



CITY OF IDAHO SPRINGS
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NOTICE AND AGENDA
WORK SESSION
Idaho Springs City Council
1711 Miner Street
Monday, April 18, 2022 – 6:00 p.m.

- ❖ **Communal Dining Areas and Security Operations Plan**
- ❖ **Downtown Marketplace Update**
- ❖ **Public Communication & Engagement Options**

IN-PERSON AND REMOTE MEETING PUBLIC ATTENDANCE AND PARTICIPATION INSTRUCTIONS

The Public is able to view and hear this meeting remotely at the following address on the City's website:

<https://www.colorado.gov/pacific/idahosprings/city-council-live>

CITY OF IDAHO SPRINGS

City Council Communication



MEETING DATE: APRIL 18, 2022 WORK SESSION

REPORT DATE: APRIL 14, 2022

FROM: JERAD CHIPMAN, COMMUNITY DEVELOPMENT PLANNER

RE: MINER STREET MARKETPLACE SUMMER OPERATIONS AND COMMUNAL
OUTDOOR DINING AREAS (CODA)

BACKGROUND:

In the spring of 2020 in response to the Covid-19 pandemic, the State Liquor Enforcement Division issued a temporary emergency Liquor Regulation that allows alcohol service and consumption in City right-of-way. That temporary emergency Regulation is set to expire on May 31, 2022. Over the past two (2) summers, the City has closed the three (3) block stretch of downtown Miner Street to vehicular traffic and has allowed businesses to occupy the Street area under encroachment agreements. Since November, downtown Miner Street has been reopened to one-way traffic eastbound, and several businesses on the north side of the street have continued to use their encroachment areas for outdoor dining and alcohol consumption.

Many business and property owners through the Economic Recovery Task Force (ERTF) have indicated that they would like the street to be closed to traffic again this summer for the downtown marketplace, and City Council has expressed its support. Staff has been working with the ERTF to again close downtown Miner Street on May 9th and transition to a similar marketplace operation for this coming summer. Because the State Liquor Regulation the City has been utilizing to facilitate the marketplace is expiring, a new means of accomplishing that goal was deemed necessary to pursue. City staff has identified a new State statute that was recently enacted and does not have an expiration date as way to achieve the summer marketplace atmosphere of the past two (2) years.

That new State statute authorizes a new model of outdoor drinking and dining called a Communal Outdoor Dining Area (CODA). A CODA is two (2) or more current liquor license-holders that are within 1,000 feet of each other coming together to operate an outdoor area for dining and drinking. Businesses that serve food *without* a liquor license can also join a CODA as long as there are at least 2 liquor licensees involved. Businesses that do not serve food (offices, retail sales, etc.) are not eligible to join and share the common space of a CODA. Members of the ERTF have agreed that the CODA is a means of continuing summer marketplace operations, and have requested that the City authorize the formation of CODAs to allow for outdoor operations this summer and into the future. A map designating the proposed boundaries of the historic downtown CODA is attached.

Under the State statute, a CODA requires a Security and Operations Plan. This plan is required to be approved by the City and the State. A draft Security and Operations Plan is attached to this report for City Council's review. The Security and Operations Plan proposes two (2) sets of rules within the CODA. One would be for everyday operations. The other rules would be for special events related to the Miner

Street Marketplace. Included in the attached Security and Operations Plan is a calendar of proposed CODA events.

The CODA would allow for alcoholic beverages that are purchased from the attached restaurants (and *only* from those restaurants/sources – no outside alcohol) to be carried and consumed anywhere within the boundaries of the CODA; however, that is **not** City staff and the ERTF's intent on a regular basis. Instead, it is Staff and the ERTF's recommendation that the only times that the CODA would be open for the mingling of alcohol from more than 1 restaurant would be the Fourth of July celebration and other designated and approved special events, such as live music performances. Additional security is already onsite for the Fourth of July, and Citizens' Park is often a location where alcohol is allowed to be purchased and consumed on that date.

There are also smaller events that are proposed to take place on a weekly basis. Those events would be restricted to the block or portion thereof in which they are taking place. Additional signage would be required for these events that indicate the boundaries of the area for alcohol consumption. For the majority of the time, alcohol would only be allowed to be served within a business's encroachment agreement area. This is the preference of the members of the ERTF. Those businesses prefer tighter regulations during everyday operations as it is easier for the businesses to monitor their patrons within their designated encroachment areas. Therefore, normal operations would be exactly the same as the last two years with a few alterations to business encroachment areas if requested and approved.

Enforcement of the CODA will fall on the participating businesses with assistance from the City. The CODA statute states that there is joint liability among the liquor license holders unless a licensee can be identified as the party that committed the infraction, resulting in each participating business having a vested interest in adhering to the Security and Operations Plan. The liquor license holders have received a draft of the Security and Operations Plan to review. Staff intends to have comments from the liquor license holders prior to the Work Session.

ROLE OF THE CITY COUNCIL:

Staff is seeking the City Council's input regarding the proposed CODA and Security and Operations Plan.

An ordinance on second reading authorizing the formation of CODAs will be on the agenda at the City Council meeting on April 25th. If the ordinance is approved, then interested liquor licensees can apply to the City for the two (2) approvals needed to put the CODA into action: (1) a permit to attach to the CODA; and (2) a modification of premises to include the new CODA area. Given the timing of all these elements, it is possible for interested liquor licensees to be legally authorized to sell and serve alcohol outdoors within the downtown marketplace area again by June 1, 2022. If the ordinance is not adopted, the consumption of alcohol in approved encroachment areas within the City right of way will no longer be allowed as of June 1, 2022.

Staff notes that the role of the City Council is to authorize the formation and operation of a CODA by liquor licensees. Liquor licensees must then take the next necessary steps to apply to both the City and the State for CODA permits and modifications of premises and to put the Security and Control Plan into action.

ATTACHMENTS:

- Security and Operations Plan
- CODA Map
- CODA Calendar
- Attorney Beery's memorandum of February 28, 2022

CITY OF IDAHO SPRINGS



MINER STREET MARKETPLACE COMMUNAL OUTDOOR DINING AREA (CODA) SECURITY AND CONTROL PLAN 2022

PURPOSE:

The purpose of this plan is to provide regulations for the Miner Street Marketplace Communal Outdoor Dining Area (CODA) as proposed by an ordinance currently under consideration by City Council. The intent of establishing a CODA is to enable businesses to have the ability to continue outdoor business operations, including liquor service where applicable, in City right-of-way after temporary COVID-related regulations expire at the end of May. The new CODA regulations are designed to ensure the health, safety, and wellbeing of the residents, businesses, and visitors of the City of Idaho Springs. State Statute¹ requires a Security and Control Plan (Plan) for a CODA, and that Plan is required to be approved by both the City of Idaho Springs and the State of Colorado. The following Plan outlines the security measures that each business is required to have during regular business operations and also for those special events that are conducted from time-to-time as the attached schedule indicates. The Plan restates the requirement of the Colorado Liquor Law that in the event of a liquor law violation within the CODA, and that violation is unable to be tracked to an individual license holder, there is joint liability to all liquor licensed members of the CODA.

SECURITY AND CONTROL RESTRICTIONS FOR DAILY BUSINESS OPERATIONS:

The following regulations are the baseline regulations of the CODA. Additional restrictions apply when CODA members request a temporary enlargement of the CODA for particular special events. Those additional Expanded CODA restrictions follow:

1. Under ordinary business operations, each licensee shall sell, serve and allow the consumption of alcohol only within the licensee's own designated, physically delineated area within the CODA. Each licensee's outdoor service area shall be clearly separated by physical barriers to distinguish its own area from others within the CODA. Barriers can include fencing, chains, and decorative obstructions such as barrels and ore carts.
2. Each licensee shall post signs along the border of its individual service area indicating that all alcohol must stay within that service area.
3. Licensees shall not permit alcohol to leave their individual outdoor service areas; this prohibition extends even to other outdoor service areas within the CODA. During ordinary business operations, each service area remains separate and distinct, and alcohol may not travel between those areas.
4. All alcohol consumed within a licensee's outdoor service area must have been purchased from that license. (Not alcohol from the outside allowed.)

¹ C.R.S. § 44-3-912

5. All other provisions found within a business's "Street/Sidewalk Revocable Encroachment Permit" shall be adhered to.
6. Hours of outdoor consumption of alcohol shall be 7 A.M. to 2 A.M.
7. An inspection by City officials is required at the beginning of the season prior to operation commencing.

EXPANDED CODA SECURITY AND CONTROL RESTRICTIONS (E.G., DURING SPECIAL EVENTS):

The following regulations apply when the CODA members apply to expand the CODA to allow patrons to move about within the CODA more freely and/or to allow the CODA to extend closer to a stage or other special event attraction located on the edge of the CODA.

Temporary CODA Expansions must be applied for by all licensees who wish to attach to the expanded area.

1. During an authorized CODA Expansion, participating licensees may allow alcohol sold and served by the licensee to leave the licensee's own outdoor service area and to travel within the communal outdoor area. Licensees that participate in the Expanded CODA may temporarily take down their signage indicating that no alcohol may leave the licensee's own outdoor service area.
2. All alcohol that leaves a licensee's own outdoor service area must be contained within a disposable, shatter-proof container that is labeled with the licensee's name, logo or similar d/b/a branding, such that the license that dispensed the alcohol may be easily identified by the cup. It is permissible for the licensee to utilize a branded sticker on the container to convey identification.
3. The outer perimeter of the Expanded CODA shall be clearly marked and contained by physical barriers that prevent free and unmonitored travel into/out of the CODA. There shall be no more than six (6) "Entry/Exit" access points into and out of the CODA area, which shall be clearly marked with signage and shall be monitored at all times during CODA hours by a security person or for smaller events security measures funded by the participating CODA members and approved by the Police Chief. The access and egress plan for the Expanded CODA will be reviewed and approved by the Public Works Superintendent, the Police Chief and the Fire Chief.
4. Participating licensees may allow alcohol from their premises to travel to other areas of the Expanded CODA (within cups that comply with # 2 above); however, no such alcohol may travel in and out of the outdoor service areas of those licensees who choose *not* to participate in the Expanded CODA. Those licensees (who choose not to participate) shall remain subject to all the above SECURITY AND CONTROL RESTRICTIONS FOR DAILY BUSINESS OPERATIONS.
5. Hours of outdoor consumption of alcohol within an Expanded CODA shall be 7 A.M. to 2 A.M.

6. All alcoholic beverages present within the Expanded CODA must have been purchased and obtained from participating licensees within the Expanded CODA (no outside alcohol) Signage shall be placed at all entrances/exits of the Expanded CODA indicating this restriction.
7. Signs are to be located at the entrances/exits of the Expanded CODA to indicate the extent to which alcohol can be carried. Alcohol is allowed to traverse 15th and 16th Avenues at the intersection of Miner Street, adjacent to Citizen Park, and along Idaho Mall. This provision may be revoked at any time if the traversing of 15th and 16th Avenues becomes problematic, creating three distinct nodes for consumption.

SECURITY AND CONTROL MONITORING: LICENSEE RESPONSIBILITIES:

1. If a liquor law violation occurs in the CODA, the responsible licensee is subject to discipline. If the responsible licensee cannot be determined, each attached licensee is deemed jointly responsible and subject to discipline.
2. It is the responsibility of each liquor licensee to monitor their own outdoor service area at all times. It is the responsibility of each liquor licensee who chooses to participate in an Expanded CODA to also ensure the proper monitoring of the Expanded CODA area at all times

ATTACHMENTS:

2022 Summer Event Schedule.

Communal Outdoor Dining Area (CODA) Map

Pick Axe

Azteca

MTN Prime

Westbound & Down

The Vintage Moose

Main Street

Slaymaker

Beau Jo's

The Cidery

Bee's Knees

Two Brothers

Tommyknocker

Common Vehicular Access

Common Vehicular Access

Note: The encroachment agreements indicated on this map do not represent all encroachment agreements, but rather all of those with liquor licenses.



Sources: Esri, Maxar, GeoEye, Earthstar Geographics, CNES/Airbus DS, USDA, USGS, AeroGRID, IGN, and the GIS User Community

May

2022

Communal Outdoor Dining Area (CODA) Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12	13 Miner Street Marketplace Opens	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

June

2022

Communal Outdoor Dining Area (CODA) Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6	7 Concert: 1600 Block 6-8 P.M.	8	9 Concert: 1400 Block 6-8 P.M.	10 Cornhole Tournament: 1600 Block 6-8 P.M.	11
12	13	14 Concert: 1600 Block 6-8 P.M.	15	16 Concert: 1400 Block 6-8 P.M.	17 Cornhole Tournament: 1500 Block 6-8 P.M.	18
19	20	21 Concert: 1600 Block 6-8 P.M.	22	23 Concert: 1400 Block 6-8 P.M.	24 Cornhole Tournament: 1400 Block 6-8 P.M.	25
26	27	28 Concert: 1600 Block 6-8 P.M.	29	30 Concert: 1400 Block 6-8 P.M.	Cornhole Tournament: 1600 Block 6-8 P.M.	

July

2022

Communal Outdoor Dining Area (CODA) Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4 4 th of July Event 7A.M. to 10 P.M.	5 Concert: 1600 Block 6-8 P.M.	6	7 Concert: 1400 Block 6-8 P.M.	8 Cornhole Tournament: 1500 Block 6-8 P.M.	9
10	11	12 Concert: 1600 Block 6-8 P.M.	13	14 Concert: 1400 Block 6-8 P.M.	15 Cornhole Tournament: 1400 Block 6-8 P.M.	16
17	18	19 Concert: 1600 Block 6-8 P.M.	20	21 Concert: 1400 Block 6-8 P.M.	22 Cornhole Tournament: 1600 Block 6-8 P.M.	23
24	25	26 Concert: 1600 Block 6-8 P.M.	27	28 Concert: 1400 Block 6-8 P.M.	29 Cornhole Tournament: 1500 Block 6-8 P.M.	30
31						

August

2022

Communal Outdoor Dining Area (CODA) Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2 Concert: 1600 Block 6-8 P.M.	3	4 Concert: 1400 Block 6-8 P.M.	5 Cornhole Tournament: 1400 Block 6-8 P.M.	6
7	8	9 Concert: 1600 Block 6-8 P.M.	10	11 Concert: 1400 Block 6-8 P.M.	12 Cornhole Tournament: 1600 Block 6-8 P.M.	13
14	15	16 Concert: 1600 Block 6-8 P.M.	17	18 Concert: 1400 Block 6-8 P.M.	19 Cornhole Tournament: 1500 Block 6-8 P.M.	20
21	22	23 Concert: 1600 Block 6-8 P.M.	24	25 Concert: 1400 Block 6-8 P.M.	26 Cornhole Tournament: 1400 Block 6-8 P.M.	27
28	29	30 Concert: 1600 Block 6-8 P.M.	31			

September

2022

Communal Outdoor Dining Area (CODA) Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1 Concert: 1400 Block 6-8 P.M.	2 Cornhole Tournament: 1600 Block 6-8 P.M.	3
4	5	6 Concert: 1600 Block 6-8 P.M.	7	8 Concert: 1400 Block 6-8 P.M.	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23 Fall Festival?	24 Fall Festival?
25 Fall Festival?	26	27	28	29	30	

October

2022

Communal Outdoor Dining Area (CODA) Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29 Zombie Crawl?
30	31 Marketplace Closure.					



TO: Jerad Chipman, City Planner
Wonder Martell, Deputy City Clerk
CC: Andrew Marsh, City Administrator
FROM: Carmen Beery
DATE: February 28, 2022
RE: Communal Outdoor Dining Areas

As Staff, we have been working with the Economic Recovery Task Force to identify possible avenues to continue outdoor dining and leisure activities within downtown Miner Street this summer. Of particular interest to the Task Force are avenues that would allow the service and consumption of alcohol in such outdoor areas, in whole or in part.

In response to the COVID-19 pandemic over the past two years, State Liquor has promulgated several 'temporary' liquor regulations. Such temporary regulations were designed to buoy restaurant and bar service through the pandemic through measures such as take-out and to-go alcohol, delivery of alcohol and expanded outdoor dining areas. Some of these temporary regulations will likely be allowed to expire this spring; others have been adopted by the State Legislature as permanent law going forward.

Basic parameters

"Communal outdoor dining areas" (CODAs) were once a temporary COVID measure; they are permanently authorized. HB 21-1027 adopted CRS § 44-3-912 setting permanent CODA rules as follows:

- Scope: a CODA may be shared by two or more liquor licensees that allow on-premises consumption
 - Retail food establishments without liquor licenses may also join
- Necessary approvals: Licensees must obtain two (2) types of approvals from the State and City:
 - (1) A permit to attach to/join the CODA; and
 - (2) Modification of the licensed premises to include the outdoor area.
- Security plan: The CODA permit application must include the licensee's agreement to adopt and abide by the Security and Control Plan for the CODA that is approved by the State and City.
 - Practically speaking, the first group of licensees that form a CODA will prepare this Plan for State and City approval. Subsequent joiners of the CODA will face the choice of agreeing to and participating in the established, approved Plan.
- Distance limitation: each licensee must be located within 1,000 feet of the CODA (measured by direct pedestrian route from CODA boundary to liquor licensee's building)
- Joint liability: if a liquor law violation occurs in the CODA, the responsible licensee is subject to discipline. If the responsible licensee cannot be determined, each attached licensee is deemed jointly responsible and subject to discipline.

How can the City authorize these CODAs locally?

- Adopt a brief CODA ordinance setting forth minimum requirements of a Security and Control Plan, insurance and liability issues, and violations for which licensees may face discipline. The Ordinance would ensure that all involved (Licensees and the State) are aware of the City's active role in approving and overseeing these areas and establish the local process.

Attorneys at Law

710 Kipling Street, Suite 300 Lakewood, Colorado 80215 Main 303.493.6670 Fax 303.945.7960

CITY OF IDAHO SPRINGS

City Council Communication



Downtown Marketplace Operations

Below is a list of proposed events and activities for the Miner Street Marketplace that has been compiled by the Idaho Springs Marketing Alliance (ISMA). Greater details regarding the events will be expressed as part of the presentation at Monday night's work session.

Miner Street Market: Closing to Traffic week of May 9th

- Tuesday Music 6pm-8pm Starting June 7th 1600 Block (open carry Event)
- Thursday Music 6pm-8pm Starting June 9th 1400 Block (open carry Event)
- Cornhole: Friday nights (open carry Event)- One special tournaments possible
- Pedicabs -Other activation by MTN
- 1x a month Kids Day in Idaho Springs –
 - Dunk Tank, face painting, Bill the Miner, gold panning on Miner, Chalk Art
 - Burro Rides for kids- fundraiser for Mountain Youth
- Instagram City Sponsored Street Picture Opportunities
- Summer Kick Off June 3rd-5th
- 4th of July
 - Dunk Tank
 - Games
 - Face Painter
 - Balloon Art
 - Chalk Art
 - Bill and Burros
 - Music (taken care of by Phyllis)
- Fall Festival Weekend September 23rd-25th
- Pumpkin Decoration on the Market 10/1- Fall Decoration Contest (Citywide) and Pumpkin on Water Wheel
- Adult Night Zombie Costume Crawl 10/29
- Halloween Parade and Trunk or Treat Monday 10/31
- Open Items for Discussion-Please provide feedback
 - Wild Bunch
 - Axe Throwing
 - Skate Park Night
 - Allowing Vendors
 - Royal Jelly
 - Fruit & Veggie
- Events wanting to use Miner St:
 - Graduation Parade May 20th at 3pm
 - Carlson Spring Concert

To: Mayor and City Council
CC: City Administrator Andrew Marsh
From: Jonathan Cain
Date: April 18, 2022
Subject: Public Communication and Engagement Platform Tools
Attachments: Granicus, VoyentAlert! and Bang the Table Quotes

Request for Direction

Staff is requesting direction regarding a programming preference to improve public communication and engagement efforts.

Background

City staff has been considering program alternatives to improve public communication and engagement with residents and visitors of the City. City Council has approved the use of \$10,000 in this year's budget (10-20-2070) for the purpose of this work.

Granicus GovDelivery (www.granicus.com)

Granicus GovDelivery is one of the most common engagement platforms used by municipalities in the United States today. It would allow staff to easily deliver custom messages (email, sms) to resident subscribers based on their demographics, location, interests, and other factors. It is FedRAMP, ISO 27001, and Cyber Essentials Certified cloud technology for government.

Granicus also features a full "back end" that will allow staff access to success metrics, templates, and the ability to automate and schedule messaging to subscribers.

The City is still working with Granicus on an updated quote for the Software. It is estimated to cost approximately \$5,500 annually for a municipality of our size as well as a one time set up and training fee of \$2,500. NOTE: I have attached an outdated quote for Granicus services. It is not expected that the price should vary much from this quote.

VoyentAlert! (voyent-alert.com/us)

VoyentAlert! is a communication platform that can provide alerts to residents and subscribers. Users can choose to receive alerts by Text, Email, or by Voice Calls. One interesting thing about VoyentAlert! is that it can provide critical information to users such as the distance and direction from a critical event or even preferred evacuation routes from the "real time" location of a user.

VoyentAlert! allows users to "choose" what types of communication are relevant to them. It also provides a backend that allows staff to access success metrics, templates, and the ability to automate and schedule messaging.

VoyentAlert! has provided the City with a quote for annual service. It costs \$1,900 annually for unlimited registrations in Idaho Springs, unlimited emergency, and day to day communications on all channels, and for 4 program administrators. Quote is attached to this staff report.

BangtheTable (bangthetable.com)

BangtheTable offers a suite of online engagement tools that are built to allow municipalities a platform for conversations about any topic of interest in a community. This platform would allow staff to create “projects” that center conversations around specific topics of interest to the community. These projects can relate to any topic of interest, from a potential development to a conversation about activities within the City.

BangtheTable was recently acquired by Granicus. It does not in of itself provide the communication tools that VoyentAlert! and Granicus GovDelivery offer, but it does provide a platform that has been used successfully by other municipalities to build effective and secure “conversations” within their communities. Some communities that successfully use this software include Clear Creek County (<https://forum.clearcreekcounty.us/>), Wheat Ridge (<https://whatsupwheatridge.com/>), and Arvada (<https://speakup.arvada.org/>)

BangtheTable has provided the City with a quote for annual service; It will cost \$5,000 annually. This will include standard onboarding and support. There are several optional add ons that the City could consider as well.

Potential Resource Sharing Opportunity

Many community entities have been exploring opportunities to improve community engagement and communication throughout the County. There has been interest expressed in a “one stop shop” for communication that could be utilized by organizations throughout the County. This could potentially make it easier for residents and visitors to access timely information and could potentially help with the cost of these programs.

Staff would like to explore this potential opportunity for collaboration with community entities to determine potential future opportunities to improve communication and collaboration in Clear Creek County.

Granicus Proposal for Idaho Springs, CO

Granicus Contact

Name: Andrew OBrien

Phone: 720-770-5586

Email: andrew.obrien@granicus.com

Proposal Details

Quote Number: Q-103168

Prepared On: 7/29/2020

Valid Through: 8/21/2020

Tier: Up to 5000 Subscribers

Pricing

Payment Terms: Net 30 (Payments for subscriptions are due at the beginning of the period of performance.)

Currency: USD

Period of Performance: The term of the Agreement will commence on the date this document is signed and will continue for 24 months.

Domains Included for the Communications Cloud

The subscription includes the following domain(s) and subdomain(s): 1

One-Time Fees

Solution	Billing Frequency	Quantity/Unit	One-Time Fee
Communications Cloud - Setup and Configuration	Up Front	1 Each	\$2,040.00
Communications Cloud - Online Training	Up Front	1 Each	\$425.00
SUBTOTAL:			\$2,465.00

Annual Fees for New Subscriptions

Solution	Billing Frequency	Quantity/Unit	Annual Fee
Communications Cloud	Annual	1 Each	\$5,100.00
SUBTOTAL:			\$5,100.00

Remaining Period(s)	
Solution(s)	Year 2
Communications Cloud	\$5,457.00
SUBTOTAL:	\$5,457.00

Product Descriptions

Name	Description
Communications Cloud	The Cloud is a Software-as-a-Service (SaaS) solution that enables government organizations to connect with more people. By leveraging the Cloud, the client will be able to utilize a number of different outreach mediums, including email, SMS/text messages, RSS feeds, and social media integration to connect with its target audiences. The Cloud includes: • Unlimited email sends with industry-leading delivery and management of all bounces • Support to upload and migrate existing email lists • Access to participate in the GovDelivery Network • Ability to send mass notifications to multiple devices • 24/7 system monitoring, email and phone support during business hours, auto-response to inbound messages from end users, and emergency support • Text-to-subscribe functionality • Up to 2 Web-hosted training sessions annually • Up to 50 administrators • Up to 1 GovDelivery account(s) • Access to a complete archive of all data created by the client for 18 months (rolling) • Up to 3 hours of message template and integration development • Up to 100 subscription topics • Up to 100,000 SMS/text messages per year from a shared short code within the United States*

*International numbers are not supported. SMS/text messages not used in the period of performance will not carry over to the following year.

Product Descriptions	
Name	Description
Communications Cloud - Setup and Configuration	The Cloud is a Software-as-a-Service (SaaS) solution that enables government organizations to connect with more people. By leveraging the Cloud, the client will be able to utilize a number of different outreach mediums, including email, SMS/text messages, RSS feeds, and social media integration to connect with its target audiences. The Cloud setup and configuration includes: • The implementation consultant will be assigned to Recipient during the setup process for up to 90 days • Unlimited access to Web-based recorded trainings and online help for administrations on the following topics: standard Messaging, the GovDelivery Network, Automation, Mobile and Analytics • Up to 2 Web-hosted training sessions that must be used within 180 days of Kickoff • Up to 5 hours of message template and integration development that must be used within 90 days of Kickoff
Communications Cloud - Online Training	Provides a balance of Product knowledge and industry best practices to a specific audience. Sessions are delivered by product experts via videoconferencing technology.

Terms and Conditions

- Link to Terms: https://granicus.com/pdfs/Master_Subscription_Agreement.pdf
- This quote is exclusive of applicable state, local, and federal taxes, which, if any, will be included in the invoice. It is the responsibility of Idaho Springs, CO to provide applicable exemption certificate(s).
- Any lapse in payment may result in suspension of service and will require the payment of a setup fee to reinstate the subscription.
- If submitting a Purchase Order, please include the following language: All pricing, terms and conditions of quote Q-103168 dated 7/29/2020 are incorporated into this Purchase Order by reference.
- Granicus Communications Suite Subscriber Information.
 - Data provided by the Client and contact information gathered through the Client's own web properties or activities will remain the property of the Client ("Direct Subscriber"), including any and all personally identifiable information (PII). Granicus will not release the data without the express written permission of the Client, unless required by law.
 - Granicus shall: (i) not disclose the Client's data except to any third parties as necessary to operate the Granicus Products and Services (provided that the Client hereby grants to Granicus a perpetual, non-cancelable, worldwide, non-exclusive license to utilize any data, on an anonymous or aggregate basis only, that arises from the use of the Granicus Products by the Client, whether disclosed on, subsequent to, or prior to the Effective Date, to improve the functionality of the Granicus Products and any other legitimate business purpose, including the right to sublicense such data to third parties, subject to all legal restrictions regarding the use and disclosure of such information).
- Data obtained through the Granicus Advanced Network.
 - Granicus offers a SaaS product, known as the Communications Cloud, that offers Direct Subscribers recommendations to subscribe to other Granicus Client's digital communication (the "Advanced Network"). When a Direct Subscriber signs up through one of the recommendations of the Advanced Network, that subscriber is a "Network Subscriber" to the agency it subscribed to through the Advanced Network.
 - Network Subscribers are available for use while the Client is under an active subscription with Granicus. Network Subscribers will not transfer to the Client upon termination of any Granicus Order, SOW, or Exhibit. The Client shall not use or transfer any of the Network Subscribers after termination of its Order, SOW, or Exhibit placed under this agreement. All information related to Network Subscribers must be destroyed by the Client within 15 calendar days of the Order, SOW, or Exhibit placed under this agreement terminating.
 - Opt-In. During the last 10 calendar days of the Client's subscription, the Client may send an opt-in email to Network Subscribers that shall include an explanation of the Client's relationship with Granicus terminating and that the Network Subscribers may visit the Client's website to subscribe to further updates from the Client in the future. Any Network Subscriber that does not opt-in will not be transferred with the subscriber list provided to the Client upon termination.
- Granicus certifies that it will not sell, retain, use, or disclose any personal information provided by Client for any purpose other than the specific purpose of performing the services outlined within this Agreement.

Agreement and Acceptance

By signing this document, the undersigned certifies they have authority to enter the agreement. The undersigned also understands the services and terms.

Billing Information

Name:

Phone:

Email:

Address:

Idaho Springs, CO

Signature:

Name:

Title:

Date:



Voyent Alert! Hosted Services Quote

Quote Number: VQ-Idaho Springs CO 2022

Date: 04/13/2022

Quote Expiry Date: 07/30/2022

Date format: mm/dd/yyyy

Service Provider Details:

ICESoft Technologies, Inc.

23350 N. Pima Road

Scottsdale, AZ 85255 USA

Email product.sales@icesoft.com

Prepared For:

City of Idaho Springs

1711 Miner St. PO Box 907

Idaho Springs, CO, 80452

Attention:

Name: Jonathan Cain

Email: jcain@idahospringsco.com

Phone: (303) 567-4421 ext 115

ICESoft Contact Information:

Name: Liana Munroe

Telephone: +1 877 263-3822 ext. 330

Email: liana.munroe@icesoft.com

Product/Description:

Amount

Voyent Alert! Annual Service Subscription

USD 1,900.00

Subscription Level / Term: Premium* / 1-Year

(see note 4 below re: Premium upgrade)

Entitlements:

- Inclusive of unlimited registrations for the City of Idaho Springs
- Unlimited emergency and day to day communications on all channels
- Up to 4 Administrators

Annual Renewals USD 1,900.00

Additional Terms:

- i) Payment Terms Net 30 days. Invoicing to occur as of Subscription Start Date.
- ii) Return Policy: 60 Day unconditional return / cancellation from start of Subscription term. Cancellation request shall be evidenced by letter or email sourced from client staff.
- iii) Subscription pricing guaranteed for 2 years.
- iv) In return for the City of Idaho Springs:
 - a. Agreeing to provide feedback on new roadmap features, and
 - b. Agreeing to act as reference and provide use case examples regarding service offering the City of Idaho Springs shall receive:
 - c. a complimentary subscription upgrade to Premium Level (per Attachment 1) or equivalent for so long as they maintain an active Service Subscription.
- v) All services provided are subject to ICESoft Voyent Alert! Terms of Service Agreement.

Attachment 1
Voyent Alert!
Product Description Sheet

Plan Options	Standard	Premium
Geofencing		
Rich Alert Zone Editor	✓	✓
Pre-defined Alert Templates		
Basic Library	✓	✓
Premium Library		✓
Communication Channels		
Mobile App (iOS and Android)	✓	✓
SMS/Email/Text to Voice	✓	✓
Social Media (Facebook/Twitter)		✓
Premium Exclusive Features		
Alert Scheduler		✓
Group/Team Alerting		✓
Topic Groups		✓
Recipient Response and Receipt Acknowledgement		✓
Training Environment		✓
KML/KMZ map file import		✓
3 rd Party Service Integration		✓
CAP-CP Integrations		✓
Multi-Tier Administration		✓
Rich Media Support		✓
Emergency Concierge Service		✓
Training and Support		
Support Hours	9 AM to 7 PM EST	24/7/365
Access to Online Training	✓	✓
FAQ/Knowledge Base	✓	✓
SLA Support	✓	✓
Remote Desktop Service		✓
Phone Support		✓
Community Onboarding Collateral Kit		
Sample web page content		✓
Print-ready pdf files for mailers and one-pagers		✓
Print-ready pdf files for banners		✓
Sample social media post content		✓
End User YouTube Videos	✓	✓
End User community Info/FAQ site	✓	✓
Trial Period	60 Days	60 Days
Return/Cancellation Policy	60 Days	60 Days



Build stronger, more trusting communities through meaningful engagement.

Prepared by
Jeffrey Kime
Bang the Table

Prepared for:

Idaho Springs,
Colorado
April 8, 2022

Robust Democracy Requires Real Public Participation

Hi Jonathan,

Thank you for the opportunity to propose EngagementHQ as your long-term solution for online community engagement.

We believe that in a 21st-century democracy, every resident has the right to participate in the decisions that affect their lives. Traditional methods of public participation, such as town hall meetings, often exclude all but a vocal few. We built EngagementHQ to give a voice to those who don't have one - and produce measurable engagement outcomes for your organization in the process.

No matter where you are in your online engagement journey, we are here to help. When you become a Bang the Table client, you do not merely gain access to our platform - you join a global community of over 12,000 active global practitioners. As a community, we will share inspiration, advance thought leadership in the industry, and help you exceed your goals.

Sincerely,

Jeffrey Kime

Account Executive
Bang the Table
brandon.smith@bangthetable.com



U.S.

2400 Spruce Street, #204
Boulder, CO 80302

1-844-308-2907

W9 47-5582814

CANADA

300-1090 Homer Street
Vancouver BC V6B 2W9

1-844-308-2907

PBN: 831001185 PG0001

BN: 831001185 RT0001

WCB # 940023 AA (007)

AUSTRALIA

Level 1, 96 Pelham Street

Carlton, VIC 3053 Australia

1300-647-014

ABN: 96 127 001 236

ACN: 127 001 236

U.K.

27 Elder House, 4 Water Lane
Kingston Upon Thames KT1 1AE

0800-779-7724

NEW ZEALAND

Level 1, Awly Building,
287/293 Durham Street North,
Christchurch 8013 New Zealand

+61 3-9020-8628



Your Recommendation

Idaho Springs: EngagementHQ Annual Unlimited License

TOTAL COST

\$5,000

Deliverables (included in total cost) EngagementHQ

Annual Unlimited License (\$5,000)

- Unlimited project capacity
- Branded homepage, custom domain name, SSL
- Access to all Information Sharing Tools, Feedback Tools, Participant Relationship Management, Analytics (including sentiment analysis), Comment Tagging, Summary and Detailed Reports.
- 2 site administrator and 10 project administrator accounts across all departments
- 24/7 English moderation, business hours Spanish moderation provided by Bang the Table
- 24/5 Helpdesk support via email, phone, live chat
- Automatic language translation

EngagementIQ Services (included)

- Standard onboarding
- EngagementIQ Core uSupport package

Add-ons and Integrations:

Optional Add-ons and Services

EngagementHQ Platform Add-ons:

- Single Sign-on (SSO) for administrators: \$2,300 (first year) and \$1,800 (renewing years)
- Additional administrators: Site (\$1,500), Hub (\$1,000), Project (\$250)
- Project Finder: \$1,000 (first year) and \$500 (renewing years)

EngagementIQ Services:

- Upgrade EngagementIQ package: Partner (\$5,500 per year)
- Site Build Onboarding: \$5,500
- Custom Demographics Dashboards: Individually scoped based on need ~ \$1,500-\$5,000

Marketplace Products:

- ConstantContact integration: +\$1,500 (year 1) and \$500 (renewing years)
- Add-on - Hubs functionality: \$5,000 per year (includes 5 Hubs + 1 Hub Administrator)

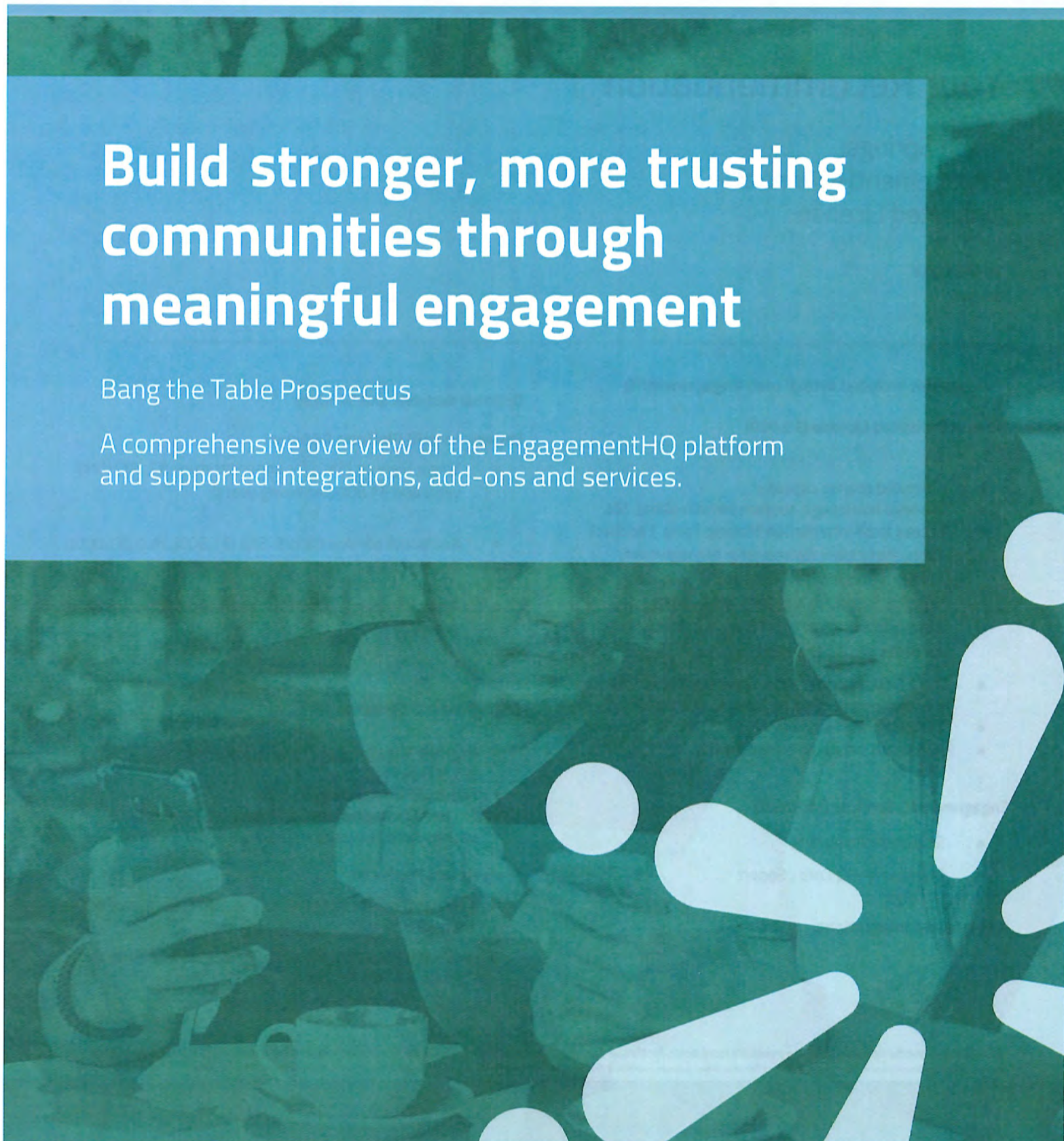
This document and the information in it are provided in confidence, for the sole purpose of exploring business opportunities between the disclosing party and the receiving party and may not be disclosed to any third party or used for any other purpose without the express written permission of the disclosing party. Pricing is valid for 60 days.



Build stronger, more trusting communities through meaningful engagement

Bang the Table Prospectus

A comprehensive overview of the EngagementHQ platform and supported integrations, add-ons and services.





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Our Mission

Our mission is to enable public participation as a fundamental pillar of well-functioning 21st century democracies by forging constructive relationships between communities and the institutions of government.

“You helped us quickly gather information from the community, especially groups and populations that do not come to the in-person meetings.”

Chris Meschuk
City of Boulder

Robust Democracy Requires Real Public Participation

Through technology and deep industry knowledge, our aim is to continuously innovate and add value to the public participation industry.

Our experience with online community engagement aims to empower organizations and their communities by providing them accessible opportunities to learn about and contribute to the decisions that affect their daily lives.

Bang the Table was established because, no matter how well-designed the off-line consultation process, inevitably it only reaches a small segment of a community. The online space provides the opportunity to give vastly more people access to information and enable them to have their say. It drives inclusive, transparent, and measurable community engagement processes that empower collaborative learning, discussion, and debate. EngagementHQ is a community engagement platform that provides capacity and support for focused consultation in a safe, information-rich environment through an integrated range of online community engagement feedback tools. A diverse approach extends inclusiveness and gives the community better opportunities to have their say on issues that are important to them.

The use of EngagementHQ, combined with our guidance and support, will provide an immediate and engaging online presence that will produce exceptional and measurable results.

If you have questions about this prospectus, we would love to hear from you.



U.S.

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NEW ZEALAND

Level 1, Awly Building,
287/293 Durham Street North,
Christchurch 8013 New Zealand



Introducing EngagementHQ

"EngagementHQ has been a hit
in our community, helping to turn
innovative ideas into reality!"

Dannette Robberson
City of Parker



EngagementHQ is the world's leading online community engagement platform, supporting over 12,000 practitioners around the globe. One robust platform lets you inform, engage, measure and build community through meaningful relationships and on-going interactions.

Multiple feedback tools serve to engage residents while unique information-sharing tools support efforts to inform and educate.

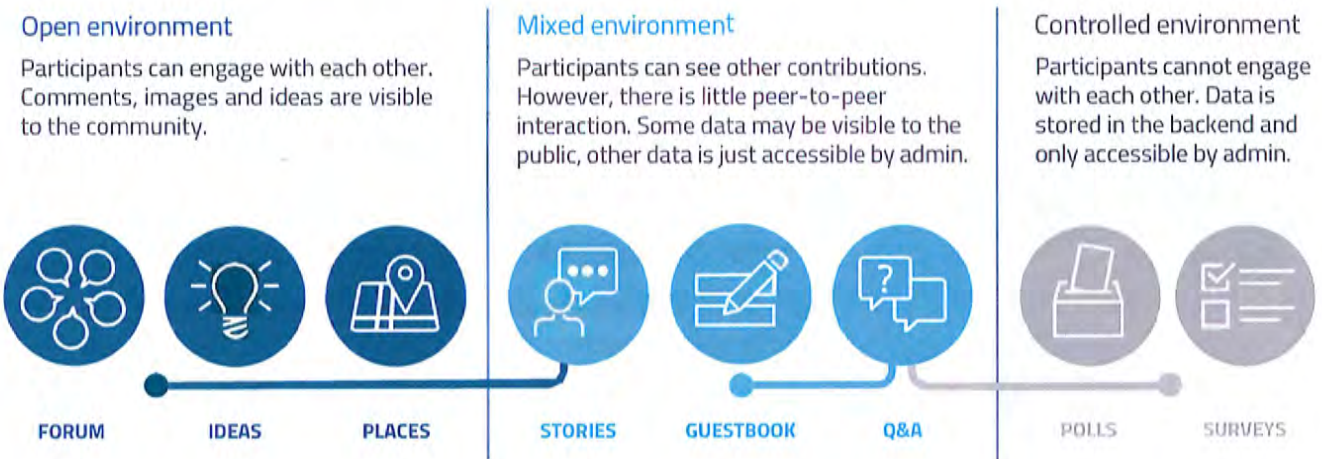
- Use a full array of videos, documents, image galleries, key dates, lifecycles, and other information tools to educate, build confidence in the process, and drive participation.
- Customize the appearance of your engagement site and project pages to align with your brand. Use a mix of feedback tools for any project to encourage input, guide education and extend participation.
- Easily share draft projects with internal or external stakeholders for approval before launch.
- Participant management helps you understand who you are hearing from and reach out to target groups and segment your participants for deeper feedback analysis.
- Our easy to use Newsletter helps you target community members with branded email newsletters.
- In-depth real time reporting ensures that you can 'listen' effectively and efficiently while text and demographic analysis tools help you understand community sentiment behind the feedback.



A Full Spectrum of Engagement Tools

EngagementHQ offers a complete range of engagement tools, making it easy to marry your online and face-to-face methodologies.

Mix and match any combination of feedback tools to support your consultation process. Selecting the right tool for your engagement is essential to getting the feedback you need. When considering which tools to utilize, you can choose to keep public participation in a controlled, mixed or open environment. The spectrum below identifies where each tool fits within these operating environments. As you advance your practice, you'll become more comfortable using a combination of tools, expanding the level of detail and input you receive.



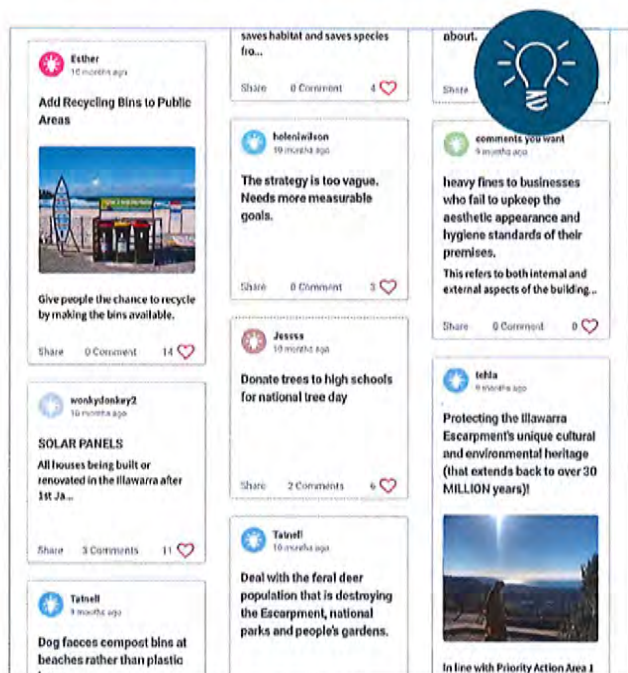
Each environment has a range of tools that are suitable for use on their own or in combination with others as part of a more robust methodology. Understanding your objectives, negotiables, and the types of information you need will be a key determining factor for your tool selection.

A Full Spectrum of Engagement Tools

Continued



Long Term Plan 2018-2028 - [Have Your Say Hutt City](#)



"Why is improving our city's environmental sustainability important to you?" - [Our Wollongong](#)

FORUM

A safe and interactive space for your community to discuss and debate pertinent issues. Multithreaded discussions enable deeper engagement for passionate stakeholders.

- Include rich media content in the introduction
- Unlimited Forums topics per project page
- Unlimited comments per forum topic
- Threaded replies
- Participants can agree and disagree on other people's comments
- Allow participants to start their own forum topics
- Unverified participation
- 24/7 moderation

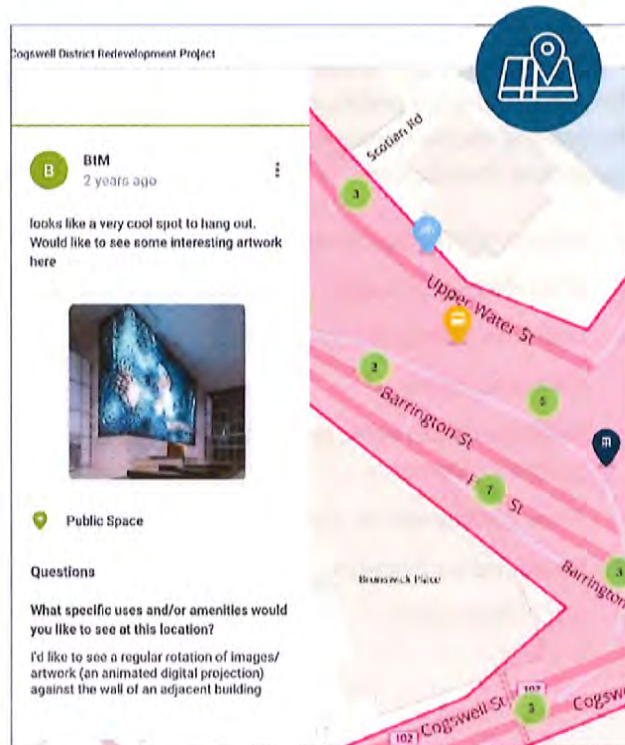
IDEAS

These "virtual post-it notes" are a way for your community to share what inspires them. Ideas can include images or media for context and participants can like and comment directly.

- Include rich media content in the introduction
- Unlimited amount of Ideas instances per project, with one 'featured' Ideas instance
- Indefinite or scheduled voting
- Participants can like and comment on other people's ideas
- Share photos and comments with ideas
- Scheduled publishing
- 24/7 moderation

A Full Spectrum of Engagement Tools

Continued

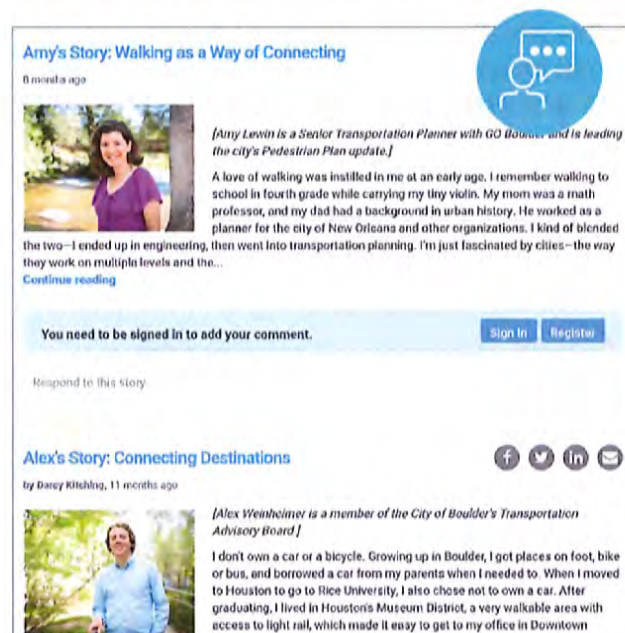


Cogswell District Redevelopment Project - [HALIFAX](#)

PLACES

Gather feedback and photos directly on a map with a simple "pin" drop. Geospatial maps offer participants a fun way to engage and see their contribution on a map.

- Include rich media content in the introduction
- 8 different map types
- 200+ pin category icons
- Draw custom map shapes, add points of interest and unique layer styles
- Simple Shapefile, KML and WMS layer support
- Pin categories can be applied to group input
- Survey responses, pin comments and pin photos are visible to the public
- Mandatory or optional survey with each pin
- Unlimited Maps per project page
- Unverified participation
- 24/7 moderation



Transportation Planning Projects - [Be Heard Boulder](#)

STORIES

Help your community better understand, empathize, and relate to others and your project. Stories can be interactive and can include images or media to support context.

- Include rich media in the introduction
- Comments on stories can be allowed
- Agree/disagree on other comments
- Contributors can turn off commenting on their story if they choose
- PHQ or on-site moderation
- Rich media in introduction and thank you message
- Unverified participation
- Notification to admin that a new story is published

A Full Spectrum of Engagement Tools

Continued



Transportation Master Plan

I find your bus service here in Guelph excellent, you have professional, friendly drivers and your buses are on time. As a senior I am starting to use the bus service so I am familiar with it in case I lose my license one day. I would like to see a payment service like my Presto card for Guelph, where it can automatically be charged up and the correct fare is always charged, instead of having to pay cash or buy tickets. I would be using your bus service much more if this was the case.
Malcolm, 7 months ago

Yes you yes!
Lyn Westfall, 7 months ago

I believe a system like this is great for the city and could really influence more use of cycling as daily transportation, its very common knowledge that one of the biggest reasons people refuse to ride on the roads is the level of safety involved with riding along side vehicles. This system would also implement a safe alternative route for emergency vehicles while we're in this era of distracted drivers, too many times I've witnessed emergency vehicles blocked by ignorant/uneducated drivers.

I drive a large truck through the city daily providing service to the community. While I do enjoy having more bicycle lanes keeping cyclists safely out of traffic way. I really don't think this new bicycle lane design is a good idea. The classic design one on each side is less confusing, allow parking as we lack them and development of bus Spaces to tuck them out of the traffic while loading. The rails are a horrible sight and ruins the overall visibility and look of the neighborhood.
Ad 4 Paves Mobile Spa, 7 months ago

Strengthen overall bus system and work to increase ridership. Easier said than done, but I would happily use the bus more often if passes and routes were more convenient/accessible.
DaveJ, 7 months ago

Bike lanes are important and I love that this is on the minds of the city planners. I have no issues of cutting out parking for the "complete street" concept, but many do. Was the concept of extending side walks to include both a bike lane

Transportation Master Plan - [Have Your Say Guelph](#)



Ask HR

How did you decide on the salary range for the Library Director?
11 months ago

The City of Tigard uses a set of cities, some smaller and some larger in population, as the market basis for setting wages. In 2008/2009 the city had a study completed that considered both wages and total compensation in the comparison. The results of that process, established the city's current pay structure. We reviewed the study data on the Library Director and the position was in the middle of the market of our peer cities - City of Salem, City of Beaverton, City of Lake Oswego, City of Hillsboro, City of Tigard, City of Albany, City of Wilsonville, City of West Linn, City of Milwaukie

Why is the city repeatedly decrying that it has to cut services and programs yet you're hiring for a Digital Communications Coordinator?
11 months ago

Last year, we addressed some of our financial challenges by re-examining our current staffing. We eliminated the Communication Strategist position (40 hours/week) and reallocated the funding to a Digital Communications Coordinator (30 to 32 hours/week). The coordinator position is at a significantly lower salary range than the strategist position. We should have been clearer on the salary listed in the original position. The salary range for the coordinator position is \$24.80 - \$33.24 hourly. The city determines appropriate wages by evaluating the necessary experience, education, skills, and abilities for each job and comparing wages with other similarly-sized cities in the region in effort to recruit and retain qualified, motivated employees.

Most importantly, the coordinator position aligns with two city council goals focused on engagement and communications.

Ask HR - [Engage Tigard](#)

GUESTBOOK

Simple, streamlined, and moderated space for your community to upload comments. Comments are moderated to manage what appears publicly so your engagement stays on topic.

- Include rich media content in the introduction
- Unverified participation
- Pre or post moderation (moderation happens before or after the comment is published)
- Send acknowledgment to participant that comment is posted
- Send notification to the admin when a new comment is added
- Supports paragraph breaks
- Pagination

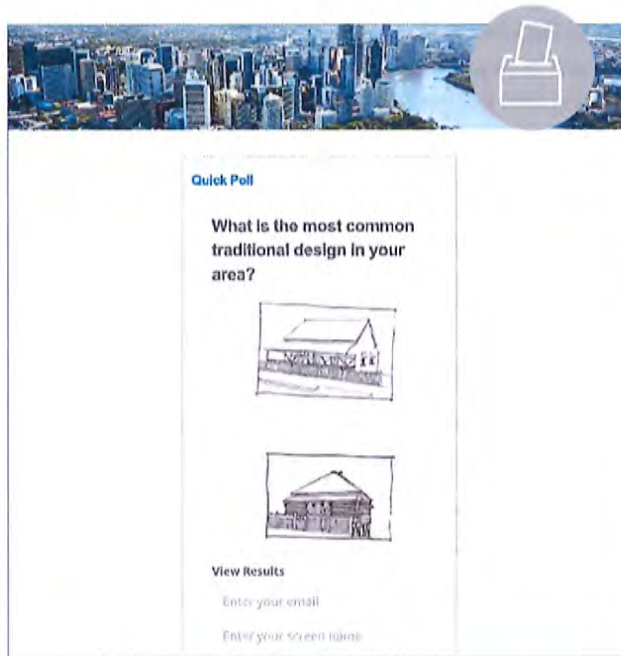
Q&A

Receive questions in a managed space that accommodates your public or private responses. Q&A is a great way to populate your community FAQs page.

- Include rich media content in the introduction
- Respond to questions privately (an email is triggered back to the visitor) or publicly (both question and response appear on the site)
- Unverified Participation
- Send notifications to administrators when new questions are posted
- Send notifications to participant when their question has a response

A Full Spectrum of Engagement Tools

Continued



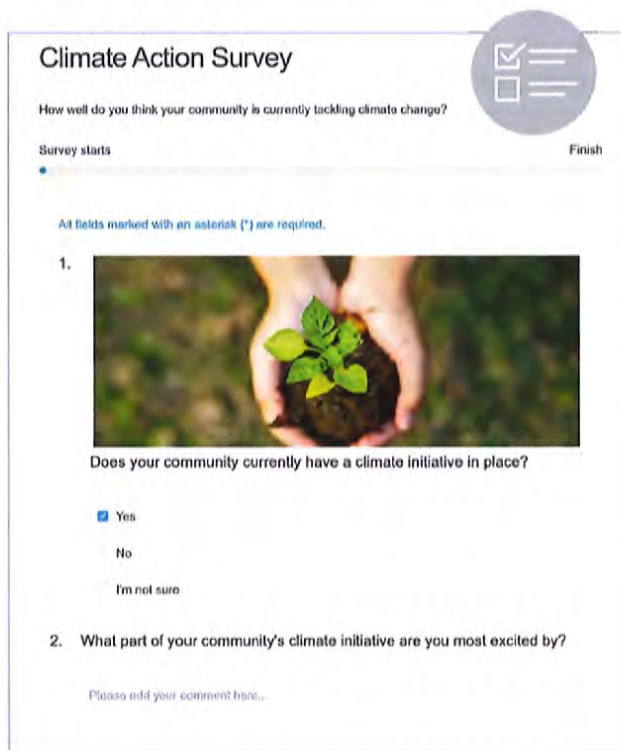
The screenshot shows a 'Quick Poll' interface. At the top, there's a header image of a city skyline with a printer icon in the top right corner. The poll question is 'What is the most common traditional design in your area?'. Below the question are two image-based options: a sketch of a traditional house with a gabled roof and a sketch of a traditional house with a gambrel roof. At the bottom, there's a 'View Results' section with input fields for 'Enter your email' and 'Enter your screen name'.

Character Design Forum - [Your Say Brisbane](#)

QUICK POLL

Ask a single question and get immediate insight with this quick and targeted tool. Polls are an easy way to activate simple engagement with a single question.

- Multiple Quick Polls on the same project page
- Quick poll as a widget OR a tool
- One vote per user, even if anonymous. Quick Poll responses are cookie based
- Show votes instantly, before or after the visitor has voted
- Unverified participation



The screenshot shows a 'Climate Action Survey' interface. At the top, there's a header image of a city skyline with a printer icon in the top right corner. The survey title is 'Climate Action Survey'. Below the title is a progress bar showing 'Survey starts' and 'Finish'. The survey question is 'How well do you think your community is currently tackling climate change?'. Below the question is a note: 'All fields marked with an asterisk (*) are required.'. The first question is '1. Does your community currently have a climate initiative in place?'. Below the question are three radio button options: 'Yes', 'No', and 'I'm not sure'. The second question is '2. What part of your community's climate initiative are you most excited by?'. Below the question is a text input field with the placeholder 'Please add your comment here..'. At the bottom right, there's a 'Finish' button.

SURVEYS

Encourage your community to voice their opinions in a convenient and guided way. Use images to make questions engaging. Tag responses for deeper survey analysis.

- Apply skip and conditional logic to your questions
- Schedule survey publishing and archiving
- Option to display survey results to participants
- Survey cloning
- Survey pinning
- Social sharing
- Configure Survey as a petition
- Multiple Surveys on one project
- Single or multiple submissions
- Printable Surveys for offline sharing
- Question notes

Inform your Community

EngagementHQ incorporates a range of information tools to support your digital engagement objectives. Use these tools to highlight your key content and information resources, making it easier for your audience to self-educate and explore important issues in depth.

CORE PROJECT INFO



LIFECYCLE Outlines the stages of your project to your community and communicate project progress as you move through each stage.



WHO'S LISTENING Humanises projects by displaying profiles of the people listening to feedback on your project.



KEY DATES Displays and promotes key dates associated with the off-line engagement process such as public meetings.



FAQ Displays a short list of frequently asked questions and answers about your project with a link through to the FAQ page.

SHARING



RELATED PROJECTS Showcases related projects to cross-pollinate engagement and promote self-learning.



IMPORTANT LINKS Lets you display a list of links important to your project.



PHOTOS The photo gallery displays two custom images from an unlimited capacity image gallery.



VIDEOS The video gallery displays two custom video stills from an unlimited capacity video gallery.



DOCUMENTS Displays the key documents from your library as individual items or in folders.

PROJECT UPDATES



FOLLOW PROJECT Allows registered and unregistered participants to subscribe to the project.



SIGN UP BANNER Encourages your community to register and builds your participant database.



NEWS CATEGORIES Automatically adds a list of categories from your published news articles.



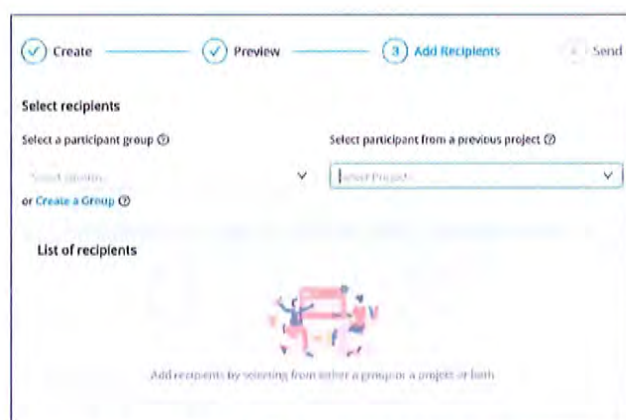
CUSTOM Allows the integration of embedded content from any third-party source.

ADVANCED

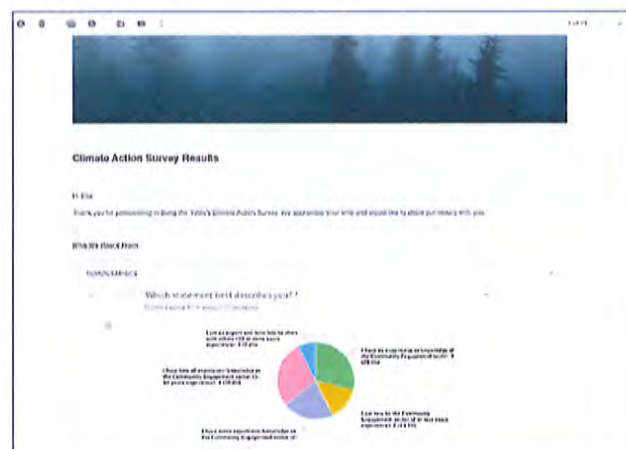
Participant Relationship Management (PRM)

Our Participant Relationship Management (PRM) system is our flagship community-building system. It makes long-term engagement easy by building a strong data and information-driven base through integration with all the EngagementHQ tools, including newsletters, blogging, and social sharing.

A powerhouse relationship management system, PRM gathers and integrates data and information so that you can better understand and engage with the people who interact with you. This ensures that you don't have to rely 100% on project promotion to drive participation and ensures people are kept informed throughout a project's lifecycle to validate participation.



Create an email list of past project participants



Send email updates to participants through EngagementHQ

TARGETED COMMUNICATIONS

EngagementHQ has segmentation functionality that allows administrators to target registered participants via email. Targeting can be based on various data points such as prior interest, participation in past projects, demographic information collected during the registration process, and so on. These criteria are then used to create Groups, which are then used to target participants with topic-specific messaging via the newsletter feature.

E-NEWSLETTERS

Syncing with your other EngagementHQ tools and data, our range of newsletter templates give you one easy platform to work from. The designs are simple to work with and include preview and test functions, and audience selection and filtering.

SOCIAL INTEGRATION

Easily connect your social platforms to EngagementHQ. Provide social login ability for participants (via Facebook and Twitter), enable social sharing of your projects, and embed social feeds into your engagement platform and projects.

Register

Already registered? [Sign In](#)

Welcome to Our Future Your Future. Sign-up below and get involved in conversations that will help shape our community.

All fields marked with an asterisk (*) are required

Screen Name (this will appear publicly when you contribute on our site) *

Email (this will be kept confidential) *

Password *

Passwords must be 8 to 16 characters and contain a combination of numbers and letters, with at least one lower case letter and one upper case letter.

Password confirmation *

About you!

The following questions help us better understand our community and the feedback they provide. This information is kept confidential and will not be used to identify individuals. It will help us ensure we are only contacting you about consultations you might be interested in.

Where do you live? *

Participants

[Learn more](#)

Filter by:

FILTERS APPLIED:

[Apply filters](#)

Create new group:

[New Group](#)

Bulk Tag Participants:

[Add Tag](#)

Showing 1 - 25 of 104

Screen name	Email	Joined	Last seen	Actions
Jeremy	jeremy@notmail.com	15-Jun-2018		View Edit Block

Visibility

Project Image Advanced



Public

Anyone can view this project



Panelled

Anyone can view, but only invited panelists can participate



Protected

Only selected group of people can view and participate

Participant Relationship Management (PRM)

Continued

- Participants can create a profile via a registration form configured by you. The only fields required to participate are a participant-defined username, password, and email address. Additional fields can be configured to support deeper data analysis and community understanding. Demographic analysis features can be run using participant data collected in your registration form, providing better insights and actionable feedback from community input.
- Our engagement tools allow anonymous and registered participation, as configured by administrators.
- User profiles and user passwords are encrypted at rest using bcrypt and a hash; data is also encrypted in transit by applying an SSL certificate.
- EngagementHQ will also log available participant information and make it visible in the Participant Relationship Management dashboard, and accessible via the Analytics Reporting tool.
- Username and email addresses are checked for uniqueness at create and edit points.
- When logged in, participants can access their profile to update their preferences.
- Participants can reset forgotten passwords using the "forgotten or reset password" process, which can be accessed at any time with a verified email address.

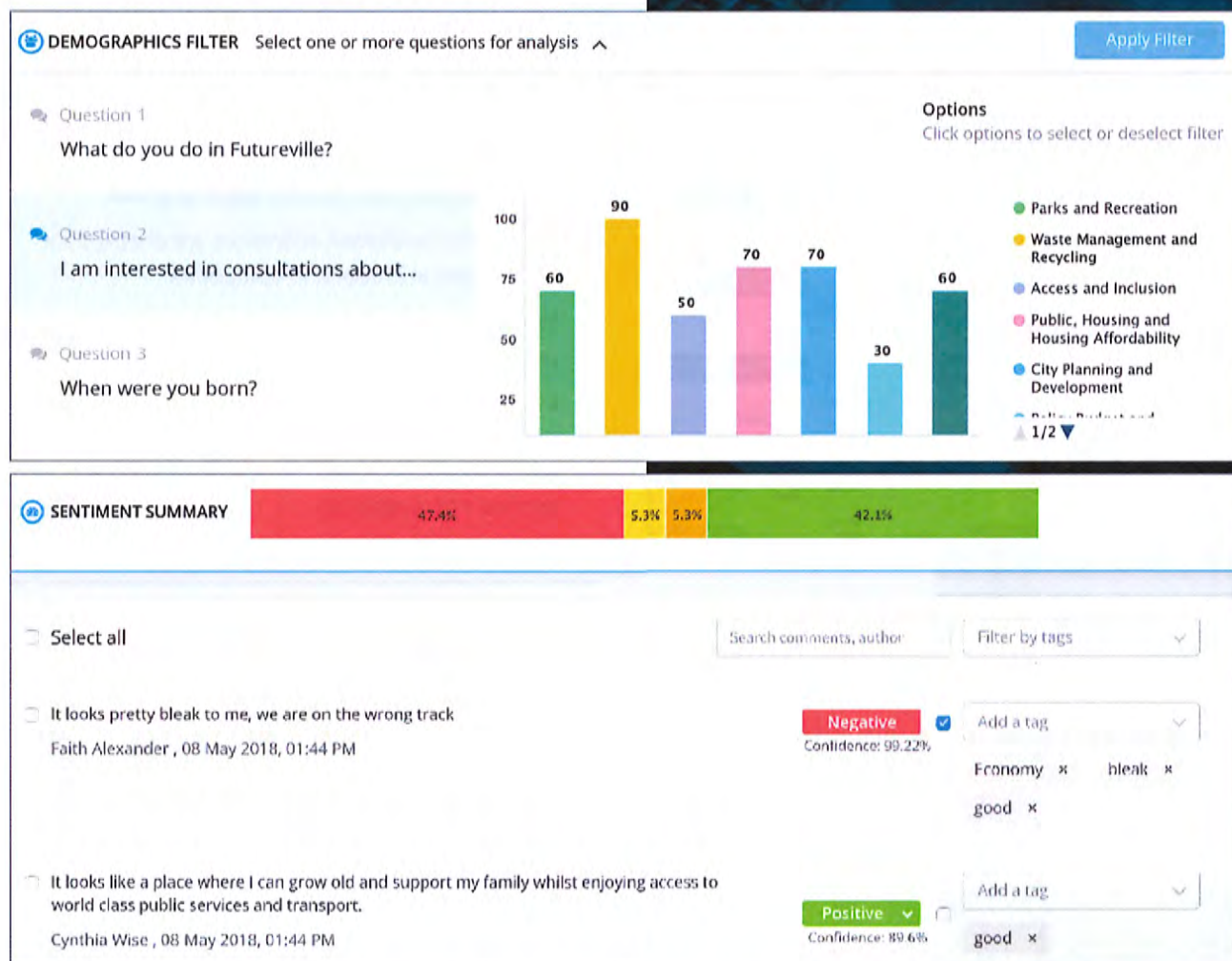
Project Visibility Modes

The visibility tool gives your projects three modes of visibility: 'Public' (anyone can view and participate), 'Panelled' (anyone can view, but only invited panelists can participate), or 'Protected' (only selected groups can view and participate).

Reporting and Analytics

Get better insights, improve your communications, and make better decisions with enhanced analytics and sentiment analysis.

Our A-I-E framework is designed to make it easy to measure the performance of your project against realistic goals, identifying how many participants are Aware, Informed, and Engaged (A-I-E) for each project. Automated weekly email reports identify project interest, critical issues, and important community stakeholders. Sophisticated reporting lets you analyze or export the results of a single feedback process, an entire project, or your entire project history.

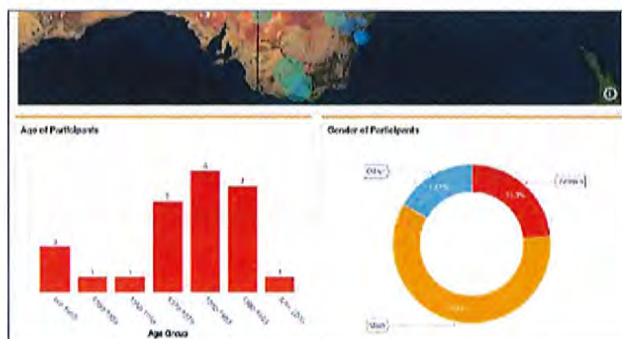


Reporting and Analytics

Continued

Reporting

Run reports directly within the EngagementHQ interface to monitor progress and results for your projects. Export formatted report summaries and detailed reports in PDF, Excel or CSV for deeper data analysis work and sharing. Detailed reports provide insights for individual feedback tools, holistic project reports, multi-phased projects or for your entire site.



DASHBOARD

Monitor site visits, registration numbers and active participants coming to your EngagementHQ site. See how your marketing efforts are working to drive participation. And easily access recent community responses for review.

PROJECT REPORTS

See a summary of visitor insights, channel referrals and participation for each engagement project. Filter to identify traffic sources for one, many or all of your projects within the same report. Understand which feedback tools and widgets are being used the most by participants, which projects have the most contributions and how participants interact with your site.

TOOL REPORTS

Dive deeper into your feedback tools to understand how participants interact with a specific tool across all of your projects. Layer demographic questions from your registration form into your reporting to better understand tool preferences and interaction among different community segments.

CUSTOM DASHBOARDS

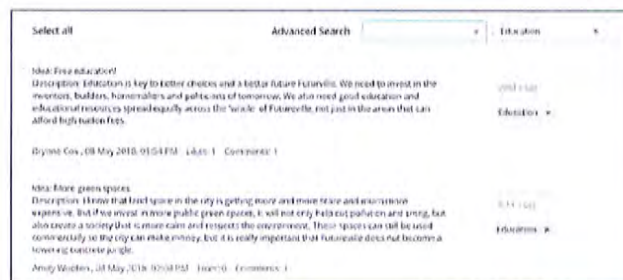
Through our EngagementIQ services, you can embed custom dashboards from services such as Zoho directly into your EngagementHQ site. These reports can be generated at the close of your engagement project and provide a nice visual way to close the loop with your participants and stakeholders. You may also integrate EngagementHQ with Google Analytics for more insight into how your visitors interact with your site.

Reporting and Analytics

Continued

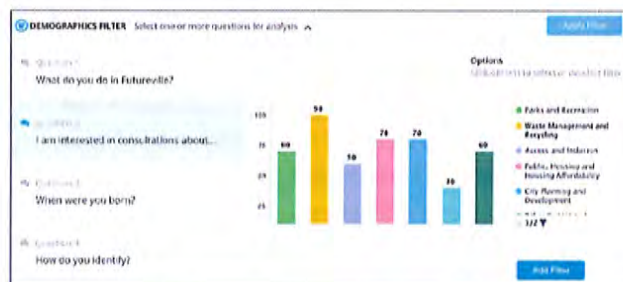
Advanced Analytics

Extracting meaningful insight from large quantities of text based responses is made approachable in EngagementHQ by applying demographic filtering, sentient analysis, and comment tagging to your feedback data.



TEXT ANALYSIS

Understand which issues are important to your community by analyzing comments across tools, including Forum and Survey tools. Keyword tags can be applied allowing you to write notes and group comments into themes you may use as filters for your data analysis. This is foundational to gaining qualitative feedback from participants.



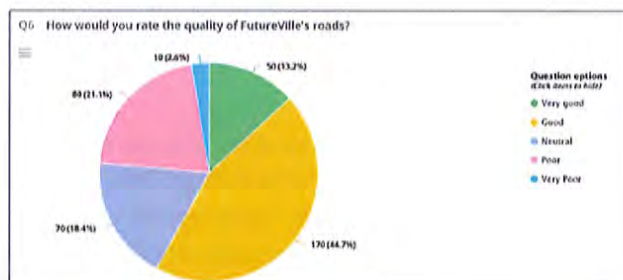
DEMOGRAPHIC FILTERING

Use the demographic details you collect from participants during the registration process to filter your feedback data and identify trends within your community segments.



SENTIMENT ANALYSIS

Through the use of Artificial Intelligence (AI), EngagementHQ's new sentiment analysis feature will assign positive, neutral, mixed, or negative sentiment labels to each text based response, showing you a summary of community sentiment around a particular topic. Demographic filters can be applied for deeper understanding of community needs.



SURVEY ANALYSIS

Get a detailed report of all your survey responses to see specific answers by each community member to each survey question. Download survey questions and answers with easy to understand graphs and charts that summarize community responses for each question.



Introducing EngagementIQ

"I have had such wonderful support from Bang the Table staff in my use of our Let's Talk platform as well as from the webinars and online support for all of the questions I have had about creating projects."

Simone Zrna
City of Murray Bridge



Expert Advice, Training and Support

Whether you're looking for quick strategy advice, help delivering a project or additional online training for your team, our EngagementIQ team have you covered.

ADVICE Get expert digital engagement advice

Need help planning for and delivering your next digital engagement? Our engagement team can help you achieve project success with advice to help you deliver best-practice digital engagement.

TRAINING Get the most from EngagementHQ

Take your use of EngagementHQ to the next level. Work with our engagement team to learn how to use the features of EngagementHQ including advanced features and more.

SUPPORT Solve any issues with 24/5 support

Struggling with technical questions? Having problems setting up tools? Our world-class client experience team can help you overcome the trickiest of problems, via online chat and email.

MODERATION Rely on our content moderators 24/7

Our global network of experienced and mature moderators keeps any public-facing conversation safe and on-topic for participants and protects you from any risks associated with inappropriate content.

Select your Level of Support

Choose a plan most suited to your needs. We have options for organizations at every stage of their journey with EngagementHQ.

Core

ADVICE

Our core offer for all EngagementHQ clients includes:

- Help desk resources for self-directed learning
- Invitations to client meetups & professional development workshops
- Regular monthly webinars

TRAINING

Face-to-face and online training available on request.

SUPPORT

Our guaranteed support commitment for all EngagementHQ clients:

- 24/5 chat & email support
- 15min first response chat
- 2hr first response email

Essentials

ADVICE

Utilize up to 10 hours of support and advice from an EngagementHQ team member for assistance with:

- Setting up projects & tool selection
- Database management
- Developing organizational capacity & processes
- Planning your projects

TRAINING

1 x 60min instructor-led online refresher training per annum.

SUPPORT

Our guaranteed support commitment for all EngagementHQ clients:

- 24/5 chat & email support
- 15min first response chat
- 2hr first response email

Partner

ADVICE

Work with us as your strategic Partner, with up to 20 hours of support and advice from a dedicated EngagementHQ team member who can assist your team with:

- Strategies for driving participation
- Utilizing different methodologies
- Best-practice planning & tool selection
- Organizational buy-in
- Support for major projects
- Design & layout

Includes annual Benchmarking Report with strategic recommendations for improving practice.

TRAINING

Up to 2 x 60 min online training sessions for advanced product training.

SUPPORT

Prioritized SLA's for first-in-queue support:

- 24/5 chat & email support
- 5min first response chat
- 1 hr first response email

Custom

ADVICE

Build your own requirements and tailor a support plan for your specific needs.

Custom plans are suitable for larger teams or clients looking for whole-of-organization approaches to engagement.

If you have other requirements, get in-touch to discuss.

Getting Started with EngagementHQ

The new Bluehaven interface offers administrators intuitive navigation, in-app tours and helpful prompts to guide learning and feature discovery.



Getting started with digital engagement requires strategic thinking, site scoping, project support and training. Our recommended onboarding process helps you start off on the right note with rigorous site scoping, EngagementHQ platform training, quality assurance and testing before you launch.



Add Custom Support

Site Build

Our engagement team will build your site for you, including tool setup, managing site settings, homepage creation, ensuring accessibility and creating your first projects.

ACCESSIBILITY AUDIT

Ensure your new site is inclusive for all residents. Our team will review for missing alt text, heading structure usage, color contrasts and complexity of your project copy.





Add Custom Support

Continued

Project Delivery

Get extra help with major projects to ensure your team delivers high-quality and efficient digital engagement.

PROJECT PAGE BUILD

Allow us to build your project page for you, including tool setup, testing and page iterations.

SURVEY DESIGN

Get assistance developing the perfect survey which allows for thorough analysis and informed decision making.

PREMIUM PROJECT SUPPORT

Ensure business continuity when your under-resourced and allow us to support our digital engagement project needs.

Training

Our EngagementIQ Team can provide tailored training to suit any organizations.

IN-HOUSE TRAINING AND WORKSHOPS

Host our EngagementIQ Team at your organization and learn a wide-range of skills and strategies for use in digital engagement.

ONLINE ACCELERATORS

Rapidly increase your knowledge of digital engagement and EngagementHQ with tailored on-demand online training for your team.

ONLINE COACHING

Develop a professional learning plan for you and your team and work with a coach on new approaches and challenges to enhance your digital engagement practice.

Add Custom Support

Continued

Data Analysis and Reporting

Bring your engagement data to life with a range of services to help with analysis and reporting to build trust with community and make better decisions.

INTERACTIVE PROJECT DASHBOARDS

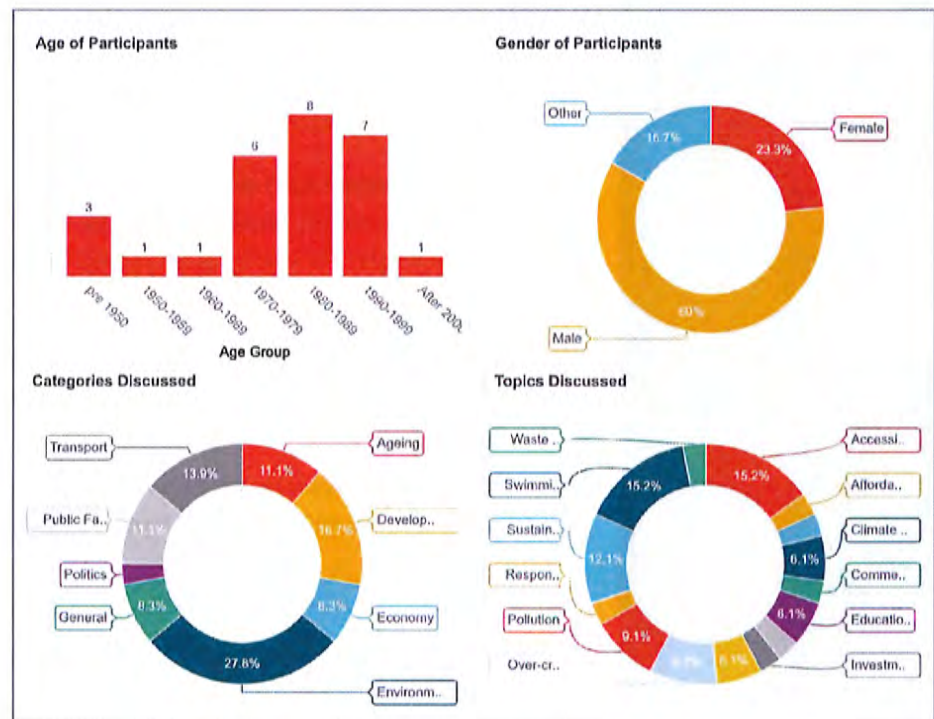
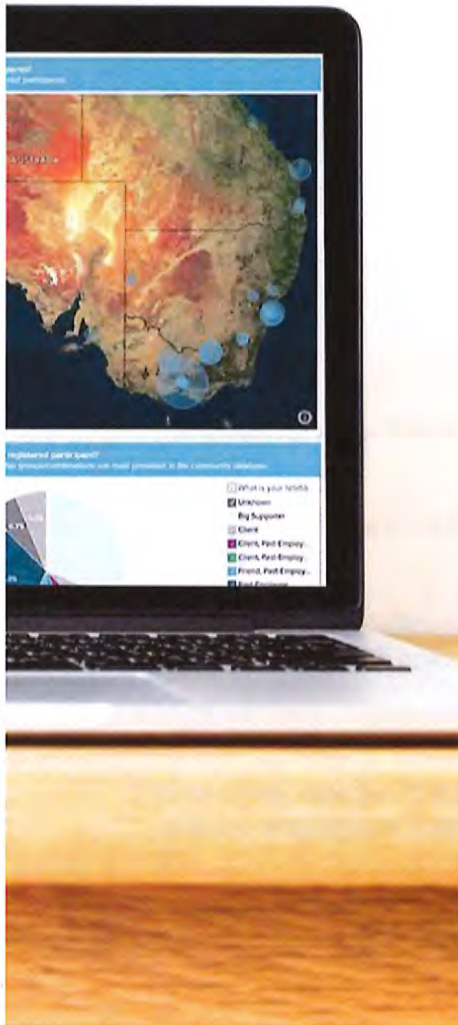
Take your project data and transform it into a unique and embeddable interactive dashboard to help project teams and the community visualize your engagement outcomes.

SITE REVIEW AND BENCHMARKING REPORT

Take a deeper look at your engagement practices using EngagemenHQ and get strategic recommendations and performance benchmarks to help improve your practice.

COMMENT TAGGING AND ANALYSIS

Allow us to tag and code your qualitative feedback and develop an interactive report that enables you to better analyze unstructured text.



24/7 Moderation*

Mitigate risk and keep your community protected.

Expert moderation protects you and your community against bullying, heckling, and inappropriate behavior as well as ensuring that your forums and discussions are on-topic and privacy is protected. It is an essential solution for any government department or organization with a legal obligation to protect the right to free speech. The service is designed to protect you and your community. Our moderation policy can be found at the bottom of all client sites.

EngagementHQ first filters all posts to remove spam and to look for high-risk language. Comments containing bad language do not appear on the site and are instead routed to a moderator to check if they are permissible. All other content on Ideas, Places, Discussion Forum, and Guestbook tools are reviewed by our expert moderators within 2 hours of posting, 24/7. Comments found to be contrary to the moderation rules are removed with a clear reason being emailed to the participant who posted the comment, giving them the option to repost in a way that does not violate our moderation rules.

You can always access removed content on request, and if you ever disagree with our moderators, you can request to have content reinstated. Thankfully, our moderators remove less than 1% of all content because we have found that timely and independent intervention can prevent a discussion going off the rails.

Posts to the Stories and Q&A tools are moderated by our clients in the administrative interface. For these tools, nothing appears on the site without your team giving it the green light first. Questions to the Q&A tool require an answer, and Stories can contain rich media, which is why we leave moderation of these elements to your team.

* English and French 24/7, Spanish 24/5.





24/5 Technical Support

Live chat, in-application support, and helpdesk

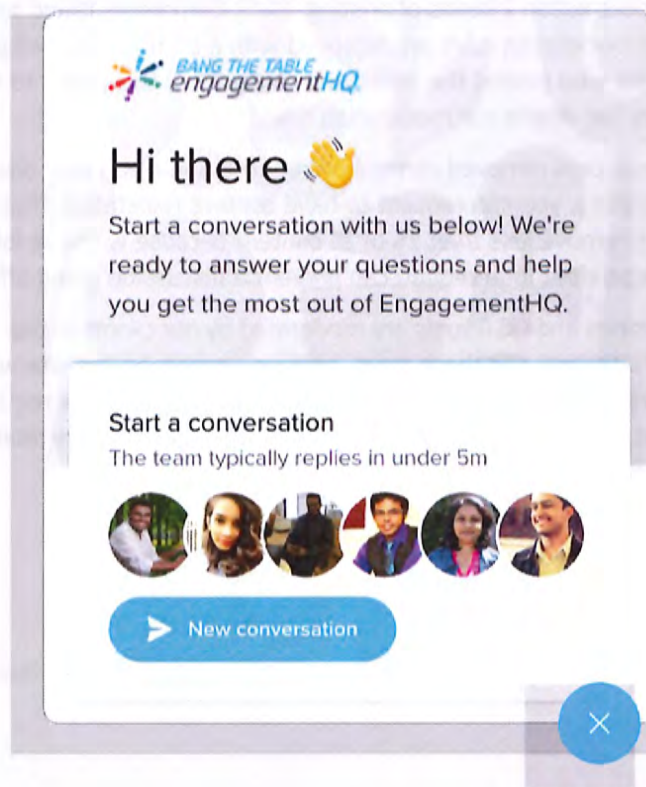
EngagementHQ delivers more than just an online engagement platform. It is serviced by real people who answer the phone and respond to live chats and email. EngagementHQ is also the product of nearly a decade of community best practice, and our knowledge base reflects that. Communicate directly with a human to discuss and identify issues, and to receive updates on process and resolution.

HELPDESK

Our customer experience team can be contacted for user, technical, and practical support.

Email: support@engagementhq.com

Web: helpdesk.bangthetable.com



Service Level Agreement

When a support ticket is opened, our customer experience team will assign a severity level to each ticket and will work to resolve the issue within the designated response time, according to the severity level of the issue raised.

SEVERITY LEVEL	EXPECTED RESPONSE AND RESOLUTION TIMES
Critical core function site issue	Resolution within 4 hours
Minor critical core function site issues	Response within 2 hours and resolution within 1 business day
Non-critical core function site issue	Resolution within 2 business days
Minor non-critical core function site issues	Resolution occurs as soon as possible, no later than 10 business days

Account Management

Runs parallel with services and support: You can call or email your assigned Engagement Manager during regular business hours (EST and PST), and either email or submit a trouble ticket to the helpdesk all other hours of the day.

Your Engagement Manager will help ensure your team uses the EngagementHQ platform to its fullest, aligning with your objectives and guide training, suggest product feature enhancements and services to further support your team and build capacity where you need it most.





Our Community of Engagement Practitioners

Bang the Table supports approximately:

12,000+

active practitioners using
EngagementHQ

11 million+

participants engaging across
all of our client's sites

570+

communities and government
organizations around the globe

58,000+

active subscribers to our mailing list

Our experience is built on shared knowledge of best practices and insights among Bang the Table and our clients, professional networks, and communities, all interested in fostering stronger public engagement.

Their willingness to share, be challenged, and experiment has afforded Bang the Table the luxury of leading the online engagement industry for nearly a decade.

Design and Customization Options

"The platform interface is fantastic and really user friendly, so I am sure I'll be able to pick this up in no time!"

Maddie Brough
City of Launceston



Theme Selection

EngagementHQ can be structured and branded to support your corporate identity.

Website design, information architecture, and visual branding are all critical elements of your community's online experience. With EngagementHQ you can customize the look of your site to match your corporate look and feel.

CLEAN SKIN DELIVERY

EngagementHQ is delivered as an 'unbranded' website. You choose your colors, add your corporate logo, header banners, and any images.

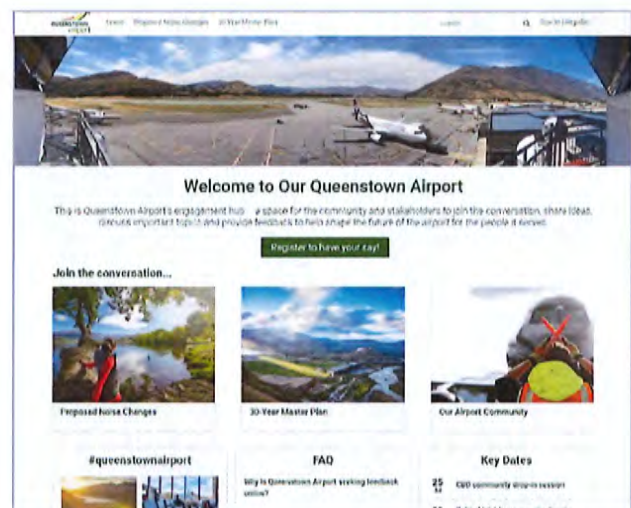
HOMEPAGE TEMPLATES

EngagementHQ comes with the choice of four homepage layouts suitable for different organizational needs straight out-of-the-box.

HOMEPAGE TEMPLATE EXAMPLES



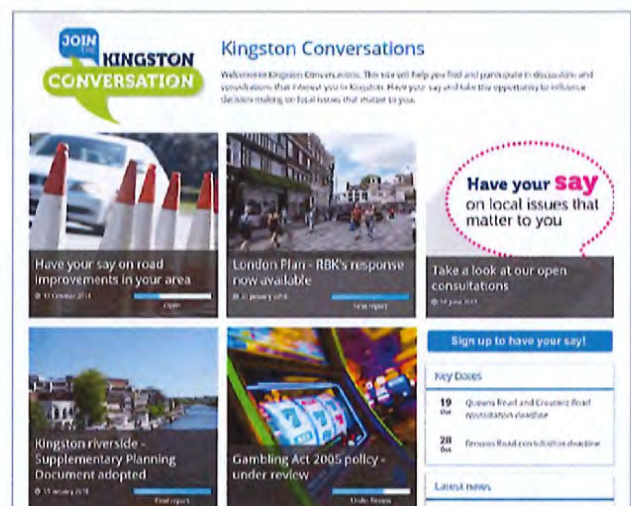
Whitehaven



Bondi



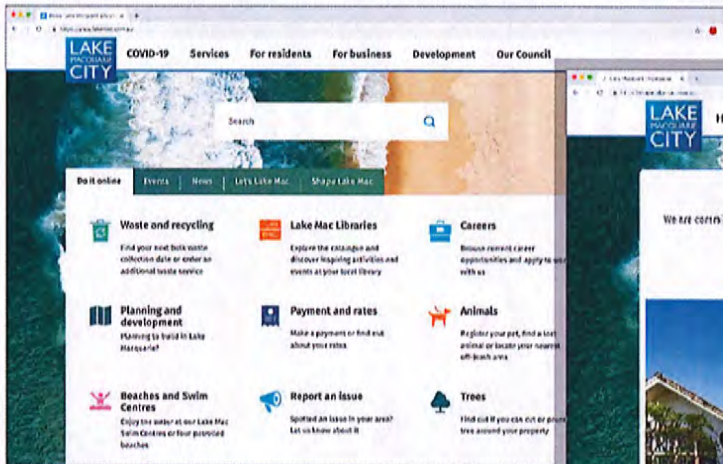
Torquay



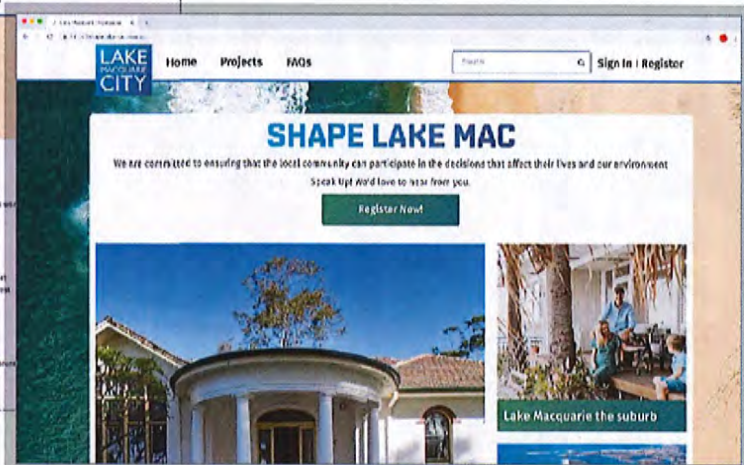
Coral Bay

Brand Integration

Bring the look and feel of your organization's brand to your EngagementHQ platform. With Brand Integration, our team will incorporate your unique website header, footer, fonts, colors and other design elements into your EngagementHQ site, providing a seamless experience for your participants. Navigation elements can be integrated either statically or dynamically. Once branding elements have been integrated, they are applied to all future projects. Brand integration is offered as a custom site build option through our [EngagementHQ services](#).



Lake Macquarie [City Council Website](#)



Lake Macquarie City Council [EngagementHQ Site](#)

Project Page Layouts

Project pages are designed to be the one stop shop for all of your ongoing conversations. The layout allows your team to educate your community through the built-in content management system and educational tools, while also collecting their feedback. Project pages can handle rich media embedded content, including videos and photos, making it easy to educate your different audiences. Tools are turned on or off with single-click functionality, and the content management system will walk you through the creation of new project spaces.

Flexible page layouts: Each EngagementHQ project page can be structured to meet your specific project needs with the choice of multiple engagement tools and information widgets.



Product Innovation and Enhancement

"I wanted to say a big thank you for implementing the SSO for Engage Bayswater so quickly! I'm already finding it much simpler to use and I'm sure others will as well."

Janelle Easthope
City of Bayswater



Our recent platform, Bluehaven, was built to support a strategic development cycle that will bring consistent product innovation and feature advancement for our clients. With quarterly release schedules, backed by rigorous testing and deployment processes, EngagementHQ will continue to deliver best in class tools and applications that move the practice of digital engagement forward for our clients around the world.

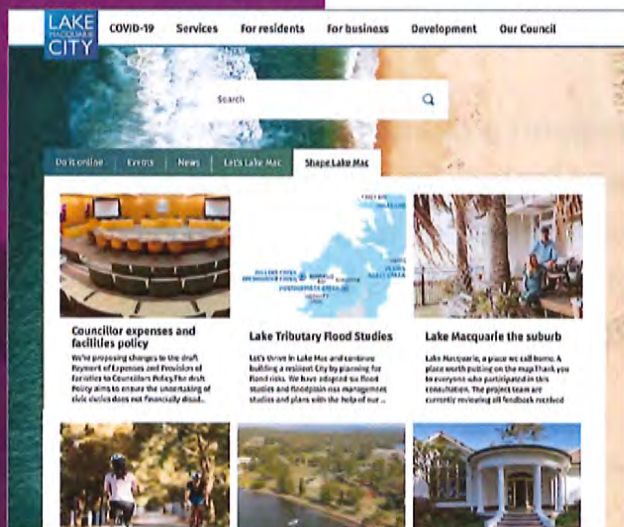
EngagementHQ Marketplace

Build your communications and engagement ecosystem through our partnerships and integrations.

Expand your capability and reach, these powerful solutions can be added to your EngagementHQ platform to create a seamless user experience for both participants and administrators.

The screenshot displays the EngagementHQ Marketplace interface. At the top, there's a search bar and a navigation menu with categories: ALL, ACCESS & SECURITY, EMAIL & SMS, EMBEDS & ENGAGEMENT TOOLS, REPORTING & ANALYSIS, and SERVICES & TRAINING. The main content area is a grid of integration cards. Each card features a partner logo, a title, and a brief description of the integration. Some cards have a 'REGISTER INTEREST' button. The cards include:

- MailChimp**: Connect your participant database and groups to your MailChimp.
- Campaign Monitor**: Use Campaign Monitor to send email communication to your.
- emma**: Register your interest to connect eHQ to your emma account.
- Brand Integration**: Integrate your corporate website header, footer and stylesheets into.
- vision 6**: Register your interest to connect eHQ to your vision 6 account.
- MessageMedia**: Enhance your communication and engagement strategy.
- Sentiment Analysis**: Scan your Community's Sentiment in Seconds using Machine Learning.
- Konveio**: Publish interactive PDFs to convey ideas, collect feedback and spark.
- Workforce Single Si...**: Use your work network login credentials to access eHQ.
- Balancing Act**: Budget Simulation for meaningful financial transparency &.
- Constant Contact**: Connect your eHQ participant database to your Constant Contact.
- govDelivery by Gran...**: The Most Trusted Marketing Platform for Government.



EngagementHQ Marketplace

Continued

Project Finder

Project Finder allows you to embed any or all of your engagement projects onto any website. Through keyword filtering, participants can search and filter your active projects to find topics of interest without coming to your EngagementHQ site directly. By clicking into the project from the embeddable tool, participants will be taken to your engagement site to participate and provide feedback. You may customize the visual appearance when embedded on your site to match and the projects displayed will automatically update as new projects are published.

Authorized Single Sign On (SSO) for Administrators

Create a simple and secure login process with SSO. Connect your existing staff database to your EngagementHQ platform allowing your administrators to use the same login for all systems. Your IT team maintains access to your systems and passwords can follow your internal security protocols.

Email client integration

Connect your email service provider account with EngagementHQ and run branded email campaigns to promote your digital engagement projects. We currently integrate with Campaign Monitor, Emma, Mailchimp, Vision6 and Constant Contact, others to be added based on need.

EngagementHQ Marketplace

Continued



Partnership Integrations

Bang the Table has partnered with other leading solution providers around the world to build a comprehensive ecosystem for community engagement practitioners.



BUDGET ENGAGEMENT BALANCING ACT

Balancing Act budgeting software embeds seamlessly within an EngagementHQ project page, enabling you to run interactive budget simulations for residents to explore various budget scenarios and get feedback during your budgeting process.



PDF/CONTENT ENGAGEMENT KONVEIO

Engage with stakeholders around official documents such as city plans or PDF reports, directly in EngagementHQ. The Konveio software embeds seamlessly in a project page and makes interactive publishing, reviewing and commenting on city documents more social. Participants can add feedback, expand on ideas with contextual insights, or add rich media overlays right within the shared PDF document



SMS ENGAGEMENT MESSAGE MEDIA

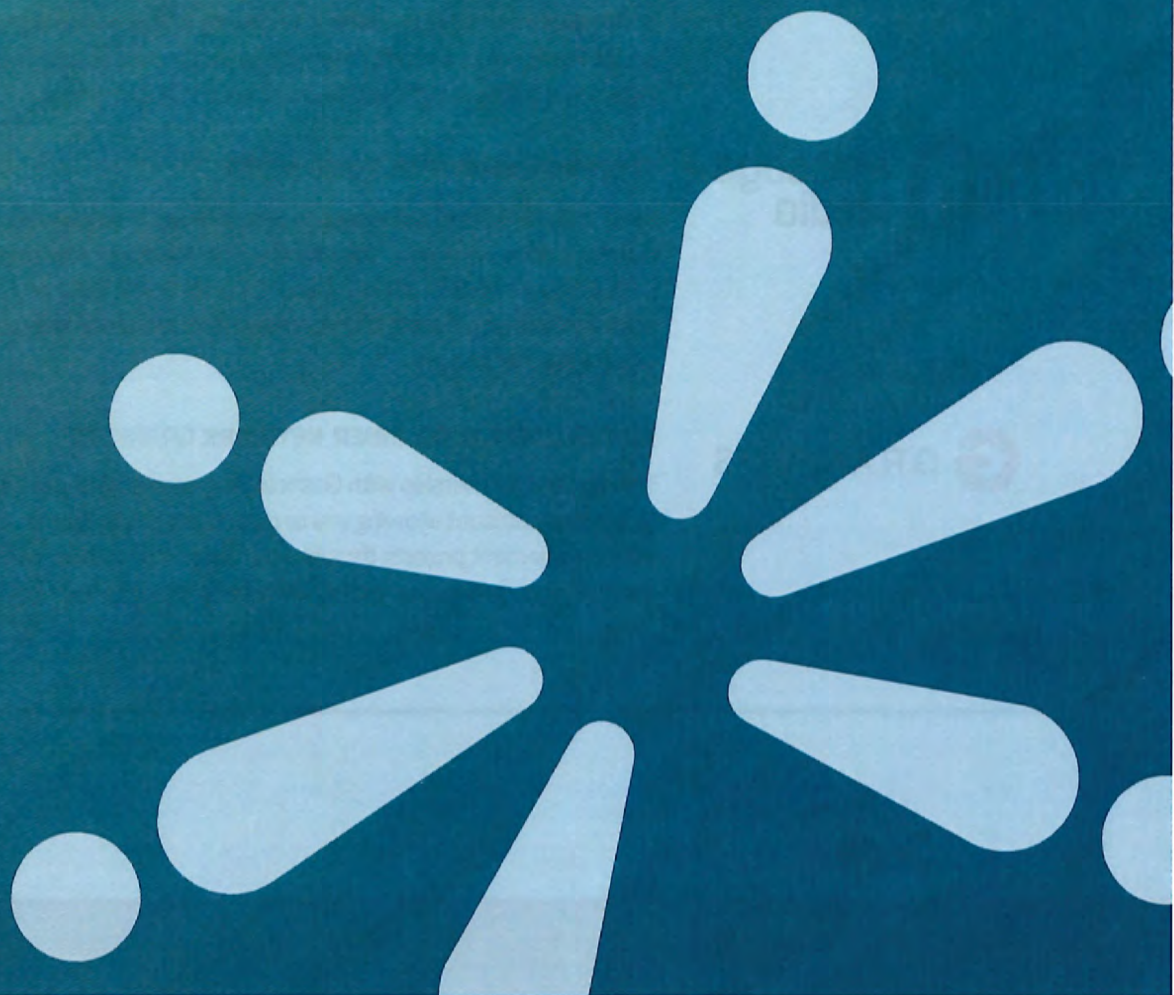
Send bulk SMS (text) messages to promote your engagement projects and close the loop with your community. The Message Media platform integrates with EngagementHQ, allowing you to send Quick Polls or Forum postings to stakeholders and funnel those replies automatically into your EngagementHQ site for further analysis.



GOVDELIVERY SUBSCRIBER NETWORK GRANICUS

Through our partnership with Granicus, EngagementHQ can be integrated with your govDelivery account allowing you to proactively solicit, receive and analyze feedback on your engagement projects through your subscriber network. Participants that follow your projects on EngagementHQ will also be added to your govDelivery network.

Technical Specifications



Security and Privacy

Bang the Table takes the protection of your information and the information of your community extremely seriously. We have made a commitment to comply with the standards of all jurisdictions in which we do business.

We have outlined some of the measures that are a result of this commitment to information security. As always, we are happy to provide further detail when requested.

Compliance

ISO 27001

Our information security management system (ISMS) which underpins all of our operations has been successfully certified to ISO/IEC 27001:2013, the global standard for information security management.

GDPR

The European Union's General Data Protection Regulation (GDPR) protects European Union data subjects' fundamental right to privacy and the protection of personal data. It introduces robust requirements that will raise standards for data protection, security, and compliance.

Security

We go to great lengths to protect the data we store for you.

APPLICATION

Our applications are continually monitored and tested for security weaknesses by our Engineering team.

We perform regular and ongoing internal application security assessments to discover and mitigate potential weaknesses based on OWASP rating and methodology. We use automated tools as well as manual testing processes to make sure we are as secure as possible all of the time.

The operating systems and databases running our servers are continually monitored and patched with the latest security fixes by Rackspace. The web framework is continually monitored and patched by our internal development teams.



Security and Privacy

Continued

An independent third party carries out comprehensive Vulnerability Assessment and Penetration Testing (VAPT) of EngagementHQ once a quarter. Results of the latest VAPT are available upon request.

DATA

We have strict data access rules in place with detailed logging to prevent theft and misuse. Access is limited to key personnel involved in maintaining our services and support. Interaction with client data is only at the request of the client.

EngagementHQ provides role-based access controls with unique usernames and one-way password encryption to help clients manage their own logins. SSL certificates and Single Sign On integration are available for further protection.

Data is stored within a MySQL database on AWS RDS with attachments stored within AWS S3. All data stored on AWS RDS is encrypted using AWS provided - AES-256-GCM encryption standards. Amazon RDS has multiple features that enhance reliability for critical production databases, including automated backups, DB snapshots, automatic host replacement, and Multi- AZ deployments.

NETWORK

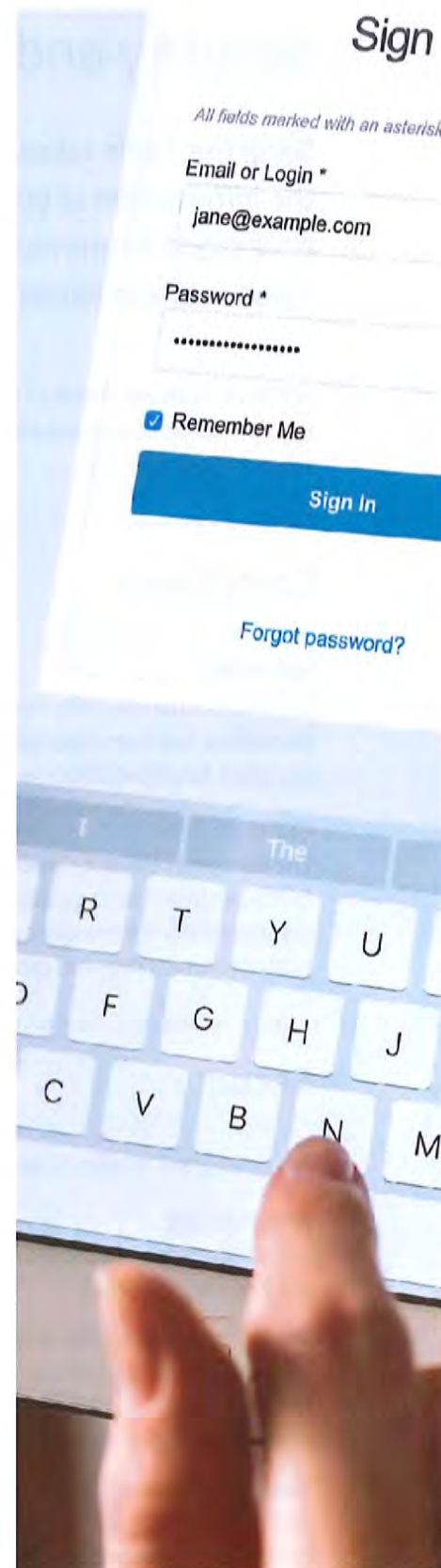
Our application is hosted on the large, Internet-scale, world-class infrastructure that benefits from the same engineering expertise that has built Amazon into the world's largest online retailer. AWS's networks are multi-homed across a number of providers to achieve Internet access diversity. We utilize the Amazon Virtual Private Cloud (VPC) to create an isolated ecosystem for EngagementHQ.

The AWS network uses proprietary mitigation techniques providing significant protection against traditional security issues such as Distributed Denial of Service (DDoS) Attacks, Man in the Middle (MITM) Attacks, IP Spoofing, Port Scanning, etc.

Additionally, our inbound firewalls are configured to permit only the absolute minimum connectivity required to provide the service to our clients. Any changes to the access rules require authorization.

Privacy

Bang the Table makes no use of the personal information provided by your community. This is your data and we will only access this information to render assistance as part of a support ticket. We log and audit all such access.





Hosting

INFRASTRUCTURE

Your EngagementHQ site is hosted on Amazon Web Services (AWS) infrastructure within your jurisdiction as below:

COUNTRY	HOSTING LOCATION
Australia	AWS, Asia Pacific (Sydney)
Canada	AWS, Canada (Central)
United Kingdom	AWS, EU (London)
United States of America	AWS, US West (Northern California)

AWS is the leading cloud services provider in the world. Their suite of products and services, security controls, scalability, reliability, astonishing number of datacenters, flexibility and continued innovation make them the absolute best choice for hosting in the cloud.

AWS cloud infrastructure meets the requirements of an extensive list of global security standards, including ISO 27001 and SOC. See the AWS Compliance page at: aws.amazon.com/compliance for more information.

MANAGED SERVICES

We have contracted Rackspace to manage our hosting environment 24x7. They provide us with operational and strategic support to ensure our systems are best-in-class, secure and available at all times.

Like AWS, Rackspace are a global company certified for a wide range of international security standards confirming their operations are safe and trustworthy, see: www.rackspace.com/certifications.

AVAILABILITY AND DISASTER RECOVERY

We guarantee 99.75% availability and our uptimes have historically remained above "three 9s" (99.9%). Our guarantee is backed by our SLAs. Even though we take all conceivable measures to ensure our service to you is uninterrupted, as with life, major events completely beyond our control can interrupt our service. We take nightly backups and have a well-tested recovery plan in place to minimize potential disruption from major events.

Our Disaster Recovery plan is tested annually or when there is a major change in our environment, either to our infrastructure or application. Lessons learned from these tests are incorporated back into the plan.

Accessibility

EngagementHQ is compliant with version 2.1 of the Web Content Accessibility Guidelines (WCAG 2.1) to Level AA standards.

An independent third party carries out a comprehensive Accessibility audit of EngagementHQ once a quarter. Results of the latest audit are available upon request.

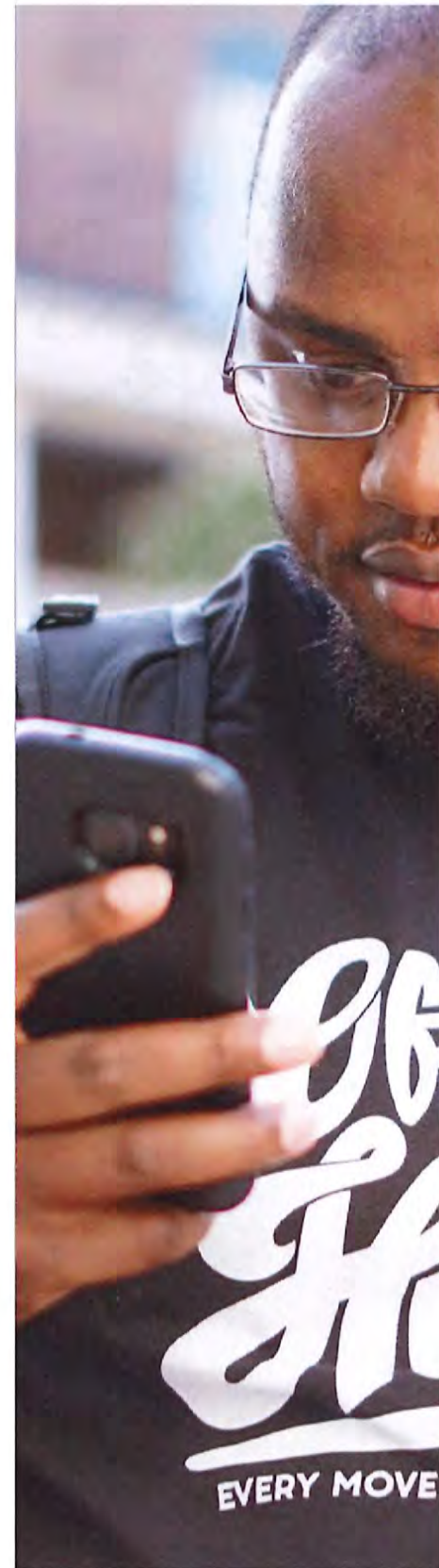
While the guidelines set out in WCAG 2.1 recognize that it is not possible to conform for some types of content, we have undertaken a commitment to continually work on this and leverage new technology to further improve accessibility.

We do this by keeping up to date with the latest advances in accessibility techniques and acting on recommendations from the quarterly audits. We also treat any issues identified by clients or participants as a matter of urgency and remain responsive to address the issues.

Device Compatibility

EngagementHQ is designed for small and large screen sizes, providing an accessible and full functionality experience for the community from mobile phones, tablets, and desktop devices. EngagementHQ supports the full range of major browsers including:

- Microsoft Edge and Internet Explorer (IE) 11
- Chrome 40 and above
- Firefox 35 and above
- Safari 7 and above



**Thank you for
your consideration!**