



**SELECT BOARD MEETING  
MONDAY, JUNE 26, 2023  
EMPLOYEE RETIREMENT RECOGNITION 5 P.M.  
REGULAR MEETING: 6 P.M.  
EXECUTIVE SESSION TO FOLLOW**

**IN-PERSON AT 13 VALLEY STREET**

LIVE STREAMING AVAILABLE ON THE TOWN WEBSITE OR BY VISITING:  
[https://www.townhallstreams.com/towns/thomaston\\_me](https://www.townhallstreams.com/towns/thomaston_me)

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[kgeorge@thomastonmaine.gov](mailto:kgeorge@thomastonmaine.gov)

**EMPLOYEE RETIREMENT RECOGNITION 5 P.M. (Lura Libby Room)**

**REGULAR MEETING 6:00 P.M. (Select Board Room)**

- 1. CALL THE MEETING TO ORDER**
- 2. PUBLIC HEARINGS:**
- 3. APPROVE THE MINUTES OF:** April 10, 2023, and April 24, 2023
- 4. APPROVE THE WARRANTS**
- 5. ADJUSTMENTS TO THE AGENDA**
- 6. TOWN MANAGER'S REPORT**
- 7. TOWN BOARDS & COMMITTEES UPDATE**
- 8. PUBLIC COMMENTS**
- 9. OLD BUSINESS**
- 10. NEW BUSINESS**
  - A. Election of Select Board Officers for Chair and Vice-Chair.
  - B. Pinning Ceremony for Firefighter Promotions:
    1. Captain Earl Sutherland

2. Lieutenant Charles Adams
  3. Lieutenant J.T. O'Hare
  4. Lieutenant Michael Root
- C. Consider the request of Fire Chief Mazzeo and CEO Dorr to hire an architect to design an official seating plan for the Lura Libby Room per the recommendation of the State Fire Marshal.
  - D. Review for approval ambulance write-offs for FY23 of \$20,240.59.
  - E. Approve the Town Manager to sign the engagement letter with Attorney David Pierson for legal services.
  - F. Approve the Town Manager to sign the CivicReady Mass Notification System Agreement and expend \$3,000 from the Computer Reserves on said agreement.
  - G. Discuss the RSU 13 lease of room in the Municipal Building.

**EXECUTIVE SESSION TO FOLLOW**

Pursuant to MRS Title 1, §405 (6A) to review a personnel matter.

**Upcoming Dates**

Thursday, June 29 <sup>th</sup>	6 p.m. Recreation Committee
Tuesday, July 4 <sup>th</sup>	Town Offices Closed/Independence Day Observed
Monday, July 10 <sup>th</sup>	6 p.m. Select Board Meeting
Wednesday, July 12 <sup>th</sup>	Town Offices Closed/Staff Training
	6 p.m. Conservation Commission
Saturday, July 15 <sup>th</sup>	9 a.m. to 12 p.m. Hazardous Waste Collection Day (Outside Municipal Building)
Tuesday, July 18 <sup>th</sup>	6 p.m. Planning Board
Wednesday, July 19 <sup>th</sup>	9 a.m. Watts Block Trustees (Watts Hall)
Thursday, July 20 <sup>th</sup>	9 a.m. Economic Development Committee
Monday, July 24 <sup>th</sup>	6 p.m. Select Board Meeting
Thursday, July 27 <sup>th</sup>	6 p.m. Recreation Committee

**Town of Thomaston  
Select Board Minutes  
April 10, 2023**

**Board Present:** Diane Giese, Pete Lammert, Zel Bowman-Laberge, Sandy Moore, Town Manager Kara George. Bill Hahn absent.

**Executive Session 5 p.m.**

**ACTION:** Diane Giese made a motion, seconded by Zel Bowman-Laberge to enter executive session at 5 p.m., pursuant to MRS Title 1, §405 (6A) to review a personnel matter. VOTE: 4-0

**ACTION:** Zel Bowman-Laberge made a motion to exit executive session at 5:27 p.m., seconded by Pete Lammert. VOTE: 4-0

**ACTION:** Zel Bowman-Laberge made a motion, seconded by Diane Giese to approve appointing Lindsey Junkins as Assessors' Agent contingent on the Board of Assessors meeting Lindsey. VOTE: 3-1-0 (Pete Lammert abstained.)

**ACTION:** Zel Bowman-Laberge made a motion, seconded by Pete Lammert to enter executive session at 5:28 p.m., pursuant to MRS Title 1, §405 (6C) to discuss or consider the condition, acquisition, or the use of real property. VOTE: 4-0

**ACTION:** Pete Lammert made a motion, seconded by Diane Giese to exit executive session at 5:50 p.m. VOTE: 4-0

**Regular Meeting 6 p.m.**

**Board Present:** Diane Giese, Pete Lammert, Zel Bowman-Laberge, Sandy Moore, Town Manager Kara George, Recording Secretary Melissa Stevens. Bill Hahn absent.

**Budget Committee Present:** Doug Erickson, Susan Devlin, Kim Matthews, Ron Gamage, Kathy Derene, Jodell Benson. Seth Silverton absent.

Meeting called to order by Diane Giese at 6 P.M.

**Agenda Adjustment:** RSU 13 requested to rent a classroom in the Town Office for Alternate Education for middle school students. Presented by the RSU 13, Middle School Principle Colden Golann, and Steffany Tribou Assistant Superintendent / Director of Curriculum, Assessment, and Instruction.

Steffany Tribou explained this would be a short-term rental until the two Modular units are put in place. Currently, the students are in a locker room with no windows. This would give the students a fresh start and reengage them in school. The lease would be through the end of the year and, hopes the modular is in place, but not sure.

Diane Giese wants the Agreement in writing before agreeing to anything, such as rent and who is paying for the improvements.

Kara George and Steffany Tribou are working on a Lease Agreement.

The Select Board agreed to meet the following week to review the Lease Agreement.

### **Old Business**

9A. Update on the Knox-Water Street Project per John Fancy.

John Fancy reported that many ideas were received at the workshop meeting like the brick sidewalks and sidewalks on both sides of the street. The engineer has suggested this project be a two (2) phase project. Knox Street residents want to retain the authentic look and slow down the traffic. Water Street needs to have the west end of the road raised due to the future sea level increase and to prevent the public landing from going underwater from future high tides and the concern for contamination. This would not change the project, and both would be worked on together. The best approach is to have a 2-phase project, with two different contracts, and two different funding approaches.

Sandy Moore asked if the grant covers both projects.

John Fancy stated that the Bricks grant for building resilience against future weather conditions fits the Water Street better than Knox Street. We would have to look for different funding for Knox Street, which would be a good reason to separate the projects apart. The goal is to get what residents want and have informational meetings for Knox Street and Water Street.

**ACTION: The Breen motion was made to take the agenda out of order by Sandy Moore. Seconded by Zel Bowman-Laberge. VOTE: 4-0**

### **New Business**

10A. Review for approval of the FY24 Municipal Budget for the upcoming June Town meeting.

Diane Giese requested to reinstate the Penquis budget line amount back to \$1,800. Penquis assists with PRE-K programming. She also would like the whole EMS budget included as one warrant article for the town meeting.

Peter Lammert cited the importance of people understanding the cost of having 24/7 coverage from the station. EMS respond directly from the station as opposed to responding from their homes the service to have someone at your house.

Doug Erickson stated that the increase for the ambulance department had an increase of almost 57% and he's been approached by several residents that have asked to keep the budget limited. The townspeople need to be part of this process by voting on this article.

Susan Devlin stated it is a significant change to the budget and that by having it as a separate warrant article, residents will know what the increase is.

Kim Matthews noted that by having the overnight EMS coverage in a separate warrant article, it lessens the risk of having the whole EMS budget voted down.

**ACTION (See attached votes.)**

10B. Authorize the Town Manager to sign the G&E Roofing Proposal and spend up to \$73,000 from the Municipal Facilities Reserve for the roof replacement at the Municipal Building.

Zel Bowman-Laberge sited that she would like to have additional bids before moving forward.

**ACTION: Motion was made by Sandy Moore to table authorizing the Town Manager to sign the G&E Roofing Proposal and spend up to \$73,000 from the Municipal Facilities Reserve for the roof replacement at the Municipal Building and to obtain additional bids. Seconded by Zel Bowman-Laberge. VOTE 3-1 (Peter Lammert)**

10C. Consider the request of Kendray Rodriguez for \$2,000 from Economic Development funds for the Memorial Day Block Party event in downtown Thomaston.

Joanne Richards asked for a breakdown of what will the money be spent on. Kendray Rodriguez stated that this money would go towards a bouncy house, face-paints, art projects, musical acts, and marketing of the event.

**ACTION: Motion was made by Peter Lammert to approve the request of Kendray Rodriguez for \$2,000 from Economic Development funds for the Memorial Day Block Party event in downtown Thomaston. Seconded by Sandy Moore. VOTE: 4-0**

10D. Consider the request of the Thomaston Firefighters Association to hold a Toll Booth Fundraiser on May 27<sup>th</sup> and September 2<sup>nd</sup> from 10 am-3 pm.

Floyd Lawrence, President of the Fire Fighters Association discussed the event.

**ACTION: Motion to approve the request of the Thomaston Firefighters Association to hold a Toll Booth Fundraiser on May 27<sup>th</sup> and September 2<sup>nd</sup> from 10 am - 3 pm. VOTE: 4-0**

10E. Discuss the Request of resident Kathleen Norton to install a speed bump on Water Street and stop signs at Knox and Fluker Street.

Public Works Director & Road Commissioner Brandon Allen asked Police Chief Tim Hoppe if there have been any accidents there. Chief Hoppe cited no accidents in the last 18 months.

Brandon Allen stated that speed bumps would only transfer traffic to other streets to avoid the speed bumps. Many other residents asked about having speed bumps on other streets, too.

No action was taken.

10F. Review the letter of support for a Pre-K program in Thomaston per Diane Giese.

**ACTION: Motion to approve a letter of support for a Pre-K program in Thomaston to be sent to the RSU 13 School Board. Seconded by Zel Bowman-Laberge. VOTE: 4-0**

4. Approved Warrants

**ACTION: Motion to approve Warrants by Peter Lammert. Seconded by Zel Bowman-Laberge. VOTE: 4-0**

6. Town Manager Report (See attached.)

7. Boards & Committees Update.

Conservation Commission Chair Sandy Moore shared that the Commission plans to plant wildflower seeds on both ends of the Main Street Mall.

8. Public Comments

Kathleen Norton asked if there will be representation from the Town Office and/or the Select Board at the two Knox Clinic Workshops.

Diane Giese stated she will be there but cannot speak for others. It is a workshop hosted by the Knox Clinic for public information.

The meeting adjourned at 8:13 p.m.

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Chair Diane Giese

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Melissa Stevens, Town Clerk

**3/28/23 Kendray Rodriguez**

Kendray and I had our monthly meeting to discuss community activities. Currently, Kendray is planning the Memorial Day Block Party in downtown, Music Behind the Block series in August, and coordinating additional activities at the Academy Building. She has scheduled a meeting this week with Jess Ellis from Maine Association of Education for Young Children to discuss the requirements and standards for a Pre-K program.

**Budget Review**

Jodell and I met to prepare for the last Budget Committee meeting.

**Chamber of Commerce Business Expo**

I attended the annual Business Expo at the Samoset which was well attended by the community. Some of the organizations I spoke with included the Knox Clinic, New Hope for Women, Penquis, WCAP, Sea coast Security, Coastal Opportunities, Fabian Oil, The First Bank, and Pope Memorial Humane Society. Pope Memorial Humane Society is working to expand veterinarian services for the public due to the shortage of veterinarian's in the area that are accepting new patients.

**3/29/23 South Thomaston Facilities Committee**

I met with Susan Weisman, a resident of South Thomaston that serves on their Facilities Committee. South Thomaston are reviewing options for a new library/municipal offices at the Gilford Butler School. The School was left to the Town, and now they are researching whether to repurpose the space or build new.

**PortCity Architecture Kickoff Meeting**

We had our first kickoff meeting with Neil Courtney and Andy Hyland from PortCity Architecture. They are currently working with the Fire/EMS employees as they start putting together the feasibility study. The next full committee meeting is **Wednesday, April 19th at 4:30 p.m. at Watts Hall.**

**Knox-Water Streets Resident Info Night**

The Town had a successful first info meeting with residents of Knox and Water Streets and Landmark to discuss the future road projects. Residents had great comments and ideas for what they'd like to see on their roads as part of this project. Additional meetings are to be determined.

**3/30/23 Housing Meeting with Habitat and Maine Working Homes**

Diane, John, and I met with Tia Anderson and Merritt Carey regarding housing development projects.

**Budget Committee**

We had our last Budget Committee meeting on Thursday. The Budget Committee voted their recommendations for presentation to the Select Board.

**3/31/23 Uproot Pie Meeting**

I met with Jessica from Uproot Pie to discuss her business being added to the Village Commercial Zone along with the church pending voter approval in June.

**Assessors' Agent Interview****RSU13 Building Walk Thru**

Steffany Tribou, the Assistant Superintendent for RSU13 requested to do a walk thru to see the room in the back wing of the Municipal Building. The school is looking for a temporary location for 8 students in the Alternate Education program until the new modulars are in.

**4/7/23 EMS Interview**

I conducted a rehire interview for a Basic EMT to join the Ambulance Department. Sean Goodine worked for the Town for 8 years previously, and we are happy to welcome him back.

4/7/23

**Assessors' Agent Meeting****RSU13 2nd Building Walk Thru**

Conducted a 2nd walk thru of the room in the back wing of the Municipal Building with Rene Dorr, Stefany Tribou, Colden Galann, and Steve Sylvester regarding temporary space for RSU13.

4/10/23

**Michael Martone-MCOG**

Michael Martone and I met to discuss the TIF programs and capital projects the Town is currently involved in. He is currently reviewing our draft TIF budgets, and I have invited him to come to the next Select Board meeting to review them. He also will be assisting us with amending the current TIF program to include affordable housing, which will require voter approval in June.

**Heidi Mahoney-Go Net Speed**

I met with Heidi to discuss Go Net Speed's fiber expansion project. They are currently researching locations for an OLT (Optical Line Terminal) site that is central to where they plan to expand. I will keep you posted as the project proceeds.



**PROPOSED FY 2024 BUDGET**

<b>DEPARTMENT</b>	<b>MANAGER RECOMMENDATION</b>	<b>BUDGET COMMITTEE RECOMMENDATION</b>	<b>BUDGET COMMITTEE VOTE</b>	<b>SELECT BOARD VOTE</b>
01 GENERAL GOVERNMENT	\$ 881,154	\$ 881,154	5-0	4-0
02 BUILDINGS	\$ 170,615	\$ 170,615	5-0	4-0
03 POLICE	\$ 947,391	\$ 947,391	5-0	4-0
03 PROTECTION & SAFETY	\$ 226,252	\$ 226,252	6-0	4-0
03 PUBLIC SAFETY-FIRE	\$ 196,315	\$ 196,315	5-0	4-0
04 PUBLIC WORKS BUDGET	\$ 697,718	\$ 697,718	5-0	4-0
05 AMBULANCE	\$ 616,015	\$ 502,390	5-0	3-1
05 SANITATION & FINANCIAL ASSISTANCE	\$ 382,707	\$ 382,707	5-0	4-0
08 RECREATION & LEISURE	\$ 181,505	\$ 181,505	5-0	3-1
09 LOCAL AGENCIES	\$ 15,160	\$ 14,360	6-0	3-1
10 UNCLASSIFIED ACCOUNTS	\$ 247,632	\$ 247,632	5-0-1	4-0
11 CAPITAL OUTLAYS	\$ 417,156	\$ 417,156	5-0	4-0
<b>TOTAL BUDGET</b>	<b>\$ 4,979,620</b>	<b>\$ 4,865,195</b>	<b>5-0</b>	<b>3-1</b>

<b>BUDGET COMMITTEE RECOMMENDATIONS</b>	<b>BUDGET COMMITTEE VOTE</b>	
Recommendation for a 2nd warrant article for overnight ambulance coverage \$113,625	5-0	3-1
Recommendation to Select Board to consider doing a feasibility study of the Academy Building to make it self sufficient	5-0	<b>No Vote</b> To be placed on next Agenda

**Town of Thomaston**  
**Select Board Minutes**  
**April 24, 2023**

**Board Present:** Chair Diane Giese, Pete Lammert, Zel Bowman-Laberge, Town Manager Kara George, Recording Secretary Donna Culbertson. **Absent:** Vice-Chair Bill Hahn, Sandy Moore.

**Public Present:** Joanne Richards, Kim Matthews, Lindsey Junkins, Kendray Rodriguez, Rene Dorr, John Fancy, Jessica Shepard, Charlie Grover, Melissa Stevens, Susan Grover, Kathleen Norton, Neil Krane, Michael Martone, MCCOG, Ken Kijewski, Betty Kijewski.

1. Meeting called to order at 6:00 p.m. by Chair Diane Giese.

**2. PUBLIC HEARINGS:**

B. Review the application of Port Clyde Seafood Company, DBA The Slipway, for the consideration of an on-premises license to sell Malt Liquor, Wine and Spirits at the property located at 24 Public Landing as required by Section 653 Title 28-A of the Maine Revised Statutes.

**ACTION: Motion to enter Public Hearing at 6 p.m. made by Pete Lammert, seconded by Zel Bowman-Laberge. VOTE: 3-0.**

**ACTION: Motion to exit Public Hearing at 6:02 p.m. made by Zel Bowman-Laberge, seconded by Pete Lammert. VOTE: 3-0.**

**ACTION: Motion made by Zel Bowman-Laberge to approve the on-premises license to sell alcohol for The Slipway, seconded by Pete Lammert. VOTE: 3-0.**

C. Review the Catering permit applications from Dirty Rocks, DBA The Block Saloon for events at Watts Hall on 4/29, 5/19, 5/20 and 6/10/23, as pursuant to Section 653 Title 28-A of the Maine Revised Statutes.

**ACTION: Motion to enter Public Hearing at 6:03 p.m. made by Pete Lammert, seconded by Zel Bowman-Laberge. VOTE: 3-0.**

**ACTION: Motion to exit Public Hearing at 6:03 p.m. made by Zel Bowman-Laberge, seconded by Pete Lammert. VOTE: 3-0.**

**ACTION: Motion made by Zel Bowman-Laberge to approve the catering permits application of The Block Saloon, seconded by Pete Lammert. VOTE: 3-0.**

A. To hear comment on the proposed Thomaston Land Use Ordinance Amendments:

1. Section 719 Residential 719.2 Affordable Housing Development Section
2. 719 Residential 719.4 Short-Term Rental (STR)
3. Sections 706,707,707A, 709, 710, 712A, 713, 716, 718
4. Move Lots 095, 189 and 191, Map 105, currently in the R3 zone to Village Commercial.
5. Chapter 10 Definitions

**ACTION: Motion made by Zel Bowman-Laberge to enter Public Hearing at 6:04 p.m., seconded by Pete Lammert. VOTE: 3-0.**

**ACTION: Motion to exit Public Hearing at 6:19 p.m. made by Zel Bowman-Laberge, seconded by Pete Lammert. VOTE: 3-0.**

**ACTION: Motion to move Land Use Ordinances to the June warrant for approval made by Zel Bowman-Laberge, seconded by Pete Lammert. VOTE: 3-0.**

**ACTION: The Breen Motion was made to take the agenda out of order by Pete Lammert and seconded by Zel Bowman-Laberge. VOTE: 3-0.**

## **10. NEW BUSINESS**

### **A. Discuss liquor licensing procedures.**

Town Clerk Melissa Stevens contacted State Licensing in regards to catering permits. Often applications are submitted close to when the event is happening, and the paperwork is not submitted in time for a Select Board meeting. It can postpone the event for non-approval. In the future when catering permits only come in, the Town Manager or Town Clerk will be able to sign off on the application. New applicants will have to come before the Board.

**ACTION: Motion made by Pete Lammert, seconded by Zel Bowman-Laberge to approve Town Manager Kara George and Town Clerk Melissa Stevens to sign off on future repeat catering permits. VOTE: 3-0.**

### **B. Consider confirming the Town Manager appointment of Lindsey Junkins as Assessors' Agent.**

**ACTION: Motion made by Pete Lammert, seconded by Zel Bowman-Laberge, to appoint Lindsey Junkins as the new Assessors' Agent. VOTE: 3-0.**

### **C. Review the FY2024 Dragon and Downtown Tax Increment Financing (TIF)s for placement on the June Town Meeting Warrant.**

The TIF has been reviewed by Economic Development and Michael Martone of Midcoast Council of Governments (MCOG.) The TIF 101 presentation from MCOG has been posted on the town website. Zel asked about the request for crossing beacons from Maine Department of Transportation (MDOT.) Pedestrian safety is still a concern on Route 1. There can only be a maximum of three on Route 1 according to MDOT. The Board amended the TIF budget to include \$20,000 for pedestrian safety and \$20,000 for Sidewalk Replacement.

**ACTION: Motion to approve the TIF budget as amended for the annual town meeting warrant by Pete Lammert, seconded by Zel Bowman-Laberge. VOTE: 3-0.**

### **D. Review the following ordinance amendments for placement on the June Town Meeting Warrant.**

#### **1. Recreation Committee**

**ACTION: Motion made by Zel Bowman-Laberge to approve the Recreation Ordinance, seconded by Pete Lammert. VOTE: 3-0**

**2. Sewer Use**

**ACTION: Motion made by Zel Bowman-Laberge to approve the Sewer Use Ordinance, seconded by Pete Lammert to approve as amended. VOTE: 3-0.**

**3. Article II-Section 102-Police**

**ACTION: Motion made by Pete Lammert to approve the Police Ordinance, seconded by Zel Bowman-Laberge to approve as amended. VOTE: 3-0.**

E. Review the proposed warrant articles to be placed on the June Town Meeting Warrant for the Knox Clinic and Fire/EMS Building & set a public hearing date of Thursday, June 1<sup>st</sup> for same.

**ACTION: Motion made by Pete Lammert, seconded by Zel Bowman-Laberge to approve as revised. VOTE: 3-0.**

F. Consider the request of the Knox Clinic to host a public picnic/information event at the Thomaston Green on Monday, June 5<sup>th</sup> at 12 and 5pm (rain date of Tuesday, June 6<sup>th</sup>.)

**ACTION: Motion made by Zel Bowman-Laberge, seconded by Pete Lammert to approve the event. VOTE: 3-0.**

G. Adopt the 54<sup>th</sup> Annual Professional Municipals Clerk’s Week Proclamation of April 30-May 6, 2023, as presented by the Maine Town and City Clerk Association.

**ACTION: Motion made by Zel Bowman-Laberge, seconded by Pete Lammert to approve the proclamation. VOTE: 3-0.**

H. Accept with regret the resignation of Patrol Officer Jerry Vitale.

**ACTION: Motion made by Pete Lammert, seconded by Zel Bowman-Laberge to accept with regret the resignation of Patrol Officer Jerry Vitale. VOTE: 3-0.**

**3. APPROVE THE MINUTES OF: March 13, 2023.**

**ACTION: Motion made by Pete Lammert to approve the minutes of March 13, 2023, seconded by Zel Bowman-Laberge. VOTE: 3-0.**

**4. APPROVE THE WARRANTS**

**ACTION: Motion to approve the warrants made by Peter Lammert, seconded by Zel Bowman-Laberge. VOTE: 3-0.**

**6. TOWN MANAGER'S REPORT (See attached)**

**ACTION: Motion to adjourn at 8:05 pm made by Zel Bowman-Laberge, seconded by Pete Lammert. VOTE: 3-0.**

\_\_\_\_\_  
Chair Diane Giese

\_\_\_\_\_  
Recording Secretary Donna Culbertson

- 4/11/23 Steffany Tribou**  
I met with RSU 13 Asst. Superintendent Steffany Tribou to review a draft agreement and discuss the deed on the Municipal Building.
- 4/12/23 Pre-K**  
Diane, Kendray, Janet Bosworth, and I met with Jesse Ellis from the Maine Association for the Education of Young Children. We looked at space on the second floor of the Academy Building as being a potential location for a Pre-K program. Jesse has drafted a Memorandum of Understanding for the Town to work with MAEYC for the coming year to support the Town in implementing such a program.
- 4/13/23 General Assistance**  
Confidential-Rental assistance  
**Academy Rental Meeting**  
I met with Kathy Derene and Diane Giese to review the current Academy leases. A letter is going out this week to the tenants to inform them that the lease rates will be increasing on July 1st from \$6.18/sq. foot to \$8.00/sq. foot.  
**Aquaculture Workshop**  
I attended the aquaculture workshop that the Georges River Regional Shellfish program hosted. The presentation was by Protect Maine to recommend placing town moratoriums on aquaculture. The meeting was well attended by the 5 towns that are part of the GRRSM program, as well as local harvesters. The attendees had very diverse views on aquaculture. I would recommend that Thomaston does not proceed with any moratorium at this time, and wait to see what future regulations comes to pass at the state level.
- 4/14/23 Nomination Papers**  
All nomination papers were turned into the Town Office. Candidates running for Select Board include: Pete Lammert, Kim Matthews, Chris Rector, and Bill Wasson. Ron Gamage is running for reelection to the Board of Assessors. Candidate's night is scheduled for Wednesday, May 3rd at 6 p.m. in the Select Board Room.
- 4/18/23 Kendray Rodriguez**  
I met with Kendray to review projects she is working on. Currently, she is working on:  
  1. Memorial Day Block Party that is coming up on Saturday, May 27th.
  2. Hub of Excellence grants through Midcoast Council of Governments for local businesses that suffered during the pandemic.
  3. Researching "Food Truck Fridays" for the summer season.**Community Solar**  
I met with Chris Rector and John Fancy to discuss community solar opportunities. They are further in vestigating possibilities of floating solar panels on the lagoon.  
**TIF Budgets**  
I met with Charlie Grover to review the Dragon and Downtown TIF budgets and prepare for the Economic Development Committee meeting.
- 4/19/23 Fire-EMS Building Committee**  
Portcity Architecture met with Fire/EMS employees to review current programming and needs. There is no Building Committee meeting next week.
- 4/20/23 Economic Development Committee**  
The EDC met and discussed the proposed TIF budgets and draft warrant articles for the June Annual Town Meeting.

**4/20/23      Agenda Setting Meeting****Knox Woolen Mill**

John Karp and David Erb invited me to tour the Knox Woolen Mill on Dexter Street. They recently assumed ownership of the Mill and are looking to expand services in the future. The Mill currently employs about 12 people. They make tubular woolen felt on looms that are over 100 years old and still operational. The wool is placed on bobbins, washed, dried, stretched, weaved, packaged, and shipped at the Dexter Street location. Their products are shipped all over the world and are used in everything from laundry detergent pods to conveyor belting for foods.

**Other:      Knox-Thatcher Streets**

At the last Select Board meeting, resident Kathleen Norton raised concerns about visibility driving onto Knox Street. Resident Larry Butler reached out to the Town recommending a wide angle mirror opposite Thatcher Street. Public Works Department has ordered a mirror to install opposite Thatcher Street to improve visibility.

**Library Grant**

Head Librarian Caroline Ward-Nesbit announced this week that the Town has made it through the first round of the grant process, with the letter of intent and initial proposal being accepted. Thomaston's proposal was one of 16 accepted from the first round.

**Dredging CDS Funds**

Ellie Espling of Senator Susan Collins office announced this week that the Town of Thomaston's dredging project made it on the dredging list request for CDS funds to be reviewed by the committee.

**Vacation**

I will be out of the office starting Wednesday, April 26th and returning on Monday, May 8th.

- 6/12 Academy Board of Trustees**
- Met with Academy Board of Trustees to update them on the elevator repair and tenant lease renewals. I reached out to Stanley Elevator Company and Otis Elevator requesting estimates. We have one estimate from Pine State Elevator.
- The rent at the Academy has been increased to \$8/square foot and new leases are effective July 1st.
- Select Board Meeting**
- 6/13 Personnel Matter-Confidential**
- Town Meeting Preparation**
- I met with the Town Clerk and the Moderator in preparation for the Town Meeting.
- Thank you to Missy, Sally, and all the ballot clerks that assisted during the election and town meeting. We are very appreciative of your service and dedication to the town. Additionally, thank you to Public Works and Dean Long for all of your efforts in the set up for the Election and Town Meeting.
- 6/14 Town Meeting**
- Thank you to the residents who came out to vote. It was record breaking attendance at the annual town meeting. It is was refreshing to see so many folks participate in the democratic and civic process of town meeting.
- 6/15 Michael Martone**
- I met with Michael to review his projects. He is also preparing a written report for the Economic Development meeting for Friday, June 23rd.
- Rec Department Meeting**
- Met with Rec Director Jared Porter. The Summer Y Program kicks off on Monday, June 26th here at the Municipal Building. Thank you to Jared and his family for all of their work preparing for the Father-Daughter Dance last weekend. The first dance was a success with over 60 people in attendance.
- Kathy Derene-Academy Meeting**
- Met with Kathy Derene to discuss the tenant leases at the Academy Building.
- 6/16 Dragon CAP**
- Met with Dragon CAP. There were no major changes since the last CAP meeting. I am arranging a tour of the facilities with Mark Curtis at Dragon for several of our new employees. If anyone from the Board would like to attend, please let me know.
- 6/20 Mat Eddy-MCOG Meeting**
- Met with Mat Eddy to discuss a renewal contract with MCOG for the next fiscal year and the projects that Michael Martone has been working on. MCOG has there General Assembly meeting at Rockland City Hall on Thursday, June 29th starting at 11 a.m. for anyone that is interested in attending.

**6/20 Fire Inspector Meeting**

Met with CEO Rene Dorr and Fire Chief Mazzeo to discuss the State Fire Marshal visit. The State has made a recommendation for an official seating plan for the Lura Libby Room.

**MTCMA Communications Committee**

Quarterly meeting for preparation of the next newsletter.

**6/21 Agenda Setting Meeting****6/22 MMA Human Resource and Management Conference**

Topics included how to avoid common wage and hour violations for public sector employees, how to conduct a workplace investigation, what a successful onboarding process looks like, making municipal jobs accessible and appealing to a new generation of workers.

**6/23 Economic Development Committee****Chris Rector Meeting**

Welcome to our newest Select Board Member Chris Rector! We did an onboarding meeting to go over housekeeping and give Chris resources that will be helpful in his new role with Thomaston.

**Jodell-End of Fiscal Year Wrap Up**

Other: Job ads have gone out for the part-time office assistant and the part-time rec department assistant.



David C. Pierson  
dpierson@eatonpeabody.com

# Eaton Peabody

Attorneys at Law

100 Middle St., P.O. Box 15235  
Portland, Maine 04112-5235  
Phone 207-274-5266 Fax 207-274-5286  
www.eatonpeabody.com

June 13, 2023

VIA EMAIL: [kgeorge@thomastonmaine.gov](mailto:kgeorge@thomastonmaine.gov)

Town Manager, Kara George  
Town of Thomaston  
13 Valley Street  
Thomaston, ME 04861

**RE: Walmart v. Thomaston**

Dear Kara,

Thank you for asking Eaton Peabody to provide legal advice and services. This letter confirms the terms and conditions under which Eaton Peabody has agreed to represent the Town of Thomaston in connection with the pending appeals of the assessed value of the property owned by the Walmart Real Estate Business Trust.

Our typical billing practice is to use the time involved to generate the fees to be billed. As more fully explained in the attachment to this letter, in some instances we also consider where there are appropriate other factors in arriving at our fees. For our immediate services, you have agreed to pay attorney's fees at my current hourly rate of \$225.00 per hour. From time to time, as client needs necessitate, other members of the firm may be asked to provide legal services on your behalf. Attorney billing rates vary between \$220.00 and \$590.00 per hour. Legal assistant and paralegal rates are between \$125.00 and \$255.00 per hour. We reserve the right to increase fees and rates from time to time, usually on an annual basis. We bill on a monthly basis; bills more than 30 days overdue incur a 1.5% per month interest charge.

E-mail communication is common, efficient, convenient, and cost-effective. However, the security and confidentiality of e-mail is difficult to assess and can be compromised. If you send us e-mail messages, we will assume that you have investigated, and are satisfied with, the security and confidentiality of the e-mail address(es) and system(s) from which you send them, and that you accept the risks of harm resulting from unintended or unwanted disclosure of messages that you send to us or that we send to you using such e-mail address(es) and system(s). Therefore, you and we agree that, by sending e-mail message(s) to us, you are authorizing and directing us to communicate with you by e-mail to the address(es) used by you on all matters related to the representation, including sensitive and private information and opinions.

The Attachment to this letter will provide you with more details of our engagement and billing practices. Please review carefully this letter and the Attachment and if you understand and agree with the terms of engagement, please sign the enclosed copy of this letter where indicated

and return it to me. Please keep the original of this letter and Attachment in your file as a permanent record of our agreement.

Sincerely,

*/s/ David C. Pierson*

David C. Pierson

DCP/smr  
Enclosure

I have read and understand this letter and the Attachment and agree to engage Eaton Peabody on the terms and conditions set forth therein.

**TOWN OF THOMASTON**

\_\_\_\_\_  
By: Kara George  
Its: Town Manager

\_\_\_\_\_  
Date



## STANDARD TERMS AND CONDITIONS

Attachment to Eaton Peabody Engagement Letter to Town of Thomaston  
("you") dated June 13, 2023, re: Walmart v. Thomaston.

This attachment sets forth additional agreed terms of the engagement including the billing practices that will apply as a supplement that is incorporated in the above engagement letter.

### 1. SCOPE OF ENGAGEMENT

You have engaged us represent you and perform the services listed in the engagement letter. One of the purposes of the engagement letter and this Attachment is to provide you and this office with a clear and understandable statement of the terms and conditions of your engagement of this office and to foster a cooperative and professional relationship between attorney and client. Please understand, however, that we can neither promise nor guarantee results in this or any case or matter.

### 2. RATES AND CHARGES

Eaton Peabody strives to provide all legal services in an efficient and cost effective manner, and we will bill you an amount which, in our judgment, reflects the fair value of the services rendered. All attorneys and paralegals and some other personnel in the firm record their time. Each is assigned an hourly rate for a particular project. Rates will vary depending on who is working on the project and on the nature of the services required. The hourly rates that will apply to this project are set forth in the engagement letter and, where not set forth in the engagement letter, are in conformity with the law firm's normal rate structure, a copy of which is available to you on request. Hourly time is recorded in increments of one tenth of an hour (6 minutes) each. Rates are subject to periodic adjustment. We utilize hourly rates in arriving at the fair value of our services, but time expended is not the only factor considered. We also consider, where appropriate, such factors as the nature of the services performed, any special expertise required of the attorney performing the services, the size and scope of the project, the level of responsibility assumed, special time deadlines imposed for completion of work, the result obtained, and other relevant circumstances. If our billing arrangement does not work out satisfactorily, we reserve the right to require you to maintain a credit advance on fees in the amount of the projected average of one month's billing.

We also charge for all out-of-pocket expenses and disbursements such as filing fees, special order materials, appraisals, depositions, services of experts, photocopies, long distance phone charges, facsimile machine charges, postage, etc.

### 3. ADVANCES AGAINST FEES

We reserve the right to require an advance against fees if the circumstances of your case merit. For example, should we commence or defend a law suit we will request an advance. We

will require an advance from clients who do not yet have a residence or place of business within the State of Maine. We reserve the right to charge additional advances, as we deem necessary, due to the case or suit. If you have been asked to pay an advance, you may be asked to pay additional advances on fees and disbursements, from time to time, in an amount that is a reasonable multiplier of projected periodic billings or a fixed amount. Account credits which exist at the completion of a case or upon obtaining of other counsel will be refunded to you.

#### **4. ESTIMATES**

While we recognize your interest and concern in what our representation will cost you, at best, we can give you a range of what the fees and disbursements may be. Each case, no matter how similar it may be to another, is unique enough that we are unable to predict the costs of my representation with any accuracy. The cost of representation is a function of the complexity of the case, your approach to the case in light of the approach and demeanor of others involved, whether the other persons and attorneys involved are aggressive and adversarial, and so on. If requested, and when feasible, we will provide you with an estimate of our fees and the cost of our services. When estimates are given they are not a maximum, minimum or a fixed quotation – the final cost may be more or less than the estimate. This is particularly true in litigation where actual fees may far exceed even the highest estimate.

#### **5. EXPERTS**

If, in our opinion, it is advisable for you to engage an expert, we will recommend such an expert for you and will obtain your consent prior to engaging his or her services. You will be independently responsible for his or her charges unless other specific arrangements are made with this office.

#### **6. BILLING**

We utilize a computerized billing system which ordinarily sends bills by the fifteenth of each month for all work performed and disbursements made during the preceding month. You agree to pay the balance due on each statement within fifteen (15) days of the billing date and you further agree to notify us within the same time period if you have any disagreement with respect to the balance due or the itemized statement. If the balance due on any statement is not paid in full within thirty (30) days, you will be charged a late charge on the unpaid balance at the rate of 1 1/2% per month. You are responsible to pay your attorney's fees and disbursements regardless of whether you are looking to the court or a third party for an award or reimbursement of your legal fees.

#### **7. INSURANCE**

It is possible that you may have insurance policies relating to the subject of our engagement. You should carefully check all policies and, if coverage may be available, notify the insurance company about the matter as soon as possible. We do not undertake any responsibility to advise you on the existence, applicability, or availability of insurance coverage for any of the matters handled by us unless you have provided us with copies of your policies of

insurance and expressly requested our advice on potential coverage under those policies. If an insurance company undertakes the payment of any portion of our statements, you will still remain responsible for any amounts not paid by the insurance company.

#### **8. COOPERATION, COMMUNICATION, AND WITHDRAWAL**

Our representation of you is conditioned upon our reservation of the right, exercisable by us at any time, to withdraw from representing you in the event a conflict arises between you and a member of this firm which in our opinion jeopardizes our ability to represent your interests adequately. We have requested your mailing address, telephone number and other contact information to ensure that you are accessible to the firm's lawyers and staff, as and when needed. In the event our efforts to communicate with you become unreasonably difficult, particularly after repeated attempts, the expense of our engagement is likely to increase and our effectiveness may decrease. We, therefore, reserve the right to terminate the relationship in the event that we cannot effectively communicate with you or if you fail to remain current on the payment of our monthly statements. Should such an event occur, we will provide you with sufficient notice so that you will have the opportunity to employ other counsel.

#### **9. INQUIRIES**

Any attorney-client relationship is one of mutual trust and confidence. We do our best to see that our clients are satisfied not only with our services but also with the reasonableness of the fees and disbursements charged for those services. Whenever you have any questions or comments regarding our services, or the status of your file(s), or whenever any new facts or considerations come to your attention, you should contact me or any other attorney with whom you are working. We also encourage you to inquire about any matter relating to our fee arrangements or monthly statements that are in any way unclear or appear unsatisfactory.

#### **10. FILE RETENTION AND DESTRUCTION**

After the representation has terminated at the completion of the case or matter identified in the engagement letter, we will either retain your file for the retention period of six (6) years or, at your request, give your original file to you. If you request your file at any time during the retention period, it will be given to you in either electronic or paper format, in our sole discretion, and depending on how the materials are stored and available in our system. Six (6) years after the termination of this representation is the normal destruction date under our file retention policy. You agree that we may destroy your file that is in our possession on or at any time after the normal destruction date. If you wish to have us retain and preserve your file after the normal destruction date, it is necessary for you to make a separate arrangement with us which will involve payment of a reasonable storage charge to be set by us at the time when the arrangement is made. We may, but do not agree or guarantee to, retain copies of any items from your file for any longer period we deem appropriate after the normal destruction date, including without limitation correspondence with you, notes from our conversations, and other materials documenting the representation. Please note that your consent to the above file retention terms is a voluntary agreement as permitted by M.R.P.C. 1.15(f) to alter the file retention period which would otherwise be eight (8) years.

# **CIVICREADY** mass notification system

Thomaston, Maine

**PRESENTED BY:**

**David Hall, Account Executive**

April 7, 2023



**CP CIVICPLUS**

# CivicPlus Company Overview

## CivicPlus History

CivicPlus began in 1998 when our founder, Ward Morgan, decided to focus on helping local governments work better and engage their residents through their web environment. Over the years, CivicPlus has continued to implement new technologies and merge with industry forerunners to maintain the highest standards of excellence and efficiency for our customers.



Our portfolio includes solutions for website design and hosting, parks and recreation management, emergency and mass communications, agenda and meeting management, 311 and CRM, process automation and digital services, codification, licensing and permits, web governance and ADA remediation, social media archiving, and FOIA management.

### EXPERIENCE

**20+** Years  
**12,000+** Customers  
**900+** Employees

### RECOGNITION

**Inc. 5000** 11-time Honoree  
**GovTech** 2023 Top 100 Company  
**Stevie® Awards** Recognized with multiple, global awards for sales and customer service excellence

Our commitment to deliver the right solutions in design and development, end-user satisfaction, and secure hosting has been instrumental in making us a leader in government web technology. We are proud to have earned the trust of our over 12,000 customers and their 100,000+ administrative users. In addition, over 340 million residents engage with our solutions daily.

### Primary Office

302 S. 4th Street Suite 500  
Manhattan, KS 66502  
Toll Free: 888.228.2233 | Fax: 785.587.8951  
[civicplus.com](http://civicplus.com)



### Contact

David Hall  
Account Executive  
[david.hall@civicplus.com](mailto:david.hall@civicplus.com)  
410.903.3845



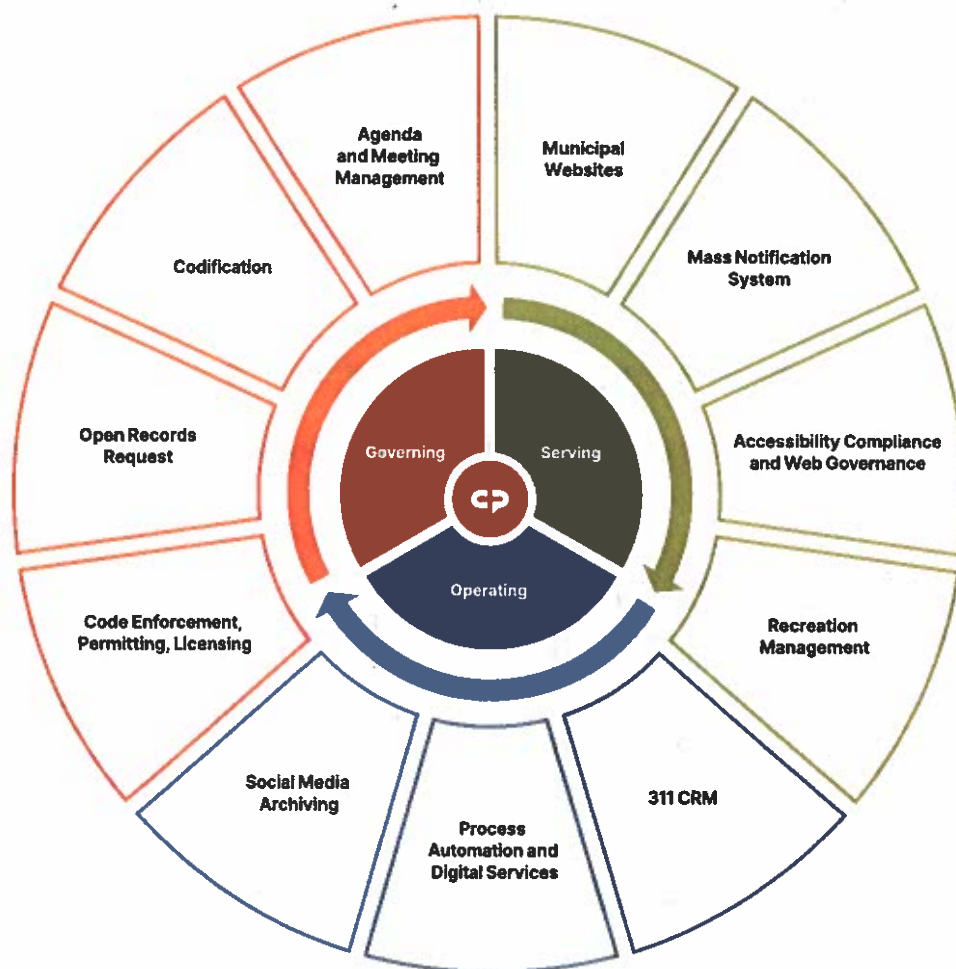
[civicplus.com](http://civicplus.com)

# Powering & Empowering Government

We empower municipal leaders to transform interactions between residents and government into consistently positive experiences that elevate resident satisfaction, increase revenue, and streamline operations.

Government leaders tell us that one of their most pressing needs is to improve how residents access and experience municipal services; however, they struggle with budget cutbacks and technology constraints. CivicPlus enables civic leaders to solve these problems, making consistently positive interactions between residents and government possible.

What sets us apart is our Civic Experience Platform. CivicPlus is the only government technology company exclusively committed to powering and empowering governments to efficiently operate, serve, and govern using our innovative and integrated technology solutions built and supported by former municipal leaders and award-winning support teams. With it, municipalities increase revenue and operate more efficiently while fostering trust among residents.





# Features & Functionality

Communication with your residents is essential to every aspect of local government, so our Mass Notification system ensures your capacity to communicate with your residents is not limited. Our system allows you to send unlimited SMS text, email, as well as Text-to-Speech (TTS) and text-to-voice messages for emergency and routine notifications at high rates of speed.

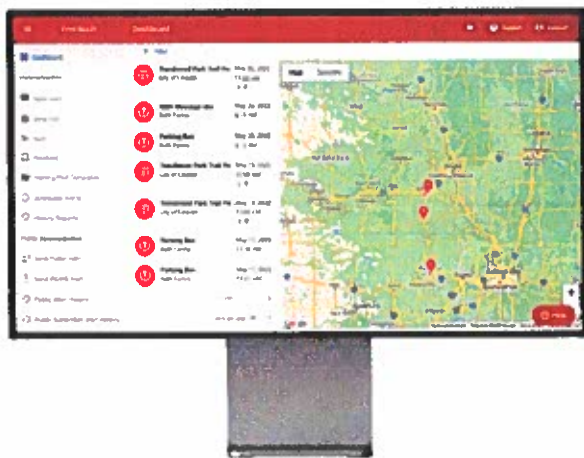
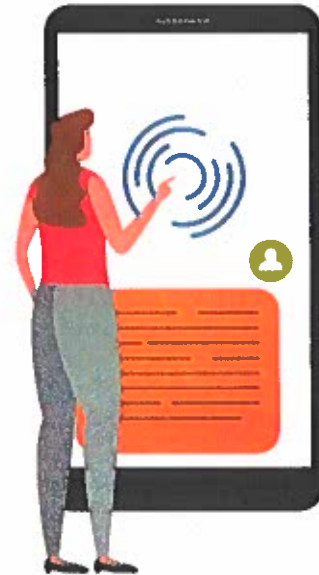
An easy-to-use, intuitive web interface lets you launch critical alerts to all communication channels and devices you leverage during emergencies. Simply select the applicable contact paths, compose a message or upload a pre-designed alert, and click send. Critical messages will then be transmitted simultaneously to all those selected.

Our Mass Notification system is unsurpassed by any other vendor in the industry in sending and receiving capabilities. Your unlimited messages will be sent at the following minimum per-minute rates:

- Text-to-Speech messages and voice alerts – 12,000 per minute
- SMS text messages – 60,000 per minute
- Email messages – 50,000 per minute

No two people have the exact same preferences for sending and receiving messages. We provide you with unlimited contact paths and devices, enabling you to effectively and efficiently reach all intended recipients.

With its speed and growing number of ways to send and receive communications, the possibilities to reach residents with our system are virtually limitless.



## Public Alerting Channels

- Email
- SMS Text
- Voice Call (ETN)
- Twitter
- Facebook
- Mobile App

In addition, APIs can be utilized via webhooks to activate a variety of devices when an alert is sent. Sirens and public signage devices can also be activated by consuming CAP messages from both Atom and RSS feeds.

## MULTILINGUAL VOICE & TEXT TRANSLATION

With our Mass Notification system's multilingual functionality, your voice alerts and text posts can be automatically translated for residents that speak a variety of languages. Subscribers can easily select to receive text messages, voice messages, and/or emails in their preferred language. You compose and send messages the same way and messages are translated automatically.

To ensure all of your residents are connected and informed with our software, multilingual messages are translated into over 60 different languages for email and text and over 25 different languages for voice. The most often requested are:

- Spanish
- Chinese
- French
- German
- Russian
- Italian
- Portuguese
- Polish
- Thai
- Arabic
- Hindi

## SOCIAL MEDIA INTEGRATION

The system's integration with social media applications such as Facebook and Twitter will allow you to post unlimited social media messages to all of your accounts. Accounts can be integrated to automatically post all notifications and group notifications can post to different accounts.

## GEO-TARGETED NOTIFICATIONS

Our Mass Notification system provides intelligent communication with the ability to easily digest local geographic details with robust, yet easy-to-use ESRI-integrated tools. Geo-targeted messaging enables you to:

- Draw a multi-point polygon shape
- Import Esri shapefiles or hosted feature URL
- Save drawn regions as templates for future use
- Remove specific areas from a notification
- Draw complex geospatial shapes of varying sizes with buffered areas, as desired

Simply draw a multi-point or freehand polygon on the map or click on a central point and enter corresponding radial distance you wish to alert, and our system will notify your residents within that area using their stored addresses.



## GROUP/USER MANAGEMENT

The Mass Notification system provides extensive administrator rights and detailed group settings with unlimited user groups. You can utilize granular permissions rendering the solution easily shared with multiple staff members and agencies. Users can then communicate with all members in the system or targeted notifications by group to reach only those affected.

Once contacts have been entered, administrators may search membership files by multiple criteria, including name, phone number, email, or street address. Using a contact list directory, administrators may message contacts through any of the unlimited groups which have been created.



## SIGN-UP

Our Mass Notification's versatile system offers residents with opt-in and opt-out capabilities to meet the specific goals of your organization. When users sign up, they can opt-in to available unique groups such as road closure and recreations. Our powerful platform offers a simple, user-friendly interface with a robust selection of group and network options.

Residents can also sign-up for notifications to one or multiple groups with our text-to-join feature. To join a group, they can simply text a "keyword" to the specified number. Your staff can set up unlimited keywords, allowing you to create keywords for multi-use categories or one-time events, such as a parade.

## EMERGENCY TELEPHONE NOTIFICATION (ETN)

With CivicPlus' ETN, you will be able to send an emergency voice call with white and yellow page landline data. This data is seamlessly updated daily. These contacts are available for you to send alerts about life-threatening emergencies.

## REAL-TIME REPORTING

The Mass Notification solution offers administrators analytics for each message sent. Reporting within the system allows administrators to view and capture engagement statistics, including the status of delivered messages and the percentage of confirmed contacts.

You'll have comprehensive analytics to provide real-time reporting and create paper trails to more easily comply with applicable notification and reporting requirements, and satisfy the National Preparedness Plan, NIMS, Homeland Security Target Capabilities, including citizen evacuation and shelter-in-place protection, along with other requirements for remaining compliant.

Following the onset of a crisis and broadcasting critical alerts, easily and quickly confirm, in real time, the status of critical alerts sent via text, TTS, voice and email to ensure alerts have been delivered to all intended recipients. Real-time analytics enable you to take alternative steps to reach recipients who experienced a delivery failure.



## POLLING

Utilize polls to assess personal safety and your organization's status. All results are visible in an easy-to-read report on all platforms.



## MOBILE APP FOR RESIDENTS

The My Alerts mobile app empowers your residents to sign up, manage their notification settings, and receive notifications all from the palm of their hand. Residents can even receive geo-located notifications pertaining to their current location. It improves the citizen experience in receiving communications from Thomaston while also improving the effectiveness of your emergency communication capabilities. My Alerts allows residents to quickly and easily:

- Sign-up to receive notifications
- Set their notification preferences
- See all the latest sent posts
- Enable alerts from other locations based on their priority and type

## MOBILE APP FOR ADMINISTRATORS

The mobile app allows administrative users to send alerts, report incidents from the scene, collaborate, and coordinate your team's response with the easy-to-use mobile app on iOS and Android.

Alert employees when a crisis occurs and send instructions for how to proceed. View role-specific procedures for a variety of emergencies and disruptions to daily operations. Documents such as business continuity plans or safety procedures can be added and visible in a static view for your staff to view.



# The Civic Experience Platform

Developed specifically to enable municipalities to deliver consistently positive interactions across every department and every service, the Civic Experience Platform includes technology innovations that deliver frictionless, one-stop, and personalized citizen interactions. Local governments that leverage our Civic Experience Platform also benefit from:

- A single dashboard and toolbar for administrative access to your CivicPlus software stack
- Access to a continually growing and fully documented set of APIs to better connect your administration's processes and applications
- A centralized data store with robust data automation and integration capabilities

## INTEGRATION HUB

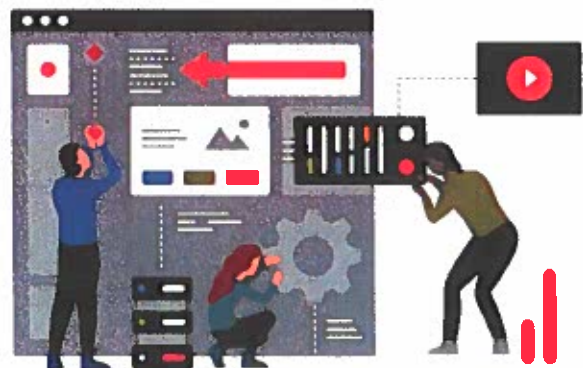
Integration Hub is a tool that can help you unify your disparate cloud-based solutions and your CivicPlus solutions, assemble powerful workflows, and setup complex automations—without the need for a developer.

With Integration Hub's easy-to-use drag-and-drop interface, non-technical users can build integrations for syncing content and data between CivicPlus solutions or with third parties (for an additional fee) without the need for a developer.

CivicPlus customers can utilize the Integration Hub to trigger an alert sent from our Mass Notification solution to automatically complete any of the following actions:

- Create an Alert in CivicPlus Municipal Websites Central (Web Central) Alert Center
- Create an Event in Web Central Calendar
- Create a Web Central News Flash Item
- Create a content item in the HCMS for a post to a CivicPlus Municipal Websites Evolve webpage
- Send a message to a specified Slack channel (third-party integration rates apply)

This can enable quick action when a customer wants to get information out to their residents in a seamless, uniform fashion.



# Implementation

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## Project Timeline

Current average implementation can be completed within 4-6 weeks. This timeline can adjust based on data migration needs and overall availability of the customer. Development timelines can vary due to scope, customer availability, milestones set, and other factors. However, your exact implementation timeline can be customized dependent on your launch goals and expectations. We will work with you until your system is up and running and your staff has reached a level of comfort to confidently maintain your new system.

<b>PHASE 1: INITIATE</b>	<ul style="list-style-type: none"><li>• Project Initiation &amp; Review</li><li>• Project Kickoff Meeting</li></ul>
<b>PHASE 2: OPTIMIZE</b>	<ul style="list-style-type: none"><li>• Complete Assessment Form</li><li>• Request System Creation</li><li>• Schedule Virtual Training</li></ul>
<b>PHASE 3: EDUCATE</b>	<ul style="list-style-type: none"><li>• Network Admin Training</li><li>• System Test &amp; Build</li><li>• Teach Back Training for Mass Notification system</li></ul>
<b>PHASE 4: LAUNCH</b>	<ul style="list-style-type: none"><li>• Website Display</li><li>• Launch Preparation</li><li>• Launch Day</li></ul>
<b>PHASE 5: GO LIVE &amp; BEYOND</b>	<ul style="list-style-type: none"><li>• Customer transitioned to dedicated customer success manager</li></ul>





# Implementation Approach

## KICKOFF MEETING

Identify lead personnel to work with CivicPlus on implementation project including:

- Project main contact
- Database administrator to provide user data
- Emergency management communications and engagement staff



We will assist Thomaston in developing and mapping out the initial groups you would like to create including which will be designated for emergency messages or routine messaging.

Your dedicated project team will discuss possible embeds to be placed on your website for registration and we will schedule training for your network and group administrators based on the final scope of work developed.

## TRAINING

During this step in the process, Thomaston will create your user groups with assistance and guidance from CivicPlus for your default settings. This step of the process will also involve optimizing and uploading user data to efficiently and effectively communicate at Go Live.

This step in the implementation involves identifying and creating your internal User Groups, as well as training on the system. We will assist you in identifying and setting up:

- Super Administrators who will have full control over all settings within the system and will be able to post to any group within the network
- General Admins can send messages to and manage their respective groups and contacts without being able to access network level settings
- Send-Only Administrators who will only be able to send messages to designated groups and contacts

Super Administrators will be trained first to ensure complete familiarity with the system and a comfortable confidence level for implementation once the system is launched. Trainings will also be held for other administrators to the level required for their roles.

Finally, during this step, we will hold discussions with your key stakeholders to provide usage and guidelines policies and help prepare your organization's CivicPlus communication protocol.



## MARKETING TOOLS

CivicPlus can provide you with the tools to market the launch of your new Mass Notification System. As a part of our Marketing Tools package, you'll receive:

- Social Media Graphic for use in Twitter, Facebook, and Instagram
- Flyer with a link or text-to-join code to urge users to sign up
- Slideshow graphic for your website
- News Flash Graphic with general text highlighting your new Mass Notification system
- Press Release with your logo to announce your system's launch

## GO LIVE & BEYOND

This is where the rubber meets the road – the launch of your new system! Should Thomaston desire, CivicPlus can schedule and coordinate an introductory notification to residents, departments, groups, etc. This will allow your end users to experience first-hand how the system works. It is a great way to validate your phone number database and gather feedback from your organization.

CivicPlus doesn't implement and run. We will continually support (available 24/7/365) and guide you through best practices to maximize the value of the system. Additional virtual training and support is always available. We stand behind our product and behind our customers.





# Continuing Services

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## Technical Support & Services

With technology, unlimited support is crucial. Our live support engineers based in North America are ready to answer your staff members' questions and ensure their confidence.

### TECHNICAL SUPPORT

- Technical support engineers available 8 a.m. – 6 p.m. (CST) Monday – Friday (excluding holidays)
- Accessible via phone, email, and web form
- 4-hour response during normal hours
- 24/7 emergency support for named points of contact



### AWARD-WINNING

CivicPlus has been honored with two Gold Stevie® Awards, three Silver Stevie® Awards, and seven Bronze Stevie® Awards in the categories of Front-Line Customer Service Team of the Year – Technology Industries, Customer Service Training or Coaching Program of the Year – Technology Industries, Customer Service Department of the Year – Computer Software – Up to 1,000 Employees, Most Valuable Response by a Customer Service Team (COVID-19), Best Customer Satisfaction Strategy, and Remote Customer Service Innovation of the Year. The Stevie Awards are the world's top honors for customer service, contact center, business development, and sales professionals.

### CIVICPLUS HELP CENTER

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

### CONTINUING PARTNERSHIP

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

# Hosting & Security

Redundant power sources and internet access ensures consistent and stable connections. We invest over \$1.0M annually to ensure we adapt to the ever-changing security landscape while providing maximum availability. CivicPlus' extensive, industry-leading process and procedures for protecting and hosting your site is unparalleled.

Maintaining the highest level of security for our customers' systems and protecting the privacy of their data is the cornerstone of our Mass Notification system's philosophy. CivicPlus ensures the safety of its Mass Notification application and the privacy of the data housed therein. Just as you protect your residents, we protect your investment. Our 30 geographically distributed servers make storage limitations a non-issue. CivicPlus ensures the safety of its equipment and guarantees compliance with all network and website vulnerability tests.

Your administrative team can be confident that our Mass Notification system will accommodate your department needs with privacy and security. Customizable administrative access settings and reliable hosting means in times of emergency, system security will be your last concern.

<p><b>Security &amp; Availability Features</b></p>	<ul style="list-style-type: none"> <li>• 99.9% guaranteed uptime</li> <li>• Protected department information and internal communications</li> <li>• Cloud-based and geographically distributed</li> <li>• Simultaneous use by multiple departments and agencies</li> <li>• Role-based authorization</li> <li>• Attribute-based authorization (content, task lists)</li> <li>• In-transit and at-rest encryption</li> <li>• Complete workload security (IDPS, firewall, monitoring/alerting)</li> <li>• Security vulnerability testing, monitoring and remediation (OWASP)</li> <li>• Additional security and server hardening measures</li> </ul>
<p><b>High Security Standards</b></p>	<ul style="list-style-type: none"> <li>• SSL security</li> <li>• OS-level firewall</li> <li>• Authorization bypass security</li> <li>• Cross-site request forgery (CSRF) security and cross-site scripting (XSS) security</li> <li>• SQL injection security</li> <li>• Multiple data centers and redundancies</li> <li>• Additional security and server hardening measures</li> </ul>

# Investment Proposal

CivicPlus can appreciate the monetary constraints facing our governments each day. To help ease these concerns and assist with budgeting and planning, our proposed project and pricing are valid for 60 days from April 7, 2023.

## Features & Functionality

- Emergency and Mass Notification Platform
  - Multi-Channel Alerting
  - Alerting Templates
  - Geo-targeting Alert
  - Polling
  - Mobile App for Residents
  - Mobile App for Administrators
  - CivicPlus Single Sign on
  - Unlimited Administrators, Users, Groups, Subscribers, SMS, Voice Call, Email, and Social Media Notifications; Unlimited Quick Launch Templates

## Implementation

- Standard Implementation
- Implementation Marketing Tools

## Annual Recurring Services

- Fully Redundant Solution Hosting with 99.9% Uptime
- 24/7 Technical Support and Access to the CivicPlus Community
- Dedicated customer success manager

Thomaston's Investment	
Year 1 List Price	<del>\$5,505.00</del>
Year 1 Total Discount	(\$2,505.00)
<b>Total Year 1 Investment</b> (includes one-time fees and Year 1 annual services)	<b>\$3,000.00</b>
Year 2 (includes 5% uplift)	\$3,150.00

# CivicPlus Project Pricing & Invoicing

CivicPlus prices on a per-project, all-inclusive basis (stated in U.S. dollars). This type of pricing structure eliminates surprise costs, the uncertainty of paying by the hour, and is overall more cost effective for our customers. It provides you with a price based on the products and features listed in this proposal that only varies if additional functionality, custom development, security, escrow requirements, or other design or project enhancements, outside of the included scope, are added prior to contract signing.

## CIVICPLUS OFFERS:

### Standard Invoicing

- Year 1 fees are due at contract signing
- First-year Annual Services fee is included with your Year 1 cost
- Subsequent annual invoicing occurs on the anniversary of the contract signing date, and is subject to a five percent technology fee uplift each year starting Year 2 of your contract

### Customized Billing/Invoicing

- Other billing options can be discussed before contract signing and, if feasible, a plan developed that works for all parties
- Not available with all CivicPlus products—please contact your customer success manager for more details

We will work with you before contract signing to determine which of our billing processes will meet both your needs for budget planning and our accounting processes.

## Proposal as Non-Binding Document

A successful project begins with a contract that meets the needs of both parties. This proposal is intended as a non-binding document, and the contents hereof may be superseded by an agreement for services. Its purpose is to provide information on a proposed project we believe will meet your needs based on the information available. If awarded the project, CivicPlus reserves the right to negotiate the contractual terms, obligations, covenants, and insurance requirements before a final agreement is reached. We look forward to developing a mutually beneficial contract with Thomaston.



**CivicPlus**  
 302 South 4th St, Suite 500  
 Manhattan, KS 66502  
 US

**Quote #:**  
**Date:**  
**Expires On:**

**Statement of Work**  
 Q-40947-1  
 4/5/2023 8:05 AM  
 8/31/2023

**Client:**  
 THOMASTON, MAINE

**Bill To:**  
 THOMASTON, MAINE

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
David Hall	x	david.hall@civicplus.com		Net 30

QTY	PRODUCT NAME	DESCRIPTION	PRODUCT TYPE
1.00	CivicReady Core Package	CivicReady Core Package	
1.00	CivicReady Core - Mass Communications	Emergency and Mass Notification platform with Multi-Channel Alerting, Templates, Geo-targeting Alerting, Polling, Mobile Apps (Government and Public), SSO with CivicPlus products	Renewable
1.00	CivicReady Standard Implementation	CivicReady Standard Implementation	One-time
1.00	CivicReady Implementation Marketing Tools	Access to client branded marketing tools, including Social Media Graphics, Marketing Flyer, Customized Graphic Button and News Flash Graphic.	One-time

List Price - Year 1 Total	USD 5,505.00
Total Investment - Initial Term	USD 3,000.00
Annual Recurring Services - Year 2	USD 3,150.00

Initial Term & Renewal Date	12 Months
Initial Term Invoice Schedule	100% Invoiced upon Signature Date

Renewal Procedure	Automatic 1 year renewal term, unless 60 days notice provided prior to renewal date
Renewal Invoice Schedule	Annually on date of signing
Annual Uplift	5% starting in Year 2

This Statement of Work ("SOW") shall be subject to the terms and conditions of the CivicPlus Master Services Agreement and the applicable Solution and Services terms and conditions located at <https://www.civicplus.help/hc/en-us/p/legal-stuff> (collectively, the "Binding Terms"). By signing this SOW, Client expressly agrees to the terms and conditions of the Binding Terms throughout the term of this SOW.

**Acceptance**

The undersigned has read and agrees to the following Binding Terms, which are incorporated into this SOW, and have caused this SOW to be executed as of the date signed by the Customer which will be the Effective Date:

Authorized Client Signature

CivicPlus

By:

By:

Name:

Name:

Title:

Title:

Date:

Date:

Organization Legal Name:

Billing Contact:

Title:

Billing Phone Number:

Billing Email:

Billing Address:

Mailing Address: (If different from above)

PO Number: (Info needed on Invoice (PO or Job#) if required)