered for content editor training or the first-year anniversary of the kick off meeting, whichever comes first. Annual services and website hosting start the day of the Kick Off project meeting. For project timeline and details please refer to our proposal dated 6-20-2022. CLIENT understands that the project completion date is highly dependent on their timely communication with REVIZE.

CLIENT also agrees and understands that:

- a. The primary communication tool for this project and future tech support is the REVIZE customer portal found at <https://support.revize.com>.
- b. During the project, CLIENT will respond to REVIZE inquiries within 48 hours of the request to avoid any delay in the project timeline.
- c. CLIENT understands that project timelines will be delayed if they do not respond to Revize inquiries in a timely manner.

Terms:

1. **Payments: All Invoices are due upon receipt. Work begins upon receiving initial payment.**
2. **Additional content migration, if requested, is available for \$3 per web page or document.**
3. **This Sales Agreement is the only legal document governing this sale. If the contract is terminated before the expiration date, the full amount of the contract is still owed.**
4. **Revize will allow any WCCMA member a 10% discount on Website Design & Development Services.**
5. **WCCMA will allow Revize to have a free table top booth at the annual conference.**
6. **Both parties must agree in writing to any changes or additions to this Sales Agreement.**
7. **Proper jurisdiction and venue for any legal action or dispute relating to this Agreement shall be the State of Washington.**
8. **Pricing expires in 30 days.**

AGREED TO BY:	CLIENT	REVIZE
Signature of Authorized Person:	_____	_____
Name of Authorized Person:	_____	<u>Joseph J. Nagrant</u>
Title of Authorized Person	_____	<u>Business Development Director</u>
Date:	_____	_____

Please sign and return to: Joseph J. Nagrant Fax 1-866-346-8880

The Following Applications & Features will be integrated into Your Website Project

Revize provides applications and features specifically designed for government websites. The applications and features are grouped into five categories:

- Constituent’s Communication Center Apps
- Constituent’s Engagement Center Apps
- Staff Productivity Apps
- Site Administration and Security Features
- Mobile Device and Accessibility Features

Constituent’s Communication Center Apps

- Changeable Home Page Rotating Photo Gallery or Video Player
- Home Page Alert
- E-Notification Center with Email Alerts
- Document Center with Keyword Search
- FAQs with Keyword Search
- Staff Directory with Keyword Search
- News Center with Facebook/Twitter Integration
- “Share This” Social Media App
- Bid Posting
- Job Posting
- Online Web Forms
- Photo/Video Galleries
- **Multi-use Listings Directory (Member/Board Member/Communities Listing) with phone, email, Google directions, etc.**
Example: https://www.largo.com/facilities_directory/index.php
- Quick Link Buttons
- Revize Web Calendars

- Sliding Feature Bar
- Language Translator over 95 languages
- Mega Menu – Horizontal navigation menu showing ever web page under a tab.

Constituent's Engagement Center Apps

- Web Visitor/Member Request Center with Captcha
- RSS Feed

Staff Productivity Apps

- Agenda Posting Center
- SEO optimized web pages
- SEO Toolkit
- Image Manager
- iCal Integration
- Drag and Drop Menu Management
- Drag and Drop Photo Management
- Drag and Drop Document Management
- Link Checker
- Menu Manager
- Online Web Form Builder
- Website Content Archiving
- Website Content Scheduling

Site Administration and Security Features

- Audit Trail
- History Log
- URL Redirect Setup
- Roles and Permission-based Security Mode
- Secure Site Gateway
- Unique Login/Password for each Content Editor
- Web Statistics and Analytics

Mobile Device and Accessibility Features

- WCAG 2.1 AA ADA Compliant
- ADA Accessibility Widget
- Responsive Website Design (RWD) for great mobile phone viewing

Service Level Agreement

Revize Maximum Response Times via Severity Level

- 1 hour for crisis issues
- 4-6 hours for critical issues
- 24 hours for normal issues

Crisis issues, determined by Revize, are defined as when a website error renders the CMS program or website completely unusable or nearly unusable or introduces a high degree of operational risk and no workaround is available. Until this error is resolved, the website is essentially halted. A large number of users and or core program functionality are severely impacted.

Critical issues are defined as website errors that are an inconvenience, or causes a inconsistent behavior of the website, which does not impede the normal functioning of the website. It could be an error that occurs consistently and affects non-essential functions and is an inconvenience which impacts a small number of users. May also contain visual errors for the graphical display of the website that is not ideal but still functioning correctly.

Normal issues are defined as an error that has a small degree of significance or is a minor cosmetic issue, or is a one-off case. A one-off case occurs when the error occurs and cannot be reproduced easily. These are errors that do not impact the daily use of the website. A low error is something that does not affect normal use, and can be accepted for a period of time, but the ser would eventually want changed.

Technical Support Escalation:

If an issue cannot be remedied by the Tech Support technician within 3 days, it will be escalated to the CTO, Ray Akshaya. If the problem is not resolved within 3 business days, then the Business Development Director, Joseph Nagrant, will assemble a team to work on the issue and have a conference call with the client explaining the resolution path the company will take to resolve the issue. If additional time is needed, the Business Development Director will contact the client and notify the client with an explanation and a follow up date as agreed by both the client and Revize.

Revize Support

- 5 a.m. – 5 p.m. PST Phone Support (Monday thru Friday)
- 24X7X365 Portal & Email Support
- Dedicated support staff to provide assistance and answer all questions
- Training refreshers
- Video tutorials and online training manual

WASHINGTON CITY/COUNTY MANAGEMEN

**Statement of Revenues, Expenses and Change
YTD Actual as a Percentage of Yearly Budget
For the Year End December, 31 2023**

REVENUES	Actual 06/15/23	Yearly Budget	YTD Budget %
Membership Dues	34,195	37,000	92.4%
NW Regional Spring Conference (n/a)			
Summer Annual Conf-meals/reg		30,000	0.0%
Conference Sponsorships	28,500	60,000	47.5%
ICMA Senior Advisor Reimbursement	334	3,750	8.9%
NW Women's Leadership Academy		22,500	0.0%
"Event Reserves"	2,594		
Total Revenues	\$65,624	\$153,250	43%
EXPENSES			
NW Regional Spring Conference			
Summer Annual Conference	2,100	45,000	4.7%
Board of Directors Meetings		1,000	0.0%
Senior Advisors	477	7,500	6.4%
ICMA Student Chapter (Evans School)		2,000	0.0%
Scholarships		5,500	0.0%
Awards Programs		1,800	0.0%
International Contingency	2,544	1,500	169.6%
Travel Support-ICMA Conference		2,000	0.0%
Women's Leadership Academy	2,341	26,000	9.0%
ICMA Endowment		1,000	0.0%
ICMA Coaching Program	1,000	1,000	100.0%
Professional Services	16,237	43,700	37.2%
Office Supplies/Printing		1,000	0.0%
Insurance	1,425	1,500	95.0%
Bank Service Charge	1,629	2,500	65.2%
State and City Taxes	441	750	58.8%
Total Expenses	28,192	143,750	19.6%
EXCESS REVENUES (EXPENSES)	37,431	9,500	
Add Beg. Balance on 01/01/23	\$79,986	79,986	
Ending Balance on 12/31/23	117,417	89,486	

NT ASSOCIATION

in Fund Balance

udget

3.

Notes

**withheld funds that will be deposited in the future - used to process imr