



Granicus Engagement Cloud

Combining technology & strategy in Ohio communications

February 20, 2024



Agenda

- Welcome and Introductions
- Present State of Ohio
Communications footprint across the state
- Who is GXG?
The secret sauce behind our solutions
- 5-Minute Break
- Hear From Your Peers
Benefits of SMS
- Overview of What's Possible
Creating a guide to succeed
- Questions and Next Steps
Where do we go from here?

Today's Speaker Lineup



Sammy Mathews

Account Executive, Granicus



Jeff Tzucker

GXG Manager, Granicus



Doug Doe

Solutions Consultant, Granicus



Olivia Fiocchi

Sr Segment Mktg Specialist,
Granicus



Matt Schilling

Director, Office of Public Affairs,
Ohio Public Utilities Commission



Brittany Waugaman

Communications Specialist, Ohio
Public Utilities Commission

Granicus Is Transforming how Government and People Connect Digitally

Serving
the public's
needs and
interests
since 1999



Connecting
with
government-
provided
information
and services

6K+ Government Customers

15 of 15 Federal Agencies

1K Employees Worldwide

50 States, plus locales in Canada, UK, Ireland, Australia & New Zealand

50 of 50 Largest US Cities

Connected Technology Snapshot

Granicus partnership opportunities



Website

Engage and serve online



Engagement & Sentiment

Know your community



Email & SMS

Strategically reach and engage



Agenda & Video

Meeting management, live video



Forms & Workflow

Optimize and shift services online



Records Requests

Answer questions from the public in an efficient way



Digital Services

Streamline licensing, permitting, and inspections



GXG

Granicus' in-house digital agency helping gov't build better citizen experiences

Today's Focus – Engaged Communities

Strategy driven outreach



Engagement & Sentiment

Know your community



Email & SMS

Strategically reach
and engage



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better citizen experiences

Ohio Metrics Today - Communications



8,578,568

Subscribers in Ohio



134,156,329

Emails sent over the last year



4,000,000+

SMS messages sent over the last year



110

Independent accounts



93.75%

Average audience impact through the Subscriber Network



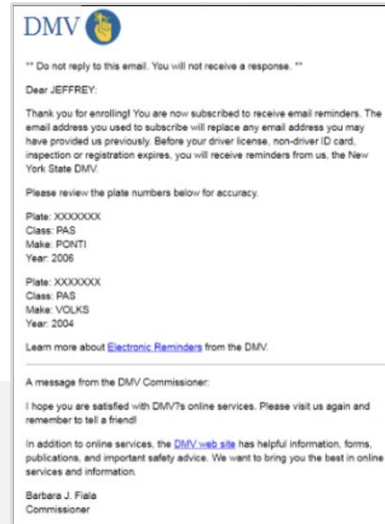
Our Current Partnership at the State-Level

Digitally Connecting Ohio and Delivering Outcomes



govDelivery

- ✓ 35 State-level Agencies
- ✓ 1:many email & SMS messages



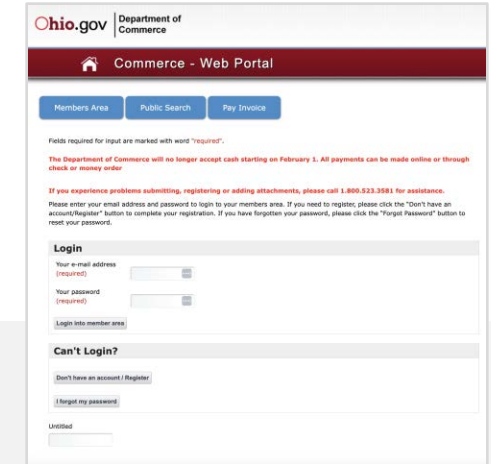
Targeted Messaging

- ✓ 2 State-level Agencies
- ✓ Targeted 1:1 e-mails, SMS, & voice messages



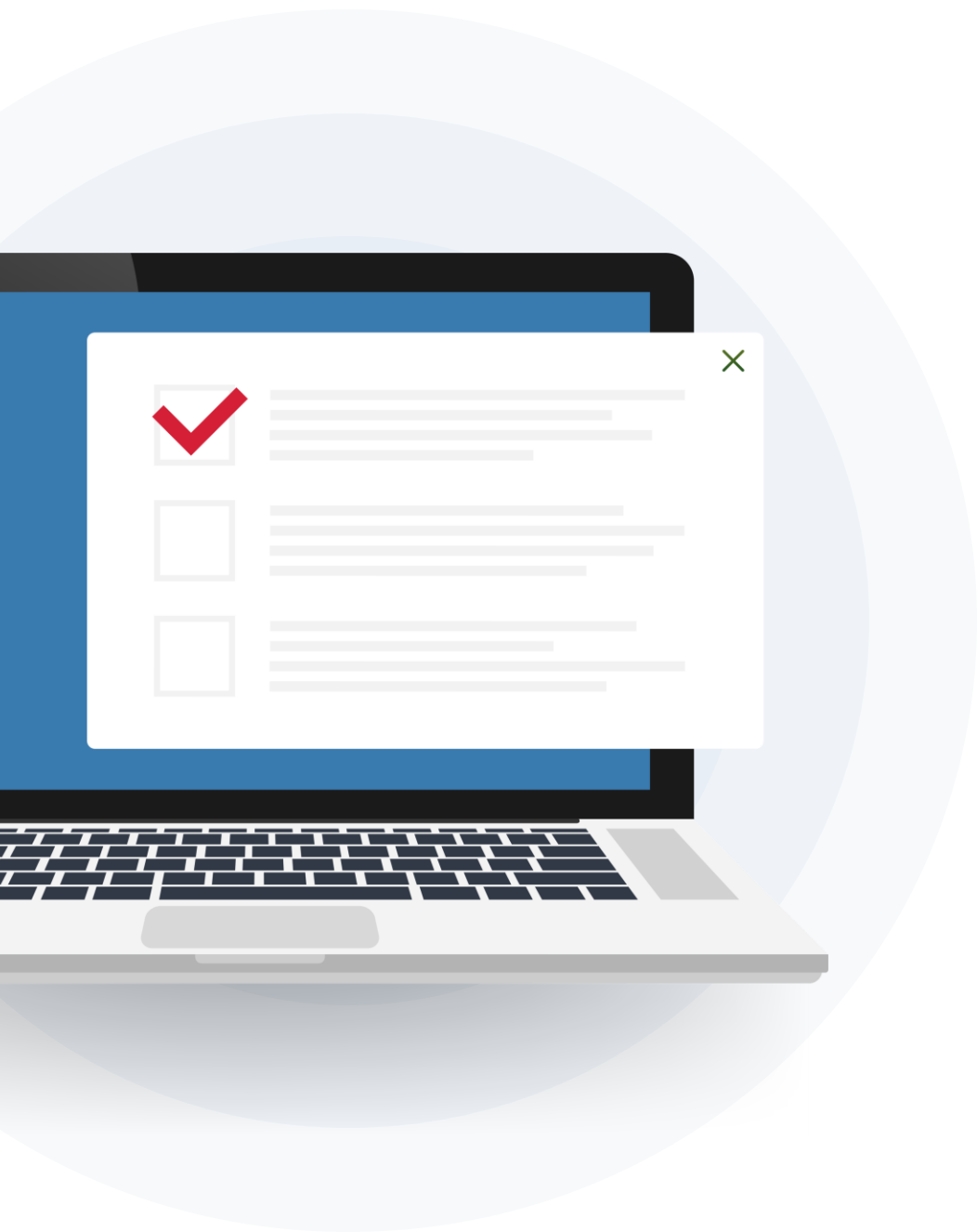
Public Records Request

- ✓ 1 State-level Agency



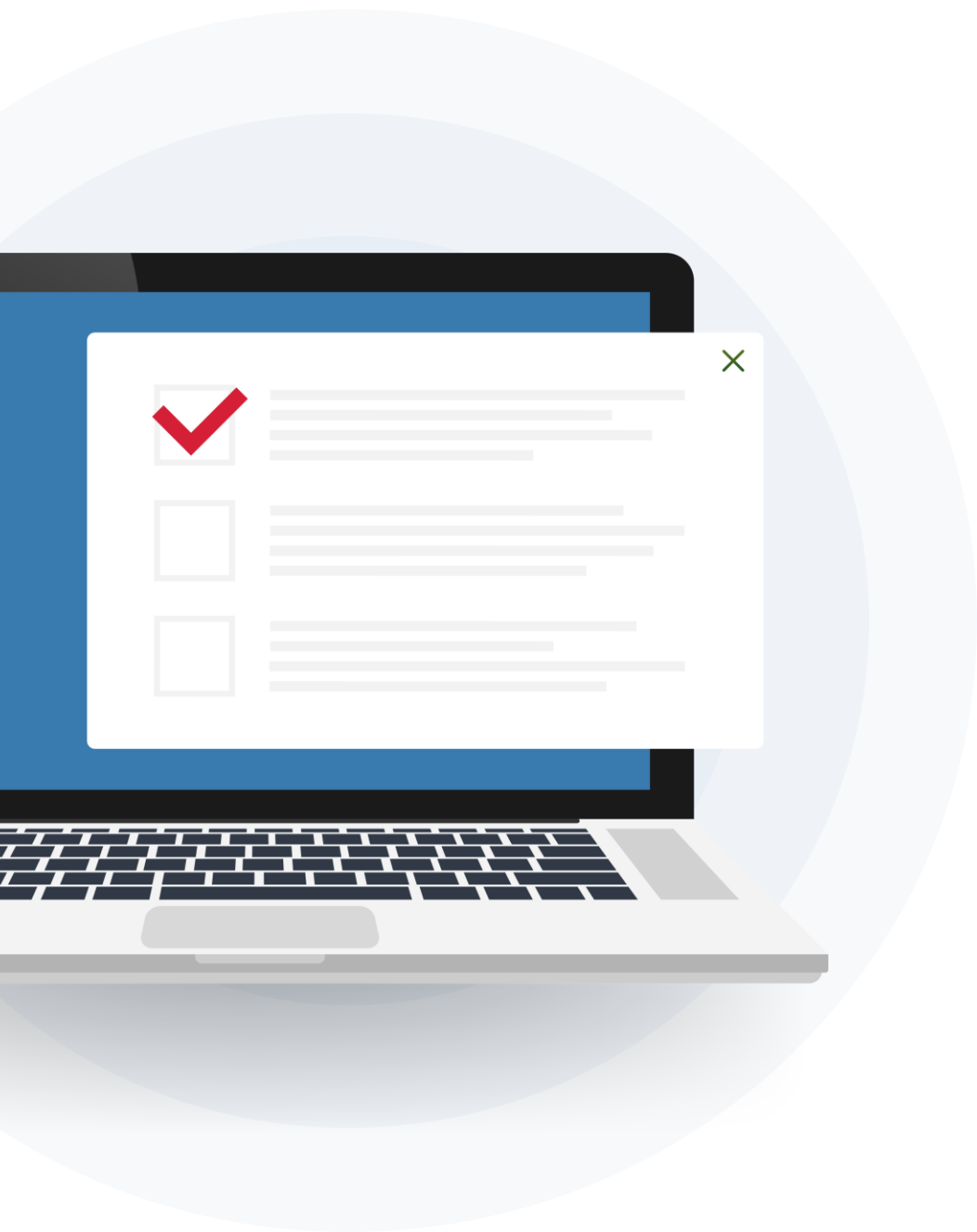
Licensing & Permitting

- ✓ 1 State-level Agency



Poll: Why do you want to improve your agency's communication strategy?

1. Involve more voices on projects
2. Engage with groups who are hard to reach
3. Drive recruitment/enrollment/awareness
4. Improve transparency
5. Other (share in the chat)



Poll: What proficiency level do you have with digital communications? (Choose all that apply)

1. Basic batch & blast
2. Living in Newsletterville
3. Some segmentation & limited targeting
4. Multichannel messaging (SMS/social/etc)
5. Fully implemented end-to-end customer journeys

Ways that Communications Cloud is being used today

Granicus for Communications & Engagement

Road Closure/Weather Alerts Voter Transparency
Emergency/Crisis Communications **Recruitment & Retention**
Public Information & Education
Stakeholder Communication Internal Newsletters
Visibility to Top Initiatives **Grant Information** Driving Volunteerism
Increasing Enrollment in Programs **SMS Alerts**

Delivering an Exceptional Customer Experience

Metrics to use to better understand customers and improve service delivery



Deliverability

The total number of emails delivered indicates the health of an email subscriber list



Open Rate

Comparing your email open rate to your vertical or market benchmark offers an easy initial comparison



Click Rate

Open rates, compare click rates to existing benchmarks, as well as past outreach to the same audience, to see impact



A/B Testing

Make a good impression with a series of customized messages to acquaint new subscribers with your mission



Link Engagement

Looking at bulletin analytics shows which links within an email resonated most or least with subscribers



Subscriber Growth

Tracking the growth rate of topic per account indicates if subscriber growth is outpacing unsubscribes, meaning expectations are met and outreach interest is growing

Key Capabilities Usage

State of Ohio metrics today

Website Overlays	Network	SMS	Text to Subscribe	Pagewatch Autoseed	Drip Campaigns	A/B Testing	Segments	TMS
Capture subscribers quickly	Leverage the Granicus Network of other govDelivery customers	Reach and engage more people	Opt-in method to increase convenience	Send out messages with links to content when a web page is updated	Easily deliver custom messages to drive action	Use data to optimize your engagement	Create more effective and personalized content to target groups	Personalized 1:1 messaging
14.2%	82%	17.1%	34.3%	8.6%	11.4%	8.6%	20%	5.7%



50.51% Average Engagement Rate

Delivering an Exceptional Customer Experience

Navigating government is hard



AB Testing

use AB testing to improve tactics and messaging



Drip Campaigns

automate your marketing plan with custom messages and delivery schedule



Re-engagement Campaigns

suggest popular topics to your inactive and dormant subscribers



Welcome Campaigns

make a good impression with a series of customized messages to acquaint new subscribers with your mission



Segments

slice and dice your subscriber base with dynamic filters that change as your subscriber base does



CX in OHIO:

Connecting the Journey

Beginning, Middle, Early, and Often

Use Customer Understanding to Drive Outcomes.





GRANICUS
EXPERIENCE
GROUP

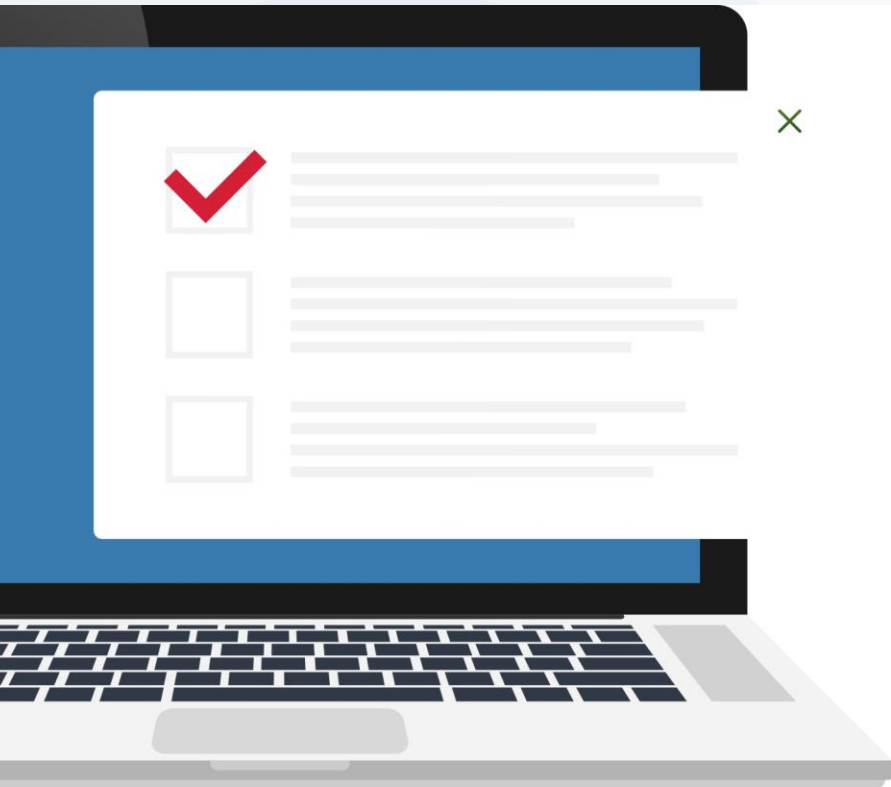
A multidisciplinary digital agency with broad expertise in customer experience, human-centered design, digital communication methods, content development, and automated marketing engagement.

DIGITAL AGENCY

- ✓ Omnichannel Communications Experience Design
- ✓ Campaign and Transactional Messaging Strategy
- ✓ Content Creation, Management, and Optimization
- ✓ Programmatic Management
- ✓ Subscriber Data Management and Configuration
- ✓ Reporting and Analysis
- ✓ Training and Resources.

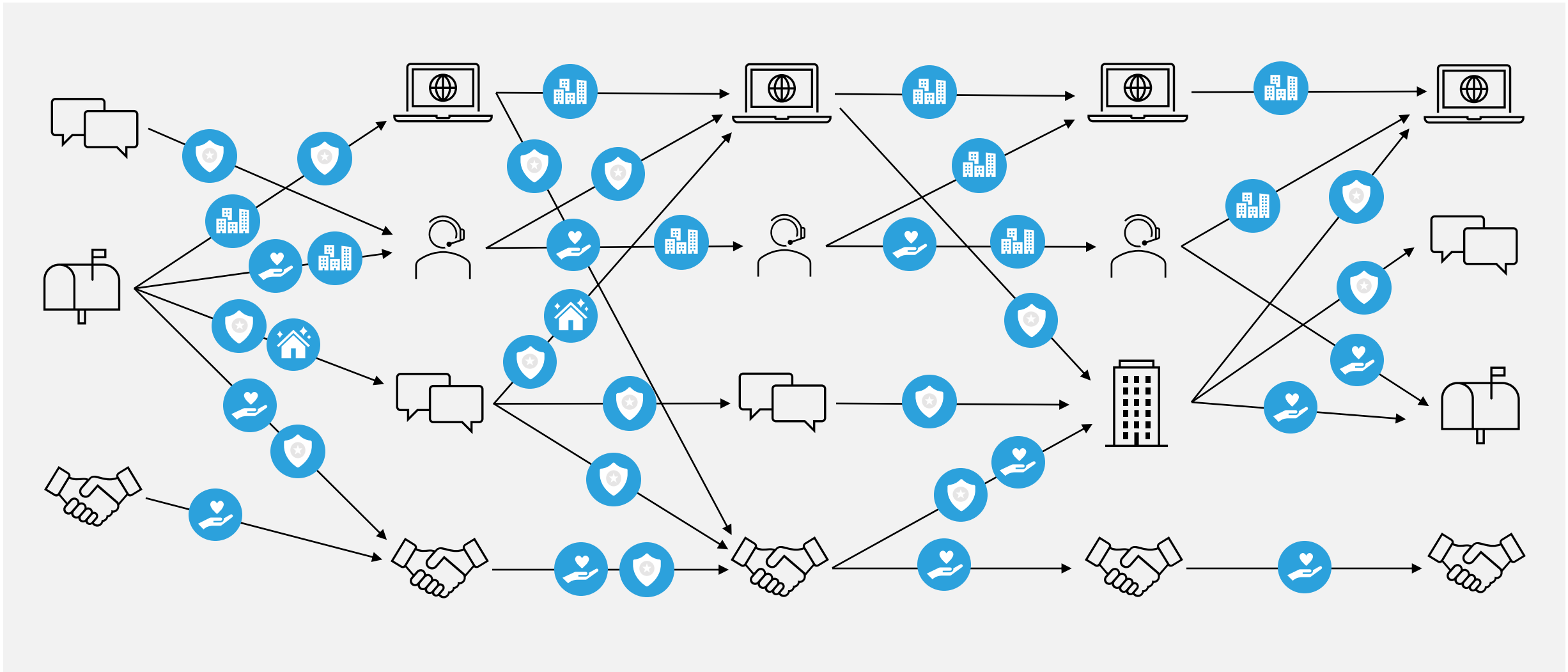
CUSTOMERS INCLUDE:

Columbus, OH; Franklin County, OH; Indiana FSSA, Michigan DHHS, NY Dept of State, Virginia DMAS

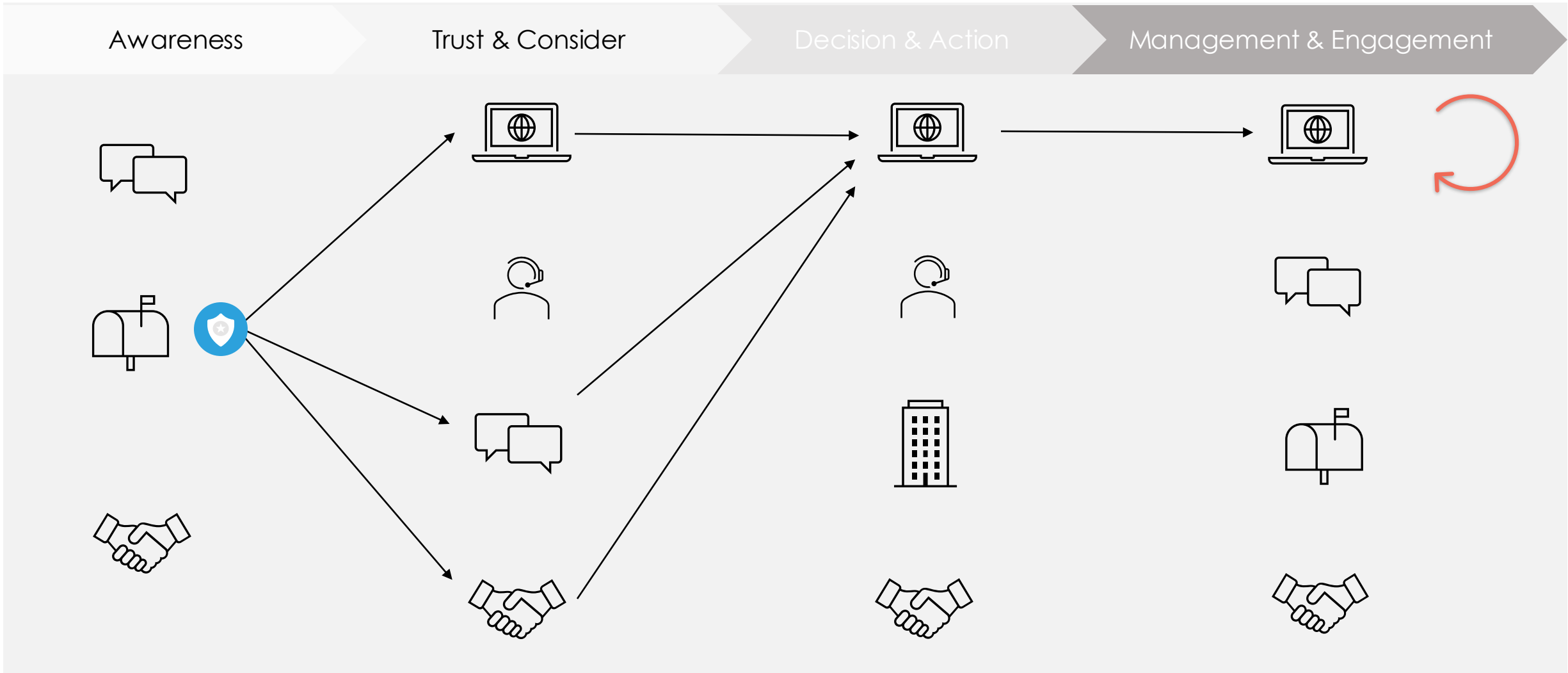


Poll: Does your agency have an application & enrollment process?

1. Yes
2. No



Services are often built reflecting internal processes, leaving many people unable to navigate the system.



Respected. Remembered. Responded to. Reminded.

Four Phases of Communications

Maximize your technology to better engage your residents.

Awareness & Opt-In

Trust & Consideration

Decision & Action

Management & Engagement



Build & Understand Audience

Who do we need to reach? What more can we learn about them — interests, behaviors, preferences, etc.?



Targeted Engagement

How do residents perceive & understand our programs and benefits?



Drive Conversion

What actions do we want or need people to take?



Respond & Remind

How might you stay connected & be helpful?

Measuring Customer Experience with Communications

Metrics to use to better understand customers and improve service delivery



DELIVERABILITY

The total number of emails delivered indicates the health of an email subscriber list.



OPEN RATE

Comparing your email open rate to your vertical or market benchmark offers an easy initial comparison.



CLICK RATE

Much like open rates, compare click rates to existing benchmarks, as well as past outreach to the same audience, to see impact.



A/B TESTING

Know what resonates with audiences best by testing various components of email outreach.



LINK ENGAGEMENT

Looking at bulletin analytics shows which links within an email resonated most or least with subscribers.



SUBSCRIBER GROWTH

Tracking the growth rate of topic per account indicates if subscriber growth is outpacing unsubscribes. This means audience expectations are met and outreach interest is growing.

CASE STUDY:

Indiana Family & Social Services Administration

Since 2019, Indiana FSSA's Office of Early Childhood and Out-of-School Learning has undergone a digital transformation to better support child care providers and families who need child care assistance.



CHALLENGE

Indiana had few ways to communicate directly with early childhood providers and families, instead relying on a statewide network of eligibility offices to relay vital information.



SOLUTION

Build a foundation to increase Indiana's digital maturity, with more automation and an increasingly user-centered and collaborative approach. Deepen their understanding of families and providers, mapping the journey and the experience to identify how those processes might be enhanced or improved through proactive digital communications.

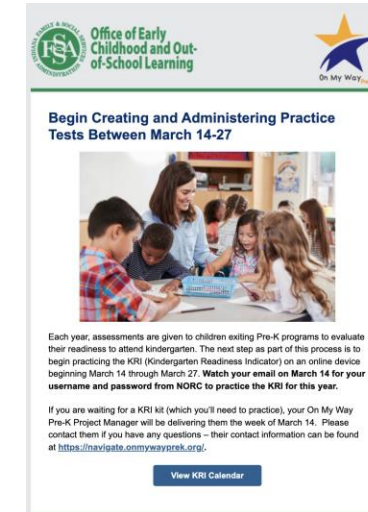


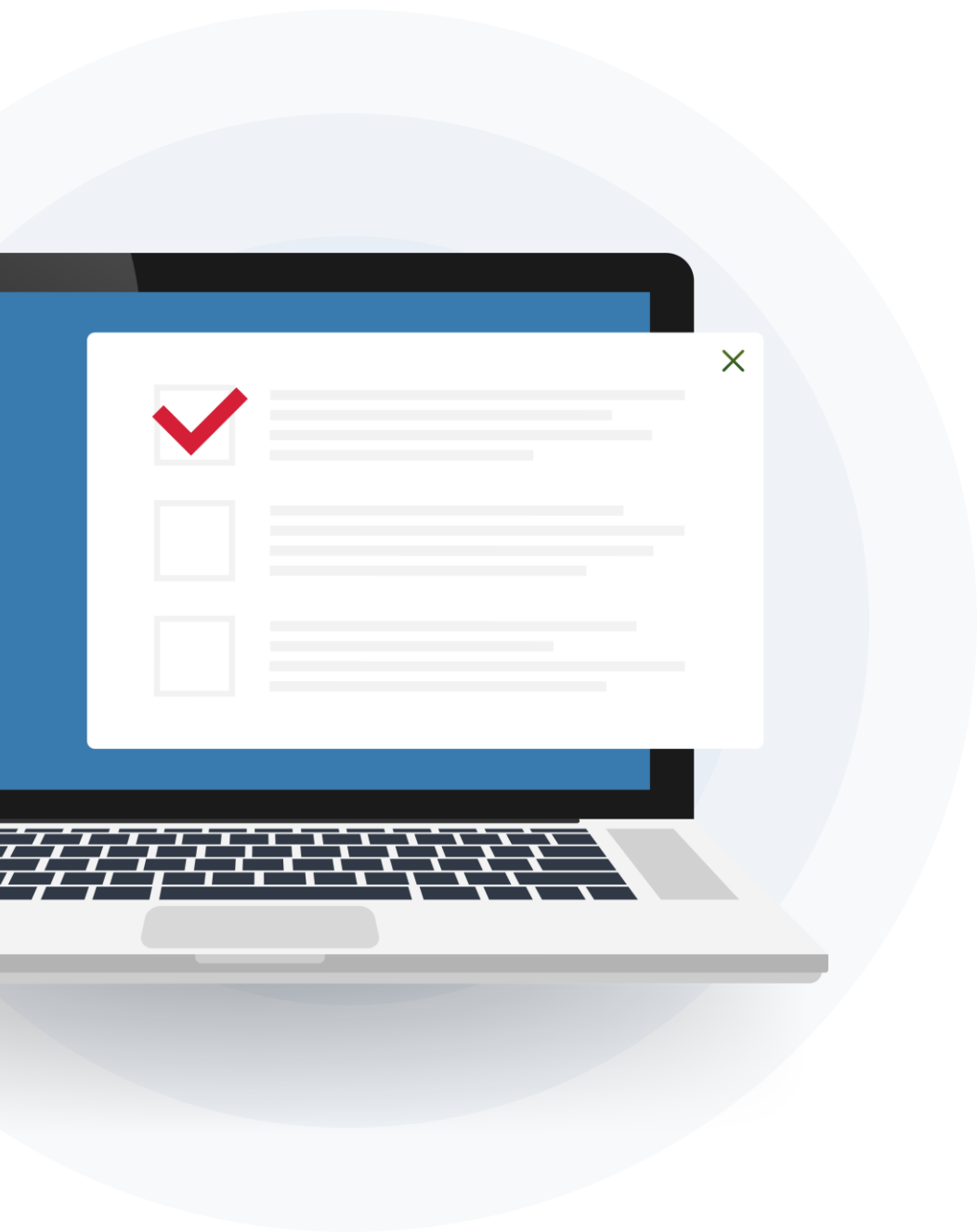
OUTCOME

Indiana was able to communicate directly to providers and families during the pandemic and has grown to include proactive, automated communications for professional development, licensing, grant funding, enrollment, and more.



Supporting the User Journey





Poll: Have you done journey mapping in your agency?

1. Yes, we have.
2. No, but I know what it is.
3. Never heard of it.

Designing for User Experience

HUMAN-CENTERED

GOALS

Determine what success looks like. Align on measurement plan.

AUDIENCE

Identify key audience segments, including their needs, motivations and barriers.

JOURNEY

Map the steps audiences take across multiple channels or touchpoints to achieve desired goals.

CONTENT

Access and create content needed at various touchpoints and phases of the journey.



AUDIENCE: Know who you are talking to

Audience Ecosystem

Allegheny County's audience ecosystem is diverse with a wide range of needs and can be summarized into **3 key groups**.

Individuals & Communities use county services and resources to improve their own lives and lives of those around them.

Organizations & Entities seek resources, services and partnerships with the county that will enable them to function more effectively and efficiently.

Internal Team is essential to the day-to-day functions of the Allegheny County.



KNOW WHO YOU ARE TALKING TO Primary Audience Focus & Personas



Residents

Live in Allegheny County and benefit from county resources and services.



Service Seekers

Rely on the county for a host of various services to help improve and enhance their health and wellbeing.



Job Seekers

Actively looking for employment opportunities with the county.



Park Visitors

Visit county parks for recreational activities, exercise or to relax and enjoy the natural surroundings.



Resident Rachel

“I want to be aware of what's available in my community and easily connect with the county.”

GOALS

- I need to easily contact the county and report issues in my area.
- I would like to know of all the county resources and services available to me.
- I need to quickly find information on elections, public health, construction updates, and other resident relevant topics.
- I am building an addition to my home and will need my property re-assessed.

PAIN POINTS

- It's difficult to know where or who to reach out to, to get my requests and reports submitted.
- Time is wasted when I get redirected to a different department or agency when I contact the county.
- It's difficult to navigate the large website to find the services and information I need.

DIGITAL LITERACY

Low High

FAMILIARITY WITH COUNTY GOVERNMENT

Low High

SATISFACTION WITH COUNTY GOVERNMENT

Low High

KEY SEARCH TERMS

- Property Taxes
- Election Results
- Building Permit
- Trash Collection
- Allegheny County Taxes
- Report Issue

KEY WEB PAGES

- [Real Estate / Property Assessments](#)
- [Elections](#)
- [Health Department](#)
- [Support Center](#)

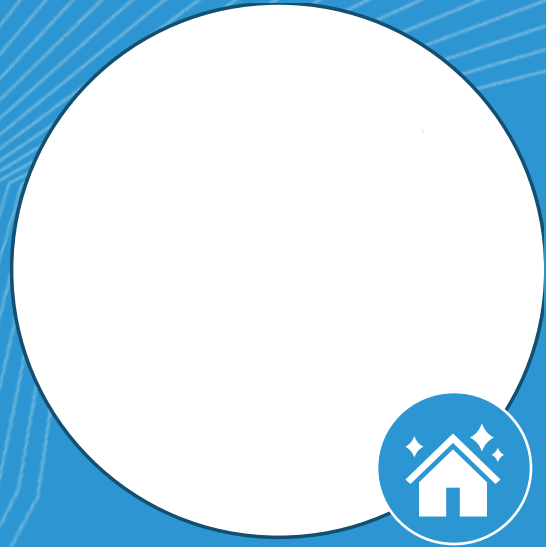


A profile is a snapshot of the goals, pain points, and behaviors of your audience.

Informed by research, these audience analysis tools lend a human touch to the data.

Understanding your audience will better inform content decision to fit your users' needs.





New Nicole



I need to be able to secure long-term, stable housing for my children. They need consistency.



GOALS

- Needs to secure subsidized housing to make ends meet.
- Wants to keep kids in the same school as much as possible.
- Doesn't want to have to move every year and upend their lives.
- Needs a reputable landlord that provides safe housing and not a "slumlord."

PAIN POINTS

- Has never applied for housing assistance.
- Unsure what documentation will be needed.
- Does not understand how landlords are vetted and doesn't want to end up in "the projects."
- Has four children and a job, making it difficult to get time off work to come to in-person meetings or visit a lot of potential homes.

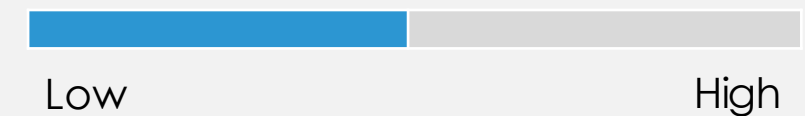
DIGITAL LITERACY



FAMILIARITY WITH THE DEPARTMENT



SATISFACTION WITH THE DEPARTMENT



KEY SEARCH TERMS

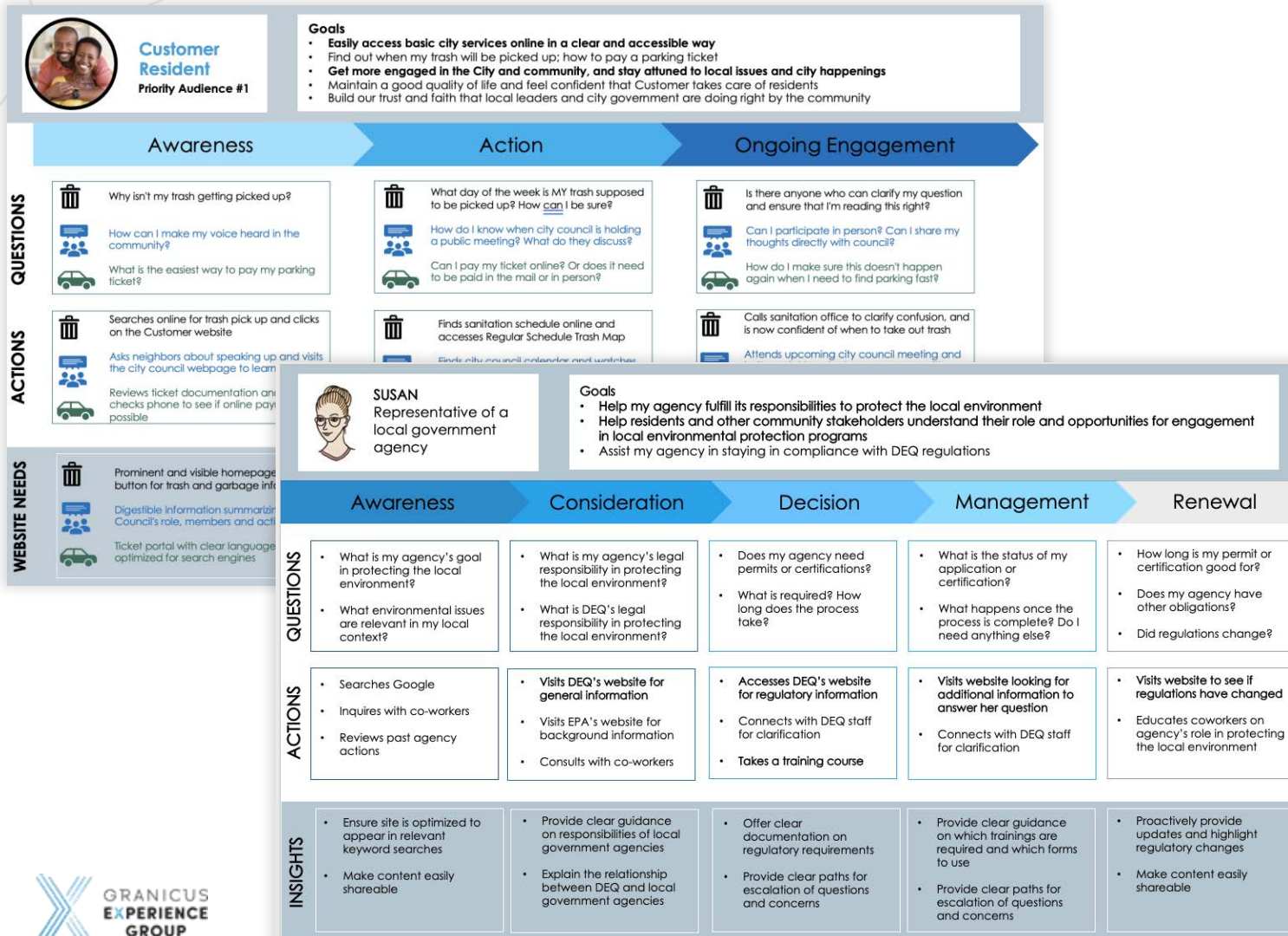
- Section 8 Housing
- Low-income housing
- How do I get help with housing?
- Housing assistance

KEY WEB PAGES

- [Housing - Housing Authority](#)
- [Eligibility Requirements - Housing Authority](#)
- [Programs & Services - Housing Authority](#)

Sample

JOURNEY: Know what you want them to do



Journey maps outline the key questions and actions an audience member would take in their experience with you.

These questions and actions are informed by the goals and pain points outlined in the profiles, allowing you to understand what your audience needs.

Journeys are key to communications, notifications, and multi-channel experiences.

CASE STUDY:

National Science Foundation

GOAL: Create a better subscriber experience, reduce clutter, and design more effective governance.

SOLUTION: Perform a comprehensive discovery across internal and external stakeholders to identify pain points and design a better experience for both subscribers and administrators.

OUTCOMES:



75%

Reduction in Listed Topics
(from 142 to 36)



54K

Subscribers volunteered
additional data points for
segmentation



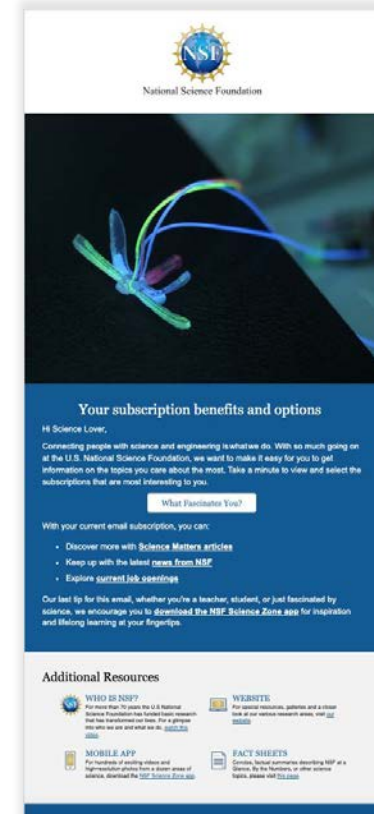
32%

Average Open Rate for three
new welcome campaigns



National Science Foundation
WHERE DISCOVERIES BEGIN

The new welcome campaigns out-performed their account benchmark open rate by ~250% (13% vs. 32%)



SIGN-UP EXPERIENCE +
RE-IMPLEMENTATION

Identifying Opportunities

Key data points to track when you're looking to improve your services



DELIVERABILITY

The total number of emails delivered indicates the health of an email subscriber list.



OPEN RATE

Comparing your email open rate to your vertical or market benchmark offers an easy initial comparison.



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A/B TESTING

Know what resonates with audiences best by testing various components of email outreach.



LINK ENGAGEMENT

Looking at bulletin analytics shows which links within an email resonated most or least with subscribers.



SUBSCRIBER GROWTH

Tracking the growth rate of topic per account indicates if subscriber growth is outpacing unsubscribes. This means audience expectations are met and outreach interest is growing.

Identifying Opportunities

Questions to ask when you are looking to improve your services

- How many people are starting an application process and making it through to enrollment? How does communication affect our success/failure?
- How are we driving awareness? Are we sending big blasts or focusing our communications to relevant segments?
- What happens when we drive people to our website? Are they able to find what they need easily and intuitively, or do they leave quickly?
- How many subscribers are opening our emails?
- How many subscribers haven't opened our emails in three months or more?
- Would our residents benefit from receiving opt-in SMS/text communications in addition to or instead of email, snail mail, or phone calls?

Opportunity # 1

- Activate Ohio's technology investments toward customer appetite for digital services.
- Use data to build bridges between communications and programs to augment modernization
- Use welcome campaigns to “strike while the iron is hot”

Opportunity #2

- Begin proactive campaigns guided by CX strategic objectives
- Deliver truly innovative experiences augmented by technology

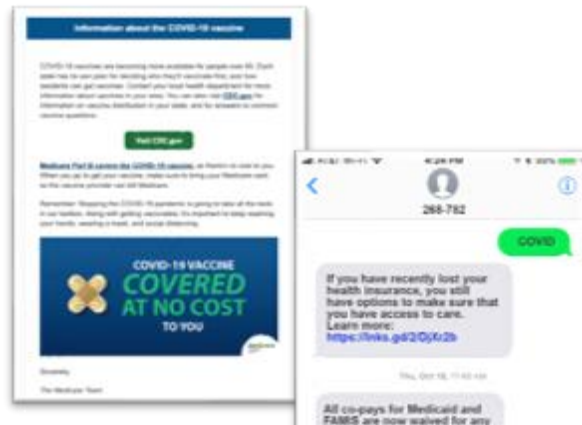
Reach the Targeted Audience

Link proactive messaging with moments that matter



CAMPAIGN PLANS

Extend strategic blueprint into a **suite of campaign plans** to drill down on goals, audience, messages per campaign, and cadence/timing. Determine **data needs**, including configuration, topic creation, questions, and data uploads.



CONTENT CREATION & OPTIMIZATION

Draft content for **individual messages, opt-in capture points**, and **toolkits**, including visual content and design. Manage review & approval process across multiple stakeholders. Includes proofreading, editing, verifying link destination, and recommended link shortening.



PROGRAMMATIC MANAGEMENT

Design & optimize **drip campaigns, link-tracking parameters** and **A/B testing strategies**. A drip campaign is a series of messages scheduled to send to segmented recipients at preplanned moments. Link-tracking parameters allows us to measure the impact of outreach on site behavior, enabling data-driven decisions.



REPORTING & ANALYSIS

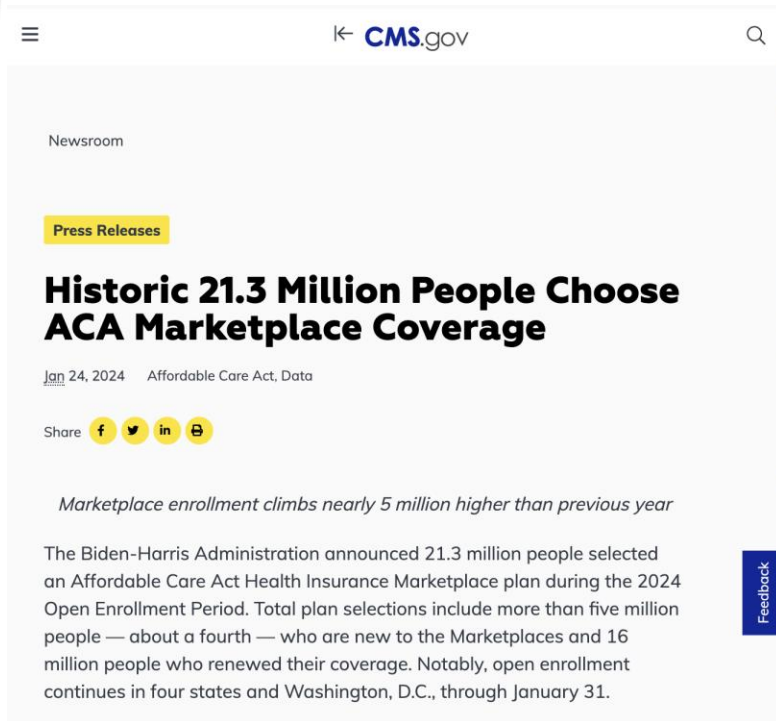
Analyze the growth and effectiveness of the program through **regular, custom reports**. Track key metrics and trends and **uncover insights** to inform recommendations for **optimization** for programmatic and automated messaging.

Opportunity #3

- Manage candidates' expectations through the **end-to-end journey** from awareness, testing, and applications
- Enhance the **enrollment process** with multi-channel reminders

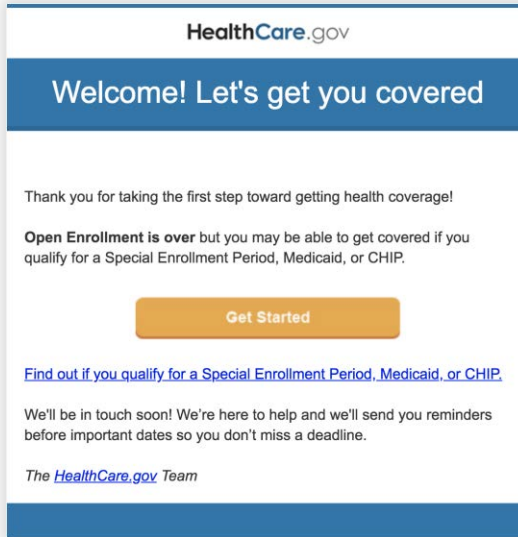
Guide the Journey

Alleviate anxiety, communicate to empathize and plan for customers going through complex, multi-step processes



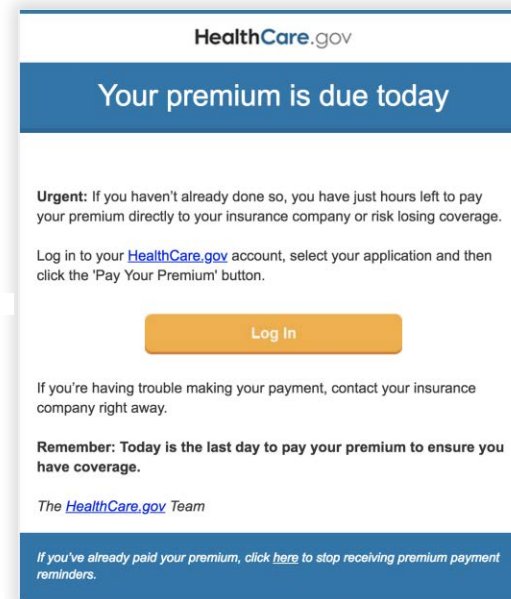
HealthCare.gov

1

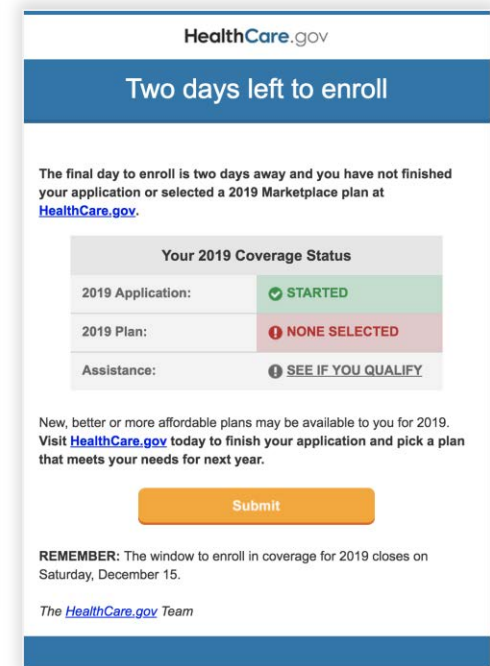


Medicare.gov

2



3



Opportunity #4

- Launch multi-channel digital campaigns that continue to build trust and drive engagement
- Make data-driven strategies with reporting & analytics

CASE STUDY:

The U.S. Department of Labor, HIRE Vets Medallion Program

GOAL: Grow program applications

OUTCOMES:



127%

Growth in accepted applications



58%

Increase in program revenue and applicants for Year 2 to 3



232

Repeat applicants, 58 of which are 3X repeats



“We didn’t have the budget for a big advertising campaign with billboards or television spots. We had an on-the-ground strategy in each state, and the Granicus Experience Group was critical in helping us expand our audience and awareness at the level we needed.”

– Randall Smith
Director of the HIRE Vets Medallion Program

BUILT ON PROVEN APPROACH:

Drive Program Awareness, Adoption & Impact

Our lessons learned from managing millions of journeys for Granicus customers:

1. Raise awareness, build trust, and increase participation of programs
2. Proactively journey map the customer experience to nurture interest and drive participation
3. Provide measurable results that show agency value and CX engagement



HealthCare.gov



Medicare.gov

VA



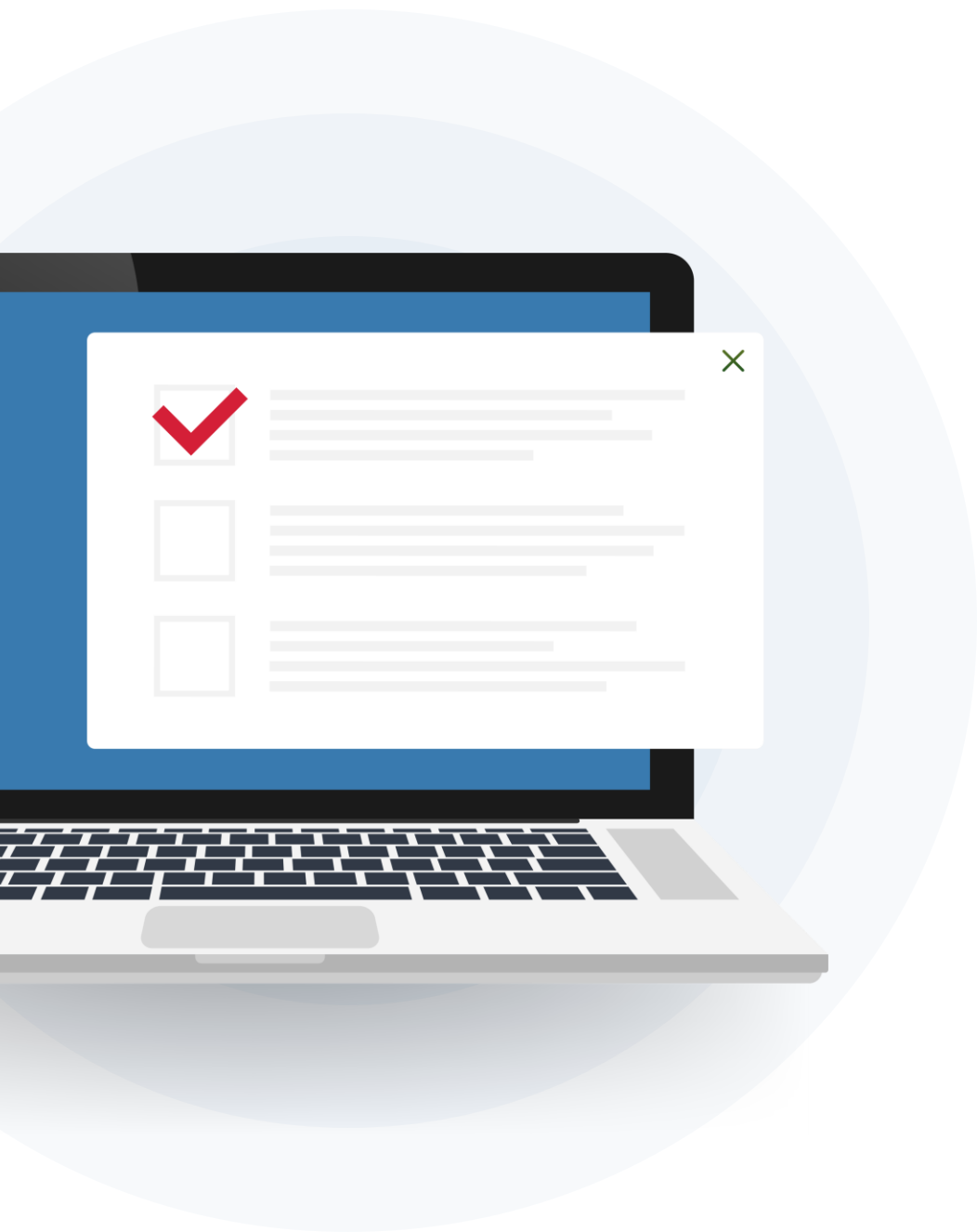
U.S. Department of Veterans Affairs

Washington State Health Care Authority



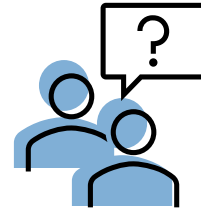
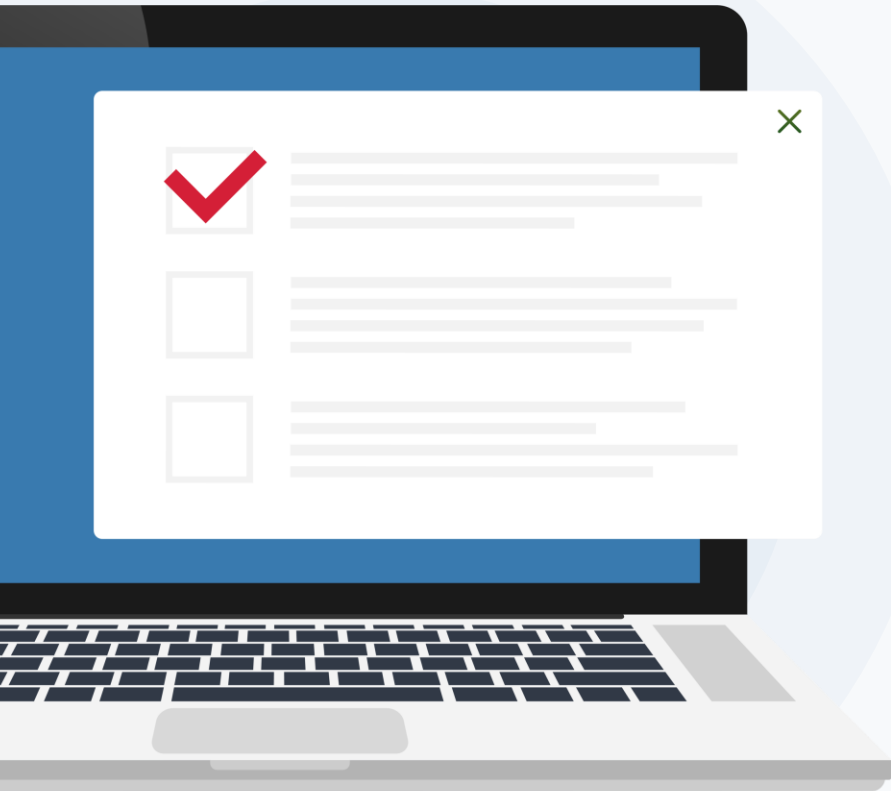
GRANICUS
EXPERIENCE
GROUP

BETTER GOVERNMENT EXPERIENCES, **DELIVERED.**



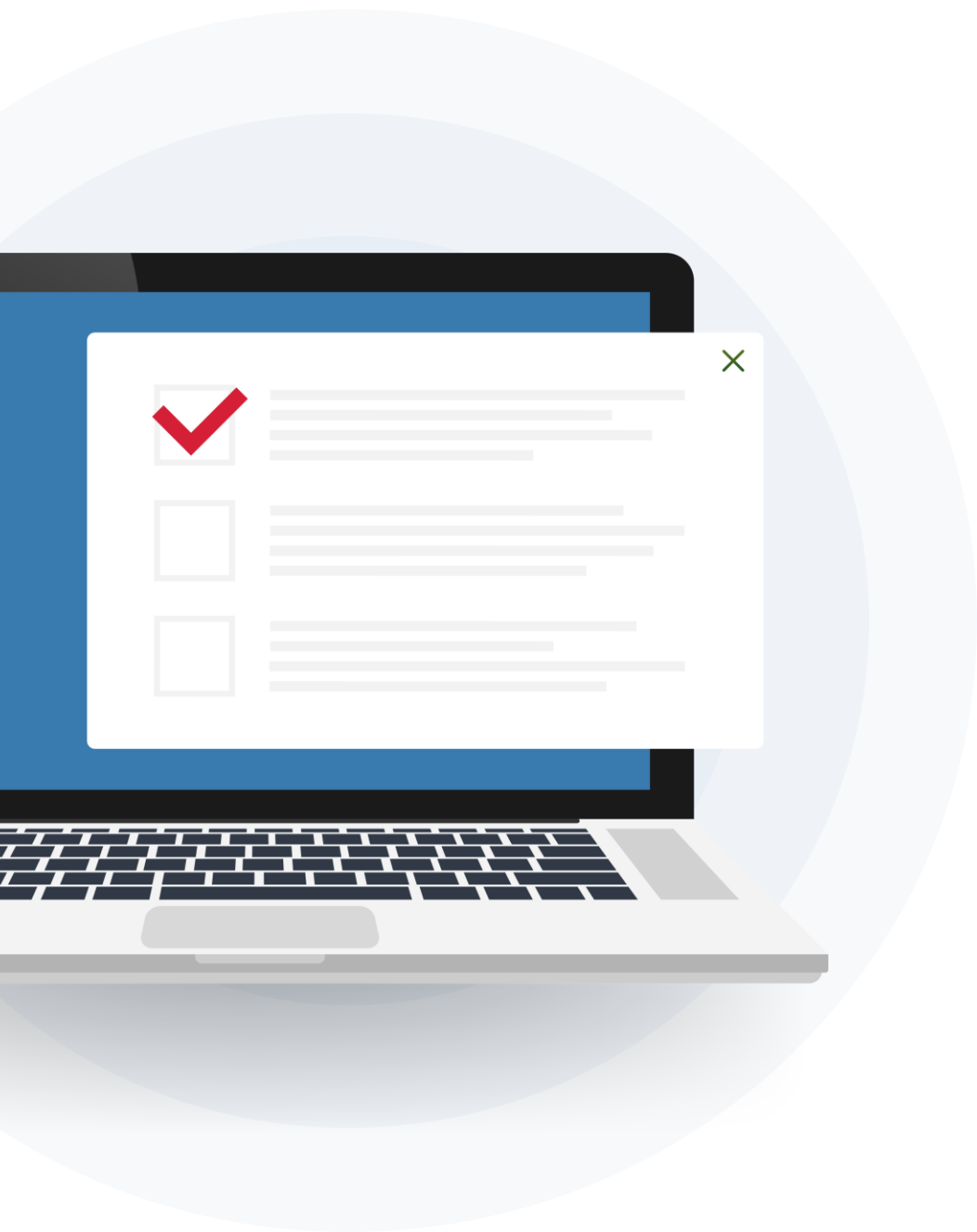
Poll: Have you considered adding SMS to your outreach strategy?

1. Yes, we are working on it now
2. No, we don't have a need currently
3. Haven't thought about it yet
4. Already using SMS



Poll: Are you collecting feedback from constituents?

1. We are awash in citizen data
2. We collect limited citizen data



Poll: How do you engage stakeholders and citizens?

1. In-person meetings
2. Contact-us form on website
3. Surveys
4. Polls
5. Email
6. Full suite digital engagement solution

Examples: NJ Family Connects

The screenshot displays the top portion of the FAMILY CONNECTS NJ website. At the top left is the logo, which consists of a stylized 'G' icon followed by the text 'FAMILY CONNECTS NJ'. To the right of the logo is a horizontal navigation menu with the following items: 'Home', 'Families', 'Medical Professionals', 'Rollout Schedule', 'Our Partners', 'Schedule Your Home Visit', and 'Spread the Word'. A search bar with a magnifying glass icon and the text 'Q Search' is located on the far right of the navigation bar.

The main content area features a large hero image of a nurse in a white coat attending to a newborn baby. Overlaid on this image is a white semi-transparent box containing the text 'BIRTH FAMILIES' in bold, followed by the subtext 'Help your family get off to a healthy start with FAMILY CONNECTS NJ!'. Below this text is a prominent blue button with the white text 'Learn More'. Below the hero image is a row of five small, light-gray circular dots, with the first dot being filled in black, indicating the current slide in a carousel.

Below the hero section is a wide, horizontal yellow banner. The text within this banner reads: 'Family Connects NJ is available in **Essex, Middlesex, Mercer, Gloucester and Cumberland Counties** beginning in **January 2024**. Check the [Family Connects NJ Rollout Schedule](#) to see when Family Connects will be launching in your county.'

At the bottom of the screenshot, centered on a white background, is the text: 'FAMILY CONNECTS NJ: Nurse Visits Supporting Parents & Newborns at Home'.

Examples: MN Department of Transportation

The screenshot shows the homepage of the Minnesota Department of Transportation website. At the top left is the logo with the letter 'm' and the text 'DEPARTMENT OF TRANSPORTATION'. To the right are navigation links for 'Home', 'About this site', and 'Related sites', followed by a search bar with a magnifying glass icon and the text 'Search'. Further right are links for 'Sign in' and 'Register'. The main header image features a snowplow clearing a road in winter. A white call-to-action box in the center contains the text 'Let's Talk Transportation' and 'Learn about our plans, projects and programs, and share your feedback.' Below this is a section titled 'Featured engagement opportunities' with three cards. The first card shows a shield with '94' and a map of Minnesota, with the title 'Rethinking I-94 — Minneapolis to St. Paul'. The second card shows icons for a car, train, bus, and bicycle, with the title 'Measuring Transportation Equity'. The third card shows a gas pump icon with an electric plug, with the title 'Electric Vehicle Infrastructure Plan'.

m DEPARTMENT OF TRANSPORTATION

Home About this site Related sites Search Sign in Register

Let's Talk Transportation

Learn about our plans, projects and programs, and share your feedback.

Featured engagement opportunities

Rethinking I-94 — Minneapolis to St. Paul

Rethinking I-94 is a long-term effort to engage with those who

Measuring Transportation Equity

How does the transportation system work for you?

Electric Vehicle Infrastructure Plan

The NEVI Formula Program provides funds for states to install fast chargers for electric vehicles.

Examples: CO Department of Natural Resources

COLORADO
Colorado Water Conservation Board
Department of Natural Resources

Home Sign in

Dive Into the Colorado Water Plan!

The Colorado Water Plan provides a vision for meeting Colorado's most critical water challenges. Take a deeper dive and learn how you can engage!

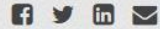
[Learn More](#)

Colorado River

While the Colorado River is mentioned in the 2023 Water Plan, the Water Plan speaks to all of our compacts and the specific things we can do within Colorado to use water wisely. For more information on the Colorado River, check the links below.

Examples: San Diego County Broadband

Closing the Digital Divide in the Unincorporated Area



To improve internet access, reliability, and affordability in the unincorporated areas – a basic need in today's connected world – the County conducted an extensive study to identify areas lacking reliable, affordable service and the infrastructure needed to change that.

The Plan supports the County's efforts in attempting to close the digital divide in the unincorporated area by identifying problem areas and the partnerships, infrastructure and education needed to increase access to essential services like telehealth, education, banking, public safety, resilience, and economic opportunity. The Plan is being used [Continue reading](#)



[Broadband Infographic available in other languages to the right under Documents](#)

Ask us a question

Where have you experienced Dead Zones?

How is the internet working for you?

What would you like to see improved in the future?



Where have you experienced Dead Zones?

6 months



Who's Listening

Stephanie Johnson

Program Manager
Land Use and Environment Group

Email stephanie.johnson@sdcounty.ca.gov

SJ

Important Links

[FCC National Broadband Map](#)

[California Interactive Broadband Map](#)

[County of San Diego Broadband Plan](#)

Documents

[Comprehensive Broadband Plan - Jan. 2023](#)

[Broadband Digital Equity Workshop](#)

[Broadband Infographic](#)

Engagement Platform

EngagementHQ Online Tool Spectrum

Open environment

Participants can engage with each other. Comments, images and ideas are visible to the community.



FORUM



IDEAS



PLACES



STORIES



GUESTBOOK



Q&A



QUICK POLL



SURVEYS

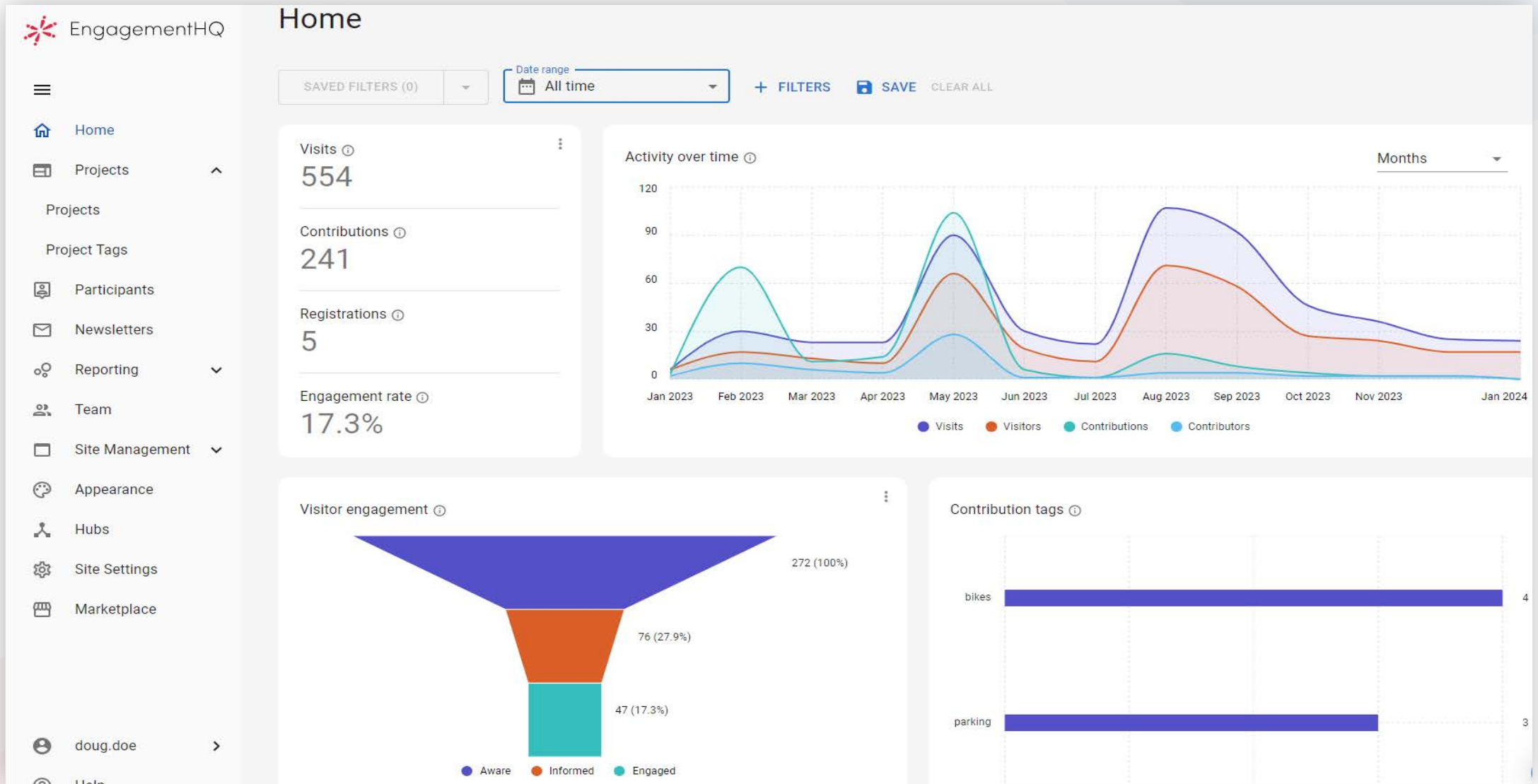
Mixed environment

Participants can see other contributions. However, there is little peer-to-peer interaction. Some data may be visible to the public, other data is just accessible by admin.

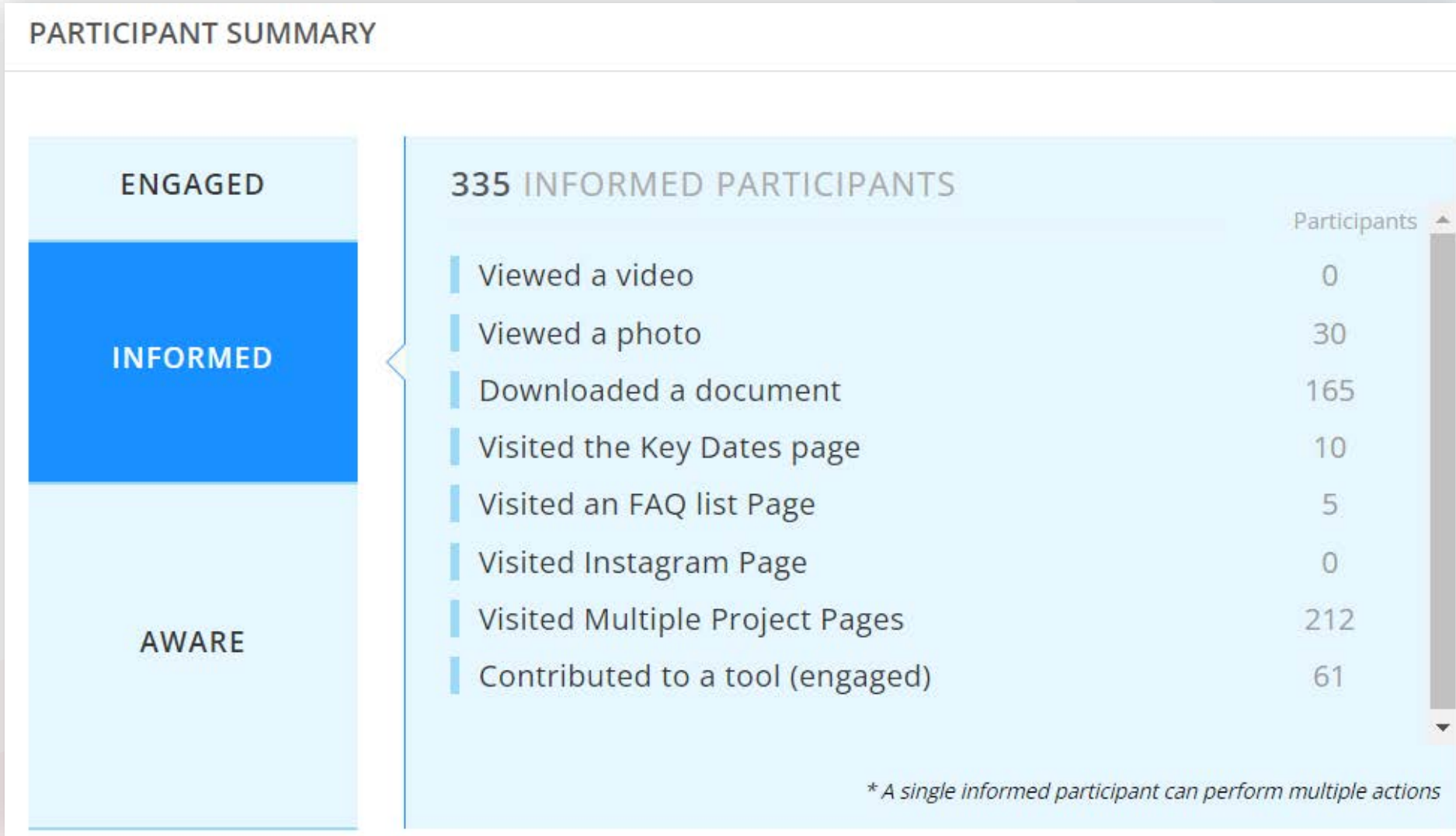
Controlled environment

Participants cannot engage with each other. Data is stored in the backend and only accessible by admin.

Reporting



Cultivating a culture of engaged residents



Text Analysis

The screenshot displays the EngagementHQ Text Analysis interface. At the top, there's a navigation menu on the left with options like Projects, Participants, Newsletters, Reporting, Project Reports, Tool Reports, Text Analysis (selected), Survey Analysis, and Submissions Manager. The main header shows 'EngagementHQ' and 'Text analysis' with a search bar and a 'Download report' button. Below the header, there are filters for 'Downtown Improvem...', 'Forum Topic: Forum (16)', and 'All Time', along with an 'Update' button. A 'SENTIMENT SUMMARY' bar shows 50% Positive (yellow), 33.3% Neutral (orange), and 16.7% Negative (green). The main content area lists comments with their sentiment analysis results, including confidence scores and tags like 'parking' and 'bikes'.


Comment	Sentiment	Confidence	Tags
Reply: Perhaps improved signage to remind folks and perhaps some trail marking would help make the trails safe and fun for all to enjoy. ABC123 , 10 May 2023, 03:15 PM Agrees: 0 Disagrees: 0 Replies: 0	Neutral	-	parking
Reply: And creating places to sit, access for cafes to use the sidewalk next to their business for small chairs and tables as well as increasing use of plants and trees will make this a welcoming space and help businesses. ABC123 , 10 May 2023, 03:17 PM Agrees: 0 Disagrees: 0 Replies: 0	Neutral	57.54%	bikes
Reply: Ha! I just put an "idea" up about limiting speed of e-bikes. Agreed on speed limits! jeff.sereni , 11 May 2023, 04:16 AM Agrees: 0 Disagrees: 0 Replies: 0	Positive	75.89%	bikes
I'm not sure if this is the right place to mention this, being it's kind of an public works thing. But can we look to clean up and reduce some of the power lines above main street? It appears that many are old and could be taken down, or I know they could be buried. I think this would be a huge improvement. jeff.sereni , 11 May 2023, 04:17 AM Agrees: 1 Disagrees: 0 Replies: 1	Mixed	88.13%	-
I think allowing for more bike and foot traffic in town would be great however I would want to make sure we are maintaining those paths more frequently then as I have noticed small problems in the past and don't want them to get worse. Lucas Sheppard , 11 May 2023, 08:01 AM Agrees: 0 Disagrees: 0 Replies: 0	Mixed	91.61%	bikes

Engagement Platform

The screenshot displays the Cityville Engagement Platform interface. At the top, the Cityville logo is on the left, and navigation links for Home, About, Project Building 101, All Projects, and Development Review are on the right. A search bar and links for Login and Register are also present. The main content area is titled "9th Avenue Reconstruction" and features a photograph of a city street. Below the photo, there are two paragraphs of text describing the project's scope and a "Stay Informed and Involved" section with a bulleted list of actions. A navigation bar below the text includes "Updates", "Map", "Guestbook", and "Questions". At the bottom left, a "What We Heard" section is dated "31 Aug 2023". On the right side, a "Sign Up to speak up!" button is prominent. Below it, the "Who's Listening" section lists Kerrie Lum (Director of Community Engagement) and Rhodes Smith (Neighborhood Liaison) with their respective profile pictures. The "Lifecycle" section shows a progress bar with three stages: "Open" (checked), "Under Review" (checked), and "Final report" (unchecked).

Home / 9th Avenue Reconstruction

9th Avenue Reconstruction



The 9th Avenue Reconstruction portion of the project includes complete reconstruction of the roadway pavement, full installation of concrete curb and gutter, partial replacement of water main and full replacement of water services, improvements to the sanitary sewer and storm sewer systems, traffic signal replacement at Broadway, and construction of a 5-foot concrete sidewalk on the north side and an 6-foot concrete concrete sidewalk on the south side.

The Broadway portion of the project between West 54th Street and West 57th Street includes partial reconstruction of the roadway pavement, partial replacement of concrete curb and gutter, full replacement of water main and water services, improvements to the storm sewer system, traffic signal replacement at West 58th Street, and construction of a 5-foot concrete sidewalk on the east side of France Avenue between West 57th and West 58th Streets.

Stay Informed and Involved

- Learn more about the project in our Updates and FAQs.
- Drop a pin on our priorities and challenges map so we can better understand what matters most to you!
- Have a question or a quick comment? Leave it here.
- Follow the project and we'll share updates and invite you back to provide input in the future.

Updates Map Guestbook Questions

What We Heard

31 Aug 2023

Sign Up to speak up!

Who's Listening

Kerrie Lum
Director of Community Engagement

Rhodes Smith
Neighborhood Liaison

Lifecycle

- Open**
This consultation is open for contributions.
- Under Review**
Contributions to this consultation are closed for evaluation and review. The Project team will report back on key outcomes.
- Final report**
The final outcomes of the consultation are documented here. This may include a summary of all contributions collected as well as recommendations for future action.

User Friendly Administration

The screenshot displays the EngagementHQ user administration interface. On the left is a sidebar menu with the following items: Home, Projects, Project Tags, Participants, Newsletters, Reporting, Team, Site Management, Appearance, Hubs, Site Settings, and Marketplace. The main content area shows a page titled "Opportunities for Veterans" with a permalink "opportunities-for-veterans" and buttons for "Edit permalink" and "Copy page URL". Below the permalink is a rich text editor toolbar. The main content features a video player with the title "Life of Service - San Diego County Sheriff's Department" and a thumbnail image of a police officer in uniform. The video player includes a play button, a progress bar at 00:59, and a Vimeo logo. Below the video player, there is text describing the Community Oriented Policing Services (COPS) and their hiring program for military veterans.

Opportunities for Veterans

Permalink: [Edit permalink](#) [Copy page URL](#)

Life of Service - San Diego County Sheriff's Department
San Diego County Sheriff

00:59

JOINSDSHERIFF.NET

The Community Oriented Policing Services (COPS) is actively seeking veterans for law enforcement positions. Recognizing the strong work ethic, teamwork, and ability to handle challenging situations demonstrated by military veterans, the COPS Office is dedicated to supporting veterans and the agencies that employ them.

Since FY 2012, the COPS Office has been providing assistance through the COPS Hiring Program (CHP) specifically for military veterans. Applicants who commit to hiring or rehiring veterans receive additional consideration under the CHP. For eligibility, a military veteran is defined as someone who has served on active duty in the armed forces for over 180 consecutive days, with any part of their service occurring on or after September 11, 2001, and who has received an honorable discharge or release from active duty.

griffin.weiss

Embeddable Project Finder

Find Your Voice

Search Projects Topics



Imagine Point Russell 2030



Veterans Services Program



Point Russell Website Redesign



What's Next?

How Granicus can help...

Next steps to continue improving Ohio's outreach:

1. Schedule your complementary Strategic Review with CustomerSuccess
2. Strategize with Granicus about expanding SMS, TMS, or Advanced Package options
3. Meet with GXG to discuss your specific goals and outcomes

Contact Sammy.Mathews@granicus.com for more information



Questions?

Thank You

Questions? Contact info@granicus.com