

NOTICE AND AGENDA

Notice is hereby given that the City Council of the City of Santaquin will hold a City Council Meeting on Wednesday, April 2, 2014, in the Council Chambers, 45 West 100 South, at **6:00 p.m.**

1. **ROLL CALL**
2. **PLEDGE OF ALLEGIANCE**
3. **INVOCATION/INSPIRATIONAL THOUGHT**
4. **CONSENT AGENDA**
 - a. Minutes
 1. March 19, 2014 Council Meeting
 - b. Bills
 1. \$371,381.92
5. **FORUM, BID OPENINGS, AWARDS, AND APPOINTMENTS**


Public Forum is held to a 30-minute maximum with each speaker given no more than 5 minutes each. If more than 6 Speakers, time will be adjusted accordingly to meet the 30 minute requirement

 - a. Recreation Department – Outstanding Program for the class "Aviation, the Art of Flight"
6. **FORMAL PUBLIC HEARING**
7. **UNFINISHED BUSINESS**
8. **BUSINESS LICENSES**
9. **NEW BUSINESS**
 - a. Discussion and Possible Action with regard to the 2014 Utah County Parks Grant
 - b. Discussion and Possible Action with regard to Website Content Management Services
10. **INTRODUCTIONS AND ADOPTION OF ORDINANCES AND RESOLUTIONS**
 - a. Resolution 04-01-2014, "A Resolution Establishing the Fee Schedule for Santaquin City"
 - b. Resolution 04-02-2014, "A Resolution Approving an Agreement with the Utah Department of Natural Resources to provide funding for the Pole Canyon Fishing Park"
11. **CONVENE OF THE COMMUNITY DEVELOPMENT BOARD**
12. **CONVENE OF THE SPECIAL SERVICE DISTRICT FOR ROADS MAINTENANCE**
13. **PETITIONS AND COMMUNICATIONS**
14. **REPORTS OF OFFICERS, STAFF, BOARDS, AND COMMITTEES**
 - a. City Manager Reeves
 - b. Assistant City Manager Marker
15. **REPORTS BY MAYOR AND COUNCIL MEMBERS**
 - a. Mayor Hunsaker
 - b. Council Members
16. **EXECUTIVE SESSION** (May be called to discuss the character, professional competence, or physical or mental health of an individual)
17. **EXECUTIVE SESSION** (May be called to discuss the pending or reasonably imminent litigation, and/or purchase, exchange, or lease of real property)
18. **ADJOURNMENT**

If you are planning to attend this Public Meeting and, due to a disability, need assistance in understanding or participating in the meeting, please notify the City ten or more hours in advance and we will, within reason, provide what assistance may be required.

CERTIFICATE OF MAILING/POSTING

The undersigned duly appointed City Recorder for the municipality of Santaquin City hereby certifies that a copy of the foregoing Notice and Agenda was e-mailed to the Payson Chronicle, Payson, UT, 84651, posted in 3 places; City Center, Post Office and Zions Bank as well as posted on the State of Utah's Public Website.

BY: 
Susan B. Farnsworth, City Recorder

® Amendment to the agenda

**MINUTES OF A COUNCIL MEETING
HELD IN THE COUNCIL CHAMBERS
APRIL 2, 2014**

The meeting was called to order by Mayor Kirk Hunsaker at 6:00 pm. Council Members attending: Keith Broadhead, Matthew Carr, Dave Hathaway, Mandy Jeffs and Nick Miller.

Others attending: City Manager Ben Reeves, Director Shannon Hoffman, Director Dennis Howard, Director Kevin Schmidt, Director Wade Eva, Engineer Norm Beagley, Brent Norton, Patti Hansen, Dan Harrison, Nancy Day, Jennifer Yates, and Cindy Johnson. Assistant City Manager Dennis Marker was excused.

PLEDGE OF ALLEGIANCE

Council Member Hathaway led the Pledge of Allegiance.

INVOCATION/INSPIRATIONAL THOUGHT

Council Member Carr Offered an Invocation.

CONSENT AGENDA

Minutes

March 19, 2014 Council Meeting

Bills

\$371,381.92

Council Member Carr moved to approve the Consent Agenda. Council Member Miller seconded the motion. Council Members Broadhead, Carr, Hathaway, Jeffs and Miller voted in favor of the motion.

FORUM, BID OPENINGS, AWARDS, AND APPOINTMENTS

Recreation Department – Outstanding Program for the class “Aviation, the Art of Flight”

Ms. Day, Ms. Hansen, and Mr. Harrison reported the Recreation Department received an award from Utah Recreation and Parks Association. They were recognized for the Outstanding Program “Aviation, the Art of Flight” (see Attachment “A” for the write up).

FORMAL PUBLIC HEARING

Nothing

UNFINISHED BUSINESS

Nothing

BUSINESS LICENSES

Nothing

NEW BUSINESS

Discussion and Possible Action with regard to the 2014 Utah County Parks Grant

Director Hoffman addressed those in attendance with regard to the Utah County Parks Grant. Each year, Utah County provides grants to each municipality based on population for capital park improvements. This year, staff is recommending the funds be spent to supplement the Utah Department of Natural Resources grant and go towards the Pole Canyon Fishing Park improvements. The amount of the grant is \$5,491.21 which could be used to supplement the cost for installing an awning over the fish cleaning station or the installation of the restrooms (see attachment “B” for additional information).

Council Member Carr moved to approve using the 2014 Utah County Parks Grant in the amount of \$5,491.21 to be used to supplement the Pole Canyon Fishing Park Improvement project. Council Member Hathaway seconded the motion. Council Members Broadhead, Carr, Hathaway, Jeffs and Miller voted in favor of the motion.

Discussion and Possible Action with regard to Website Content Management Services

City Manager Reeves left the room during the next item of business, as his wife has submitted a bid on the services.

Director Hoffman addressed those in attendance with regard to the Website Content Management Services. Council Member Broadhead suggested "broadening the horizon" by placing advertising in a larger newspaper. She reported the notice was posted a minimum of 2 weeks on the website, in the Payson Chronicle, at the 3 normal posting locations and at the Recreation Department. Director Hoffman stated she had spoken with Mayor Hunsaker on 2 different occasions to review the applicants and their qualifications before she sent an e-mail to the Mayor and Council Members outlining the recommendations as to who should be offered the contract (see attachment "C" for copies of the e-mail and proposals).

Council Member Miller moved to offer the Website Content Management Services to Pen & Web. Council Member Hathaway seconded the motion. Council Member Broadhead asked if 10 hours discussed in the contract is too much. Director Hoffman felt there was plenty of work that needed to be completed and thought 10 hours would not be sufficient. Council Member Broadhead would like to have a "close oversight" if the contract was awarded to Pen & Web just because of the relationship between the owner and the City Manager. He indicated the oversight request was not because of a trust issue just a perception issue. It was also reported the recipient of the contract would work under the direction of Director Hoffman. It was also recommended to amend the motion to have a 6 month review. Council Member Carr requested Director Hoffman report directly to Mayor Hunsaker instead of to City Manager Reeves with regard to this project. Council Member Miller amended the motion to include a 6 month review with periodical updates being made to the Mayor and Council Members. Council Member Hathaway seconded the amended motion. Council Members Broadhead, Carr, Hathaway, Jeffs and Miller voted in favor of the motion.

City Manager Reeves returned to the meeting.

INTRODUCTIONS AND ADOPTION OF ORDINANCES AND RESOLUTIONS

Resolution 04-01-2014, "A Resolution Establishing the Fee Schedule for Santaquin City"

Director Hoffman reviewed the proposed changes to the City's Fee Schedule. It was reported a number of changes have been recommended with regard to the Cemetery fees. Council Member Broadhead recommended increasing the "Non-Resident" fees to double the fees assessed to Residents.

Council Member Broadhead moved to approve Resolution 04-01-2014, "A Resolution Establishing the Fee Schedule for Santaquin City" and amend the cost of the Non-Resident fees to \$1000. He then amended the motion to double the Non-Resident fees based on the proposed Resident fees. A discussion was held as to who are considered "a Resident". It was

proposed to abide by the wording of the current Ordinance. Council Member Carr seconded the motion. Council Members Broadhead, Carr, Hathaway, Jeffs and Miller voted in favor of the motion through a roll call vote.

Resolution 04-02-2014, "A Resolution Approving an Agreement with the Utah Department of Natural Resources to provide funding for the Pole Canyon Fishing Park"

A discussion was held as to any "Red tape" being associated with the agreement. Council Member Broadhead was told 60 days written notice must be given to DNR if the City were to close the fishing park. City Manager Reeves indicated Legal Counsel Rich has reviewed the proposed agreement with his recommended changes being approved by DNR.

Council Member Carr moved to approve Resolution 04-02-2014, "A Resolution Approving an Agreement with the Utah Department of Natural Resources to provide for the Pole Canyon Fishing Park". Council Member Jeffs seconded the motion. Council Member Carr amended his motion to include the word "funding". Council Member Jeffs seconded the amended motion. Council Members Broadhead, Carr, Hathaway, Jeffs and Miller voted in favor of the motion through a roll call vote.

CONVENE OF THE COMMUNITY DEVELOPMENT BOARD

Nothing

CONVENE OF THE SPECIAL SERVICE DISTRICT FOR ROADS MAINTENANCE

Nothing

PETITIONS AND COMMUNICATIONS

Nothing

REPORTS OF OFFICERS, STAFF, BOARDS, AND COMMITTEES

City Manager Reeves

City Manager Reeves reported that Engineer Beagley has been working with the Contactor with regard to fixing the planter boxes along Main Street. It was determined the capstones were not sealed when they were installed. Engineer Beagley is requesting direction as to how to address the issue. Council Member Hathaway asked if a sealer would "keep the salt out"? He recommended "starting all over again". City Manager Reeves indicated the warrantee period on the project has been extended with the provision the Contractor fix "the problem" before it is time to plant flowers in the boxes. It was suggested the stones be removed by the City Staff with Engineer Beagley gathering information as to the replacement product. Council Member Broadhead suggested having Condie Construction removed everything but the capstones which the City will remove.

Mayor Hunsaker reported the Mayor of Orem has made positive comments with regard to the improvements on Main Street. He also requested information as to the funding of the project.

City Manager Reeves also reported the Forest Service has an Advisory Council (comparable to a Planning Commission) that has 13 seats available. Council Member Jeffs will submit an application to the sit on the Council. The applications are due by the first part of May.

City Manager Reeves reported the budget process has begun.

He also reminded the Mayor and Council Members he would be out of office next week.

Assistant City Manager Marker

Excused

REPORTS BY MAYOR AND COUNCIL MEMBERS

Mayor Hunsaker

Mayor Hunsaker and Council Member Broadhead met with Sunroc with regard to the South pit. It was determined the pit has been over excavated which will require being made whole. It was recommended the Police begin writing tickets when the trucks drag mud to the roadway. Council Member Miller reported they are hauling the fill to the new Walmart's site in Spanish Fork and they keep the roadway clean within that City. Council Member Hathaway suggested directing the Police to issue tickets. City Manager Reeves will have Assistant Manager Marker research the Ordinance and meet with Director Howard.

All of the Council Members would like to attend the meeting between the City and Sunroc which is scheduled for Friday at 3 pm. The meeting will be held at the Summit Ridge Sales Office located at Summit Ridge Parkway and South Ridge Farms Road. A notice will be posted indicating all the Council Members may be in attendance.

Mayor Hunsaker thanked the Council and Staff for the flowers his family received for the death of his granddaughter.

Council Members

Council Member Broadhead requested the agreements with Summit Creek Irrigation with regard to the diversion water be reviewed. A discussion with regard to diversion water will be held after the agreements are available.

Council Member Jeffs indicated she had been contacted by several residents for a number of issues. One of the issues is the removal of the "pit", the second and third being with regard to park development within Summit Ridge. She indicated she would respond to the resident with the information about the pit. She was told the additional parks planned for the Summit Ridge area will be constructed along with the homes within the specific construction phases.

She also reported the Miss Santaquin Pageant will be held on April 26th at the Payson High School.

Council Member Hathaway thanked the Mayor, Council and Staff for the flowers he received when his father passed away.

Council Member Carr was told pressure will be applied to UDOT, with regard to the signage addressing the noise requirements, after the 500 West access permits are signed.

Council Member Miller asked when the 360 Evaluations would be available to the Council Members for their review. City Manager Reeves was fearful that some of the Directors would be able to assess who had made what comments there for responses would not be

confidential. It was determined any Council Member wanting to see the reviews could make an appointment with him and review them.

City Recorder Farnsworth requested everyone be mindful when e-mailing or texting information to each other. Any information can be requested through a GRAMA Request.

Council Member Broadhead requested the February financials from City Manager Reeves. He indicated he hated to keep asking for them but would like to see them in a timely manner. City Recorder Farnsworth stated she had been out of the office for 1 ½ weeks which caused the information to be late getting to City Manager Reeves.

EXECUTIVE SESSION (May be called to discuss the character, professional competence, or physical or mental health of an individual)

Nothing

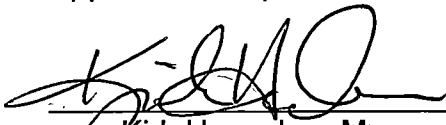
EXECUTIVE SESSION (May be called to discuss the pending or reasonably imminent litigation, and/or purchase, exchange, or lease of real property)

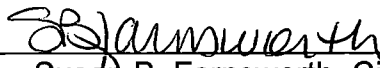
Nothing

ADJOURNMENT

At 7:55 pm Council Member Miller moved to adjourn. Council Member Jeffs seconded the motion. Council Members Broadhead, Carr, Hathaway, Jeffs and Miller voted unanimously.

Approved on April 16, 2014.


Kirk Hunsaker, Mayor


Susan B. Farnsworth, City Recorder

AVIATION – THE ART OF FLIGHT

Outstanding Program winner from the Utah Recreation and Parks Association

Aviation, the Art of Flight is one of the most unique programs that Santaquin City Recreation has ever created. There is a trend toward more educational-based programming and this class helped fill that need. The participants in the class learned about and experienced different kinds of aircraft. They learned about and flew their own hot air balloons; learned about and flew remote control helicopters; they also learned about hovercrafts. They loved learning about and building and flying model rockets. The highlight of the class was learning all about airplanes including building wings to learn how they work, learning the instrument panel, and building model balsa wood planes and flying them. They toured the Provo airport, and flew in a flight simulator. Participants even had the opportunity to fly with a pilot in a plane. The kids absolutely loved the experiential nature of this class and we received many compliments from the parents.





Memorandum

To: Mayor & Council
From: Benjamin Reeves, City Manager
Date: April 1, 2014
Subject: Utah County Parks Grant

Each year, Utah County provides grants to each municipality based on population for capital park improvements. This year, staff is recommending the funds be spent to supplement the Utah Department of Natural Resources grant and go towards the Pole Canyon Fishing Park improvements.

Thank you



Utah County Commission

Doug Witney
Gary J. Anderson
Larry A. Ellertson

801-851-8136
801-851-8135
801-851-8133

100 East Center Street
Suite 2300
Provo, Utah 84606

Phone 801-851-8100
Fax 801-851-8146
www.UtahCountyOnline.com

March 4, 2014

Re: 2014 Municipal Recreation Grant Program

Dear Mayor Hunsaker/Grant Administrator,

The Utah County Commission has determined that the total funding available for the 2014 Municipal Recreation Grant Program is over \$300,000. Available funds have been divided among municipalities based on the State of Utah 2012 Official Census Data population estimates, with a minimum grant amount of \$1,000. These funds are payable on a reimbursement basis only.

The 2014 grant allocation to Santaquin City is \$5,491.21

Program guidelines are enclosed, along with an application form. Applications are due by 5:00 p.m. on Friday, May 2, 2014, and may be delivered in person or via post, fax, or e-mail to:

Utah County Commission
Attn: Casey Allen
100 E. Center St. #2300
Provo, UT 84606
Fax- 801- 851-8136
caseya@utahcounty.gov

Upon approval of grant requests, the County will prepare contracts and encumber funds that will be available through October 31, 2014. The County will disperse funds to municipalities upon receipt of payment verification and supporting documentation.

Your city may elect to carry forward its funding allocation for the next year by notifying the County Commission in writing if your desire to do so by the application deadline.

Please contact me with any questions at 801-851-8136 or caseya@utahcounty.gov

Sincerely,

A handwritten signature in black ink, appearing to read "Casey Allen", written over a horizontal line.

Casey Allen
Utah County Commission Office

Encl.: Application, Guidelines

Bid for Santaquin City Website Services and Related

03-20-2014

Bid submitted by:

David Yates
721 E 400 S
Santaquin, UT 84655
801-754-1031 (Home)
801-615-0998 (Cell)
dyates7575@hotmail.com

attention: Shannon Hoffma
Re: Website Management
Service Provider

Overview – Santaquin City is seeking sealed bids to provide website content management, website design & maintenance, social media representation and public relations services. Services shall be provided based on an hourly service rate that will allow the city the ability to scale the number of service hours provided per month based on preapproved activities and budgetary constraints; with a minimum of forty service hours provided per month. Services can be performed on or off site with an expectation that a limited number of onsite meetings with key staff shall take place weekly. Santaquin City shall be responsible for all hosting services. All other equipment, including but not limited to, computer equipment, software, etc. shall be provided by the service provider.

Experience with Government and Requested Service:

- Employed by Provo City as a Systems Analyst II for 5 years and 7 months
- Implemented, custom development, maintained and trained users in all Content Management Systems used by Provo City. These systems included:
 - Joomla
 - StarGov
 - Mombo
- Software, hardware, physical and virtual computing, SAN, networking, databases.
- SEO, Content Writing
- Available for review at the following websites:
 - Covey Center for the Art: www.coveycenter.org
 - www.provo.org (Provo City has updated their website recently replacing the system that I was working on)
- I understand Local and State Government very well in most areas of expertise:
 - Worked closely with the Mayors Office
 - Worked closely with most directors
 - Worked closely with facility, maintenance, public works and energy
 - Worked closely with public safety
 - Worked closely with the finance department and their account system, PeopleSoft. I assisted in upgrading PeopleSoft version 7.5 to the web based version 8.8. Created several reports and queries interfacing the PeopleSoft Oracle database
 - Worked closely with citizens

- I created the interface for the Provo City District Court schedule to the State Coris system
- Was in charge of several RFP's for many services
- Assisted in applying and getting approved many grants for Police and Fire
- Please see the attached resume for additional qualifications, experience and references.

Services to be provided by me:

- Minimum of Forty (≥ 40) provided each month
- Additional Three (3) hours will be provided each month free of charge as a security buffer for emergency/critical issues outside original service budget and scope to benefit Santaquin City. The buffer hours will not rollover nor accumulate each month
- Scope of services as outlined in the Principal Responsibilities section
- Development tools will be provided by me. Licensing for hosting services, tools and unique systems used by Santaquin City will be the financial responsibility of Santaquin City. All 3rd party tools that require additional financial obligation by Santaquin City will be approved by Santaquin City prior to use
- Any licenses for 3rd party tools will be provided, or directed for purchase, by me and approved by the appropriate person(s) at Santaquin City
- Hosting services will be provided by Santaquin City
- Software code and tools created for Santaquin City will be provide to Santaquin City and remain available for use by Santaquin City indefinitely. If a 3rd party license is required for tools developed (previously approved by Santaquin City), Santaquin City will be responsible for licensing costs
- I am a citizen of Santaquin City
- Regular hours of operation Monday through Friday 7:00 AM – 6:00 PM
- System upgrades and scheduled outages available 24/7
- Emergency availability 24/7 phone, remote and on-site when required
- Proposed hourly rate of \$45 with a monthly 3 hour emergency buffer free of charge (Additional Three (3) hours will be provided each month free of charge as a security buffer for emergency/critical issues outside original service budget and scope to benefit Santaquin City. The buffer hours will not rollover nor accumulate each month)
- Additional services will be provided as needed by the city

Principal Responsibilities –

1. Work proactively and collaboratively with city directors, city manager, city council and city mayor, to ensure that municipal programs, departments, and events are appropriately and effectively reflected on the city website. Engage in regular monitoring to ensure that the city's website remains current and relevant.
2. Monitor and troubleshoots web information architecture, navigation and disability access issues on the city web domain.
3. Advise city staff on issues related to content. Reorganize, add, and edit content across the website as needed.

4. Build new web pages in the content management system for the city website as needed.
5. Work with the city staff to support and enhance communications, and public relations activities through online efforts.
6. Collect, present, analyze and utilize web metrics to enhance the city's online efforts. As needed, train and/or manage city employees, and other online contributors as they create and disseminate content to support the city's digital goals.
7. Other web, online, social media and communications duties as assigned.
8. Contribute to Santaquin City's social media presence, including posting to and monitoring social media outlets used by the city's departments, assisting individual departments as needed and ensuring adherence to city's social media policy.
9. Translating complex city information into intuitive and effective explanations.
10. Understanding city positioning, structure, and messaging platforms.

Desired Skill Set of Principal Company Representative.

- 2 years' experience managing content for a city website
 - Detail oriented and methodically organized
 - Solid analytical and problem solving skills
 - Organized planner and can execute with minimal oversight
 - SEO expertise
 - Strong communicator, both verbally and in writing
 - Sound business judgment and decision making skills
 - Ability to multi-task, manage multiple deadlines
 - Technical experience with website content platforms (Joomla, Wordpress)
 - Technical experience with social media content platforms (Facebook, Instagram, Twitter)
 - Expertise with MS Office, Microsoft Excel and PowerPoint skills
 - Clear understanding of governmental accounting
 - Conceptual thinker
 - Inclined to simplify the complicated
 - Translate governmental jargon into clear and actionable messages
 - A gifted storyteller who can bring city and community concepts and events to life
-
- **5 Years 7 Months Employed by Local Government, Provo City, providing the requested skill-set, requirements and goals**
 - **Owner of a Technical Consulting Company, SmarTech, LLC., since 1993**
 - **Please see the attached resume for additional qualifications, experience and references.**

721 E 400 S
Santaquin, UT 84655

Cell: 801-615-0998
Home: 801-754-1031
E-mail dyates7575@hotmail.com

David Yates

Summary of qualifications

Public Safety Software, Tools, Systems and Technologies: Intrado(Positron), NetCAD/NetRMS/CrisNET, "Old CRIS", Power 911, Fatpot police and fire, Vectra, Spillman (I became very fluent with much of Spillman but never completed my certification due to my partner retiring and my responsibilities did not allow me to complete becoming certified but I still provided daily support and root administration to a great degree), Digital Ally (Patrol Car and Motor Bike Camera System and recording server), L3 (Patrol Car Camera System and recording server), Zetron (fire toning, alerting, paging), Firehouse SQL and Firehouse 7.0 (fire reporting system). I interfaced it to Spillman to push the calls for each city to their Firehouse database. Many Fire Departments throughout the county requested my assistance), ECATS, ALI, the State CORIS system (Courts), Evidence Logging System, Velosum (Parking Ticket System), Bomb Squad x-ray machine and Robot, narcotics safe system, surveillance systems, document management system (going paperless).

Programming and Scripting Languages: C#, Cobal (some), VB.NET, VisualBasic 6, ASP.NET, SQL

Operating Systems: Windows 9x, Windows XP, Windows Vista, Windows 7, Windows 8, Windows Server 2000, 2003, 2008, 2012, 2013, Linux, Working to become proficient with Unix, Active Directory and Novell Network.

Databases: MySQL, Microsoft SQL Server, Oracle, Sybase, PostgreSQL, Microsoft Access.

IT/IS: OS, Computer, Network, Wiring and Software configuration and troubleshooting.

Internet Tools: HTML, CSS, RSS, XML, ASP, PHP, VB Script, Java Script, IIS/Apache.

Shell Scripting: some Perl.

Reporting Tools: Crystal Reports

Knowledgeable in additional software and tools: VMWare and Microsoft Hyper-V (Virtual Computing), Content Management Systems, Debtmaster, CUBS, Fox Pro, DreamWeaver, Photo Shop, Flash, swift 3D and many others.

Knowledgeable in Networking: Wireless Networking, Hardwired, 10/100/1000 Ethernet, Switching/Bridging, VPN, Firewall, LAN/WAN, TCP/IP Protocol, IP Addressing and Subnet, Routing Protocols, Frame Relay, Windows Server 2013/2012/2008/2005/2000/NT/XP, Remote Desktop Management, Network Security, Hardwired and Wireless Networks and Network/Phone Systems.

Knowledgeable with Thin-Client Technology, Phone Systems, SEO and many others.

Knowledgeable in the Collection Industry, Laws and Requirements. With over 14 years of experience in the Debt Collection Industry, FDCPA, FCRA and HIPPA Compliant requirements. With this experience, I excel in reporting and analyzing statistics.

Knowledgeable with in-depth computer and network problem solving and configuration. This includes OS, hardware, code debugging, virus and firewall.

Professional experience

2007 – 2013

Provo City Corp.

Provo, Utah

Systems Analyst Specializing in Public Safety

Responsible for technical support for all of Public Safety. This included Dispatch, (all 911 systems) Police, Fire, Records, Patrol, Quartermaster, C.O.P., C.I.D., S.V.U., I.C.A.C., J.C.A.T., S.W.A.T., Bomb Squad, Major Crimes, Victims Advocates, Search and Rescue, Communication Van, E.O.C., Fire Stations and Systems, and many more.

My responsibilities included being on-call bi-weekly 24/7 for public safety. I would rotate with my partner, Sam Metcalf. We were the first responders for all technical related issues. This included in-house support for Intrado (Positron), Fatpot and all other systems used by Police Dispatch and other Public Safety entities. We were also responsible for maintaining all systems, researching improved systems, improving productivity for dispatchers, attending meetings to be up-to-date on issues,

**4-2-14 CITY COUNCIL MEETING
ATTACHMENT "C-5"**

projects, scheduled events etc.

I setup many of the systems used by the communication van. This also included network access in many locations throughout Provo City.

I enabled the ability to remote assist officers while they were mobile which prevented them from having to come back to the station for many technical support needs.

I created an interface to the State Coris system which allows the court schedule to be posted on flat screens in the Justice Court. West Valley City and Salt Lake City was impressed by this system and asked to use my source code for their own courthouse.

I am familiar with many State and Federal requirements for reporting for both police and fire. I assisted with generating the data to be submitted as required.

I assisted in creating a crime map that our officers would use from their patrol cars. This data used our GIS data, NetRMS and Spillman.

I worked closely with UCAN and am familiar with the radio systems and programming.

I would attend APCO as often as budget and time would permit.

I was part of the EOC committee for many years and was responsible for the technologies used for EOC.

I was responsible for many other technologies that I was involved with and assisted with applying for many grants.

2002 – 2007

SmarTech, LLC.

Orem, Utah

Senior Software Engineer/IT

Responsible for the development of custom web and windows applications, predictive dialer interfaces, and custom reports. Responsibilities include development of collection and accounting software.

Project Management Software for Contractors. This software is designed to allow managers to access all projects, dates, materials, and customer information at all times. Each user has a local Access database on their laptop. This tool uses a complex set of algorithms to update, alter, add and delete data for each user's work for that day. The data is synchronized nightly through a secure connection to the server and the master MySQL database. Each installation uses its own synch id assigned at installation time. All ODBC configurations are created by code during installation and automatically repaired upon modification.

Debt Collection Software/Reports. The software is designed to accommodate the needs of collection agencies and their customers. Several online reports were created to analyze data to show P&L, assignment statistics, accounting manipulation, employee statistics and other pertinent information. Tools were created to synchronize the software with collection agencies. Reports and tools were created to work in conjunction with software, and companies, such as UPS, North American Van lines, and Sirva.

ASP Classic to ASP.NET Conversion. These projects, in most cases, were written by a previous coder using ASP Classic. The primary goal was to convert ASP Classic Applications, Reports and Tools to the ASP.NET environment. These applications were used for e-commerce, accounting and/or medical patient history.

Online Gateway APIs Created to facilitate interaction between online software and online payment gateways. This allowed the user to process real-time payments directly from our software.

**4-2-14 CITY COUNCIL MEETING
ATTACHMENT "C-6"**

3D Experience 3D rendering, graphics, animated buttons and letters, logo creation, and short 3D clips (up to 120 seconds) using images and frames created via Swift 3D(3D rendering Software) and Photoshop.

Additional Responsibilities Some additional responsibilities include building server requirements and configuration. This includes equating hardware resource availability to resource demand. All server OS and client OS settings were designed and implemented by me or under my direct supervision, as well as network, router and wiring.

Tech Skill Summary PHP, ASP, ASP.NET, VB.NET, Visual Basic, Perl, JavaScript, VBScript, HTML, Visual Studio 6.0, C#, Crystal Reports, ISAPI, MySQL, SYBASE, Microsoft Access

1999 – Oct 2002 CacheQuest / Impact Collection Services / American Agencies Orem, Utah

Software Engineer /IT

My responsibilities included maintaining and upgrading our software system; hardware and network. I performed the analysis, design and development, or project management of all new software applications; including client-server, web applications, client stand-alone applications thin-client development and auto/predictive dialer development. Responsibilities included Sybase, MySQL and Access databases. Responsibilities also included any and all software upgrades, reporting the current status of all pending projects, follow-up of all completed projects, financial reports, production reports, time period comparison, analyze data for P&L and many others tools and reports to all other board members. These software applications were for in-house collection applications, and applications designed for our clients. The applications were client-server and web-based applications. All of our applications were created to run on windows environment, telnet, or the web. I was in charge of meeting with our clients, and developers, and was responsible for designing and creating new software.

Some projects included:

Windows App Development Developed Windows applications that would allow customers to login to one of our servers using Thin-Client technology. The application had abilities to run processes to manually update data as selected by the user meeting their criteria selected. The application also allowed them to run batch reporting and submission for their accounts residing on our system.

Report Pools Created in-depth reports via Crystal Reports using multiple databases, sub-reports, and graphs as well as data extraction and manipulation. Sub-reports and graphs were common. These reports were designed to pass data to and from custom windows applications and web applications. Many of the reports were duplicated using PHP and other web tools.

Additional Responsibilities Some additional responsibilities included building servers and client pc's based on our company needs. The network was also designed, created and managed by myself, and my team. I created secured tunnels to allow remote access, for employees, from their home.

1997 - 1999 Lancer Enterprises, Inc. American Fork, Utah

Software Engineer /IT

Technical Responsibilities Responsible for all Programming, Networking, Server Maintenance, Maintaining and Training user's in all software and tools. Also responsible for analyzing and creating custom queried reports.

Projects Projects included development of training and scoring software. Most of these were created for in-house and web access for assessment testing and system training.

Education

Utah Valley State College

Orem, Utah

- Computer science and information systems
- Extensive training in data analysis and manipulation
- Inter-Tel certified.

Robert J. Ridge

November 7, 2013

Re: Letter of Recommendation for David Yates

To whom it may concern:

David Yates has worked at Provo City for the past several years. At the time he was hired, I was the Director of Information Systems and selected David as the best qualified among the applicants. I was not disappointed.

While we worked together, he showed himself to be a competent employee full of enthusiasm. He was always offering to help wherever he could. He often volunteered to work on projects that required work to be done after normal business hours preventing any interruption of service to the employees and citizens of Provo.

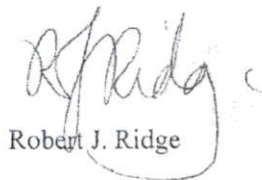
Among the systems that David supported were all the systems used by the Provo PSAP including the Positron/Intrado Viper phone system, Motorola NetCAD and NetRMS systems, Zetron alarm signal system, and other systems required to provide 24/7 9-1-1 dispatch support for police and fire. Under David's care, the systems performed reliably and well.

David was instrumental in maintaining our existing security cameras while implementing cost saving solutions to replace our existing failing security recording devices. David took charge of the new and existing systems needed to bring the Peaks Ice arena on line by implementing scheduling, on line registration, and security. While taking on these additional responsibilities, David still productively maintained his current workload and projects.

David is very detail oriented providing very useful analysis for new projects. He demonstrated an ability to quickly learn about unfamiliar systems, often making older, undocumented systems useful again.

Because of these accomplishments and his continued effort to provide excellent customer service, I recommended David Yates for a special merit increase and recognition. David's leadership in tackling projects provided a good example to his fellow employees and was a great service to the City of Provo.

Sincerely,



Robert J. Ridge



Utah County Sheriff's Office
Provo Police Dept.
Orem Dept of Public Safety
Springville Police Dept.
American Fork Police Dept.
Spanish Fork Police Dept.

Pleasant Grove Police Dept.
Lehi Police Dept.
Payson Police Dept.
Mapleton Police Dept.
Santquin Police Dept.
Salem Police Dept.

Alpine/Highland Police Dept.
Adult Probation and Parole
Utah National Guard
Federal Bureau of Investigation
Immigration & Customs Enforcement
Utah State Bureau of Investigation

I am currently assigned to the Utah County Major Crimes Task Force. Our office is over large scale investigations that range from cartel level drug trafficking organizations, major cases and homicides. We are part of a multi-jurisdictional team that is cross deputized with the FBI and HSI. Our work sends us on cases in other counties, and outside of the State of Utah. We work with new and upcoming technologies that are not commonly used by local agencies.

Over the past year I have had the opportunity to work with Dave Yates. Because of our special needs for technology support I have often had to call on Dave to assist in filling the gaps with the new equipment we are using. Our hours of operation are often outside of the normal 8-5 schedule. I have called on Dave at all hours of the day and night for help. I recently worked a case that was out of state and needed special program support to make the operation work. This case was important because a shipment of seven pounds of methamphetamine had to be intercepted before it was made to an informant in Utah. If the product was not intercepted the informant, who did not have the \$82,000, that was expected on delivery and would be exposed as an informant. This would have put the informant at risk and the family of the informant who reside in Mexico at risk. Because of his help the driver was intercepted, the informant was not exposed and the case is still moving forward.

Dave took a Saturday, a day he had off, to set up our system and meet with me to ensure we had the support to cover our operation. Our success over the past year in this case and in other cases has been successful in a large part to men like Dave, who are willing to drop everything and take the time to keep our systems running. I have always appreciated his willingness to help and his follow up contacts to me and my guys, ensuring that the work he did was taking care of our operations.

Thank You
Sergeant Jerid Barney
Utah County Major Crimes
801-709-3737



To whom it may concern:

I am writing this letter to detail my past experiences with David Yates. David was employed by Provo City in the I.S. Department. I am a current police officer for Provo City. During my employ, I had the unfortunate necessity to use a department owned computer and related so-called technologically advanced hardware. Needless to say, my job required that I be able to use these tools throughout my shift, and to have these tools working properly. Any down time would cause my job to be difficult, if not, impossible. I regularly dealt with the I.S. department head to solve any problems that I experienced. More times than not, these problems were not properly addressed, and often times I felt like I was a bother.

I told other officers of my difficulties. I was told by several officers that if I had any problems, I needed to speak to Dave, and Dave alone. I was not familiar with him at this point. Since then, every single time that I approached David with any type of computer related issue, I found that he would immediately give me his full attention and completely solve my problems. David would take extra time to explain how to better operate the software I was using (Spillman, Fatpot etc.). He was extremely friendly and did not make me feel as though I was bothering him or wasting his time. I also felt as though he was very knowledgeable in regards to the systems we used. I found that if I had any problems with the system, and David was not available, I would wait until he was available and have him handle them for me.

David was so easy to work with that I found myself stopping by his office just to converse and I like to think that we became friends. I mentioned that I was changing to the night shift and was concerned about future computer problems. David gave me his personal cell phone number and told me if I had any problems to call him regardless of the time of night. Several times I found it necessary to call him. Many times I woke him in the early morning hours. He would immediately get on his home

computer and remotely access my computer and fix my problem. One time he even responded to the police department at 3am from his home in Santaquin. I didn't know it at the time but David was not being reimbursed by the city for the afterhours work he was doing. When I apologized about taking his time, he told me that he felt that the work we were doing was important and wanted to help us in any way he could.

I would wholeheartedly recommend David Yates for any employ he is seeking. I believe that he would be fun to work with and would get along with all coworkers. I also believe that he is very knowledgeable. I would also like to say that I mentioned, in the presence of several other police officers, that I was writing a letter of recommend for David. Every single officer that was present told me to include their name along with this letter. That statement was proceeded by a lengthy discussion amongst officers of how the I.S. Department has suffered since David left. I will not include those particular statements as the language used is not proper for this letter. Feel free to call me with any questions.

Respectfully Submitted

Officer Paul Janda

Ph# 801-400-9554

To Whom it may Concern:

11/12/2013

I have worked with David Yates for many years at Provo City. I am a Police Officer, and David was assigned to work primarily for our Department. On many occasions I observed David's devotion to solving problems as quickly as possible for myself, and other Officer when computers problems would arise. David also was the primary IS employee for the Dispatch Center, a very demanding assignment as the Dispatch Center is hub of communication for all of the City Departments.

David was always very positive, and conscientious when it came to looking for solutions to on going problems. Looking for ways to solve issues, and just apply a bandaid. David is knowledgeable, and was able to explain the problems, and ways Officers could avoid pitfalls.

I sought David out on several occasions for assistance on my personal computers. I would trust David to work on any of my personal computers for all reasons. Ie: from virus' to complete crashes.

Sincerely,
Doug Stradling
385-208-9207

Robert A. Haymore
4818 S 3200 W
Spanish Fork, UT 84660
801 798 9538
rahaymore@gmail.com

November 11, 2013

To Whom It May Concern:

I would like to recommend David Yates as a candidate for the position of 911 system administrator. I have had the privilege of working with David for several years at Provo City, in the Information Systems department, part of which I was his supervisor.

David was responsible for administration and support of the Public Safety department including both wired and wireless networks, server management, application support, user management and database administration. His technical skills, interpersonal skills and work ethic made him an asset to the city and a pleasure to work with.

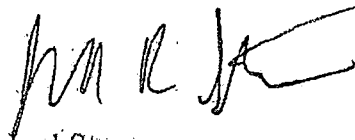
David was always willing to go the extra mile and had an excellent rapport with both the IS staff and the Public Safety personnel. He would be a valuable employee and I recommend him for any endeavor he chooses to pursue.

Yours truly,

Robert A. Haymore
Assistant Division Director (retired)

To whom it may concern:

I have had the pleasure of working with David Yates at the City of Provo for over 5 years. David was assigned to public safety and quickly built his knowledge of the unique systems there. He also created a camaraderie with the staff that made him the favored analyst in many circles. David is already a versatile analyst, and he is always improving his knowledge and technical skills. David has a passion for his work and for people. It is hard to find a more genuine and caring person. I would recommend David Yates without hesitation.



Joel Sturman
Senior Systems Analyst
City of Provo, Utah

To Whom it ay Concern,

My name is Michael Mecham, I am employed as a Firefighter/Paramedic with Provo City. I had the opportunity to work along side and interact with David Yates from Provo's IS department over the past few years. Before Dave began as an one of the ITs for our department we had several long-term ongoing problems and bugs with the several of the station's computers, the computers at the dispatch department, the network, the dispatch integrated systems and our paging system. Dave was the first and only person to get these things not only functioning but running optimally. Right away we learned to rely on him, when there was a job that needed to be done we began going to Dave directly because we knew he would get it done promptly and correctly. He was always willing to answer questions and take calls or return them, even at odd hours and weekends. Dave was known by name throughout the department and city. He was always professional in his interactions and got along well with other employees. He paid special attention to detail and his work was never lacking. He was well thought of both professionally and personally. He went the extra mile and was very thorough, accommodating, helpful, prompt and polite. He was an asset to his department in my opinion. I would highly recommend him as a reliable, skilled and professional employee.

Sincerely,

Michael D Mecham
FF/Paramedic Provo Fire & Rescue
(801) 400-1500

David W Huntsman
218 W 1780 N
Orem, Utah 84057
November 14, 2013

Police Department
Provo City Corp.
351 W. Center Street
Provo, Utah 84601

To Whom It May Concern:

While working as the Interim Emergency Management Coordinator for Provo City, I worked closely with David Yates on using technology for both Police and Fire.

David assisted in the writing of grants to obtain funds for software, computer hardware and other supplies. His background on technology and an understanding of each agency allowed us to receive additional funds to complete the work.

As goals and desires were requested, David took those ideas and came up with solutions that would work in both agencies as well as the goals of the administration. David is an intelligent and motivated individual. He is capable of managing groups of people. As a systems analysis, David was called upon to explain a procedure or process and was able to convey those ideas on to others so the work would be completed on time.

As part of his responsibilities, David developed reports on new technologies and areas for growth. Peers in my field would often tell me that David had a way of helping them understand how a process or piece of equipment worked. I believe that developing quality relationships with others in the field gives David an edge in the position he is applying for.

If you would like additional information about David, you can call me at (801) 592-7272

Sincerely,

David W Huntsman

To Whom It May Concern:

I have worked with David Yates for several years supporting all of the computer systems for Provo police and fire departments. We were responsible twenty four hours a day, seven days a week to keep all systems up and working correctly.

David is quick to learn and has always had a desire to know how everything works. He has the technical skills to analyze most software and determine not only current problems but possible future issues. I have been impressed with his attention to detail.

Public safety, requires team players, and he has always loved being part of that team. David understands the police culture and has made many personal friends with his people skills.

David understands how important it is to keep a PSAP up and running. Preventive maintenance has always been a priority for him, and he tries to stay ahead of the game. When problems pop up he has always been willing to work, day or night as long as it takes to get the system back up and working again.

I have enjoyed working with David. I respect his honesty and integrity, he doesn't tell you what he thinks you want to hear, he tells you what he thinks is the best solution to a problem.

Best regards,

Sam Metcalf

City of Santaquin Website Content Management Proposal

Tom Picklesimer Web Development

Prepared by:

Tom Picklesimer Web Development

298 W. Rio Dr.,
Casa Grande, AZ 85122

435-669-3261

City of Santaquin Website Content Management Proposal

Cover Letter

City of Santaquin

Attn: Shannon Hoffman

March 13, 2014

Dear Selection Committee Members,

Address: 298 W. Rio Drive
Casa Grande, AZ 85122

Phone Number: 435.669.3261

Email: tompickle@infowest.com

Thank you for considering me as a partner for the City of Santaquin Website Content Management contract. Just as I have done for the City of Casa Grande, AZ, I look forward to providing the City of Santaquin with unparalleled service, support, and timely updates.

Of the proposals you review, most of them will be able to meet your basic needs, but none can offer the hands-on and personalized approach that I consider to be my forte. I will be your single point of contact in delivering high quality management services for your website. I love helping municipal governments enhance their web presence and have a true passion for what I do!

Over the past 8 years, I have created websites for businesses large and small, including successful e-commerce startup PianoMorning.com, a piano teaching supplement website. For the past two years I have been the full time Webmaster for the City of Casa Grande, AZ, during which time I completed a successful website redesign project which our residents and city staff rave about! I love all aspects of the web and information technology and love helping my clients, especially municipal governments, get their message out in this digital world.

In addition to providing rock-solid web development solutions, I offer hands-on support and service that is unrivaled in the industry! I guarantee that you will be pleased with my website content management services and will do whatever it takes to ensure your satisfaction, guaranteed.

In the following pages you will find a proposal detailing how my solution will make the most of your budget, reduce the workload on your staff and, most importantly, enhance your ability to engage with your citizens.

Thank you for taking the time to consider my proposal. I welcome any questions and would love the opportunity to elaborate further on any aspects of my proposal to ensure that I will provide exactly what you are looking for.

I look forward to working with the City of Santaquin!

Sincerely,



Tom Picklesimer

City of Santaquin Website Content Management Proposal

Skills and Experience

For the past two years, I have been the full-time Webmaster for the City of Casa Grande, AZ. I manage all aspects of content for the website, including adding new pages, making changes to existing content, and designing banners and promotional materials for city events.

The entirety of my previous work and schooling experience has prepared me with strong interpersonal communication skills as well as the ability to effectively resolve problems. During my time with the City of Casa Grande I have demonstrated a strong ability to establish and maintain long-term professional and personal relationships; through my work there, I also learned how to communicate and interact with employees at all levels of the organization and I know how municipal governments work.

I excel at both verbal and written communication and I'm also effective at remembering important details and completing high quality work on time. I am strong analytically and I know how to utilize my resources to get any job done.

My technical skills include but are not limited to: website design and maintenance, search engine optimization, PHP, MySQL, Wordpress and Joomla. I am familiar with managing all aspects of websites for organizations both large and small and I always find a way to accomplish all tasks placed before me.

Software skills and expertise include the Adobe Creative Suite and Microsoft Office.

I regularly use and manage Facebook, Instagram, and Twitter accounts for various departments within the City of Casa Grande and enjoy working with these platforms.

City of Santaquin Website Content Management Proposal

Proposal

I love managing websites and would like nothing more than to be able to manage the website content, social media and communications for the City of Santaquin.

Based on your invitation for bids and stated number of hours that this contract would require monthly, I can offer my website content management, web design, social media management and communications services to the City of Santaquin at the rate of \$50 per hour. In addition, I would be willing and able to assist in general graphic design projects that the City needs down the road. I also would be able to redesign and develop a refreshed website for the City of Santaquin in the future if such services are requested.

I hope you will find that my proposal is both competitive and desirable and look forward to speaking with you soon on what I can provide for the City of Santaquin!

Sincerely,



Tom Picklesimer

Tom Picklesimer

professional resume

Employment

WEBMASTER AND GRAPHIC DESIGNER

City of Casa Grande

March 2012 - present

Webmaster and Video Production Assistant responsible for design, maintenance and support of website heavily utilized by residents. Responsible for video production and editing of Channel 11 programming. Currently in process of major website redesign and update.

SENIOR WEB AND GRAPHIC DESIGNER

PianoMorning.com

May 2008 - present

Senior Web Design and E-Commerce consultant for rapidly growing resource site for piano teachers. Manager over Technical Support and Creative teams. Responsible for weekly updates, major site changes, customer service, promotions and marketing. Employee and team management experience.

COST OF GOODS SOLD AND PURCHASING ANALYST

Design to Print

April 2011 - November 2011

Cost of Goods Sold and Purchasing Analyst responsible for creation and implementation of cost-saving methods to increase profitability. Responsible for management of shipping and receiving departments. Liaison between production employees and management for discussing and implementing new ideas.

MANAGING PARTNER/CO-OWNER

Plan Administrators, Inc.

September 2005 - August 2010

Managing partner and co-owner of boutique insurance business catering to small businesses. Manager over sales and customer service teams. Responsible for distribution and management of employee benefits to over 200 employees. Executive in charge of business development and client relations. Experience managing budgets, revenue, and expenses.

Address: 298 W. Rio Drive
Casa Grande, AZ 85122
Phone Number: 435.669.3261
Email: tompickle@infowest.com

Education

New Mexico State University 2010 - 2011

Pursued PhD in Business Administration, specialization in Human Resources; incomplete. Courses taken include:

- Human Resource Management
- Strategic Management
- Statistical Methods I and II

Southern Utah University 2009 - 2010

Master of Business Administration

Dixie State University of Utah 2004 - 2009

B.S. in Computer and Information Technology.
Awarded Student of the Semester, Spring 2008

Graphic Design Skills

- Extensive graphic design experience
- Adobe Photoshop, Illustrator, and InDesign expert
- Wordpress and Joomla development
- Extensive HTML/PHP/CSS experience
- Project management

PEN & WEB COMMUNICATIONS

WEBSITE CONTENT MANAGEMENT SERVICE AGREEMENT

SERVICES

- Pen & Web Communications agrees to provide services pursuant to the terms and conditions outlined in the Santaquin City RFP for Website Content Management.
- Said services will be limited to Ten (10) hours per week unless additional hours are authorized by Shannon Hoffman, City Treasurer & Administrative Services Director (e.g. special projects or one-time assignments, etc.)

FEES

- Santaquin City shall pay a rate of Thirty Dollars (\$30.00) per hour for said services.
- Additional hours beyond the ten (10) authorized hours per week shall be paid on a per hour basis at the same Thirty Dollars (\$30.00) per hour rate.
- Pen & Web Communications shall hold its rate at the agreed upon Thirty Dollars (\$30.00) per year for a term of not less than 24 months from the date of this agreement.

TERM

- The term of this agreement is perpetual. However, either party may discontinue this agreement for any reason with thirty (30) days written notice.

Penny B. Reeves, Owner Date
PEN & WEB COMMUNICATIONS

Kirk F. Hunsaker, Mayor Date
SANTAQUIN CITY

Attest:

Susan B. Farnsworth, Recorder Date

PEN & WEB COMMUNICATIONS

PROPOSAL FOR SERVICES

For Santaquin City Website Management Service Provider

OVERVIEW

Pen & Web Communications is pleased to submit this proposal for services to support Santaquin City in achieving its goals for improving website content management, website design and maintenance, social media representation and public relations services. Pen & Web Communications is owned and operated by Penny B. Reeves.

The Objective

- ✦ To work proactively and collaboratively with city directors, city manager, city council and city mayor, to ensure that municipal programs, departments, and events are appropriately and effectively reflected on the city website.
- ✦ To contribute to other web, online, social media and communication duties as assigned.
- ✦ To contribute to Santaquin City's social media presence, including posting to and monitoring social media outlets used by the city's departments, assisting individual departments as needed, and ensuring adherence to city's social media policy.
- ✦ To engage in regular monitoring to ensure that the city's website remains current and relevant.
- ✦ To build new web pages in the content management system for the city website as needed.
- ✦ To monitor and troubleshoot web information architecture, navigation and disability access issues on the city web domain.
- ✦ To understand city positioning, structure, and messaging platforms.
- ✦ To translate complex city information into intuitive and effective explanations.
- ✦ To advise city staff on issues related to content and as needed, reorganize, add, and edit content across the website.
- ✦ To work with city staff to support and enhance communications and public relations activities through online efforts.
- ✦ To collect, present, analyze, and utilize web metrics to enhance the city's online efforts. And as needed, train and or manage city employees and other online contributors as they create and disseminate content to support the city's digital goals.

Execution Strategy

- Goal 1: Correct current errors and broken links on the city website.
- Goal 2: Correct outdated information.
- Goal 2: Maintain a high standard of content management that the public can rely on for information and services.
- Goal 3: Develop and maintain social media outlets to communicate city information.

PROPOSAL

It appears that Santaquin City has spent a considerable amount of time and resources to develop a new website. This new website has many useful features, but also has errors and broken links. As a member of the community, Pen & Web Communications understands the frustration the public encounters when trying to access specific information for the city. As the owner and operator of Pen & Web Communications, I would like to bring my experience of web content management to the aid of Santaquin City and raise the quality of the current website.

I have two plus years' experience managing city websites. The first website I managed was for the City of Toquerville. It was through my persistence and persuasiveness that website funding was approved by the city council, which then launched their first website. I was able to work with a web developer to create the new website and then maintained it for approximately six months. The remaining two years of my website maintenance experience occurred at LaVerkin City. When I stepped into that content management role, the website had been neglected for some time and there were many broken links and errors. I was able to correct all errors and maintain the website content and flow until the end of my employment.

Through the process of managing these websites, I learned specific skills and tasks in the Joomla webhosting framework that I bring to the table today. I am very detail oriented and an organized planner. I have SEO (Search Engine Optimization) experience and training through hosting my own blog called pennyshome.com. I enjoy written and oral communication and have found among my strengths the ability to write stories that captivate. I have extensive experience with MS Office, Microsoft Excel and Powerpoint, along with technical experience in Wordpress, Facebook, Instagram and Twitter. I have a clear understanding of governmental accounting and can translate governmental jargon into clear and understandable messages. I understand the need to simplify the complicated for public interest.

Technical/Services Approach

Pen & Web Communications services will be provided both onsite and offsite, depending on the type of work required on any given day. Meetings with key staff will take place weekly, with additional time spent onsite to collect data, train employees, receive instruction, and participate in public notifications. The majority of the services provided, however, will be performed off site, in order to avoid unnecessary disruption and distraction to the administration and staff. Pen & Web Communications intention is to be proactive in collecting information, maintaining the city's web site content, and utilizing social media, while maintaining a professional business relationship with all key players.

Supplied Equipment

Computer equipment for this contract will be supplied by Pen & Web Communications. Pen & Web Communications recognizes that Santaquin City will be responsible for all hosting services and fees associated with hosting.

PRICING

The following details the pricing for delivery of the services outlined in this proposal. The rate for these services will be maintained at \$30.00 an hour for a period of two (2) years.

Services Cost	Price
Services shall be provided based on an hourly service rate that will allow the city the ability to scale the number of service hours provided per month based on preapproved activities and budgetary constraints, with a minimum of forty (40) service hours provided per month, at ten (10) hours per week.	\$30.00 per hour
This summary is not a warranty of final price. Estimates are subject to change based on requested additional work to be completed beyond forty (40) hours per month.	
Minimum Services Costs	\$1,200.00 per month

QUALIFICATIONS

Through my years of formal employment, I have continually proven to be a valuable member of a team in the various positions I have held. Beginning in 2005, I have been involved in the governmental realm, whether by employment or by marriage, including content web management for 2 ½ years of that time. Please review the following for technical qualifications of these services.

AUDIT PARAPROFESSIONAL

May '08 – June '12

Hinton, Burdick, Hall & Spilker, PLLC

63 South 300 East, Suite 100, St. George, Utah 84770

(435) 628-3663

- Thorough knowledge of governmental terms, policies, regulations and restrictions
- Local Government Training Seminar Coordination
- Provided Audit Assistance for approximately 150 Municipal, Non-Profit, and Corporate Clients in Utah, Arizona, and Nevada
- Digital Creation and Implementation of Audit Processes and Procedures Manual
- Request for Proposal (RFP) Preparation

CITY TREASURER/DEPARTMENT HEAD

EXECUTIVE ADMINISTRATIVE ASSISTANT

May '06–April '08

LaVerkin City, Inc.

435 N Main Street, LaVerkin, UT 84745

(435) 635-2581

DEPUTY TREASURER/ADMINISTRATIVE ASSISTANT (May '06-April '08)

- Web Page Development (Joomla)
- Webpage Content Management
- Correspondence, Event Scheduling, Customer Service
- Project Management:
 - On-Line Utility Billing System Implementation
 - Public Works Service Order Tracking System Implementation
 - Impact Fee Analysis - Capital Facility Plan Update
 - Office Process and Procedures Review, Improvement and Implementation
- Ordinance Development – (e.g. Financial, Utility Billing, and Fire Works)

TREASURER/DEPARTMENT HEAD (July '07-April '08)

- City Council Reports – Monthly Written and Formal Public Presentations
- Economic Development Committee Formation – Staff Liaison
- Supervision and Training of 5 Employees
 - Front Office and Utility Collections
 - Hiring, Performance Evaluations, Corrective Actions, Terminations
- \$3.4M Budget Administration –
 - General Fund, Six Enterprise Funds and Two Capital Project Accounts
- Municipal Accounting – Cash Management, A/R, A/P, General Ledger, Account Reconciliation, Service Orders, On-line Utility Billing, Annual Audit, Periodic Budget Amendments & Public Hearings, \$2.5M Bond Administration
- LaVerkin Bench Canal Company Acquisition
 - Coordination of the conversion of 600 Corporate Shares into Service Contracts with over 350 Individual Shareholders
 - Financial Conversion of Corporate Assets
 - Implementation of Irrigation Utility Billing

CITY TREASURER/CLERK July '05– May '06

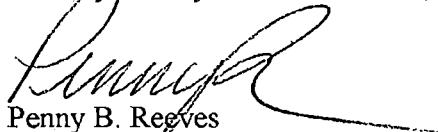
Toquerville City, Inc.
212 N Toquer Blvd, Box 27, Toquerville, UT 84774
(435) 635-1094

- Development and implementation of City Website (Joomla)
- Website Content Management
- Municipal Accounting
 - Account/Fund Management, General Ledger, A/R, Payroll, Payroll Taxes
- Planning Commission Liaison
 - Knowledge of Land Use Regulations, Agendas & Minutes

Conclusion

I look forward to working with Santaquin City and supporting your efforts to improve your public relations. I am confident that I can meet the challenges ahead, and stand ready to partner with you in delivering an effective web and social media presence. If you have questions on this proposal, feel free to contact me at your convenience by email at pennybr@infowest.com or by phone at (435) 467-7047.

Thank you for your consideration,


Penny B. Reeves
Owner/Operator

Susan Farnsworth

From: Shannon Hoffman
Sent: Thursday, April 03, 2014 10:55 AM
To: Susan Farnsworth
Subject: FW: Website/Social Media Services

Here you go.

Shannon Hoffman
Administrative Services Director
Santaquin City
275 West Main Street
Santaquin, UT 84655
shoffman@santaquin.org
801-754-3211 ext.203
801-754-1620 Fax

From: Shannon Hoffman
Sent: Wednesday, March 26, 2014 3:10 PM
To: Amanda Jones (External); Amanda Jeffs; David Hathaway (External); Keith Broadhead (external); Nick Miller; Matt Carr
Cc: Kirk Hunsaker (External)
Subject: Website/Social Media Services

Councilmembers,

As you know an RFP was recently sent out for Website Content Management/Social Media Services. Bids were received until 11:00am on Friday, March 21, 2014 and were opened shortly after. I have scanned each bid and put it in the drop box under the 4/2/14 agenda items for your review.

The following are the bids we received:

Tom Picklesimer Web Development – \$50.00 per hour – hours per month not specified
Pen & Web Communications - \$30.00 per hour - up to 40 hours per month
David Yates - \$45.00 per hour –minimum of 40 hours per month with 3 extra hours provided free of charge
emergency/critical issues or 43 hours per month.

I have reviewed each bid and discussed what I see as pros and cons of each with the Mayor. Based on the business location of the bidder, experience with we are specifically looking for (website/social media maintenance), and price I recommend the Pen & Web Communications be selected for these services.

This issue will be on the City Council agenda for review and possible action on April 2, 2014. Please take a few minutes to review each of these bids and let me know if you have any questions.

Thanks,
Shannon Hoffman
Administrative Services Director
Santaquin City
275 West Main Street
Santaquin, UT 84655