

 CIVICPLUS

agenda and meeting  
management

SELECT

# Agenda and Meeting Management Software for Local Government



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**SELECT**

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Legislative automation  
without sacrificing control.  
Designed for clerks inspired  
by a sense of community  
and driven to serve.



CivicPlus® was founded over 20 years ago to help local governments achieve more with less.



**12,500**  
Customers



**100,000+**  
Administrative Users



**340+ Million**  
Resident Users in the  
U.S. and Canada alone



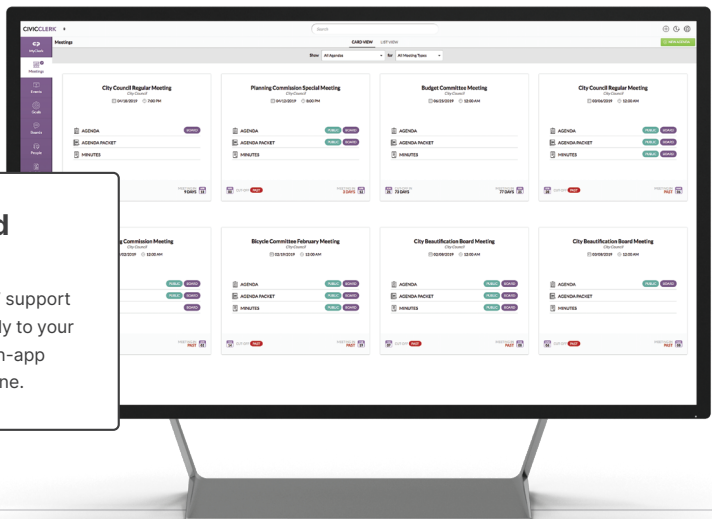
# Agenda and Meeting Management Software for Local Government

CivicPlus' Agenda and Meeting Management Select software is the ultimate solution for streamlining your agenda and meetings processes — from creating agenda items to managing live meetings to completing post-meeting tasks — all in one connected, easy-to-use platform. Exchange manual processes or clunky software for integrated, time-saving automations while still having the flexibility to balance manual controls and overrides. With easy internal collaboration using customized workflows, version tracking, and built-in communication tools, you'll continuously operate at maximum efficiency.

Our experts, who include former clerks, have designed our Select Agenda and Meeting system to offer unparalleled configuration flexibility, allowing your system to scale from the simplest to the most complex agenda process. With built-in integrations and a suite of APIs, working with other internal applications has never been easier. Our user-defined roadmap ensures that your software will continue to grow and adapt, keeping up with transparency requirements and compliance expectations.

## Unmatched Service

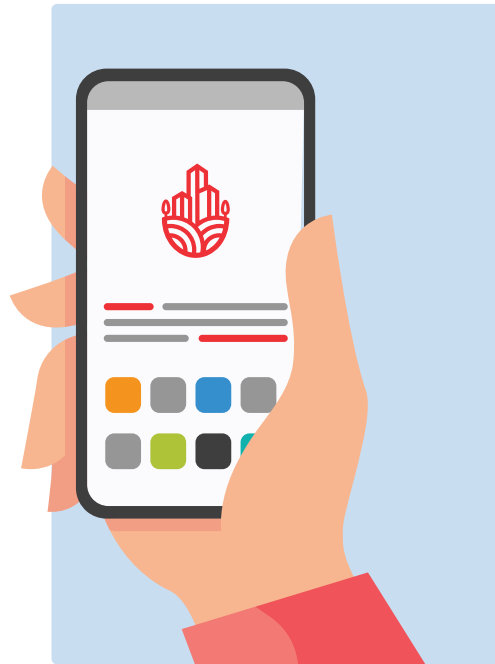
We offer live, 24/7 support tailored specifically to your organization, via in-app messaging or phone.



# Why Agenda and Meeting Management Select?

At CivicPlus, we understand that one size does not fit all. Our implementation consultants work with your team to tailor and optimize your solution for the unique needs of your administration — no matter the size. And as your organization grows and changes, administrators have full access to make configuration changes or add on optional modules as needed, ensuring your solution is always up to date.

Our intuitive software doesn't take weeks to learn. Plus, training is catered to your current processes and will get your staff comfortable working in the system quickly. With a typical user staff, training session taking less than an hour; your team will learn to navigate the system easily. With in-application support tools, a complete online help center, phone, and 24/7 live chat support all available within minutes from our dedicated award-winning technical support team, you'll always have the resources you need to optimize your use of our time-saving software.



# Automate Agenda Collaboration and Distribution

## **Flexible, Customized Templates**

Your Agenda and Meeting Management Select templates are designed and configured to reflect your community. Customized templates provide consistency and clarity to agendas, packets, staff reports, legislation, and minutes.

## **Convenient, Anytime Agenda Modifications**

Changes to the agenda can be made at any time by administrators without affecting global configurations or settings. Drag and drop reordering allows you to move items and automatically renumbers everything on the agenda. One-touch copy and move functions allow you to duplicate or move agenda items from meeting to meeting, eliminating the need for duplicate data entry.

## **Efficiently Manage Agenda Packets of Any Size**

The software compiles your items, legislation, memorandums, and supporting documentation into a bookmarked PDF packet quickly and easily, no matter the size of the packet. Create multiple packet versions instantly to include or exclude specific attachments for your internal and external users. Last-minute agenda or packet changes can be made and published with minimal effort.

Administrators choose what they publish to the public, internal users, and elected or appointed officials. Enable automated email notifications so all users know when the meeting documents are published.

## Item-First Agenda Creation

Our innovative item-first agenda creation option lets staff add items directly to the agenda. You can easily and quickly create and submit agenda items for each meeting without character limits on agenda content. You can upload attachments and send them through workflow with a few clicks. Configurable field types and our embedded text editor ensure that you capture all the information needed to generate staff reports, legislation, minutes, and other documents. Automated PDF file conversion and built-in integrations with Microsoft's OneDrive and Google Drive simplify the inclusion of supporting documentation and attachments.

## Automate Your Approvals Process

The workflow engine in Agenda and Meeting Management Select streamlines the routing of your agenda items, automates notifications, and gives full transparency to collaborators as it passes through the approval process. As changes are made to an item, revisions and changes are tracked and visible within the item fields and on the item timeline. In-app messaging and task assignments keep everyone in the loop and agenda prep moving forward.





# Live Meeting Manager: Run the Meeting. Don't Let the Meeting Run You.

## Automated Minutes Setup

Agenda and Meeting Management Select's fully integrated Live Meeting Manager will automatically migrate all your agenda content. No manual pre-meeting minutes setup or agenda import is required. Move from the meeting agenda to the Live Meeting Manager module with a single click.

## Keep Up With the Meeting Action

Meetings move fast. Live Meeting Manager's cloud-based platform allows you to move quickly through your agenda items, recording official actions and discussions, without having to wait for the system to catch up. The clean, intuitive interface gives single screen access to all your meeting controls. One-click control allows you to update your in-chamber display screens, set your video bookmarks (additional fees apply), and queue items in the Board Portal for your elected and appointed officials.

## Speaker Manager

Speakers can be added to the discussion at any time during the live meeting, while the built-in speaker timer helps keep meetings running efficiently.

## Document Critical Moments of Engagement

Quickly record comments, and discussion, roll call, motions, votes, and speakers.

## Display Pages

Keep meeting participants informed and engaged by displaying the current item, speaker, or vote results automatically to the constituents attending the meeting.

## Automatic Video Bookmarking

Automatically timestamp agenda items to their corresponding discussion in the meeting video, so those watching the recording can quickly access topics of interest.

### **Flexible Voting**

Minute-takers can record motions and votes instantly in Live Meeting Manager or initiate electronic voting when desired. Motions and votes can be applied to individual agenda items or multiple agenda items as a group.





# Enable Elected and Appointed Officials to Stay Informed and Organized With **Board Portal**

## **Flexible Access**

Your officials can choose how to access meeting content — helping them work better and faster. Efficiently deliver packets of any size by paper, email, Dropbox, OneDrive, Google Drive, or post to the Board Portal. Agenda and Meeting Management Select solution is optimized for all devices including desktops, laptops, tablets, and smartphones. No separate application required.

## **A Personal Meeting Repository**

Give officials a personal, secure location to review and take notes on all meeting content including agendas, supporting documents, minutes, and media.

## Interactive Meeting Tool

During live meetings, the Board Portal integrates with Live Meeting Manager to allow officials to refer to their review notes and annotations, capture notes within a dedicated field, receive visual cues as the agenda progresses from item-to-item, see speaker information instantly, and enter electronic votes (additional fees apply for electronic voting). Chair View can also be enabled, allowing the meeting presider to call speakers and advance agenda items.

## Find What You Need – Faster

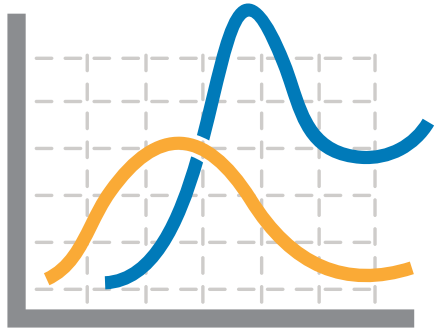
Agenda and Meeting Management Select automatically indexes published meeting content with Board Portal search functionality, so it is easy for officials to find information quickly. Our full-text search tool empowers officials to locate past items, attachments, minutes, and agendas by searching a keyword, date range, and more. An item summary view allows officials to see the motions, votes, and any comment or discussion on the item that was recorded in the meeting minutes in an intuitive display, preventing a manual search through full minutes documents.

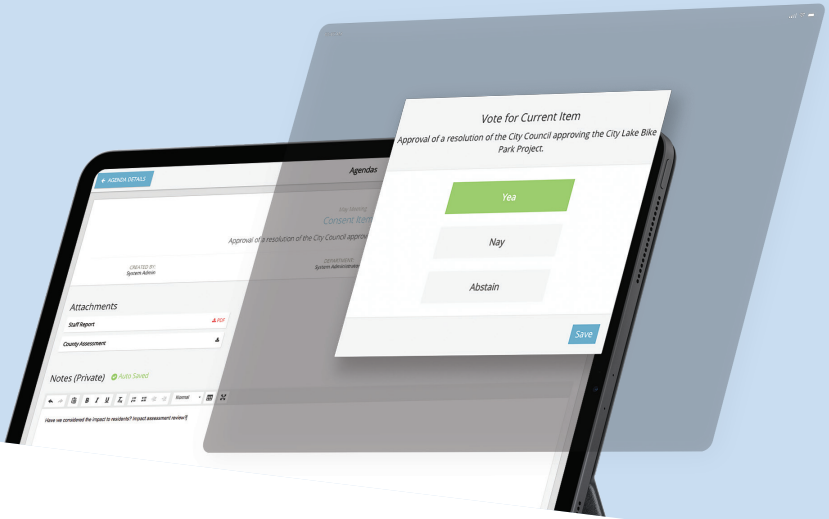




## Ad Hoc Reporting

The Analytics module makes nearly every data field in the system filterable. Build, save, and export custom and ad hoc reports to ensure you can access the insights you need to inform your decision-making and make a difference in your community.





# Meet Transparency Requirements and Ensure Access to Essential Information With **Public Resident Portal**

## Content Accessibility

It's not enough to be transparent by publishing your agendas and other meeting documents online. Your meeting content must be accessible to all members of the public. Agenda and Meeting Management Select has a dedicated accessibility portal that gives members of the public full access to your meeting content. Closed captioning is also available with our CivcPlus Media service for live streaming and on-demand video.

## Content Transparency

Build public trust with access to fully searchable meeting content including legislative decisions and public meeting videos. Meet municipal transparency requirements while keeping residents engaged and informed.

## Our Public Resident Portal Offers the Following Convenient Features:

- Embed the portal on any webpage to give residents access to all meeting content on a single page
- PDF downloads of agendas, packets, minutes, notices, and other pertinent meeting documents
- An HTML agenda view with hyperlinks attachments within the meeting agenda for direct access to specific documents
- Side-by-side agenda and video display options with optional CivicPlus Media live and on-demand video service (additional fees apply)
- Optional Motion and Vote minutes display updates to the HTML agenda view, allowing residents to quickly see the final disposition of agenda items without having to read full minutes documents
- Integrated live or on-demand videos with bookmarks to jump to desired content quickly (additional fees apply)
- Navigation to quickly jump to past, current, and upcoming events with an embedded calendar and continuous scrolls
- Full-text search and filtering options
- Email notification capabilities
- Social sharing
- A mobile-responsive interface
- Custom branding capabilities
- Optional public commenting forum

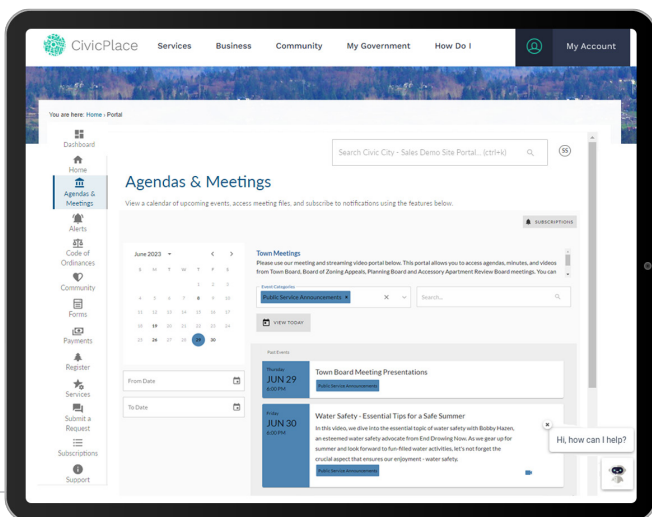


# Part of CivicPlus' Modern Civic Experience Platform

Developed specifically to enable municipalities to deliver consistently positive interactions across every department and service, our Civic Experience Platform includes technology innovations that create frictionless, one-stop, personalized resident interactions.

As a core element in our Platform, our CivicPlus Portal empowers residents to be more engaged and informed about progress in their community. CivicPlus Portal streamlines the resident experience as people interact with your suite of CivicPlus government software solutions, helping to drive revenue and build resident trust and satisfaction.

With a single username and password, residents can watch a public meeting recording, submit a FOIA request, pay a utility bill, utilize the online Code of Ordinances tool, or register for an upcoming event from a single interface. The result is more engaged and informed voters and fewer phone calls, walk-ins, or emails to your department asking how to find documents or submit records requests.



## Local governments that leverage our Civic Experience Platform also benefit from the following:

- Single Sign-On (SSO) to all of your CivicPlus solutions supported by two-factor authentication and PCI-level password compatibility
- A single dashboard and toolbar for administrative access to your CivicPlus software stack
- Access to a continually growing and fully documented set of APIs to better connect your administration's processes and applications
- A centralized data store with robust data automation and integration capabilities Integration

### Integration Hub

Integration Hub is a tool that can help you unify your disparate cloud-based solutions and your CivicPlus solutions, assemble powerful workflows, and set up complex automations without needing a developer. With Integration Hub's easy-to-use drag-and-drop interface, non-technical users can build integrations for syncing content and data between CivicPlus solutions or with third parties (for an additional fee), saving your staff valuable time.





# Integrated Code of Ordinances and Web

As the only local government software provider with an integrated Codification, Agenda and Meeting Management, and Municipal Website offering, our solution suite empowers the digital transformation of the entire legislative process — from the start of the agenda process to the final online publishing of the newly adopted legislation.

If you are a customer of Municode Codification by CivicPlus services, our cutting-edge integration between your Agenda and Meeting Management and Online Code Hosting tools reduces the manual steps that can delay your communication processes, while bringing unparalleled access and transparency to your community.

As an example, you can send ordinances directly to CivicPlus for codification. When pushed from your Agenda and Meeting Management Select system, the uncoded legislation will be visible on the landing page of our your Code of Ordinances nearly instantaneously. Once codified, the code is permanently linked to the corresponding meeting materials you produced. Furthermore, you can integrate your CivicPlus website with your Online Code Hosting system, allowing for one-stop search capabilities. With this integration, the public can instantly access your code, meetings, packets, and agendas in one search straight from your website.



## Integrate Your CivicPlus Tech Stack to 10-X Your Legislative Management Capabilities

The following are examples of integrations between CivicPlus Agenda and Meeting Management Select, and our other powerful solutions. If you have yet to experience all that CivicPlus can provide, contact us for additional information and custom pricing.

## **CivicPlus Municipal Websites**

- Set up a workflow to post via the News Flash module once you've published your meeting documents
- Automatically add agenda or minute files to the Document Center to be displayed on your website after you publish them in your Select Agenda and Meeting Management system
- Automatically integrate your meeting information and dates into the Calendar module
- Automatically include Agenda and Meeting Management files and your Code of Ordinances in your website's search results

## **Municode Codification**

- Send adopted ordinances to the CivicPlus Legal Codification team in one click
- Send ordinances straight to your Online Code Hosting portal as "Adopted and Not Yet Codified"
- Instantly link your online code to the meeting content produced within your Agenda and Meeting Management software

## **CivicPlus Media**

- Share high-definition, on-demand video or live video feeds of your meetings directly from your Agenda and Meeting Management software via CivicPlus Media with clear bookmarking and navigation

## **Integration Hub**

- Integrate your Agenda and Meeting Management software with such popular third-party tools as Zoom, Webex, GoToMeeting, Laserfische, Google Drive, and Dropbox; additional integrations available via APIs

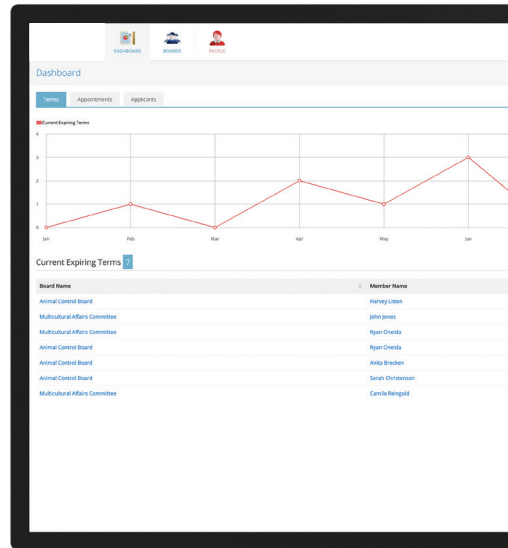
# Additional Integrated Modules

## CivicPlus Media: Live Streaming and On-Demand Video

Increase resident engagement and participation by sharing high-definition live video feeds of your meetings directly from Agenda and Meeting Management Select and CivicPlus Media. Stream live proceedings and seamlessly integrate all video content directly into your meeting agendas. Videos feature clear bookmarking and navigation so viewers can quickly find discussions of interest. Videos can be viewed from any device with no software or application downloads necessary. Integrated closed captioning services are available. Additional fees apply.

## Boards and Committees

The Agenda and Meeting Management Select Boards and Committees Module tracks vacancies, applications, and appointments. Interactive dashboards give you access to your Boards and Committees information. Manage rosters and generate communications using customized templates. Store system-generated communications and other important documentation at the board or individual member level. Track training and other internal requirements. Additional fees apply.



# Industry-Leading Support Services

## Award-Winning Support

CivicPlus has been honored with multiple Stevie® Awards in the categories of Front-Line Customer Service Team of the Year – Technology Industries, Customer Service Training or Coaching Program of the Year – Technology Industries, Customer Service Department of the Year – Computer Software – Up to 1000 Employees, and Most Valuable Response by a Customer Service Team (COVID-19). The Stevie Awards are the world's top honors for customer service, contact center, business development, and sales professionals.

## On-Demand Help Center

CivicPlus customers have 24/7 access to our online Help Center where users can review articles, user guides, and FAQs and get tips on best practices. Our Help Center is continually monitored and updated by our dedicated knowledge management team to ensure we provide the information and resources needed to optimize your solution. In addition, the Help Center provides our release notes to keep your staff informed of upcoming enhancements and maintenance.

## Continuing Partnership

We won't disappear after we launch your website. You'll be assigned a dedicated customer success manager. They will partner with you by providing information on best practices and how to utilize the tools of your new system to engage your residents most effectively.

## Support-at-a-Glance

- Our technical support engineers are available from 8 a.m. – 6 p.m. (CST) Monday – Friday (excluding holidays)
- Accessible via phone and email
- Four-hour response during regular hours
- 24/7 emergency technical support for named points of contact via live in-app chat or telephone
- Dedicated customer success manager
- Online self-service help with the CivicPlus Help Center ([civicplus.help](https://civicplus.help))

## Continual Maintenance

- Regular review of site logs, error messages, servers, router activity, and the internet in general
- We perform full system backups daily
- Regularly scheduled upgrades, including fixes and other enhancements
- Operating system patches
- Testing and development

## Example One-Year Support Metrics

- Total Tickets – 103,759
- Average Chat Response – 3:48 Minutes
- Average Phone Response – 7:57 Minutes
- Customer Satisfaction Score – 95.7%
- Solved in One Touch – 71.2

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# Let's Chat

It's time to move your meetings forward. Ditch the stacks of paper that accumulate with every meeting and forget endless hours of copying, bookmarking, distributing, and amending meeting agendas.



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