



# OpenGov and the City of Mineola, TX

Project Plan Letter and Partnership  
Investment Summary



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Cindy Karch  
City of Mineola, Texas  
300 Greenville Highway  
Mineola, Texas 75773

Dear Cindy Karch,

On behalf of OpenGov, we are thrilled about the opportunity to expand our partnership with the City by proposing the OpenGov Financials, Enterprise Asset Management, Courts Permitting and Licensing Suites to support the City's needs. We truly value your careful consideration in reviewing the project proposal we have prepared for you.

We are pleased to present in the following pages our solutions that we believe will meet and exceed the City's goals for Financial Management, Budget & Planning, Enterprise Asset Manager, Permitting and Licensing and Asset Management. OpenGov's modern, cloud-based software offers mission-critical functionalities, including data integrity, historical reporting, easy importing and exporting of data, collaborative budgeting and planning, and interactive reporting for both Council members and resident stakeholders alike.

OpenGov has a strong presence in the State of Texas, partnering with Cities such as the City of Sulphur Springs, Greenville, Everman, Balch Springs and The City of Northlake. The above-mentioned cities and many more have used OpenGov to adapt to change, operate efficiently and strengthen public trust.

We are on a mission to power more effective and accountable government, and we seek to produce long-term partnerships with the communities we serve. We look forward to putting our entire organization behind the City of Mineola to ensure this engagement exceeds expectations. We are looking forward to this potential partnership!

Sincerely,

Ray Kirkpatrick - Account Executive  
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Nate Huinker - Account Executive  
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# Executive Summary

OpenGov is proposing **OpenGov Cloud Financials, Enterprise Asset Management, Permitting & Licensing, and Courts** for consideration.

**OpenGov Cloud Financials** is a comprehensive, cloud Financial Management Suite designed for local government. As part of the industry's only modern cloud ERP for accounting, budgeting, and community development, OpenGov Financials unifies and automates the many mission-critical financial processes of public administration, now and for the future. OpenGov Financials offers the most complete and easy-to-use Reporting & Transparency Platform, with out-of-the-box capabilities to help you better understand organizational performance, maintain central and accurate reporting, and communicate clearly and effortlessly with the public.

**OpenGov Budgeting and Planning** is a modern, full-featured cloud budgeting solution designed to meet the unique needs of public sector planning and analysis. Trusted by hundreds of forward-thinking governments, Budgeting and Planning is the industry's most collaborative experience for budget process automation, managerial reporting, and public transparency – driving more effective planning and strengthening public trust. On average, Budgeting and Planning customers see a 50% reduction in budget development time, achieve 80% time savings on reporting, and have re-allocated up to 1% of their budgets for more strategic outcomes.

**OpenGov Enterprise Asset Management** is a full and comprehensive operations and capital planning solution that can meet the specific needs of individual departments across the City of Mineola that are responsible for managing and maintaining infrastructure and other high value assets. OpenGov's Asset management functionality lets The City of Mineola track any asset type ranging from streets and signs to water mains, trees, and anything else the city is responsible for. That means understanding what condition your assets are in, the ability to assign work and create preventative maintenance schedules, and being able to plan for the future. At the same time the solution is specifically designed to be as easy to use as pen and paper for field and office staff.

**OpenGov Permitting and Licensing** modernizes community development through highly configurable workflows replete with digital forms, signatures, and payments. Featuring a user-friendly constituent portal seamlessly integrated with backend data collection and approval rules, OpenGov Permitting & Licensing delivers an all-in-one cloud solution to streamline processes from intake through issuance. With OpenGov Permitting & Licensing, governments can decrease turnaround times by 50%, save staff hours, drive increased revenue, and delight citizens without compromising the administrative controls their teams need.

**OpenGov Courts** is a solution that allows you to run your Courts efficiently and provide a better defendant experience. It provides automated connections to State of Texas databases to reduce the manual work required. Additionally, it has paperless processes that allow for increased options for defendants which can lead to easier access for defendants to reach adjudication. The software



features the following for: public portal that defendants can use, integrated reporting to systems and automated fee adjustments.

**OpenGov Reporting and Transparency Platform** build trust by simplifying and streamlining the collection, analysis, and communication of complex information with the OpenGov Reporting and Transparency platform. Our platform's solutions reduce manual reporting, data scrubbing, and formatting by providing on-demand access to dynamic, interactive reports and dashboards. Simple, self-service tools empower anyone with access to the platform to perform analysis without burdening technical teams, making it easier to discover trends, provide historical context, and quickly identify anomalies.

## Why OpenGov?

### **The only modern cloud ERP for local government.**

OpenGov offers transformative solutions for budgeting, financial management, and civic services with the market-leading reporting and transparency platform – allowing customers to re-allocate up to 1% of their budgets for more strategic outcomes and save thousands of hours on manual and paper-based processes.

### **A trusted partner.**

More than 2,000 governments nationwide partner with OpenGov to drive more effective and accountable operations through cloud financial solutions. Built exclusively for state and local government, OpenGov's software, services, and expertise are backed by over 300 years of employee experience in the public sector.

### **A platform built to grow with you.**

Modern cloud architecture ensures all of your users have access to the latest features and upgrades while reducing your IT burden, minimizing your cost footprint, and breaking down system and data silos. Thanks to world-class professional services and a roadmap driven by customer feedback, you future-proof your investment for the next generation.

# OpenGov Financials

Focus on complex accounting - not managing complex software.

## The Only Modern Cloud Financial Suite Designed Exclusively For Government

The OpenGov Financials Suite is an end-to-end financial management solution that works seamlessly on the OpenGov platform with our Budgeting, Planning, Reporting and Transparency suites. We are the only fully cloud-based management solution designed exclusively for the public sector.



With OpenGov Financials, a government can go from source business documents (timecards, invoices, cash receipts, etc.) to reporting, forecasting and budgeting with the OpenGov Budgeting & Planning Suite, without duplicating work, data translation, or other barriers to slow your progress.

## Part of the Only Modern Cloud ERP for Local Government

Manage all your core financial processes with a comprehensive suite – including Fund-Accounting, General Ledger, A/P, A/R, financial close, bank reconciliation, Purchasing, Fixed Assets, Utility Billing—all designed exclusively to meet the needs of local government and integrated with OpenGov's other leading Suites.

- **Native Multi-Fund Accounting:** Manage critical processes including automated inter-fund transfers, encumbrances, audit-preparation, and deep user-security controls
- **Purchasing:** Simplify vendor and contract management, approval processes, and document storage with online requisitions and automated monitoring tools
- **Utility Billing:** Manage metered or unmetered services for your municipality or independent utility with simplified billing, flexible payment options, 3rd party meter integrations, and field service requests.

## Industry-Leading Reporting and Analysis

OpenGov Budgeting & Planning is built with a data-first foundation that provides out-of-the-box reporting & analysis capabilities for dashboards, managerial reporting, KPI tracking, and data consolidation and sharing.

- Present **complex information that the public, elected officials, departments, and administration can understand** with at-a-glance insights and interactive dashboards
- **Reduce reporting bottlenecks** by freeing up your IT, finance, and other staff with centralized, self-serve reporting
- **Sharpen your focus on outcomes** by establishing and tracking relevant KPIs to keep stakeholders updated on spending, initiatives, and operations

## Strengthen Public Trust with the Leading Transparency Platform

Build trust in your community by communicating initiatives and progress clearly while fostering better engagement through integrated tools to collect feedback and sentiment.

- **Communicate initiatives effortlessly** with a simple drag-and-drop web-page builder and customizable themes that make it easy for citizens to digest key narratives
- **Run public meetings**, virtual councils, and budget simulations with our Virtual Town Hall – complete with robust forms, surveys, and other tools for a compliant feedback process.
- **Deliver up-to-date financial and operational data with context** to keep the public informed of progress and fiscal health

## Trusted and Secure Technology

Choose our modern cloud technology to improve security, continuity, and financial controls through leading platform infrastructure architectural best-practices.

- **Fortify the security of your critical financial data** by moving to the highest protection standards for security across physical, network, application, and AES-256 data encryption at-rest and in-transit
- Unlike traditional hosted software, **have your software scale immediately** in response to variable workloads through automated provisioning of additional compute and storage to your requirements
- **Bolster continuity** with regular hassle-free updates, multi-site backups, and robust disaster recovery plans

## Core Financials and General Ledger

The heart of OpenGov Financials is a robust general ledger system designed from the start for GAAP multi-fund accounting and the special needs of governmental reporting under the Governmental Accounting Standards Board. Flexible chart of accounts structure and sophisticated reporting closely

support the need to have easily auditable records, comply with complex State regulations and meet the specific management needs of Cities, Counties, Schools and Special Districts.

Core subsystems bundled with the general ledger provide fully integrated accounts payables, accounts receivables, cash receipting (including citation payments), fixed assets, purchasing, and purchasing card management. Advanced features include account level authorization, data masking, journal import, and purchasing workflow. Document management power includes scanning, uploading, and archiving in all modules.

## Highly Secure Environment for Users and Data

OpenGov Financials manages user access down to the screen level in each application. With the creation of security groups, the administrator can assign multiple people similar access through a simple process. Users can also be assigned to multiple groups to allow for cross-support between departments, giving the administrator an unlimited number of security scenarios.

Pre-built, default security groups, simple "inquiry" access setup, and integrated general ledger (account) security simplify management. The ability to custom tailor group access, integration with all aspects of OpenGov Financials and encrypted login information provide complete control.

## Flexible Accounting Options to Meet the Needs of Government

Enhance your power with the additional Payroll/HR and Utility Billing modules. These options are fully integrated with Core Financials for a familiar user experience. Both offer advanced features designed to improve efficiency for these key governmental processes.

# Core Financials

## End-to-end accounting software for local government

### Financial Management and General Ledger

With the complete integration of all OpenGov Financials modules into the General Ledger, all your financial data is accurately and efficiently captured from the source without further manual entry. Interfaces are available to import journal entry data from many non-OpenGov Financials applications, further reducing manual data entry.

Account Number ↑	Account Description ↓	Account Type ↓	Opening Balance ↓	YTD Actual ↓	Encumbrance ↓	Annual Revised Budget ↓	Variance Budget vs Actuals ↓	Actions
01-5002-185-000000	July 4th Festival Expense	Expenditure	\$0.00	\$9,100.00	\$3,000.00	\$0.00	\$(12,100.00)	:
01-5003-185-000000	Festival Expenses-Park Board	Expenditure	\$0.00	\$0.00	\$0.00	\$(1,000.00)	\$(1,000.00)	:
01-5004-185-000000	KKB Expenses	Expenditure	\$0.00	\$0.00	\$0.00	\$1,000.00	\$1,000.00	:
01-5006-185-000000	Community Festival Expenses	Expenditure	\$0.00	\$10,000.00	\$0.00	\$15,000.00	\$5,000.00	:
01-5101-110-000000	Salaries & Wages	Expenditure	\$0.00	\$10,000.00	\$0.00	\$0.00	\$(10,000.00)	:
01-5201-100-000000	Office Supplies	Expenditure	\$0.00	\$1,930.99	\$3,051.83	\$20,500.00	\$15,517.18	:
01-5201-110-000000	Office Supplies	Expenditure	\$0.00	\$2,266.97	\$0.00	\$15,000.00	\$12,733.03	:
01-5202-110-000000	Janitorial Supplies	Expenditure	\$0.00	\$29.99	\$112.93	\$0.00	\$(142.92)	:
01-5203-150-000000	Operating Supplies	Expenditure	\$0.00	\$15.00	\$0.00	\$500.00	\$485.00	:
01-5204-182-000000	Chemical, Medical & Drug	Expenditure	\$0.00	\$50.00	\$4,950.00	\$0.00	\$(5,000.00)	:
<b>Grand Total</b>			<b>\$0.00</b>	<b>\$35,777.65</b>	<b>\$14,446.76</b>	<b>\$116,400.00</b>	<b>\$66,175.59</b>	

*Flexible Inquiries - Easy and quick reporting*

## Additional Features

- Document scanning, uploading, and archiving
- Unlimited history is available online
- Ability to perform additional period processing
- Flexible fiscal year processing.
- Ability to implement Pooled (consolidated) cash or Due to/Due from accounting
- Cash Management

## Accounts Payable & Encumbrance Accounting

Accounts Payable package provides payment functions for all invoices. Full integration with the other OpenGov solutions allows for payments of such things as deposit refunds in Utility Billing. Budgets are checked in "real-time" as invoices are entered. Encumbrance accounting is supported in accounts payable.

- Document scanning, uploading, and archiving
- Vendor payment through ACH, electronic transfer, checks, and bank specific methods
- Purchase Order Processing
- Integration into Purchase Orders, Requisitions, Utility Billing, and Fixed Assets
- Generation of IRS 1099's with all form types
- Positive Pay
- Quick Checks - single check generation
- Checks print on blank check stock, eliminating the need for costly pre-printed checks
- Invoice Approvals with Custom Workflows

**Work with All Invoices**

Vendor Number or Name | Status: All | Department | Department Name | Amount | Invoice Amount | Invoice Number | Invoice Number | Fiscal Year: 2023 | Find | Reset | Add Invoice

Vendor Name ↓	Vendor # ↓	Fiscal Year ↓	Invoice # ↓	Type ↓	Status ↓	Approval Level ↓	Department ↓	Payment Date ↓	Invoice Amount ↓	Actions
4IMPRINT, INC.	3	2023	SAN0000232	Regular	Draft	--	FINANCE	11/08/2023	\$500.00	⋮
4IMPRINT, INC.	3	2023	SAN0000230	Regular	In Process	Approved	FINANCE	11/02/2023	\$15.99	⋮
4IMPRINT, INC.	3	2023	SAN0000227	Regular	In Process	Approved	FINANCE	10/31/2023	\$10.00	⋮
4IMPRINT, INC.	3	2023	SAN0000228	Regular	Draft	--	FINANCE	10/31/2023	\$50.00	⋮
4IMPRINT, INC.	3	2023	SAN0000229	Regular	In Process	Approved	FINANCE	10/31/2023	\$50.00	⋮
4IMPRINT, INC.	3	2023	SAN0000225	Regular	Pending Action	1	FINANCE	10/28/2023	\$100.00	⋮
4IMPRINT, INC.	3	2023	SAN0000030	ACH	Paid	Approved	FINANCE	02/09/2023	\$10.00	⋮
4IMPRINT, INC.	3	2023	SAN0000033	ACH	Paid	Approved	FINANCE	02/09/2023	\$10.00	⋮
4IMPRINT, INC.	3	2023	SAN0000053	ACH	Paid	Approved	FINANCE	02/22/2023	\$10.00	⋮
4IMPRINT, INC.	3	2023	SAN0000055	ACH	Paid	Approved	FINANCE	02/23/2023	\$10.00	⋮

< Previous | 1 | 2 | 3 | 4 | 5 | ... | 23 | Next > | Showing 1 to 10 of 226 entries | Show 10

ACH Payment

View and easily enter all Accounts Payable invoices

**Work with Vendors**

Filter | Address | Primary | Active | All | Position | Sort Name | Reset | Add Vendor

Vendor Sort Name ↑	Vendor Number ↓	Vendor Name ↓	Vendor Address ↓	1099 Tax Identifier ↓	Actions
	1				⋮
3D MECHANICAL SERVIC	3663	3D MECHANICAL SERVICE COMPANY	600 S WASHINGTON ST	77-7200428	⋮
4-SEASONS PEST CONTR	2	4-SEASONS PEST CONTROL	605 MCNEILL LN		⋮
4IMPRINT, INC.	3	4IMPRINT, INC.	25303 NETWORK PLACE	79-7837105	⋮
5H GENERAL CONTRACTI	3357	5H GENERAL CONTRACTING,LLC	120 ROCKY RIDGE RD	70-7752325	⋮
5M DESIGNS, INC.	4	5M DESIGNS, INC.	605 W MOORE AVE,STE. B		⋮
7-H CONSTRUCTION CO.	5	7-H CONSTRUCTION CO, INC.	2922 POLLARD DR	70-7100763	⋮
7-H CONSTRUCTION-DO	3242	7-H CONSTRUCTION-DO NOT USE	2922 POLLARD DR	70-7100762	⋮
720	2523	720 Action Sports			⋮
720 ACTION SPORTS	6	720 ACTION SPORTS	JASON COX		⋮

< Previous | 1 | 2 | 3 | 4 | 5 | ... | 331 | Next > | Showing 1 to 10 of 3,306 entries | Show 10

Has Documents  ACH Payment  No Ordering

Master Vendor List allows for transparency into the Vendor history

## Accounts Receivable

Accounts Receivables allow your entity to bill for all services (other than utility billing). With integration into the General Ledger, payments are easily accounted for.

- Email Billing
- Online Payment System
- Late Notices Through Mail or Email
- Document Scanning, Uploading, or Archiving



**Work with Service Accounts**

Reset Order Route/Add/Res# Jump to Route Number Service Address Id Resident Number Status All Find

Status	NSF	Account Number	Customer Name	Service Location
I		001-0000100-001	TEST	TEST
I		001-0000100-001	AEP INDUSTRIES	ROLLOFF & COMPACTORS
A		001-0000100-004	STW STATE SCHOOL	ROLLOFF & COMPACTORS
I		001-0000100-005	INDUSTRIAL MODELS	ROLLOFF & COMPACTORS
A		001-0000100-006	MINYARD FOOD STORES/SACK-N-SAV	ROLLOFF & COMPACTORS
A		001-0000100-007	PETROFLEX NA, INC.	ROLLOFF & COMPACTORS
R		001-0000100-008	POLY PIPE	ROLLOFF & COMPACTORS
A		001-0000100-009	SMURFIT STONE CONTAINER CORP.	ROLLOFF & COMPACTORS
A		001-0000100-010	NORTH TEXAS MEDICAL CENTER	ROLLOFF & COMPACTORS
A		001-0000100-011	CLAYTON MOBILE HOMES	ROLLOFF & COMPACTORS
A		001-0000100-012	SPRAYLAT TEXAS, LP	ROLLOFF & COMPACTORS
A		001-0000100-013	WHALEY UNITED METHODIST CHURCH	ROLLOFF & COMPACTORS
A		001-0000100-014	COMPUTERIZED WASTE	ROLLOFF & COMPACTORS
I		001-0000100-015	MOLDED FIBERGLASS	ROLLOFF & COMPACTORS
A		001-0000100-016	WAL-MART	ROLLOFF & COMPACTORS

< Previous 1 2 3 4 5 ... 39 Next >

Write off Past Due Current Due

Easily access all Customers and their historical data from the Master Customer List

**Account at a Glance**

Transactions Invoices Comments Deposits Copy Balances Notices New Extension

Account Number: 001-0000100-010 Name: NORTH TEXAS MEDICAL CENTER Service Location: ROLLOFF & COMPACTORS

Page 1 Page 2

**Account**

Mailing Address: 1900 HOSPITAL BLVD. Account Status: Active

OPENGOV Tax Exempt: Yes

TX 76091 Exclude from auto inv recal: Yes

Carrier: Cycle: 1

Class Code: Commercial anc Senior Citizen: No

**Billing**

Last Bill Date: 05/31/2023 Last Bill Amount: 100.00 Last Due Date: 06/30/2023

Last Pmt Date: 04/20/2023 Last Pmt Amount: 500.00 Bank Draft: No

Home Phone: (000) 000-0000 Work Phone: (000) 000-0000

Total Due	Current Due	30-60 Days	60-90 Days	90 Plus Days
-500.00	-500.00	0.00	0.00	0.00

Customer record includes transparency into the customer billing and payment history

## Fixed Assets

Fixed Assets provide for the physical and financial tracking of all physical assets. Assets can be automatically placed into the records immediately after purchase through the direct integration with Accounts Payable. These assets can be depreciated with standard methods including "straight line" and "sum of the year's digit." Both capitalized and non-capitalized physical assets can be inventoried with Fixed Assets.

- Calculate depreciation based on built-in IRS formulas and tables to meet GASB34 requirements
- Printing scan-able barcode labels to expedite asset inventory
- Execute transfers and disposals, produce gain/loss, and track transfer activity for the life of the asset
- Document scanning, uploading, and archiving
- Interface with handheld asset inventory devices

Work with Assets

Reset Capital/Non-Capital All Filter Filter Description Depreciable All Include Disposal Yes Order Asset ID Jump To Asset ID Find

Asset ID	Description	Group Code	Sub Group	Fund No	Dept No	Prog No	Service Status	Depreciate	Fully Depreciated
1	LAND & LAND RIGHTS	LAND		20	220	0	Active	No	No
2	LAND & LAND RIGHTS	LAND		20	220	0	Active	No	No
3	JOHN D. MOSLEY TRUST	LAND		20	220	0	Active	No	No
4	LAND EASEMENT-FORTNER	LAND		20	220	0	Active	No	No
5	54 ACRES FM 1388	LAND		20	220	0	Active	No	No
6	SEWER EASEMENT-SCHRAMM	LAND		20	220	0	Active	No	No
7	OLD PLANT 06/02/84	BLDGS		20	220	0	Active	Yes	Yes
8	SEWER PLANT	BLDGS	BLDG	20	220	0	Active	Yes	No
9	NEW SEWER PLANT	SEWER		20	220	0	Active	Yes	No
10	WWTP IMPROVEMENTS	WATER		20	220	0	Active	Yes	No
11	LIFT STATION REPAIRS	WATER		20	220	0	Active	Yes	No
12	W&S SYSTEM	INFRA		20	220	0	Active	Yes	Yes
13	LINE IMP- 9/30/92	INFRA		20	220	0	Active	Yes	Yes
14	AERATION SYSTEM 7/13/92	INFRA		20	220	0	Active	Yes	No
15	IMPROV-1990 GRANT 1992	INFRA		20	220	0	Active	Yes	No
16	LINE IMPROVEMENTS	INFRA		20	220	0	Active	Yes	Yes
17	LINE IMPROVEMENTS	INFRA		20	220	0	Active	Yes	Yes
18	PUMP & MOTOR	INFRA		20	220	0	Active	Yes	Yes
19	5 ROAD BORES	INFRA		20	220	0	Active	Yes	Yes
20	BOLTS & VALVES	INFRA		20	220	0	Active	Yes	Yes

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Has Documents

Fixed Assets will manage both Capital and Non-Capital Assets

## Purchase Cards

Purchase Cards has the ability to interface with all major credit card companies and any bank, allowing a full range of paperless purchasing, purchase card transactions, and purchasing management. Fully integrated with fixed assets, accounts payable and purchase orders.

- Make purchases without the need for handling individual invoices
- Using the transaction data from the financial institution, each credit card transaction is directly imported
- Expenses are updated in Accounts Payable without the need to re enter each invoice
- Flexible approval process
- Document scanning or upload receipts allows you to process each transaction paperlessly

### Bank Reconciliation

Solution designed to handle a broad set of use cases, including manual and automatic transaction matching and batch splitting for larger transaction sets. Step-by-step workflows allow for a more easy and seamless process.

## Requisitions

Requisitions allows the user to request the purchase of an item or service. With integration to Accounts Payable and a sophisticated approval process, the approved requisition seamlessly becomes a purchase order to be processed along with an invoice. No manual data entry is required to transform the requisition to a purchase order.

- Automatic email status notifications
- Multi-level approval process
- Customizable approval amounts

## User Security

Giving users access to the features they need while controlling which modules they can access is an important part of any enterprise software solution. With OpenGov Financials you have the ability to control user access down to the screen level of each application. With the creation of security groups, the software administrator is able to assign multiple people similar access through a simple process. Users can also be assigned to multiple groups to allow for cross-support between departments, giving the administrator an unlimited number of security scenarios.

- Pre-built, default security groups
- Simple "inquiry" access setup
- Integrated General Ledger (account) security
- Ability to custom tailor group access
- Integrated with all aspects of OpenGov Financials
- Encrypted login information

# Utility Billing

Enable billing for any utility, fully customizable to your billing needs.

## Utility Billing

Combining simplicity and flexibility, Utility Billing provides the ability to bill any type of metered or unmetered service.

- Text notifications to show billing amounts, online payment site links, cutoff and general notices
- Work orders can be produced and sent over email or printed
- Full Cash Receipts integration, allowing for payments to be instantly applied to customer accounts
- Email or print bills, late notices, and cutoff notices
- Billing export for major bill printing companies
- Online payment integration
- Interfaces to many of the popular meter companies to allow the import of meter reads
- Document scanning, uploading, and archiving
- With our respected partners, you can setup either IVR or Kiosk to receive payments that are instantly applied to a customer's account

**Account at a Glance**

Account# 001-0000010-005    Name MCF DESIGN GROUP    Address 100 N HAMPTON RD    Customer# 019415-01    Subdivision

Account Status: Inactive    Class Code: Commercial    Start Date: 08/06/2001    Cycle: 2    District:    Cutoff Exempt: No

**Incomplete Work Orders Exist at Address**

Total Due	Current Due	30-60 Days	60-90 Days	90 Plus Days
0.00	0.00	0.00	0.00	0.00

Last Bill Date: 01/15/2002    Last Bill Amount: 52.92    Due Date: 02/05/2002

Last Pmt Date: 02/01/2002    Last Pmt Amount: 50.40    Bank Draft: No

*Utility Billing allows transparency into the customer, the address and the meter activity*

## Online Bill Payment

Online Bill Payment allows utility users to make payments in a fully PCI compliant manner. Payments are immediately applied to the customer account and can be viewed by the customers and utility billing employees. Customers are also able to view their bill, make changes to their contact information, and look at their water trends.

### Additional Features:

- Direct integration to Utility Billing
- Online ACH signup
- Online Credit Card auto-draft signup
- 2-year graphical usage history
- View bills in PDF format
- Sign up for e-bills instead of paper bills

# OpenGov Budgeting & Planning

Modernize your budget and align spending to strategic outcomes.

## Manage an Accurate, Outcome-Focused Budget Process

Streamline and unify your end-to-end budgeting process, seamlessly tie budget dollars to key organizational initiatives, and draw actionable insights that maximize performance outcomes. Then, through [Reporting & Transparency](#), add a narrative to your results and share internally and externally for better collaboration.



“OpenGov helps us bring it all together, it enables us to both: 1) create a better, more collaborative budget, one that deploys resources more efficiently across departments; and 2) demonstrate to the public, Council, and our bond ratings agency the impact of savings and investments for our city.”

**Bob DaSilva**  
Mayor | City of East Providence, RI





**Collaborate More Effectively.** Collaborate across departments by sending and receiving budget proposals, tracking performance on strategic objectives, commenting on key reports, and tying strategic priorities to outcomes.



**Build an Award-Winning Budget Book.** Take your budget book online to transparently share with local residents and internal departments, all within a GFOA-approved format to create an award-winning budget document.



**Organize your Capital Planning.** Streamline project submission, effectively align your capital planning to strategic priorities, forecast the full cost of long-term capital expenditures, track performance, and keep the public informed along the way.



**Accurate and Automated Workforce Planning.** Model and forecast the full burdened cost of your workforce plan with the industry's most comprehensive workforce planning solution. Treat your largest cost driver with the modern technology it deserves.



**Build Trust Through Transparency.** Build trust with constituents by communicating initiatives and progress clearly while fostering better engagement with best-in-class transparency solutions. From budget simulations and virtual council meetings to internal dashboards and public-facing web pages, when it comes to engaging with the public we've got you covered. It's how we got our name, and nobody does it better.

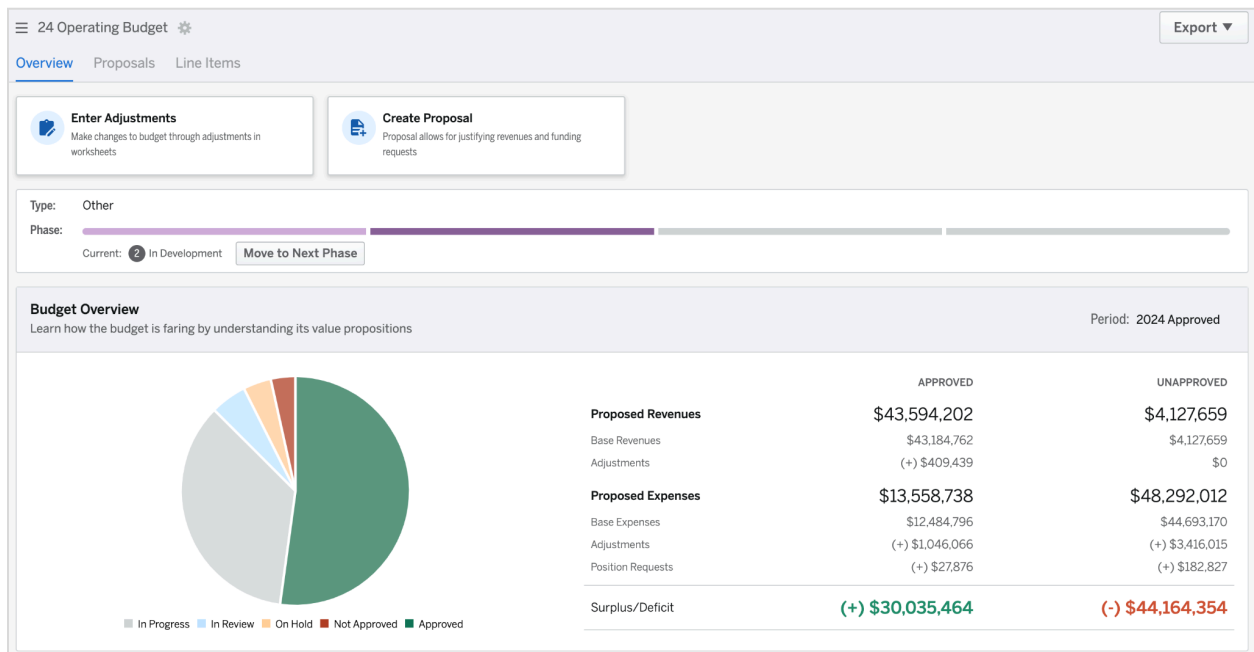
## Budgeting & Planning Use Cases

- Collaborative Budgeting
- Capital Planning
- Online Budget Book Publication
- Workforce Calculations
- Budgetary Reporting
- Financial Projections
- Operating Budgets
- Scenario Analysis
- Strategic Initiative Reporting

# Full-Featured Public Sector Budgeting

Maximize end-to-end effectiveness for your budget and planning cycle, from near-term forecast adjustments to long-range capital initiatives.

- **Collaborative, Automated Operating Budgets:** Liberate your budgeting from disparate spreadsheets with a unified process that seamlessly ties spending to desired outcomes
- **Workforce Planning:** Simplify planning for your most complex and important asset – your people – with scenario analysis, advanced calculations, and integrated budget requests
- **Capital Planning:** Forecast long-term capital expenditures, manage proposals and evaluations, track performance, and easily keep stakeholders from various audiences informed of progress
- **Online Budget Book:** Publish a fully interactive, GFOA award-winning [online budget book](#) that makes future publications vastly more repeatable



User Home Screen includes At-a-Glance Budget Overview and Tasks

# Government’s Most Collaborative Budgeting & Planning Solution

OpenGov drives efficiency through heightened collaboration by centralizing your planning in an intuitive online solution, delivering breakthrough communication between offices and departments.

- Achieve **unprecedented alignment** around strategic priorities that comes from a real-time, singular source of truth
- Give your budget collaborators an **easy-to-use** system that reduces the back-and-forth of traditional processes

- **Controlled collaboration** is made simple through configurable administrative settings for user access and editing ability

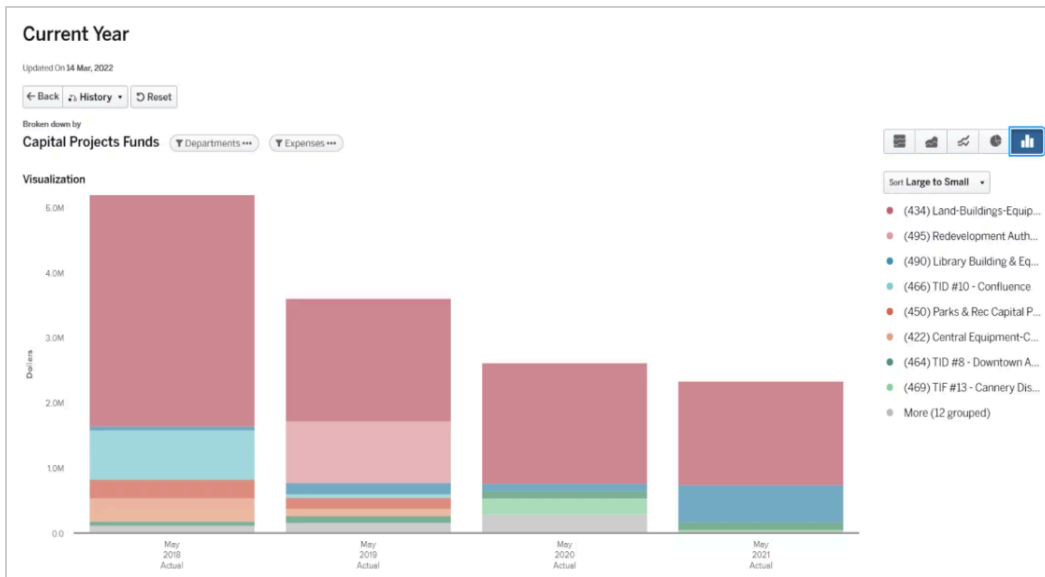
## Key Features

### **Precisely calculate personnel costs through [workforce planning](#).**

Drive better salary projections, increase visibility into cost drivers, and reduce generic assumptions. You can calculate the fully burdened labor costs of an individual or [overall workforce](#), perform scenario analysis to inform negotiations and budget decisions, run vacancy reporting, compare actual positions to budgeted positions, and request new positions using accurate, updated costs.

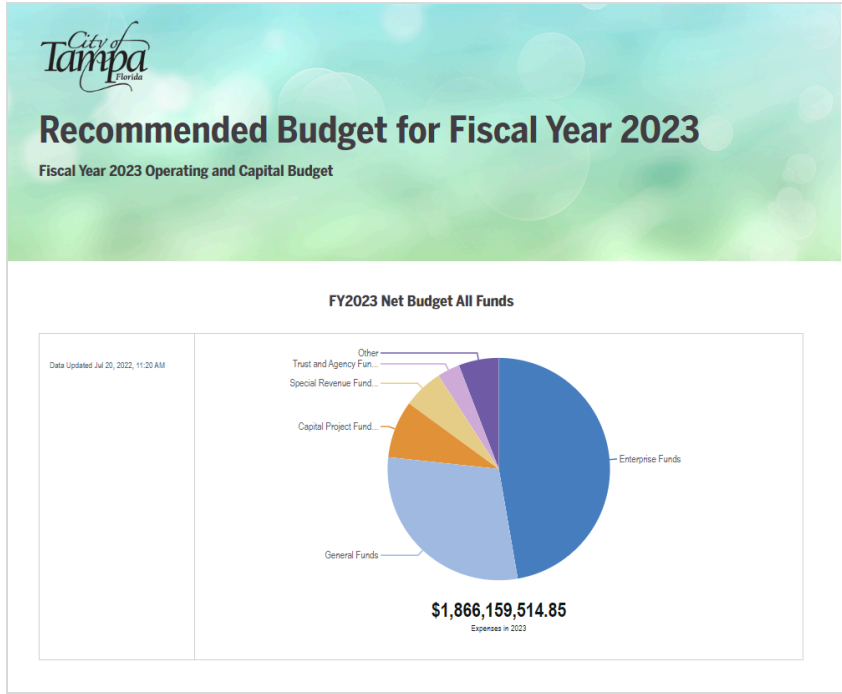
### **Forecast long-term expenditures for [capital planning initiatives](#).**

Seamlessly harness the information your team needs to make educated decisions while providing a working blueprint for sustaining and improving your community's infrastructures. You can send and receive capital planning proposals, adjust proposal line items, track performance on projects, and comment on key reports. Then, easily create printable dashboards to streamline capital meetings.



### **Simplify online budget book publication.**

Establish a framework for building your online budget book faster and more accurately, making the process repeatable and scalable for future cycles. You can clearly communicate your agency's priorities all while leveraging templates designed with GFOA best-practices in mind.



Allow the Public to Explore and Understand Your Budget

**CITY OF TALLAHASSEE**

HOME DASHBOARD MVV PURPOSE PRIORITIES FEEDBACK SUBSCRIBE

The City of Tallahassee  
**Five-Year Strategic Plan - 2024**

Our community celebrates its bicentennial in 2024, and the City Commission is proudly setting the groundwork that will guide the City of Tallahassee's operations to its 200th anniversary.

This plan – the first overarching plan of this magnitude in our organization's history – will help us realize our vision:

*A creative capital city that supports a strong community with vibrant neighborhoods; an innovative economic and educational hub serving diverse and passionate people, protecting our natural resources and preserving our unique character.*

Measuring our performance is key to achieving the goals established in the Strategic Plan. This tool allows the City to track our progress on key

**2021**  
 CERTIFICATE OF  
**DISTINCTION**  
 in Performance Management  
**ICMA**  
 ★★

Tell the Story of your Strategic Plan

**Make better decisions with centralized dashboards for everyone.**

Powering OpenGov Budgeting & Planning is OpenGov [Reporting & Transparency](#). Integrate and synchronize your financial and non-financial data with other data sources including your ERP. When any data point changes, all reports automatically update. You can go beyond seeing your outcomes and truly understand the reasoning behind performance with OpenGov's reporting feature.

# Dashboards

[Create New Dashboard](#)

NETWORK

REPORTS

BUDGETS

DATA

PORTAL

INITIATIVES

STORIES

SETTINGS

HELP

DJ

**City Manager Dashboard**

Updated 7 days ago

Capital Budget

\$130,431.68

Operating Budget

\$1,412,386.00

Working Reserves or Cash Reserves

1,766

**Program - Animal Shelter Opera...**

Updated 20 days ago

Operating: Number of Admits - 000 Pcs

5,996

Operating: Number of Admits - 000 Pcs

0.0

Operating: Total Admitted Animals

6,000

**PLC Dashboard**

Updated a month ago

Operating: Total of Admitted Animals

41,444

Operating: Total of Admitted Animals

\$2,390,090.52

Operating: Total of Admitted Animals

17

**COVID-19 Tracking & Scenario ...**

Updated 2 months ago

Operating: Total of Admitted Animals

\$2,390,090.52

Operating: Total of Admitted Animals

\$2,390,090.52

Operating: Total of Admitted Animals

\$2,390,090.52

**Special Events Permitting**

Updated 3 months ago

Operating: Total of Admitted Animals

\$47,302,214.11

Operating: Total of Admitted Animals

\$11,223.06

Operating: Total of Admitted Animals

202

**Mayor's Dashboard**

Updated 7 months ago

Operating: Total of Admitted Animals

\$2,079,805.71

Operating: Total of Admitted Animals

4,295.20

Operating: Total of Admitted Animals

225,478.24

**Controller Dashboard**

Updated 7 months ago

Operating: Total of Admitted Animals

60

Operating: Total of Admitted Animals

\$1,423,388.00

Operating: Total of Admitted Animals

\$1,423,388.00

**(ACS) Economic Vitality Compa...**

Updated 7 months ago

Operating: Total of Admitted Animals

\$5,274

Operating: Total of Admitted Animals

100.00%

Operating: Total of Admitted Animals

\$41,962.00

**Councilmember Mulchay**

Updated 10 months ago

Operating: Total of Admitted Animals

\$25,552.46

Operating: Total of Admitted Animals

\$47,302,214.11

Operating: Total of Admitted Animals

5,004

**Public Safety Dashboard**

Updated a year ago

Operating: Total of Admitted Animals

70

Operating: Total of Admitted Animals

4,538

Operating: Total of Admitted Animals

48

**Public Safety**

Updated a year ago

Operating: Total of Admitted Animals

\$274,484.29

Operating: Total of Admitted Animals

48

Operating: Total of Admitted Animals

9.57

**Finance Director's Dashboard**

Updated a year ago

Operating: Total of Admitted Animals

\$1,781,442.97

Operating: Total of Admitted Animals

\$7,002,382.10

Operating: Total of Admitted Animals

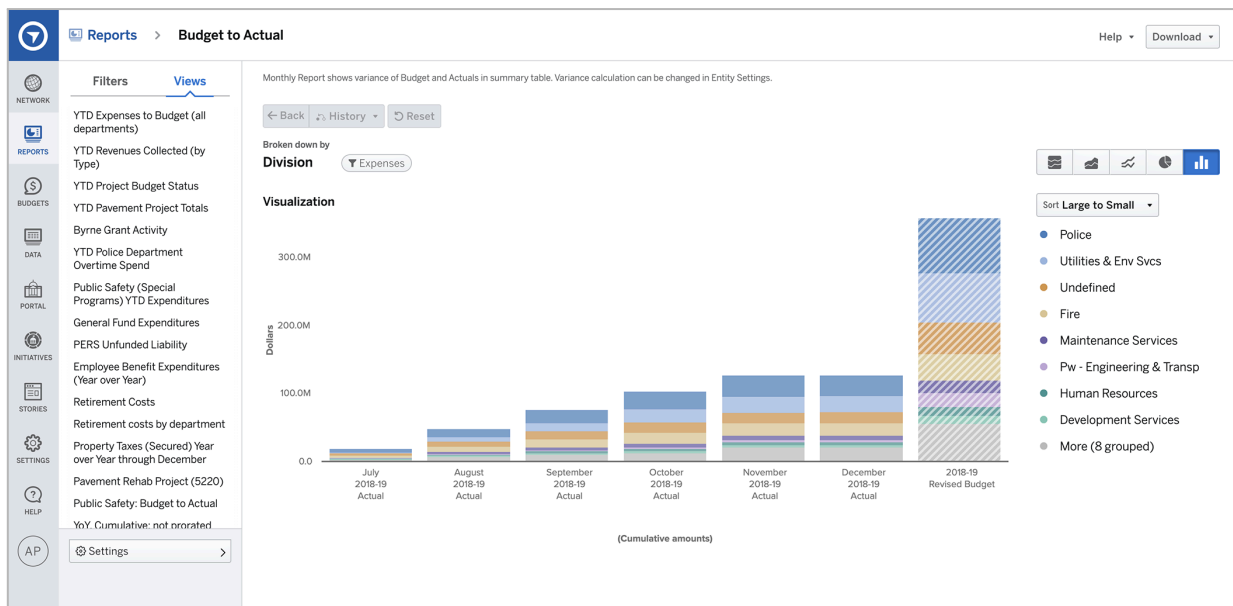
\$638,024.81

# Reporting & Transparency

Centralize reporting and align data with context for internal and external stakeholders

OpenGov Budgeting & Planning is powered by our robust **Reporting & Transparency** capabilities.

Built with a data-first mindset, OpenGov Budgeting & Planning includes unparalleled reporting and transparency capabilities to drive faster, more effective decisions, and understand the public response. OpenGov was founded on the principle that better transparency and civic service are paramount to the future of state and local government. Trusted by hundreds of forward-thinking customers, OpenGov Reporting & Transparency provides a seamless connection between back-office capabilities and industry-leading communication tools – transforming better civic engagement from aspiration to reality.



## Reporting & Transparency Use Cases

- Interactive budget summary
- Community surveys
- Participatory budgeting
- Performance reporting
- Stakeholder engagement
- Citizen ideas/feedback portal
- Internal project coordination
- Emergency communication
- Strategic planning



**Present complex information that all parties can understand.**

Keep internal and external stakeholders updated on performance and aligned around high-level strategic goals. Gain at-a-glance insights with interactive dashboards, take action with customized alerts, or dive into the granular details for deeper analysis.



**Increase trust with broad community engagement.**

Supplement public hearings with virtual town halls, capital project annotations, budget simulations, and online surveys that are easy and convenient. You can gather broader feedback from residents by reducing the barriers of involvement.

**Reduce reporting bottlenecks across your organization.**

Free up your IT and Business Intelligence professionals with centralized reporting and immediate access to necessary day-to-day data for every department.

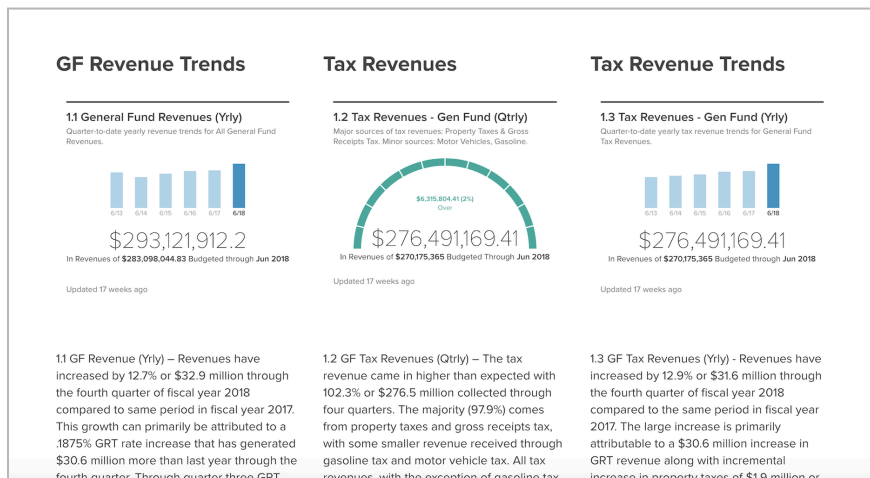


**Achieve your communications objectives.**

Put your operating and strategic plans online in a way that your constituents can easily understand and even interact with. Tell the stories behind your data by quickly creating, editing, and publishing content in real-time, while easily incorporating feedback. Then, identify and analyze engagement by seeing the number of views, unique visitors, and social sharing metrics.

**Focus on performance to drive community outcomes..**

Establish goals for departments, programs, or initiatives, then track relevant KPIs to keep external stakeholders updated on spending, performance, and progress.



## Communicate clearly and increase transparency with stakeholders.

Create and share content easily and quickly. Use a simple, drag-and-drop page builder to combine your data with images, dashboards, maps, and narrative context. Present complex information in a way that's easy for anyone to understand. Share via email, social media, or through your agency's website.

## Capture feedback online, at meetings, or on the go.

Record feedback from residents, colleagues, and other stakeholders at any moment through online surveys, virtual town halls, mobile forms, or budget simulations.

Method	Response Percent	Response Count
In person	2.5%	10
By phone	32.1%	130
Finding information/resources on-line	33.8%	137
Email	22.5%	91
Smart phone app	3.7%	15
Other	5.4%	22

Response	Response Percent	Response Count
Yes	60.0%	6
No	40.0%	4

Response	Response Percent	Response Count
Yes	62.3%	81
No	37.7%	49

Method	Response Percent	Response Count
I search for the number by service	39.2%	51
I search for the number by department	32.3%	42
I have a list of the numbers I need	20.0%	26

## Additional Features

- **Share the data behind the news.** Visually dynamic tiles reveal the yearly, monthly or weekly breakdowns of your underlying report through pie charts, stacked bars, and summary tables.
- **Better project planning.** Fulfill public input requirements for grant applications and collect the public response you need to for planning large-scale projects.
- **Social media impact.** Share your published pages on Facebook, Twitter, Nextdoor, or LinkedIn and track your story's analytics in OpenGov.



"We're an [open book](#) when it comes to city finances. You want to see the last 10 years of expenditures? It's on our OpenGov portal."

**Kristina Alfaro**

Director of Administrative Services | City of Cupertino, CA

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"We saved 100 hours in annual budget work by transitioning to OpenGov Budgeting & Planning, including the publication of the budget document."

**Walter Rossman**

Deputy City Manager | City of Milpitas, CA



# Enterprise Asset Management

**Asset Management**  
Manage Every Asset

**ASSETS**

- Asset Inventory
- GIS Integration
- Condition Manager
- Asset Inspections
- Asset Risk
- Container-Component Rollup
- Total Cost of Ownership

**WORK**

- Task Tracking
- Paperless Work Orders
- Crew Assignments
- Task Calendar
- Preventive Maintenance Plans
- Planned Work
- Mobile App

**RESOURCES**

- Labor Tracking and Costs
- Equipment Management
- Material Inventory
- Contractor Management
- Vendor Costing
- Resource Estimates
- Material Planning

**INFRASTRUCTURE PLANNING**

- Scenario Builder
- Budget Planning
- Advanced Reports
- FEMA Reports
- Report Designer
- ArcGIS Dashboard Integration

**OPENGOV** Confidential, Do not share



## Assets

Know what you have, where it is, and what condition it's in

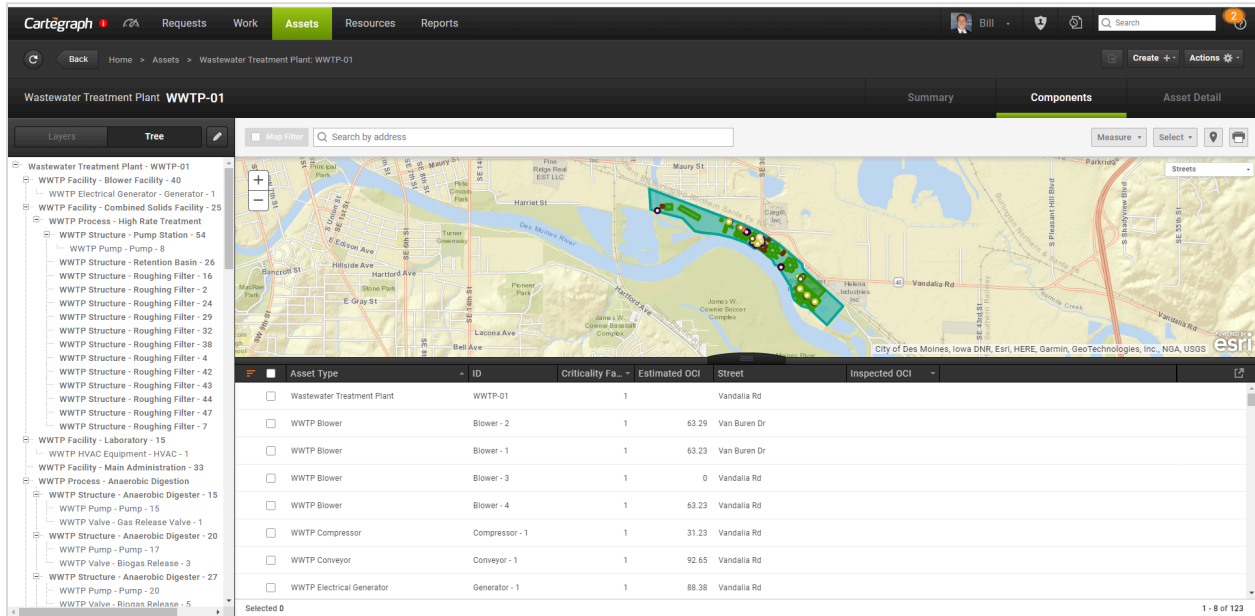
### Asset Management

Create a full and comprehensive inventory of all your assets with OpenGov Asset Management, which provides for multi-site, multi-organization and multi-level asset tree capabilities, enabling users to create asset hierarchy for searching, tracking, and managing assets across locations or portfolios. Asset management functionality lets The City of Mineola track any asset type including playgrounds, water mains, trees, manholes, signs, fleet, facilities and hundreds more.

All asset applications also integrate with OpenGov's work management functionality to associate work activities, costs, and resources. Key features include:

- Uniquely identify and quickly create any asset
- View asset hierarchy
- View floorplans of facilities and drill down to see additional detail
- Document inspection results and calculate asset conditions
- Estimate the remaining life of assets

- View graphs of the actual and predicted performance of individual assets
- Review cost to maintain assets based on completed work
- Add and view attachments
- View asset details to see an automated total cost to maintain an asset
- Use container/component relationship to manage assets within assets
- Set up preventative maintenance schedules on assets to trigger work automatically based on condition, time, and usage








## GIS Integration

OpenGov Asset Management is a 100% GIS-centric solution. This means that OpenGov and Esri work seamlessly together, combining your organization's existing GIS web maps and asset inventories with rich operations and asset management functionality. If you have data in one system, but not the other, the integration will fill your missing pieces.

Esri has developed a set of partner specialties to help their users find the best software and service providers to fit their needs. OpenGov has given GIS-centric specialties and designations that are highly sought-after in our customer database.

## OpenGov's Esri Specialty...

## ...and Its Benefit to Mineola, TX

	<b>ArcGIS Online</b> Specialty	OpenGov Asset Management works as seamlessly with ArcGIS Online as it does with ArcGIS Enterprise, shown by our experience and track record with existing users.
	<b>State and Local Government</b> Specialty	With 25+ years of experience working with government customers on asset management, work management, and overall infrastructure operations, we have the expertise to develop, configure, and implement ArcGIS-friendly solutions. OpenGov combines domain experience and intimate ArcGIS system knowledge to set up The City of Mineola, TX for success.
	<b>ArcGIS Indoors</b> Specialty	OpenGov's solutions are built to manage every infrastructure asset: indoors, outdoors, above, and below ground. Our suite of tools and expertise will help Mineola, TX get more effective, efficient, and productive results from their public works operations efforts.
	<b>Release Ready</b> Specialty	We update our solution on all new releases within the ArcGIS system, so Mineola, TX will not need to wait on OpenGov before upgrading their enterprise ArcGIS to the latest offerings.
	<b>ArcGIS Marketplace</b> Provider	The ArcGIS Marketplace features products and services that embed and extend the capabilities of ArcGIS in a million different ways. OpenGov offers a range of infrastructure management solutions that empower Mineola, TX to do more with their maps and GIS data.

"Partners like OpenGov are critical to providing deep, effective solutions for customers. They extend Esri's powerful platform technology to deliver valuable and meaningful business solutions. We are pleased to play a key role in extending OpenGov's robust 'under the roof' offerings to provide a truly comprehensive solution for infrastructure owners." – Robert Laudati, director, Global Alliances and Partners, Esri





## Work

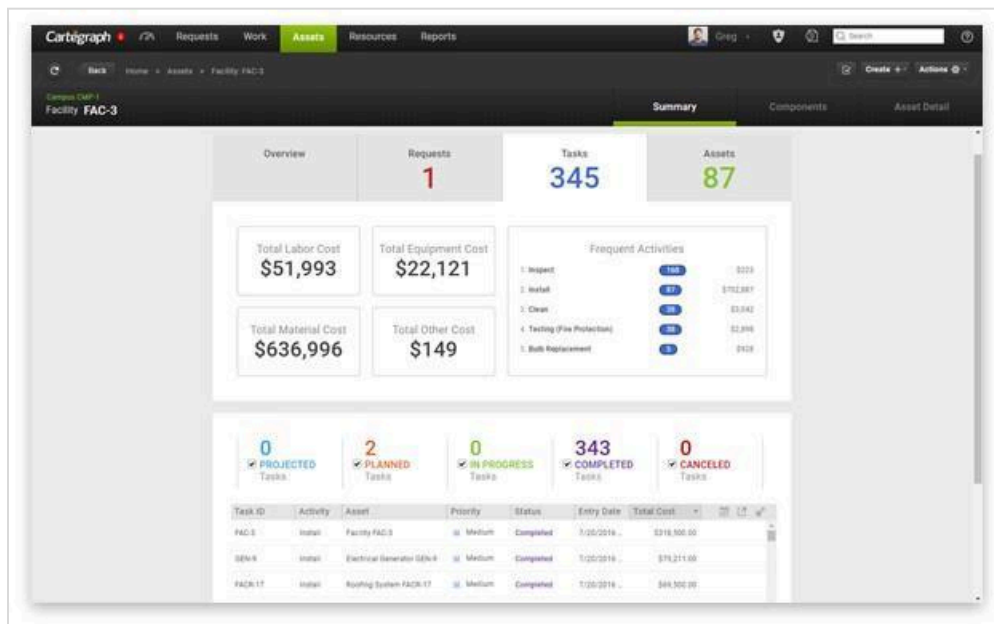
Create, assign, and track tasks from anywhere with a truly mobile workforce

### Work Management

OpenGov’s Work Management functionality lets you reduce paperwork and optimize how work is completed. Using the OpenGov Asset Management mobile app, workers can see assigned tasks for the day and new tasks in real time on an Esri map. All materials, resources, and labor hours related to a task are all done right in the app. Less time spent on paperwork gives teams more opportunities to work on other important projects.

Some of those projects might be preventative maintenance plans, all of which can be automated based on periodic increments to ensure all your equipment is in top condition.

Not only will your assets stay in great condition longer, but everyone using the equipment you manage will be safer and happier. With all records noting install and repair dates, the solution provides Mineola Public Works with added protection and peace of mind knowing exactly how their work is making a difference. Plus, this work can be viewed at different levels in a calendar view to see what upcoming work days and weeks look like if other work comes up or if weather delays one of your projects.



OpenGov Work Management View of All Work on a Facility

## Task Tracking

OpenGov Asset Management can assign and track projects and tasks, associate general ledger accounts to specific tasks or projects and track activities as project milestones are reached. Using the OpenGov Mobile App, workers can see assigned tasks for the day and new tasks in real time on an Esri map. All materials, resources, and labor hours related to a task are all done right in the app. Our reporting dashboard includes charts and graphs that can track task completion.

## Paperless Work Orders

OpenGov Asset Management is a mobile-enabled solution that allows public works staff to spend less time filling out paperwork and more time doing the work that matters. Our software solution replaces paper maps and work orders with a mobile solution that works when you are connected and when you are offline.

## Preventative Maintenance Plans

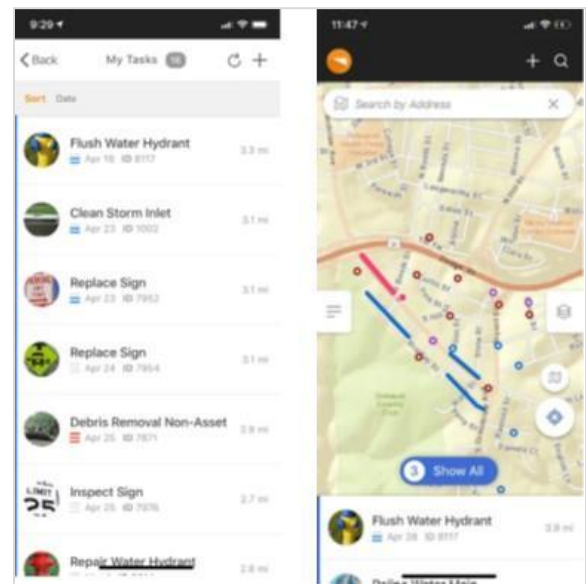
OpenGov Asset Management can create and manage scheduled or recurring preventative maintenance plans. Mineola Public Works can manage inspections and automatically generate work orders when inspection results fall outside established ranges. Preventative maintenance work can be automatically created by the system based on time, condition, usage triggers, or any combination, thereof. When created, these preventative maintenance tasks can automatically be assigned to a manager or reassigned to a staff member.

Here are some ways our customers are using OpenGov Asset Management for preventive maintenance:

- **Streets Maintenance:** "Our budget doesn't get cut. The reason it doesn't get cut is because our council has a lot of confidence in the numbers. Council understands we can't have brand-new streets covering the city, but they also understand the value of keeping our streets in good condition to save money down the road." - City of West Des Moines, IA
- **Pavement Management:** "OpenGov has helped completely change the mindset on where we need to be investing our money in the City. We're no longer guessing—we're making educated decisions." - City of Helotes, TX

## OpenGov Asset Management Mobile App

OpenGov provides options for mobile access and is platform-agnostic, functional with both iOS and Android devices. Field staff can experience the full app interface with a smartphone or tablet. When using a device with GPS capabilities, users can identify their current location on the map and



leverage that information to accomplish tasks such as creating assets or identifying nearby work. All mobile devices can be used in a real-time, always-connected state with an internet connection. An offline option is also available in the event service is difficult to maintain (all work performed will be synced once a connection is reestablished). A user can view, complete, and create new tasks and also enter labor, equipment, materials, and other resources while completing work.

The mobile app is designed to ensure that “in the field” use is accounted for through touch-friendly interfaces, high visibility forms and UI elements, leveraging hardware-specific capabilities, such as voice-to-text, GPS, camera, file attachments, barcode scanner, and other accessibility features of the selected mobile device.

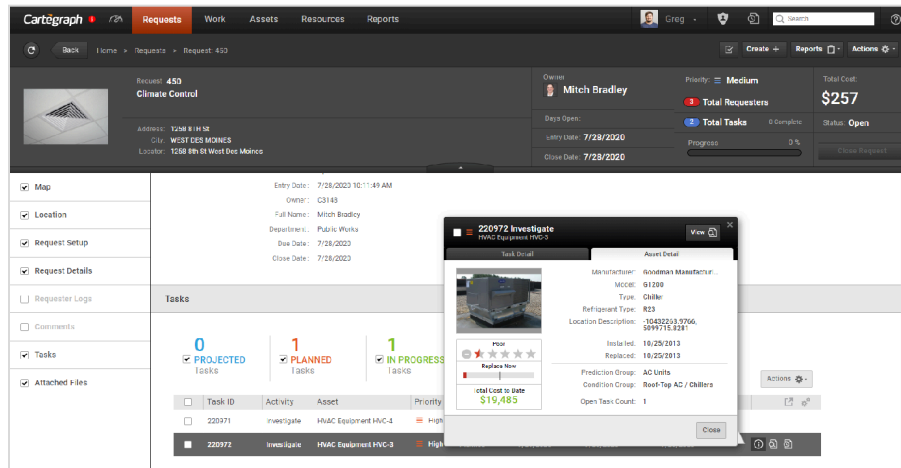


### Request Management

OpenGov can accept requests from multiple sources and can intake both internal and external requests. Internal requests can be submitted through an internal request portal which provides access to any City of Mineola staff even if not an OpenGov user.

Staff can create new requests to address incoming phone calls under the Request section of OpenGov Asset Management. When documenting a new call, staff can review caller history as well as the location and details of similar requests. Instead of creating duplicate requests, staff can add new requesters to existing issues in one click. Requests can be completed (or routed) through a work order to completion.

Incoming requests are routed to the Request section of OpenGov Asset Management. Staff can review the requests, assign work to them, and the request can be tracked through completion. Notifications can be set to automatically notify requesters when a request has been received and completed. You can filter notifications to reflect desired information such as high-priority requests or work.



OpenGov Request Management view of a climate control request related to an HVAC system in a facility



## Resources

Estimate, assign, and track labor, equipment, materials and vendors.

### Resource Management

Resource Management functionality allows Mineola Public Works to manage labor, equipment, materials, and vendor information. You can track attribute, rate, and historical information for each and apply these resources to work activities for accurate cost accounting. Key features include:

- Track quantity-on-hand automatically decremented based on materials used. System-generated notifications remind staff when a material has hit its user-defined reorder point
- Specify inventory method (LIFO, FIFO, Least Expensive, or Most Expensive)
- Track employee history including certifications, training, and other key events
- Manage equipment like other assets – including preventative maintenance schedules and current equipment condition

ID	Manufacturer	Model	Description	Stock Item	Quantity On Hand	Aisle	Bin
27	Armorcast Products Inc.	I-104	Inlet Grate Cover		7 ea	Yard	2
46	Presser Standard	3050	LPC Switch		5 ea	VH	51-50
682749	Caterpillar	GBP13xWC	Starter for Cat Backhoes		2 ea	52	12
C-3PO	Armorcast Products Inc.	PNT-101R	Hydrant Paint		50.5 gal	51	50
12	Sky Products	Cleaner 10	Cleaning Fluid All				
11	US Pipe	FxPE	16' Ductile Iron P				
PS- Pump Repair Kit	Presser Standard	Samson-42	Pump Station Pur				
682750	NuScape	2	Back for the Attac				
682747	Sky Products	Blck-Pnthr	Trash Bags		19 ea		
3	Bobcat	1234	Steel Posts				
55	GE Industrial Systems	Sealant2000	Crack Sealant				

682747 Trash Bags

Quantity on hand: 19 ea

Usage Last 30 Days: 0 ea

Manufacturer: Sky Products  
Model: Blck-Pnthr  
Stock Item: [checked]  
Default Usage Quant.: 2 ea  
Inventory Method: FIFO

OpenGov Resource Manager view of materials with a high-level detail view of trash bags on hand

### Fleet Management

Vehicles and equipment are resources. They are also assets. They need the same regular maintenance and management as your other municipal assets. OpenGov designed a smarter, easier way for you to manage them. Fleet Management is a core feature of EAM, and it introduces fleet managers and maintenance crews to methods of managing and maintaining vehicles and equipment. Use the Fleet Management features to create maintenance schedules, implement recurring maintenance tasks, gauge vehicle and equipment performance, and plan for future

repairs and replacements. Track attributes such as manufacturer and warranty information, fuel type, and purchase costs.

OpenGov also integrates with fuel management systems. This type of integration allows fuel logs to be automatically imported into OpenGov Asset Management. When Preventative Maintenance is set up in conjunction with the fuel integration, OpenGov can automatically create work based on the usage (mileage) of the vehicle.

Date	Fuel Type	Odometer	Quantity	Unit Cost
5/11/2017	Unleaded	33971	20	\$2.25
1/4/2017	Unleaded	33850	14	\$2.15
10/11/2016	Unleaded	33725	21	\$2.19
8/17/2016	Unleaded	33500	15	\$2.20
8/9/2016	Unleaded	30422	14	\$2.05
7/25/2016	Unleaded	30299	14	\$2.05
7/15/2016	Unleaded	31987	16.5	\$1.96

*Fleet/Equipment: Costs to date information from a mechanic and usage perspective along with the ribbon at the top of the screen, along with current Fuel Log entries indicating current MPG (miles per gallon).*

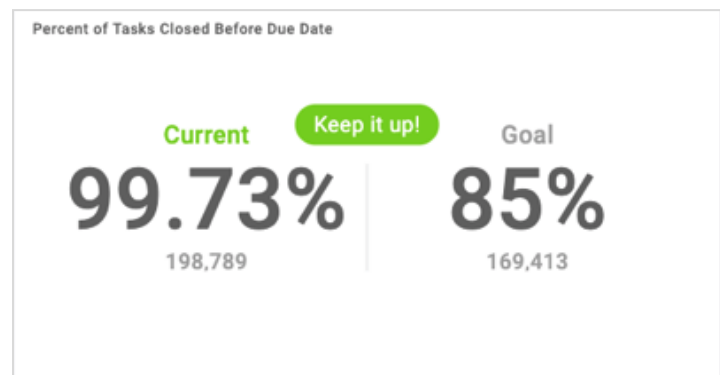


## Analytics & Reporting

Create custom dashboards and reports. Budget and plan for the future.

### Dashboard for Ease of System Navigation

High-performance teams don't just capture good data; they analyze that data and use it to guide their decisions. Enter the Analytics Dashboard in OpenGov. Use this one-stop-shop to get quick access to the data you care about most, and make smarter decisions throughout your workday. The Analytics Dashboard is built your way—you choose

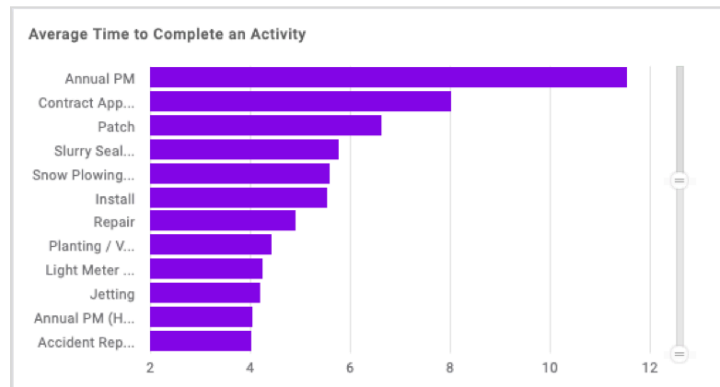


the data you want to see and customize how you want to see it.

Track things like:

- Where is each department spending its money?
- How many of our tasks are reactive vs. proactive?
- Are we meeting our goal of completing 90% of graffiti removal requests within 72 hours?
- What are the top service requests from citizens by council district?
- How many overdue tasks do we currently have?

Our Analytics Dashboard is easy to use and customizable by role. Select from a variety of pre-built gadgets to start monitoring performance and evaluating success. Or, create your own gadget with just a few clicks. Select your chart style and the data points you want to see, then preview and save. Group multiple sets of data at the same time in a single bar or column chart. Quickly visualize data over time based on months, quarters, and years. Investigate and dig deeper into your metrics without ever leaving your dashboard with drill-down and robust search capabilities.



Instead of running reports to see certain data points, create a gadget to display the data in real-time. Easily export the data from your gadget or save the image to share in a presentation.

The Analytics Dashboard includes several default gadgets, including:

- Overdue Tasks by Department
- Hours Logged Today by Team
- Average Cost Per Activity
- Open Requests More than One Week Old

### ArcGIS Dashboard Integration

Integrating OpenGov Asset Management with ArcGIS dashboards not only provides benefits for internal decision-making and budget planning but also enhances transparency for citizens. By making data accessible through interactive dashboards, citizens can see the current status of assets and infrastructure in their community, as well as the planned maintenance or improvement projects. This increased transparency allows citizens to have a better understanding of how their tax dollars are being spent and provides them with the opportunity to provide feedback or input on projects that affect their daily lives. Ultimately, this increased transparency can lead to improved trust between citizens and their local government.

## Platform

### Cloud-Hosted Deployment

Our solution is deployed as a hosted (cloud-based) solution for the City of Mineola in a secure, hosted environment through AWS, which offers the highest level of cloud security and encryption, and is only available to government customers and organizations in highly regulated industries. OpenGov will manage your database, administration, maintenance, and new releases and hotfixes for the City of Mineola. With a hosted solution, the City of Mineola will always have its data securely stored and available in the event of a firewall breach, act of God, or other unique situations which render the City of Mineola's other systems temporarily unavailable. Other benefits of cloud-hosted deployment include:

- Technical support time savings
- Seamless upgrade path
- Version control
- Monitoring capabilities
- Customer resource allocation

# Solution Domains

OpenGov's out-of-the-box request, work, asset, and resource management come standard for all of our domains listed in the following pages. Each domain comes with pre-built asset types, functionality, and reporting specific to areas like water treatment or transportation.

Based on your functional requirements for Public Works, Utilities, Parks & Rec, and Fire/ PD, we are recommending the following domains for the City of Mineola. More details are provided on the following pages.



## Facilities

Cartegraph's Facility Domain expertise allows users to:

- Proactively maintain their buildings with preventative maintenance plans, dashboards of facility and asset performance, and proactive upgrade and repair planning.
- Reduce operations expenses with efficient workflows, communications, and asset views.
- Leverage container/component relationships to view rolled-up costs and condition data all in one place.

The screenshot shows the Cartegraph web application interface. The top navigation bar includes 'Requests', 'Work', 'Assets', 'Resources', and 'Reports'. The 'Assets' tab is active. The main area displays a map of a facility with a pop-up window titled '3 Assets' showing a summary of tasks and costs. Below the map is a table of assets.

Asset Type	ID	Street	Estimated ...	Inspected ...	Criticality Fa...
Facility	Administratio...	Office Park Rd	72.32		3
Facility Floor	FAC-2.2				1
HVAC Equipm...	HVC-65	Office Park Rd	73.07		1

*Cartegraph container summary view of a facility with all tasks and related costs.*





“Having a centralized view of our buildings dramatically improves communications and decision support.”

Beaufort County School District, SC



## Parks and Recreation

Cartegraph’s Parks & Recreation Domain allows users to:

- Track their entire park infrastructure to extend the lifespan of all your assets with things like mobile playground inspections to save time and know the real condition of assets.
- Manage their workforce to know the time it takes to keep their areas beautiful and safe.
- Justify budget needs with all cost and repair history with real-time updates and reporting.

The screenshot shows the Cartegraph interface with a map of Park-17. A pop-up window for asset PLG-13 (Playground) is displayed, showing details such as Street (13TH St), Location Description, Installed/Replaced dates (8/26/1991), Prediction Group (Playgrounds), Condition Group (Playgrounds), and Open Task Count (0). The asset is rated as 'Excellent' with 5 stars and has 11 years and 3 months left. The total cost to date is \$3,573. Below the map, a table lists assets in the park:

Asset Type	ID	Street	Estimated OCI	Inspected OCI	Criticality Factor
Playground	PLG-13	13TH St	91.7	77.2	1
Tree	TR-7105	WALNUT St	79.88	77.2	1
Tree	TR-7158	MAPLE St	70.55	77.2	1
Tree	TR-7029	LOCUST St	80.29	77.33	1

Cartegraph Park Container/Component View detailing all assets in a park. A high-level asset detail view of a playground is shown on the map with the Overall Condition Index (OCI) data below it.



“With Cartegraph’s asset management software, we can communicate with our teams in real-time. Anyone within our work group can see the progress of projects, make requests, and share information.”

City of Arlington, TX



## Signals

Cartegraph’s Signals Domain expertise allows users to:

- Track your operation and maintenance expenses on some of your most expensive infrastructure assets
- Eliminate paper maps and work orders with a mobile solution that works when you are connected and when you are offline
- Build preventative maintenance plans custom to your traffic assets to extend their lifecycle, increase safety, and lower taxpayer costs

The screenshot displays the Cartegraph software interface. At the top, there are navigation tabs for Requests, Work, Assets (highlighted), Resources, and Reports. A search bar and user profile (Greg) are visible. The main area shows a map with a layer of 'Preemptions' (373 items). A detailed view window for 'PREM-398' is open, showing a photo of a traffic signal, a 'Fair' condition rating, and a 'Total Cost to Date' of \$3,834. Below the map is a table of assets.

ID	Type	Model	Vehicle Type	Street	Estimated OCI	Total Cost
<input checked="" type="checkbox"/> PREM-398	GPS	TX55	Emergency	VINE St	23.91	\$3,834.00
<input type="checkbox"/> PREM-137	Infrared	CT501.1	Emergency	FRANCREST Drive	32.96	\$3,833.00
<input type="checkbox"/> PREM-143	GPS	GTT-12	Emergency & Buses	WOODLAND Ave	33.49	\$3,832.00
<input type="checkbox"/> PREM-276	GPS	TX55	Emergency	VALLEY WEST Drive	24.65	\$3,829.00
<input type="checkbox"/> PREM-301	Multimode (GPS/Infrared)	E-255	Emergency & Buses	WESTERN HILLS Drive	23.15	\$3,828.00
<input type="checkbox"/> PREM-325	Multimode (GPS/Infrared)	NS11	Emergency & Buses	ASHWORTH Road	41.53	\$3,825.00

Signals Domain Assets shown on a light gray canvas detailing a high-level view of a preemption asset



## Stormwater

Cartegraph's Stormwater domain expertise allows users to:

- Maintain NPDES compliance with inspection and maintenance history all in the cloud
- Easily and quickly generate compliance reports and view infrastructure costs
- Enable webhooks to clean out culverts and other assets when heavy rain is expected in your area or set up automated inspection schedules to be ready no matter the forecast

The screenshot displays the Cartegraph web application interface. The top navigation bar includes 'Requests', 'Work', 'Assets', 'Resources', and 'Reports'. The 'Assets' section is active, showing a list of asset types: 'All Storm Pipes' (4036), 'All Storm Basins' (22), and 'All Storm Culverts' (93). The main map area shows a topographic map with purple lines representing storm pipes. A detailed view window for asset 'SP-3644' is open, showing a photo of a storm pipe, a star rating, and a bar chart indicating '5 Years and 10 Months Left' until the next inspection. The 'Total Cost to Date' is \$12,647. The detailed view also lists: Diameter: 24 in, Material: Reinforced Concrete, Length: 24 ft, Street: Highway 28, Installed: 7/22/1997, Replaced: 7/22/1997, Prediction Group: PVC, Condition Group: Diameter greater than ..., and Open Task Count: 0. Below the map is a table of assets:

Asset Type	ID	Street	Estimated OCI	Inspected OCI	Criticality Factor
Storm Pipe	SP-3644	Highway 28	72.05	80.2	1
Storm Pipe	SP-1346	Ashworth Rd	72.05	80.2	1
Storm Pipe	SP-1828	17TH ST	71.95	80.2	1
Storm Pipe	SP-4317	Ashworth Rd	71.86	80.2	1

Stormwater assets on a topographic map showing OCI and a high-level detail view of a storm pipe asset



"We are now at a point that we not only know where our culverts are located, but also what condition they are in and what repairs are needed. This data is invaluable in moving toward developing our levels of service and proactively managing our culverts."

Multnomah County, OR



## Transportation

Cartegraph's Transportation domain expertise allows users to:

- Reduce the potholes and repairs needed with advanced insight on preventative maintenance schedules and PCI compliance information
- Work offline or on with Cartegraph's mobile application to upload documents, complete tasks, and inspect signs
- Justify their budget requests to show stakeholders exactly where, when, and why the funds they are requesting help positively impact a heavily relied upon domain

Asset Type	ID	Street	Estimated OCI	Inspected OCI	Criticality Factor	
<input checked="" type="checkbox"/>	Pavement	UL 825	LOQUST St	75.25	77.62	1
<input type="checkbox"/>	Pavement	UL 339	S 47th St	75.24	80.78	1
<input type="checkbox"/>	Pavement	UC 873	VINE St	75.23	79.71	1
<input type="checkbox"/>	Pavement	UC 1528	Volley West Dr	75.22	82.76	1
<input type="checkbox"/>	Pavement	UL 237	Raintree Cr	75.22	82.6	1
<input type="checkbox"/>	Support	SP 586	40TH St	75.22		1

All transportation assets with a high-level view of a pavement asset showing its total cost to date and remaining expected life on top of an Esri traffic cameras map



## Walkability

Cartegraph's Walkability Domain expertise allows users to:

- Ditch their paperwork with mobile inspections, tasks, and asset information. Saving lost information and showing real-time costs and work completed
- Improve accessibility by building data-driven accessibility plans, to upgrade, repair, and maintain their walkability network
- Reduce risk and liability by knowing exactly when repairs and inspections were completed

The screenshot displays the Cartegraph interface. On the left, a sidebar lists various asset types with their counts: All ADA Ramps (1521), All Light Fixtures (506), All Pavement Area (385), All Sidewalks (1943), All Signs (2076), All Supports (2126), and All Trees (9916). The main area shows a map with a grid of assets. A detailed view window for asset SDW-1034 (sidewalk) is open, showing a photo of the sidewalk, its location (28TH St), installation and replacement dates (8/14/1990), and a prediction group of Concrete. It also displays a star rating, a progress bar for '8 Years and 4 Months Left', and a 'Total Cost to Date' of \$8,127. Below the map, a table lists other assets:

Asset Type	ID	Street	Estimated OCI	Inspected OCI	Criticality Factor	
<input checked="" type="checkbox"/>	Sidewalk	SDW-1034	28TH St	57.75	85	1
<input type="checkbox"/>	Tree	TR-6981	HOLIDAY Circle	57.75	65.07	1
<input type="checkbox"/>	Tree	TR-3938	23RD St	57.75	57.67	1
<input type="checkbox"/>	Support	SP-1573	POMMEL Place	57.74	86	1
<input type="checkbox"/>	Tree	TR-7040	GRAND Ave	57.74	65.8	1

*Asset Management View of all Walkability Assets with a high-level detailed view of a sidewalk asset, showing its total cost to date and remaining expected life on top of a standard Esri basemap*





## Wastewater Collection

Cartegraph's Wastewater Collection domain expertise allows users to:

- Proactively inspect sewers using attached CCTV footage with automated follow-up tasks in Cartegraph to avoid overflows and breaks.
- Work from anywhere with an easy-to-use in the field mobile app for iOS and Android to quickly create, track, and complete work, all in the field.
- Integrate other vital systems like sewer utility billing, fueling systems, and more.

Asset Type	ID	Street	Estimated OCI	Inspected OCI	Criticality Factor	
<input checked="" type="checkbox"/>	Sewer Property	SP-13	MILLS CIVIC Park...	85.45	93.88	2
<input type="checkbox"/>	Sewer Lateral	L-15539	MAPLE Circle	72.25	93.67	2
<input type="checkbox"/>	Sewer Lateral	L-14630	13TH ST	63.86	93.67	2
<input type="checkbox"/>	Sewer Lateral	L-14601	18TH ST	25.46	93.67	2
<input type="checkbox"/>	Sewer Lateral	L-17834	ASHWORTH Road	20.99	93.67	2
<input type="checkbox"/>	Sewer Lateral	L-14604	ALL-STATE Court	11.51	93.67	2

Cartegraph View of sewer mains, laterals, and properties on top of an Esri soils basemap



# Water Distribution

Cartegraph's Water Distribution domain expertise allows users to:

- Save costs using Cartegraph's built-in automated preventative maintenance schedules based on custom asset life cycles based on the unique wear and tear water has on assets.
- Keep their communities safe with accurate condition information for every part of their water network.
- Quickly generate compliance reports for local, state, and federal laws saving time.

The screenshot displays the Cartegraph Work Management interface. The top navigation bar includes 'Requests', 'Work', 'Assets', 'Resources', and 'Reports'. The 'Work' tab is active, showing a map of a city grid with various hydrant locations marked. A task list is visible at the bottom, and a detailed asset view for a specific hydrant is open on the right.

Task ID	Activity	Asset	Priority	Status	Estimated Start Date	Total Cost
224467	Flush	Water Hydrant HYD-574	Medium	Planned	5/9/2019	\$0.00
224472	Flush	Water Hydrant HYD-566	Medium	Planned	5/10/2019	\$0.00
224466	Flush	Water Hydrant HYD-538	Medium	Planned	5/10/2019	\$0.00
224464	Flush	Water Hydrant HYD-535	Medium	In Progress	5/9/2019	\$52.50
224470	Flush	Water Hydrant HYD-567	Medium	In Progress	5/8/2019	\$55.00
225953	Flush	Water Main WM-1349	None	Completed	5/20/2019	\$4.88

**Asset Detail for 224464 Flush:**

- Model: SUPER CENTURION
- Bonnet Color: Red
- Street: 67th St
- Location Description: PipeID: WM-1238-417, 41th St WEST 262, MDINES, 50265 Water
- Installed: 6/16/1989
- Replaced: 6/16/1989
- Prediction Group: Red Top
- Condition Group: Red Bonnet
- Open Task Count: 1
- Total Cost to Date: \$1,509
- 2 Years and 4 Months Left

Work Management Task view of water hydrant flush tasks with a high-level asset detail view of a hydrant



"We use Cartegraph to mitigate the risk of water mismanagement: avoiding unhappy customers and unhealthy conditions."

City of Kingsport, TN



## Water Treatment

Cartegraph's Water Treatment Plant Domain expertise allows users to:

- Track all the resources and labor for every repair or maintenance task done to help budgeting for future improvements with confidence
- Build data-driven operations with the container-component relationship to monitor costs and conditions in a building-by-building view
- Easily show compliance and reporting year after year with live dashboards and fast in application reporting, saving them time to work on other projects

ID	Asset Type	Street	Inspected OCI	Criticality Fact...	Estimated OCI
5	WTP Motor	Railroad AVE		1	87.23
6	WTP Motor	Railroad AVE		1	87.23
7	WTP Motor	Railroad AVE		1	87.23
10	WTP Structure	Railroad AVE		1	99.62
11	WTP Structure	Railroad AVE		1	
12	WTP Structure	Railroad AVE	65	1	41.49

Water Treatment Plant Asset View showing the layered assets inside of a plant with a high-level detail view of an electrical pump asset showing its condition, costs, and other high-level information immediately

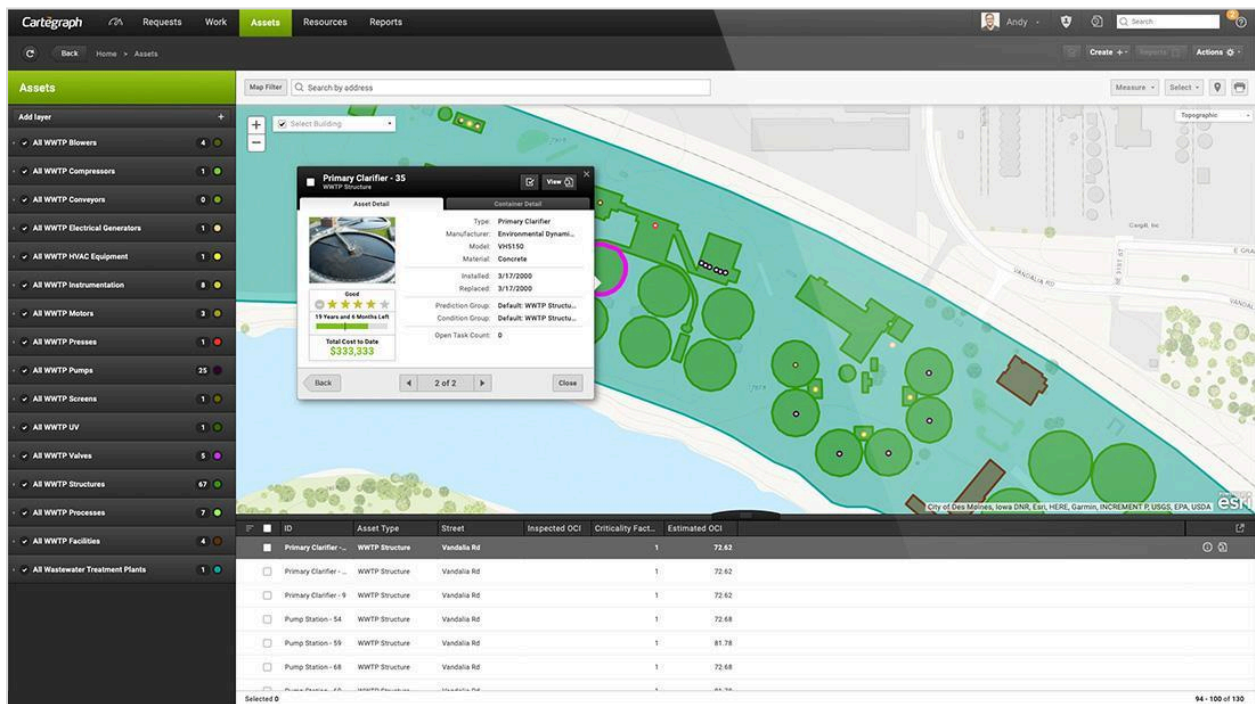




# Wastewater Treatment

Cartegraph's Wastewater Treatment Domain expertise allows users to:

- Meet and easily monitor NPDES, CWA, and other compliance requirements with quick reporting and live dashboards all in Cartegraph
- Capture, track, and update data anywhere with the Cartegraph's mobile capabilities whether you are underground without service or outdoors field
- Integrate with practically any software from SCADA to facility and finance solutions to have all your data in one place for making budget-saving decisions



Asset view of Wastewater Treatment Plant Assets, a detailed high-level view of a primary clarifier



“Long term, tracking and understanding the costs associated with the labor for each asset will lead us to do what we really want - which is preventative maintenance instead of reactive maintenance.”

Town of Castle Rock, CO

# OpenGov Permitting & Licensing

Power every permit, license, and inspection with user-friendly workflows.

## Process and Track Permits with Unparalleled Ease

An all-in-one community development suite for permitting, licensing, inspections, and code enforcement.

- [OpenGov Permitting & Licensing](#) gives you the power to manage all of your permitting and licensing operations [without messy spreadsheets or cumbersome software](#).
- With drag-and-drop technology to build workflows, fees, forms, and inspections, you have complete control over the entire process.
- With powerful customer service tools, you can empower applicants to conduct government business from the convenience of their home or office.



### Process

Route, approve, and issue permits electronically up to 5x faster than legacy systems.



### Serve

Let applicants apply, pay for, track, and receive their [permits or licenses online](#).



### Inspect

Manage schedules, access data, and conduct inspections in the field.



### Renew

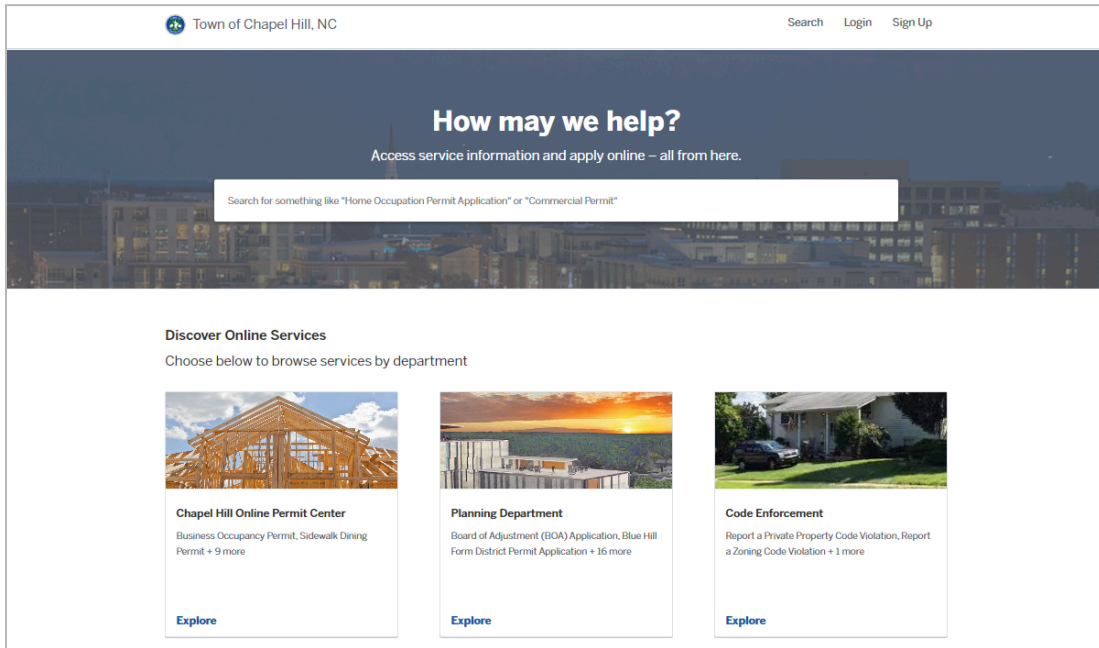
Automate license renewals, track high-level progress, and enable online renewals.

## User-Friendly Design

OpenGov Permitting & Licensing is the industry's most user-friendly workflow automation platform, designed to improve the applicant experience and streamline everyday tasks for government employees. Featuring an out-of-the-box public portal, Permitting & Licensing enables online self service by guiding applicants step-by-step through the process.

- Reduce counter time by enabling applicants to easily research, apply, pay for, and receive permits and licenses online with a **user-friendly public portal**.

- **Deliver better customer service** with in-app messaging, and empower applicants to easily manage their projects online with features like status notifications, saved drafts, and payment records.
- Empower your team to **work and collaborate on a whole new level**, with modern features like the personalized notifications inbox, visual progress bars, tag mentions, and more.



## Flexible, Dynamic Configuration for Easier Implementation & Maintenance

Featuring drag-and-drop technology, Permitting & Licensing is a highly configurable workflow engine ready for any application type, from building permits to code enforcement violations to grant applications. Update approval steps, fees, inspections, documents, and more with the click of a mouse, all while maintaining centralized reporting and granular security controls.

- See a **faster ROI** with customizable templates and 'no-code' configuration to **streamline implementation** and future updates.
- **Consolidate and organize business processes** to improve the applicant experience and increase efficiency.
- Automatically **identify specific project conditions**, locations, or applicants for special approval steps.

## Seamless Automation for Community Development Workflows

In comparison to online PDFs or legacy systems with disjointed parts, Permitting & Licensing provides true automation for community development workflows. Applicants submit forms through

an intuitive public portal, which are then automatically routed through predetermined approval steps based on the application type and project data. Streamline complex projects and multi-department approvals for maximum efficiency.

- Provide a complete self-service option for public applicants, including online inspections requests, to **cut down on calls and counter service time by up to 80%**.
- Eliminate the need for manual data entry and **reallocate staff hours to higher priority tasks**.
- **Increase capacity and decrease processing times** with industry-leading workflow automation features like parallel approval steps and auto-assigned tasks.

## One Solution to Power Every Permitting and Licensing Workflow



## Key Features

### Streamline multi-department workflows through process automation

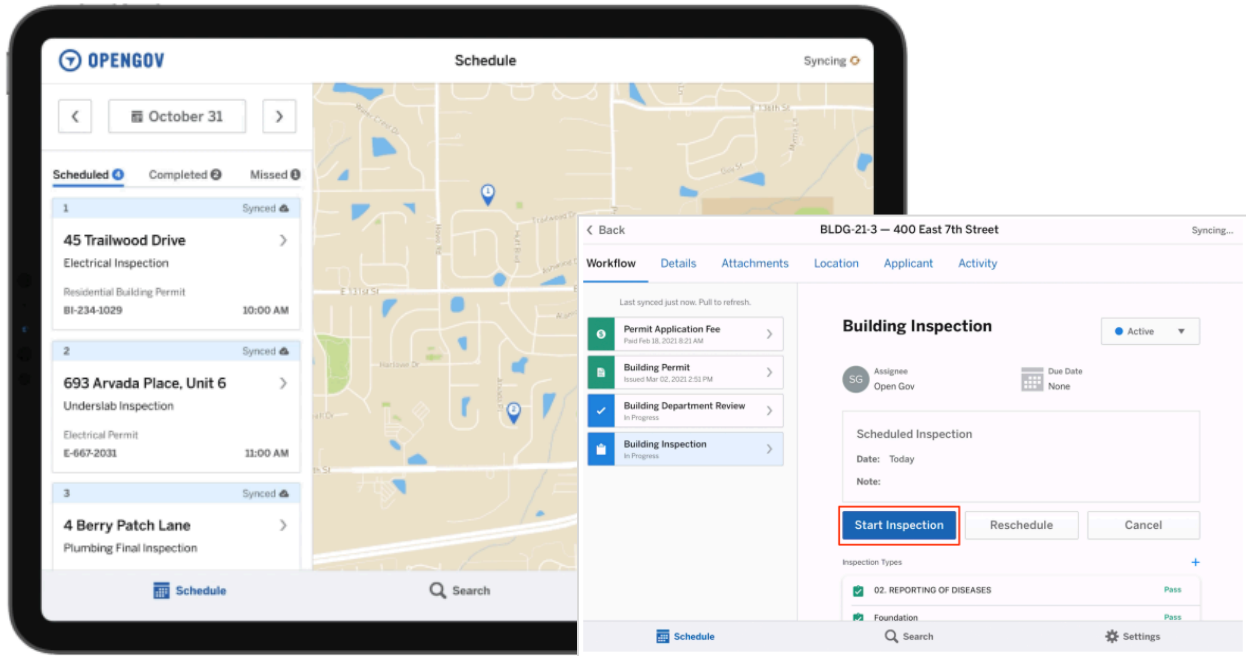
Every record has a workflow where post-submission activity is recorded. Let each submission flow electronically from intake through departmental reviews, automatically assigning steps to the next available employee. Ensure that no permit is ever issued before all required approvals are complete.

## Location & GIS Flag Integration

OpenGov will display map based information from your City's GIS maps. By pulling in inherent data points or “flags” from your GIS System, you can automatically determine whether a location conforms to specified ordinances by triggering workflow steps, reviews, and notification.

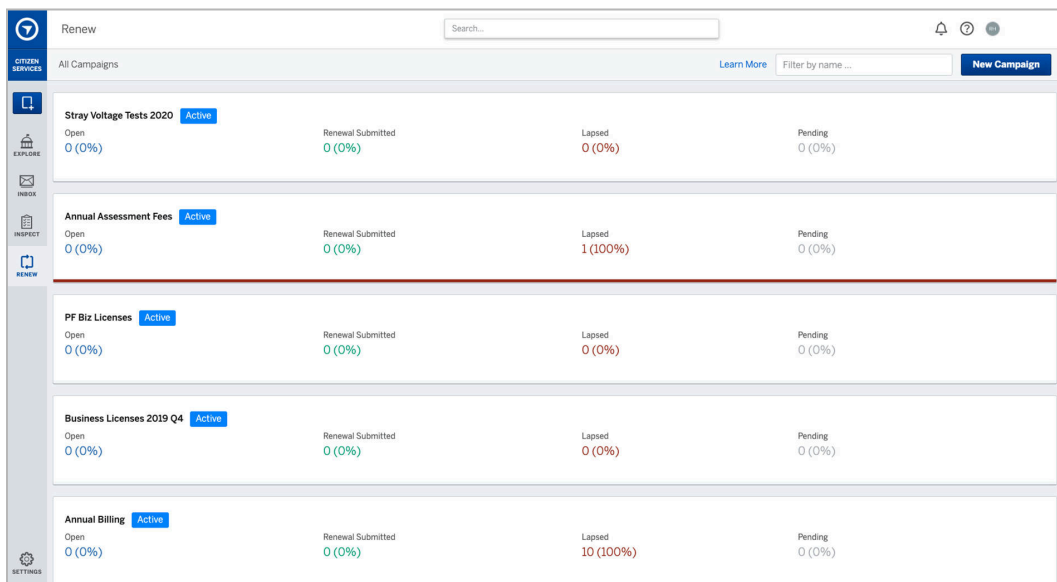
## Simplify inspection scheduling and site visits via inspection management

When it's time for an inspection, let applicants request dates online. Assign inspectors manually, or automatically. [Save time during the inspection](#) by recording results digitally from the OpenGov Permitting & Licensing Mobile App onsite. They'll be immediately available within the platform, for staff and applicants.



## Completely automate license renewals

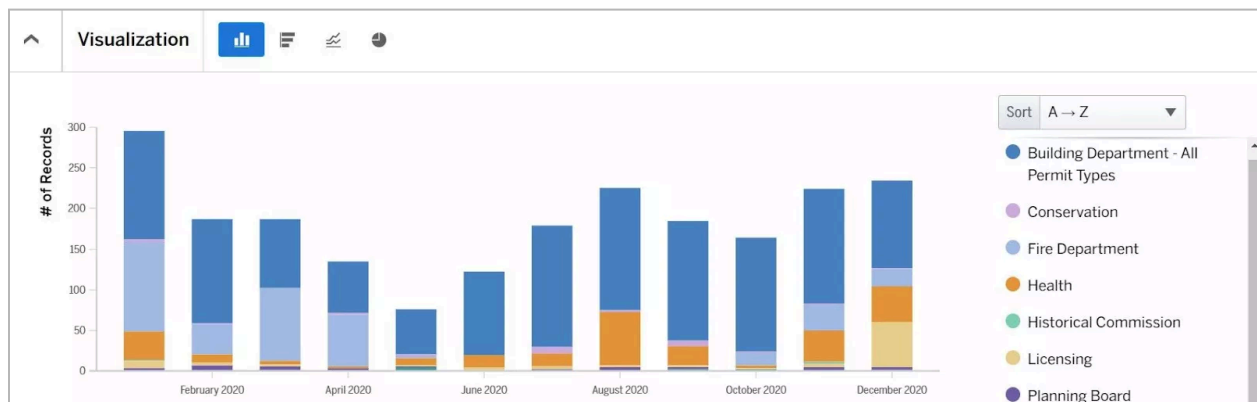
Streamline the license renewal process to support improved compliance and internal efficiency. In a few easy steps, completely automate license renewals by type and renewal period, so staff members can focus on higher priority tasks.



# Reporting & Transparency

Centralize reporting, share data with context, and engage with your communities in a collaborative environment

Permitting & Licensing is powered by our robust **Reporting & Transparency capabilities**. Built with a data-first mindset, OpenGov's Reporting & Transparency powers Permitting & Licensing with unparalleled reporting and transparency capabilities to drive faster, more effective decisions, and understand the public response. OpenGov was founded on the principle that better transparency and civic service are paramount to the future of state and local government. Trusted by hundreds of forward-thinking customers, the Reporting & Transparency Platform provides a seamless connection between back-office capabilities and industry-leading communication tools – transforming better civic engagement from aspiration to reality.



Build trust and transparency with your community on the topics that matter by presenting complex financial information and [community development] performance data in a simple way with appropriate context. OpenGov [Reporting & Transparency](#) helps local leaders reduce the need for FOIA and common data requests, eliminate misinformation, and repair mistrust by enabling informed residents.

## Reporting & Transparency Use Cases

- Interactive Stories
- Satisfactory survey
- Performance reporting
- KPI Tracking
- Citizen ideas/feedback portal
- Internal project coordination
- Emergency communication
- Strategic planning





### Broaden citizen engagement

Supplement public hearings with virtual town halls, budget simulations, and online surveys that are easy and convenient. You can gather broader feedback from residents by reducing the barriers of involvement.

### Reduce reporting bottlenecks across your organization

Free up your IT and Business Intelligence professionals with centralized reporting and immediate access to necessary day-to-day data for every department.

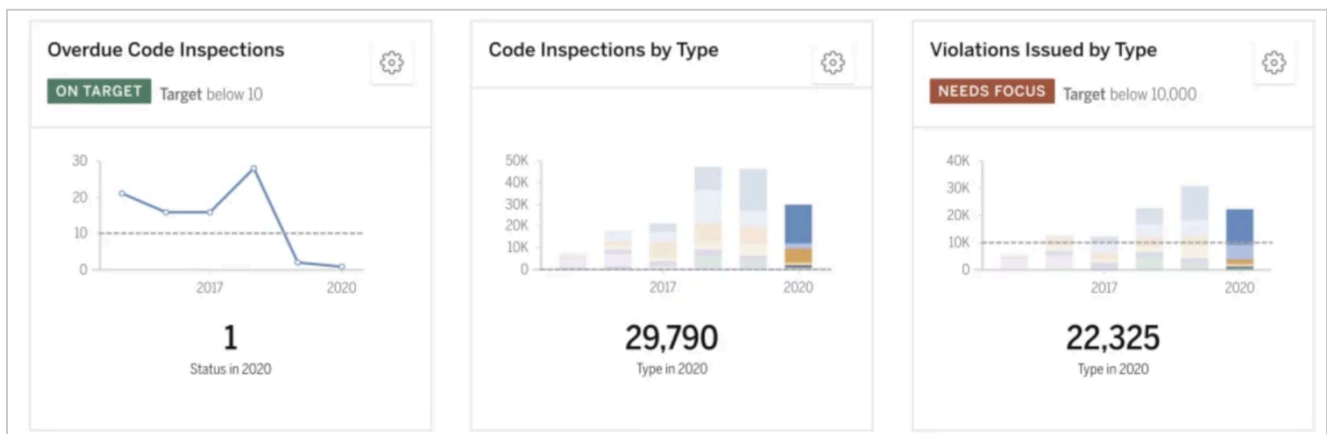


### Achieve your communications objectives.

Put your operating and strategic plans online in a way that your constituents can easily understand and even interact with. Tell the stories behind your data by quickly creating, editing, and publishing content in real-time, while easily incorporating feedback. Then, identify and analyze engagement by seeing the number of views, unique visitors, and social sharing metrics.

### Focus on Key Initiatives

Establish goals for departments, programs, or initiatives, then track relevant KPIs to keep external stakeholders updated on spending, performance, and progress.



### Communicate clearly and increase transparency with stakeholders.

Create and share content easily and quickly. Use a simple, drag-and-drop page builder to combine your data with images, dashboards, maps, and narrative context. Present complex information in a way that's easy for anyone to understand. Share via email, social media, or through your agency's website.



Cloud City

# Modernizing Permitting

Update 2/14/2022

### Permits and Licenses By Year

Year	Revenue (\$K)
2019	~50
2020	~100
2021	~650
2022	~200

\$180,961.37

Account in 2022

### Revenue is Growing Over Time

Permits and License Revenue has steadily been growing over time. With the increase in demand governments are looking for modern solutions to support these functions.

County managers, town clerks, and department heads are increasingly recognizing the benefits streamlined permitting and licensing can have across a number of critical areas. Clear, efficient processes ease communications between departments, reduce needless steps, and save time on application approvals. Beyond process optimization, a modern permitting solution can completely transform the way municipal leaders work by automating many of the tedious, manual steps involved in approving applications.

**Capture feedback online, at meetings, or on the go.**

Record feedback from residents, colleagues, and other stakeholders at any moment through online surveys, virtual town halls, mobile forms, or budget simulations.

SELECT LANGUAGE
HOME OVERVIEW OPERATING CAPITAL INDEX

Expand results below to edit

**Police Services** \$100

**Economic Development** \$200

**Recreation & Cultural Facilities** \$0

This includes allocating funding for construction of a library, performing arts center, youth sports fields and other civic amenities. Please specify your preference in the "Statement" section below.

**OTHER\*** \$0

## Additional Features

- **Share the data behind the news.** Visually dynamic tiles reveal the yearly, monthly or weekly breakdowns of your underlying report through pie charts, stacked bars, and summary tables.
- **Better project planning.** Fulfill public input requirements for grant applications and collect the public response you need to for planning large-scale projects.
- **Social media impact.** Share your published pages on Facebook, Twitter, Nextdoor, or LinkedIn and track your story's analytics in OpenGov.

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“We really wanted our approach to be a bottom up approach... We really wanted our citizens to give us the input about where they wanted the City go and where they wanted to see growth in the City. If we had that community buy in, we knew we could attract the developers that we wanted.”



**Kyle Clifton**

Director of Planning and Development | City of Claremore, OK

# Qualifications & Experience

The [OpenGov Team](#) has over 500 years of combined Government experience. Check out just a few of our star players, and their specific experience in the public sector below...



**ZAC BOOKMAN**  
CEO

Former Special Advisor for Rule of Law and Governance with the International Security Assistance Forces



**MONICA COOK**  
Senior Manager Solutions Engineering

Former HHS Researcher at the Public Policy Institute of California (PPIC)



**CHARITY HOLMAN**  
Application Support Lead

Former Deputy City Secretary at City of Westworth Village, Texas



**MIKE MCCANN**  
VP of Government Finance Solutions

Former Assistant Finance Director at City of Monterey, California



**ROBERTO RUIZ**  
Implementation Analyst

Former Senior Budget Analyst at Teacher Retirement System of Texas



**SCOTT COBLE**  
Director, Solutions Engineering - Budgeting

Former Technology and Process Manager, OMB, at Montgomery County, Maryland



**ARIANNA TUCKEY**  
Solutions Consultant

Former Supervisory Budget Analyst at the FBI



**MARK WELCH**  
Manager, Solutions Architecture

Former Administrative Services Director at City of Ashland, Oregon



**JAMIE CASTELLANOS**  
Integrations Engineer

Former Application Analyst at City of Berkeley, California



**MICAH INTERMILL**  
Solutions Engineer

Former Budget Director at Minneapolis, Minnesota



**ALMIS UDRYS**  
Director of Professional Services

Former Assistant Chief Operating Officer at San Diego, California



**JENNIFER NORDIN**  
Technical Account Manager

Former Budget and Performance Analyst at Montgomery County, Maryland

# Security & Reliability

## Physical and Environmental

The OpenGov Cloud platform is currently provisioned in the US East (Northern Virginia) Region of AWS. OpenGov has purposefully built geo-isolation between its production and pre-production (e.g. dev/test) environments. Our pre-production environments are provisioned in the US West (Oregon) Region of AWS.



## Scale



OpenGov's applications and infrastructure are designed to scale quickly and automatically in response to workloads, allowing us to provide a steady and predictable performance to our customers. OpenGov can simply provision additional computing and storage based on the requirements of our customers.

## Monitoring and Alerting

OpenGov assures reliable operation of its platform and applications using a tightly integrated suite of industry-standard monitoring and alerting services (e.g. for availability, performance, security, logging, and metrics). These services are supported by optimized processes and expert operational teams that are available 24x7.



## Data Protection



OpenGov supports HTTPS using Transport Layer Security (TLS), an IETF standard cryptographic protocol, to provide end-to-end communications security for data that is fed to our platform. TLS is widely used for "encryption-in-transit" scenarios in internet communications and online transactions (e.g. by financial institutions).

Data stored in the OpenGov platform is encrypted "at rest" in the databases and storage using AES-256 (Advanced Encryption Standard with 256-bit keys). The use of AES is approved by NIST in its FIPS 197 publication. OpenGov Budgeting & Planning's databases are customer-specific, allowing for complete isolation and protection of data between clients.

## Application Protection

Application services and databases are configured to run in elastic containers with strict resource limits that prevent an unexpected or malicious activity in one service from affecting others. A minimum number of replicas of each service is deployed for high availability, and service replicas will automatically increase with high traffic to maintain fast performance.



OpenGov uses Continuous Integration (CI) and an industry-leading vulnerability analysis service to continuously and automatically scan its applications for vulnerabilities at every stage of their lifecycle, especially during pre-production. All code repositories are continuously scanned for known defects and vulnerabilities.

### Host Protection



Remote access to OpenGov’s production cluster is strictly limited to OpenGov’s Engineering personnel. OpenGov Budgeting & Planning uses Cloudflare, an industry-leading web application firewall, to actively defend our applications against malicious traffic. Additionally, we partner with a managed security service provider for 24/7 intrusion detection, monitoring, and alerting. We continuously scan our environment for vulnerabilities and use cutting-edge security tools aligned with regulatory, compliance, and industry best practice models to alert us to any anomalous activity.

### Authentication and Authorization

OpenGov offers Single Sign-On (SSO) and platform-local authentication mechanisms to its customers. In the latter scenario, OpenGov leverages an industry-leading security platform for authentication. The Budgeting & Planning suite uses Role-Based Access Control (RBAC) to authorize authenticated users to access and manipulate subsets of application data.



### Service Maintenance and Upgrade



OpenGov’s multi-tenant SaaS cloud environment means that customers get software releases and updates at the same time with their community-specific configurations protected. Micro-releases are done regularly and major new features are rolled out quarterly, providing advance notice and enablement for our communities to maximize the value they drive from new enhancements. OpenGov platform updates are hassle-free and transparent to our customers.

### Organizational

OpenGov’s policies and procedures are based on NIST 800-53 recommended controls. All OpenGov personnel are required to go through purpose-built information security and data privacy training upon joining and at least once yearly. Even though security is treated as a shared cross-functional responsibility, a dedicated operational team under the supervision of an Information System Security Officer oversees the entire security and compliance program at OpenGov. Additionally, OpenGov’s Budgeting & Planning suite is SOC 2 compliant.



## Awards & Credentials

As mentioned above, OpenGov employees have over 500 years of collective government employment experience, and many of our key personnel are members of government-focused organizations like [GFOA](#) and [ICMA](#). OpenGov has consistently appeared on the [GovTech 100 list](#) for several years, was named to the [2021 Top Workplaces USA](#) and most recently was named to the [Forbes 2022 list of America's Best Startup Employers](#). We focus our hiring on top-tier talent pools for individuals with proven track records in government and/or the government technology SaaS industry.



## Company History

After witnessing the City of Palo Alto spend over \$10 million on an ERP system that was delivered on 20 discs and had green screens, OpenGov's founders learned that governments across the country were similarly hamstrung by outdated technology. The public sector has been underserved by its vendors for decades, while the digital era has transformed consumer experiences and private sector organizations.

State and local governments deserve access to modern cloud software suited for their increasingly complex needs. Citizens deserve to know that their tax dollars are being spent by effective and accountable organizations. Our public sector leaders deserve to be supported by companies who act as true partners. In order to address these needs, OpenGov was born in 2012.

Today we have over 2,200 government customers using our cloud-based suites. Below are the stories of just a few of our customers who have adopted OpenGov Permitting & Licensing to transform their communities...

# Professional Services Overview

## We Are Here to Support You

Your success as a customer is OpenGov's top priority. We recognize the challenge of adding a new software implementation project to your already full-to-the-brim schedule. We've invested heavily in the key drivers of your agency's success so you can maximize the impact of your OpenGov software and arm you with insight, expertise, and industry-leading best practices.



### Experience

Our team of over 150 Professional Services experts have delivered over 2,200 successful projects - we have the experience to make your implementation a success.



### Expertise

OpenGov shares your mission of effective government - and deploys over 500+ years of previous public sector experience for your success.

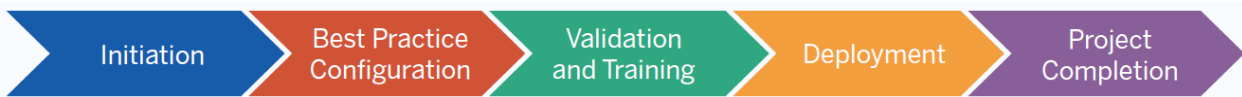


### Fully-Supported

No matter the expertise your project needs, our team of professionals are here to partner with you on even the most complex projects.

## OpenGov Deployment Methodology

Our data-first deployment methodology is based on strategies that reduce your time to value, keep the project in motion and promote the leadership of you and your teams. To effectively deploy these strategies and keep the focus on outcomes, project progression, and your enablement, our methodology follows five key focus areas.

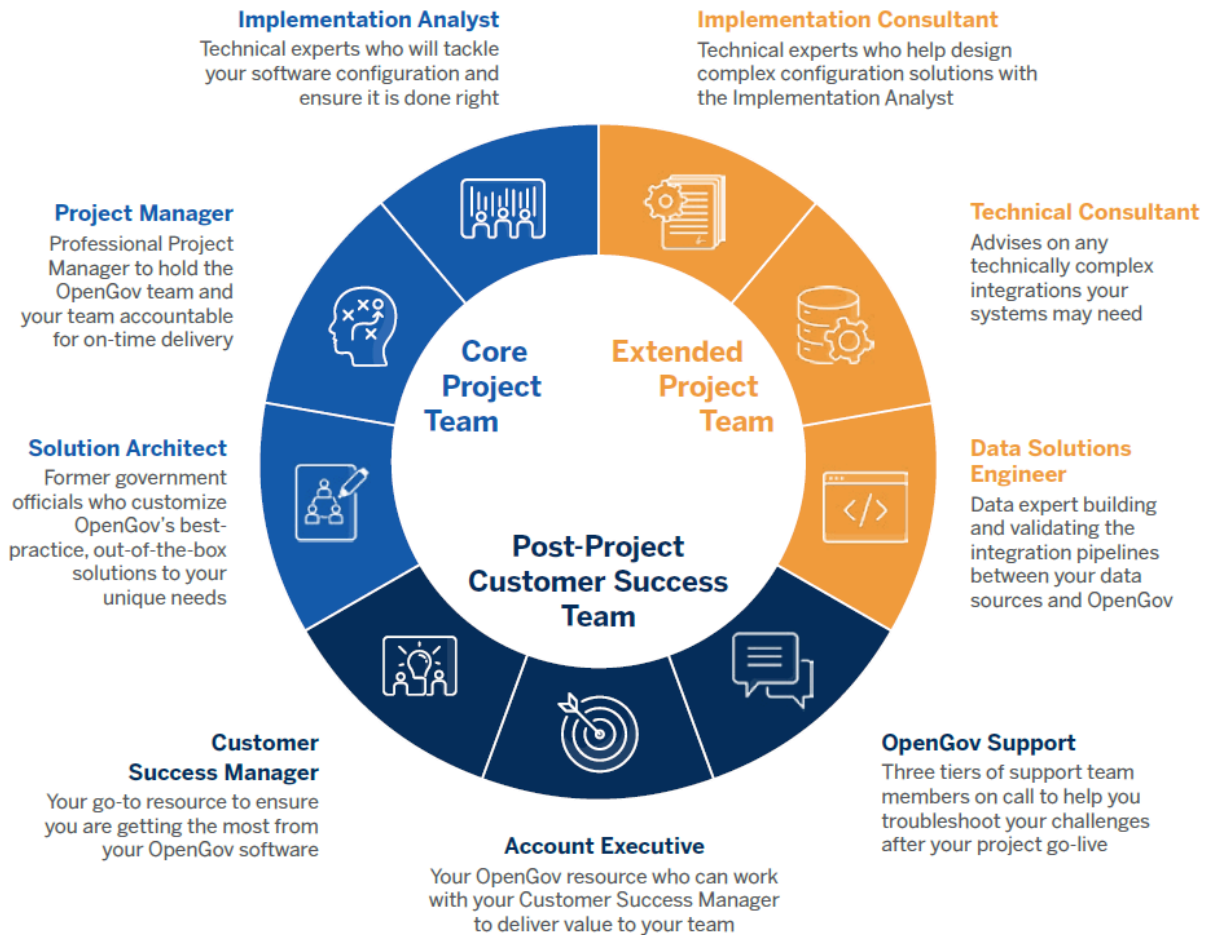


When you get OpenGov Professional Services, you get confidence in every step of your project. Our team's best practices ensure alignment, support, and documentation to build the foundation of a successful implementation and a software used in years to come. The OpenGov Deployment methodology prepares and enables your team for continued ownership of your OpenGov solution, made possible without dependency on IT or coding knowledge and with continued award-winning OpenGov Support.



## Delivering Success During and After the Project

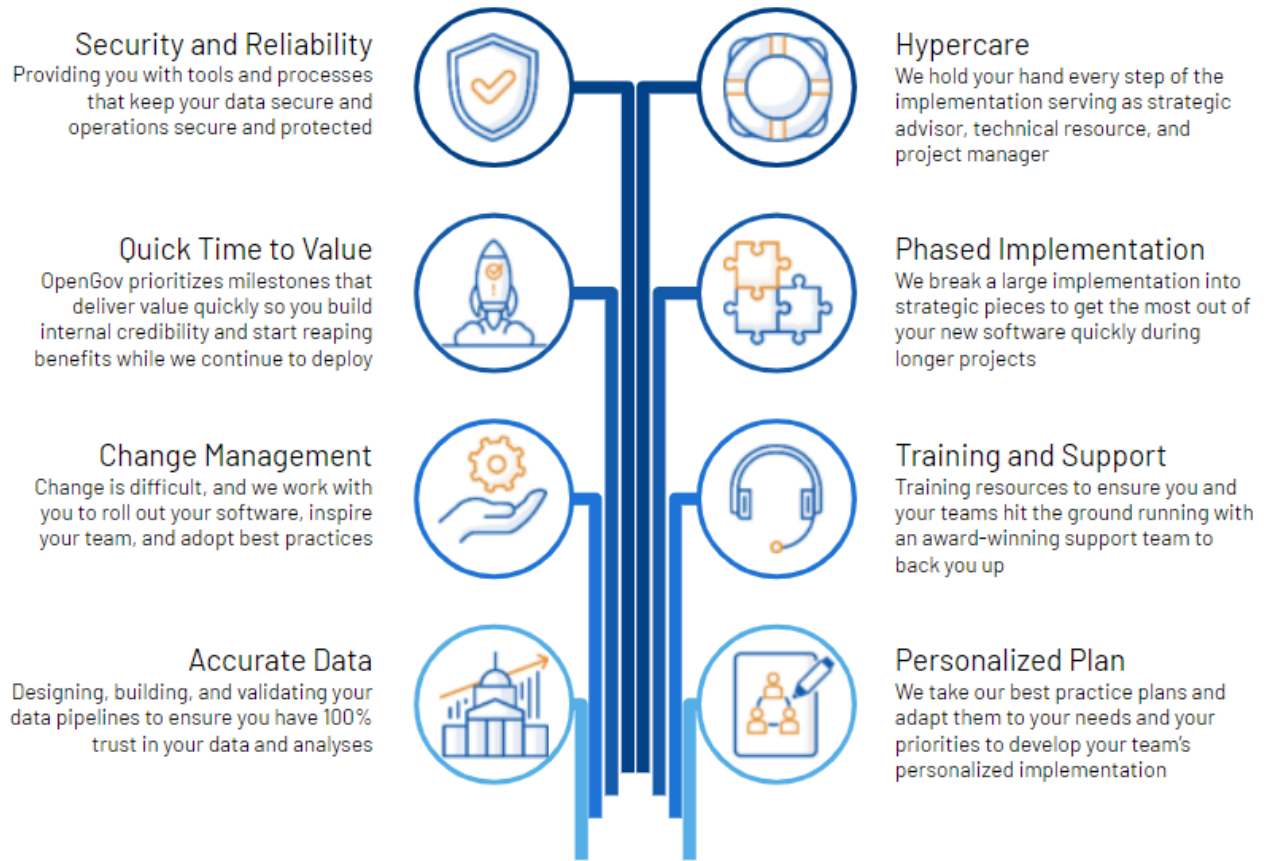
We recognize the challenge of adding a new software implementation project to your already full schedule. To ensure you derive the full value from OpenGov, we've researched and invested heavily in the key drivers of our projects' success. For each of those key drivers, from project management to technical problem solving to change management, we have team members with the corresponding expertise at the ready to support. Depending on your project's needs, you will have complete coverage and support to make the most from your OpenGov software during your implementation and beyond.





## OpenGov Deployment Principles

Every implementation is based on our core principles and philosophy. OpenGov deploys all suites and solutions in alignment with these principles.



# OpenGov Support Overview

Every OpenGov customer has the benefit of OpenGov Standard Support. Standard Support provides a host of options, from a 24/7 Resource Center with documentation and case access to live business day phone support. Our support processes are designed to support you throughout your journey with OpenGov.

We have three main components to our philosophy for ensuring every customer is successful and happy:



**Access to our team of Government Solution Experts:** This team, composed of former government finance directors, chief information officers, budget and performance analysts, and others, provides insight and expertise, best practices, and context to the people that use OpenGov's suites driving efficiency and outcomes for your agency.



**Customer Success:** Our Customer Success team supports you from deployment through adoption and beyond. You will get up and running quickly and receive the training and support that you need to maximize the value of your investment in OpenGov.



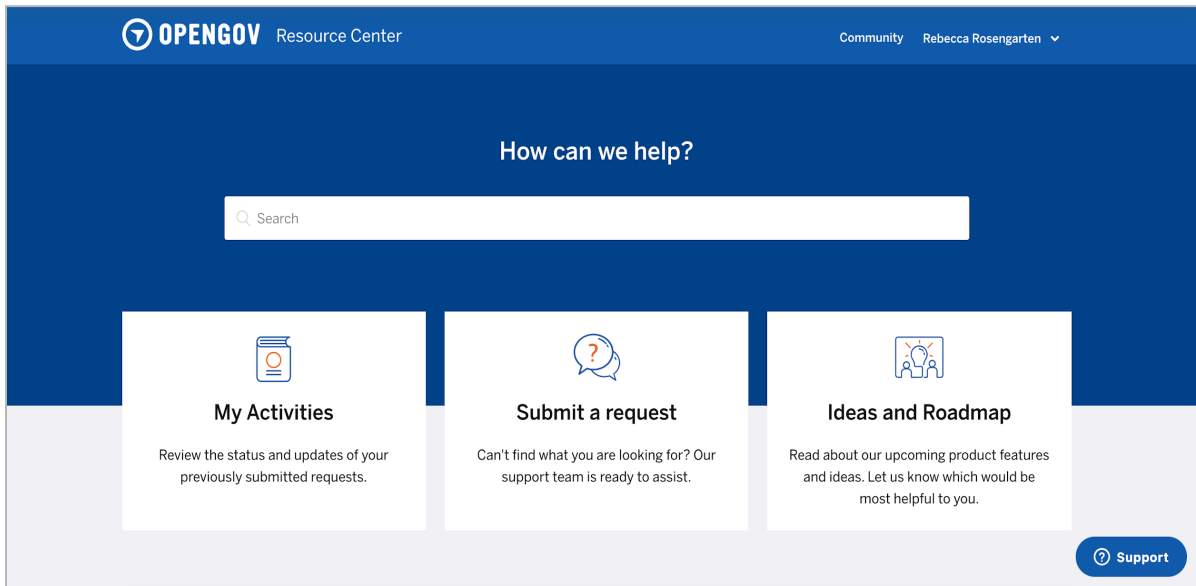
**Customer Support:** OpenGov Support is staffed by a veteran team with over 95 years of combined government experience. Our highly trained support analysts are available to solve any issues that you encounter within OpenGov's suites. We are committed to resolving your issues in a timely fashion and to your satisfaction.

## Resources and Support

As an OpenGov customer, you are supported by our Customer Success team from deployment through adoption and beyond. When you contact OpenGov, your first point of contact will be a real, live person. OpenGov provides best-in-class standard support resources such as telephone, email, chat, and an online portal as well as additional engagement channels like webinars, user groups, and a resource center.

- **User Groups:** Our subject matter experts host regular user groups online and in person. Learn from the pros and your peers!

- **Resource Center:** We provide you with articles and videos to enhance your learning and education of OpenGov.
- **Free Webinars:** As a customer, you can look forward to engaging and informative webinars. Get a crash course in performance management or learn about the latest features of your OpenGov software.



## Premium Support

Furthermore, OpenGov offers Premium Support to help organizations on their journey to successfully adopt OpenGov’s solution suites. With Premium Support, increased Service Level Agreement (SLAs) mean that we start working on urgent requests even on weekends. In the spirit of addressing problems quickly, Premium Support’s designated OpenGov contact builds a relationship with you and understands your organization and the nuances of your OpenGov application setup.

OpenGov’s Support Philosophy is simple: You invest in us. We invest in you. We are driven by customer success. If you ever need help or have questions about your system, we want to make sure you get well-informed, proactive support from the OpenGov team. Our goal is 100% satisfaction.

# OpenGov University & Training

OpenGov is the leader in modern cloud software for our nation's cities, counties, and state agencies. On a mission to power more effective and accountable government, OpenGov serves more than 2,200 agencies across the U.S.

**OpenGov University** helps your government staff become power-users of our software. With unlimited access to the tools below, your staff can easily adopt new features and ensure that best practices are followed when business processes are enhanced with our technology solutions. Access to OpenGov University includes:



## Training from OpenGov Experts

Walk through core functionality with your OpenGov deployment team as defined in the Statement of Work.



## OpenGov Resource Center

Read help articles, review company announcements, or chat with Support.



## Self-paced learning modules

Learn OpenGov product suites with on demand training in our learning management system.



## In-app guidance

Master your software with instructions and helpful hints offered while using the software.



## Training Workshops

Access our recurring, virtual training series on product best practices.



## Live Training Events

Join OpenGov's hybrid or live trainings around the country.

# Benefits of OpenGov University

## Maximize your investment

Save time by accelerating your team's knowledge and confidence to apply the software and best practices to your government.

## Successful Change Management

Shorten the time for a new team member to provide value to your department.

## Empower your teams

Develop confidence in working with OpenGov by understanding how to use our tools to best improve your team's effectiveness.

## Training that grows with you

Ensure that new employees have easily accessible training as both your team grows and as your future-proof technology investment evolves.

## Available on your schedule

On-demand training when you need it, to help get the entire team on the same page.

## Deliver modern software to your government

Leading governments are deploying modern software to improve their process, reduce their costs and deliver more to their communities.



"I understand so much more about what we can do with the system after completing the OpenGov University classes, I am just so excited about the ways we are using all the features this year."

**Amelia Cruver**  
Budget Director | City of Minneapolis, MN

# Partnership Investment Summary

OpenGov’s pricing model consists of both a fixed fee annual subscription for the software and a one-time cost for the professional services component. Our Professional Services cost includes all phases of implementation: Initiation, Best Practices, Configuration, Validation, Deployment, and Project Completion. **OpenGov offers an unlimited user, unlimited usage pricing model, meaning customers are not limited to the number of users, logins, dashboards, reports or usage of data.** Rather, we charge an annually recurring subscription fee to encourage our customers to utilize the platform, increase adoption throughout their organization, get valuable unlimited usage, and have a predictable annual cost.

OpenGov Software Solutions		
Description	Cost	Term
<b>Software</b>		
<b>Financials with Budgeting and Planning</b> <b>Enterprise Asset Management</b> <b>Permitting and Licensing</b> <b>Courts</b> <b>Premium Support</b> <ul style="list-style-type: none"> <li>- Increased response time, Designated OpenGov Contact</li> </ul>	<b>\$150,115</b>	Annual (Projected Cost)
<b>Professional Services Fee</b>		
<ul style="list-style-type: none"> <li>- Initiation, Best Practices, Configuration, Validation, Deployment, and Project Completion of the above solutions</li> <li>- Data Conversions: Asset Essentials</li> <li>- Data Migration</li> </ul>	<b>\$250-300K</b>	One-Time (Pending SOW)

Combined Annual Totals			
Year	Subscription	Services	Total Cost
<b>Year 1</b>	\$150,115	\$250-300k	<b>\$400,115 - 450,115</b>
<b>Year 2</b>	\$157,500	\$0	<b>\$157,500</b>
<b>Year 3</b>	\$165,375	\$0	<b>\$165,375</b>

All OpenGov contracts include an Annual Software Maintenance Price Adjustment. OpenGov shall increase the Fees payable for the Software Services during any Renewal Term by 5% each year of the Renewal Term.

**Pricing Valid Until June 2024 and is subject to additional discounts if multi suite purchase completed. Pricing inline with the Texas DIR contract**