CELEBRATION COMMUNITY DEVELOPMENT DISTRICT
CELEBRATION RESIDENTIAL OWNERS ASSOCIATION

JOINT MEETING
AGENDA PACKAGE

Wednesday, April 19, 2023

Remote Participation:

Zoom: https://us02web.zoom.us/j/3797970647, Meeting ID: 3797970647
--or--
Call in (audio only) (415) 762-9988 or (646) 568-7788, 3797970647#

INFRAMARK
INFRASTRUCTURE MANAGEMENT SERVICES

313 Campus Street
Celebration, Florida 34747
(407) 566-1935

Agenda

Celebration Community Development District
Celebration Residential Owners Association

CCDD Board of Supervisors:
Greg Filak, Chairman
Tom Touzin, Vice Chairman
David Hulme, Assistant Secretary
Jack McLaughlin, Assistant Secretary
Cassandra Starks, Assistant Secretary

CROA Board of Directors:
Cindy Swisher, President
Charles Richards, Vice President
Celia McFadden, Secretary
Bill Grindl, Treasurer
David Anderson, Director
Jim Hays, Director
Jared Wise, Director

Joint Meeting Agenda
April 19, 2023 – 6:00 p.m.

1. **Opening Activities**

   A. Call to Order

   B. Pledge of Allegiance

   C. CCDD Roll Call and Introduction of Supervisors

   D. CROA Roll Call and Introduction of Members

   E. Comments and Changes for the Workshop Agenda

2. **Audience Comments** *(agenda and non-agenda items)*

3. **Discussion Items**

   A. Board Alignment and Communications

   B. Potential CeleService Replacement and Status of Vendor Evaluations

   C. Security Initiatives

      i. Status on Partnership for Sheriff Detail Downtown

      ii. Cameras

4. **CCDD and CROA Board Member Comments**

5. **Concluding Remarks/Next Steps**

6. **Adjournment**

District Office:
313 Campus Street
Celebration, FL 34747
407-566-1935   www.CelebrationCDD.org

Town Hall/Meeting Location:
In person: 851 Celebration Avenue, Celebration, FL 34747
Participate remotely: Zoom https://zoom.us/j/3797970647
OR dial 415-762-9988 or 646-568-7788, ID 3797970647

Section 3

Discussion Items

Subsection 3B

GoGov Alternative to CeleService

CeleService Review:

Current Status and Option for Upgrade

Presented by Greg Filak (CCDD Chairman)

CCDD / CROA Joint Meeting

19 April 2023

"Accela" Software – History & Status

➢ Current software was implemented by CROA in 2015, "Celeservice" is a branding by CROA

➢ Used for ticketing of community issues including:

- Streets, Sidewalks and Trails
- Parks Maintenance
- Lights
- Pool Facilities
- Graffiti
- Trees
- Irrigation and Ponds

➢ Paid for and administered by CROA, other organizations including CCDD piggyback as users

➢ CCDD began discussions with CROA in early 2021 about potential replacement:

- CROA requested delay in 2021 because of focus on CROA Management contract transition.
- In February 2022 when Accela contract was renewed by CROA for 1 year, intent was to consider alternative platforms and time for evaluation.
- By late 2022, there were no updates to the search for a new platform. CCDD announced intent to take lead on research of alternatives on behalf of the community. Initial CCDD/CROA demo of "GoGov" 17 Feb 2023.

"GoGov": Trouble Tickets

✓ Multiple Input Methods: Residents can input tickets via phone app, website, or email.
Benefit: All tickets tracked and actioned together. Reports from a single database.

✓ Automated GIS Interface: Can auto-populate map based on county property records.
Benefit: Eliminates staff manually inputting what entity owns the property for the issue.

✓ Trouble Assignment by Type: Can also auto-assign tickets based on ticket type (ex. ponds automatically go to CCDD, playground repairs go to CROA).
Benefit: Simplified ticket assigning for staff.

✓ Automated Ticket Status Notifications: Pushes "pop up" or email updates to residents.
Benefit: No need to log into system to check for updates, real-time as they happen.

✓ Automated Staff Notifications: Preset automated reminders and escalation of tickets.
Benefit: Ensures tickets are not forgotten, managers are notified if not resolved/addressed.

✓ Budgeting Module: Calculates and projects budgeted costs based on trouble tickets.
Benefit: Assists financial management and forecasting with real-time costs and labor effort.

✓ Automated Customer Survey: Each ticket generates a customized survey for residents.
Benefit: Automated data tracking on how the organization dealt with the ticket.

✓ Customized Data Reporting for Boards / Staff: Trend analysis, data exports, forecasting.
Benefit: Makes tickets actionable for management, not just for issue resolution.

"GoGov": Community Communications

✓ Community Notices: Ability to send informational notices (ex. meeting reminder, boardwalk or road closure, event notices) with pictures if desired. Can transmit via Push Notice, Email (option for any resident who gives email address), or Social Media.
Benefit: Expands communication beyond email-only. Gives residents the option on how they want to receive information.

✓ Connects to Existing Websites: Directly interfaces with existing website for App "buttons" to link to documents, meeting agendas, events, contact information, etc.
Benefit: App-based interface simplifies interface for residents.

✓ Ability to Connect to Partners: App can list information and link app buttons to partner organizations (Osceola County, Local Businesses, Community Partner Sports Leagues).
Benefit: Ease of connectivity for residents to other community stakeholders.

✓ Common branding: Can be branded as "Celeservice" for continuity with community.
Benefit: Retains tool naming, logo, etc. for consistent community feel.

Implementation

✓ **Cost:** $16,860 annually (current Accela tool $9,540 annually). Includes:

- Licensing fees
- Setup and legacy data integration
- Osceola County GIS interface
- Virtual training for staff
- Unlimited technical support

✓ **Schedule (estimated):**

- 2-4 weeks to negotiate and sign contract
- 6-8 weeks to set up and customize platform for Celebration, import legacy data
- 4 weeks for virtual training sessions for staff

✓ **Risks / Dependencies:**

- Schedule estimates are high level from vendor. Vendor cannot give a committed schedule until they are under contract and begin work on customized layout, legacy data import.
- February 2024 expiration of current Accela contract. Ample time is needed for community and staff to fully migrate, or to evaluate and decide to extend with current Accela tool.
- Consistency for "one stop shop" across organizations = consensus between boards to participate.

GONotify®

Engage citizens across multiple channels with a trusted source of information for events, alerts & notices.

GONotify® is a user friendly solution for creating & sending communications of all varieties to your citizens across multiple channels! Coupled with an agency branded mobile app, GONotify® makes it easy for citizens and government to communicate more efficiently and effectively!

Communications in the Palm of Citizen's Hands

- **Branded Mobile App** serves as one place to access all notifications and important information directly from your local municipality

- **Subscription Lists** allow for citizens to sign up for the types of notifications that they want to receive

- **Direct Notifications** ensure that content is delivered directly to citizens devices so that no important updates are missed

- **Get more information** and start a dialogue with agency staff by replying to a notification (requires GOGov CRM)

Keep Citizens Informed

As a staff & management team, keeping citizens informed can be a challenge. GONotify® includes some awesome features to help with this process:

- Send **Alerts & Emergency Notifications** directly to citizens

- Send Targeted Content by using **Subscription Groups** that you can define & select when sending out a message

- Use our **Message Editor** to easily create detailed & stylish communications that include pictures, formatting, links to videos, documents and other content.

- For Create Once, Publish Everywhere with **Multi Channel Publishing** that allows you to push content to the most vital channels including **Mobile, Email, Twitter, Facebook** & **Website.**

- Enable **2-Way Communication** that would allow you to choose if citizens can reply to a specific message, leveraging our CRM Module that ensures no questions go unanswered.

All of your Communication Needs in One Spot

Why limit yourself to emergency communications when you could send anything that you want?

- Road Closure

- Events

- Storm Warnings

- Boil Water Advisory

- Emergency Alerts

- School Closings

Vital City Information at Citizen's Finger Tips

The branded app includes applets, which are important pieces of information that you can put right at your Citizen's finger tips. Commonly that information includes:

- Important Phone Numbers

- Elected Official's Names & Bios

- Local Places

- Social Media Pages

- Website Content

GORequest®

GOGov
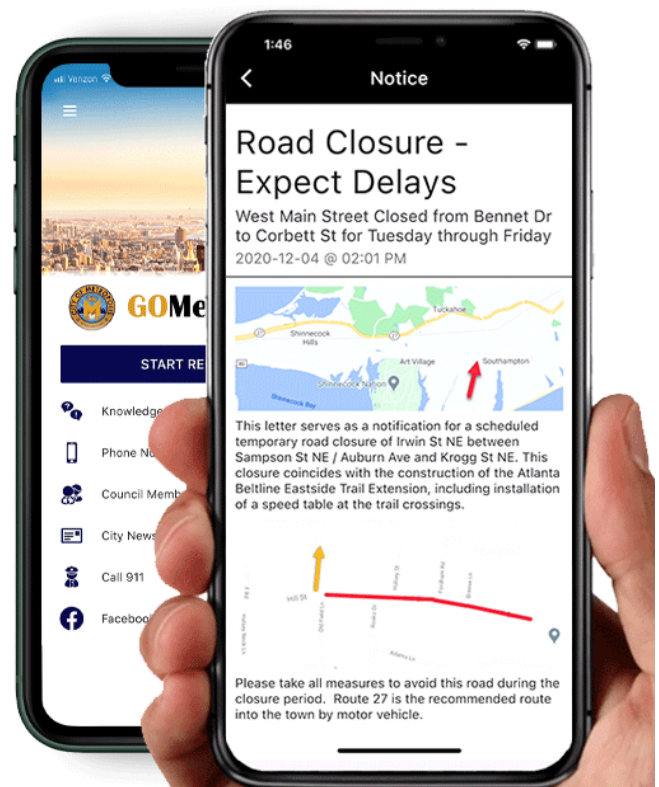
Powerful & Flexible CRM Software to manage service requests of all varieties for your agency!

GORequest® CRM is an intelligent, user friendly solution for managing all of your agency service requests! Whether it's a citizen using your agency branded mobile app or a staff member logging a service call from your call center, GORequest® provides a centralized home for two way communication between government and citizens to work and communicate more efficiently and effectively!

Customer Service at it's Finest

In today's digital age, customer service expectations are at an all-time high. As a government agency, your constituents are expecting the same service from you that they receive from all of their other service providers. The GORequest® powerful CRM now makes it easy for citizens and government to exchange information and work towards their common goal of making their city/town/county the best place to live or work!

- Simple submission of requests by staff or citizens via mobile app or through the web

- Automated email and push notifications keep both staff and citizens up to date as a request is worked towards a resolution

- Pre defined SLA's per request type set the proper expectation for citizens to have their requests completed

- Detailed & Customizable reporting for the agency to ensure certain service standards are being met

No Upfront Fees or Startup Costs

We try to earn your business every single day and so we will start by doing the heavy lifting to get you started. Everything you need to setup your mobile app, list of request types, reports and most importantly train your staff - Its All Included!

Truly Flexible CRM that bends to your Needs!

Our software was designed to be configured to the way you work, which is what makes it so powerful and intuitive.

- Agency Defined Request Types and Categories

- Fully searchable Knowledge Base with Integrated Request Functionality

- Customizable Automated Email and Push Notifications

- Automatic Address and User Tracking to Easily See Previous Requests for a Specific Citizen or Address

- Highly Customizable assignment Rules allow for Even the Most Complex Engagement Rules to be Followed

- Map Views Available for Work Planning and Trend Spotting

- Both Out of the Box and Customizable Reporting that can be run using user defined criteria and output in a variety of formats

- Specific Input Form for individual request types
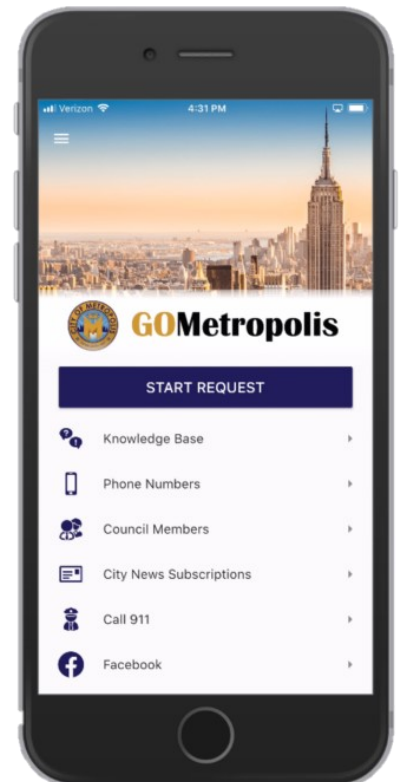
More Than Just Potholes!

While filling a Pothole is a common and effective use of our CRM solution, this frequently used example only scratches the surface of what you can accomplish with GORequest®

- **Branded Mobile App**– While the Mobile App is certainly a useful tool for citizens to submit service requests, it can also be used to showcase anything that you as an agency want to give your citizens quick and easy access to. Our collection of applets offer a wide variety of ways to make often sought out information and services readily available at your citizens fingertips!

- **IT Ticketing/ Facilities Management**– The system offers 'internal' request types, which are only available for view and submission by agency staff when logged in. Users can easily create requests types for IT ticketing or Facility Management and use GORequest® to replace costly internal, process specific systems.

- **Public Records Requests**– Keep up with open records laws by tracking FOIA, OPRA and other public record requests from citizens.

- **Agency Specific Programs & Services -** GORequest® helps our customers manage unique use cases including ride sharing, building inspections and health inspections.

Integrations

We learned that sharing is one of the most important parts of helping our customers. This is why we have built integrations into systems where it counts. Some common ones include:

- **ESRI ArcGIS**- integration validates addresses entered into the system against your GIS system. We also can use other data and map layers like districts, wards and more to enhance the workflow and reporting delivered to your agents and citizens.

- **Cartegraph**- our integration with Cartegraph can automatically transmit your requests into that system for work and then push the data back to the citizen through our system, including when the issue is closed.

- **LDAP / Active Directory** - another password is the last thing any of us want. With our LDAP integration we can sync up users and permissions and authenticate against your Active Directory so you don't have to do extra work or remember another password.

Support and Training You Will Love ♥

Our goal is to make you love our company at every encounter. We have a mature process and experienced staff that will be able to provide expert advice and assistance every step of the way.

- **Expert Advice** providing analysis of your service request types, workflows and reports using industry best practices to make your job as easy as possible.

- **Project Management** - your dedicated project manager will track and monitor your progress throughout the project.

- **Configuring** creating a list of request types, launching the mobile app, building a beautiful iFrame, customizing fields and forms, creating email templates, customizing reports and more.

- **Training Library** - As we train you, we will produce a library of videos and documents specific to your agency. These videos can be used for onboarding future staff or just going back to get a refresher on more advanced stuff.   But don't worry - we are always willing to give additional training as you need it.

- **Staff Training** is our favorite part because we know you are going to love what you see and how easy it is to use. When we hear "oooh's" and "aaah's" then we know we are doing our job.

> " *With the ability to contact residents directly on the platform, our employees are more efficient in resolving service requests than before...* "
>
> - Paolo Beltran, City of Lakewood, CA

About GOGovApps

GOGovApps specializes in providing CRM and Code Enforcement software to local governments of all sizes. Our long history and experience working with hundreds of government agencies across the country really shows in the products and services we provide.   We built our software from the ground up working with the departments and staff that now use our products every single day.

Citizen Request Management Software

Citizen Request
Management

Company Overview

- Founded in 2004

- Over 175 Municipal Customers

- Over 2 Million Users!

GOGov Products

Citizen Notifications

- Branded Mobile App
- Send to Multiple Channels (Push, Email, Facebook, Twitter)
- Subscription Groups
- Applets
  - Elected Officials
  - Phone Lists
  - Social Media Integrated
  - Surveys
  - Local Places
  - Pages
  - Any Mobile Content

Citizen Request (CRM)

- Service Requests
- Knowledge Base
- Workflow
- Reporting & Mapping
- Satisfaction Surveys
- Work Order Lite (Time & Materials)
- Integrations
  - ESRI ArcGIS
  - LDAP / Active Directory
  - Work Order Systems

Code Enforcement

- Case Management
- Violations & Actions
- Attach Pictures, Videos & more
- Letters & Citations
- Fees & Payments
- Special Features
  - Rental Inspections
  - Weed Abatement
  - Vehicle Abatement
  - Business License Enforcement
- Integrations
  - ESRI ArcGIS
  - Permitting Systems
  - Collection Services

GOGov

Branded Mobile App for Citizens

- Branded specifically for your Agency

- Access Useful City Information

- Submit Service Requests

- Knowledge Base of FAQs for Citizen Self-Service

- Receive Notifications & Alerts

App Request Flow
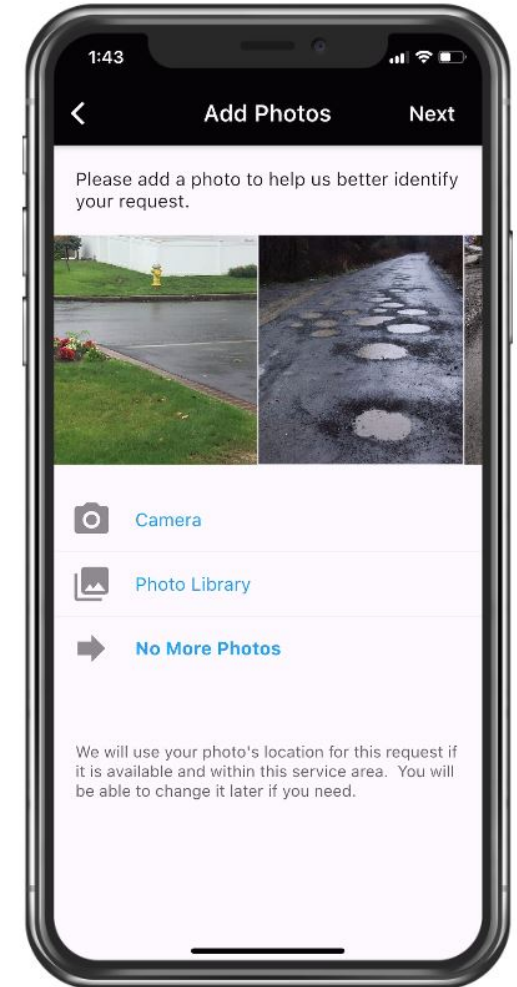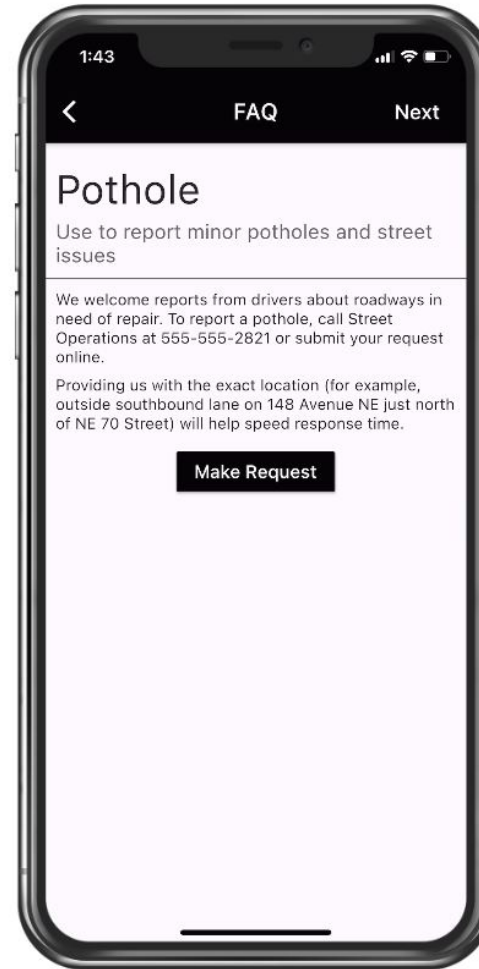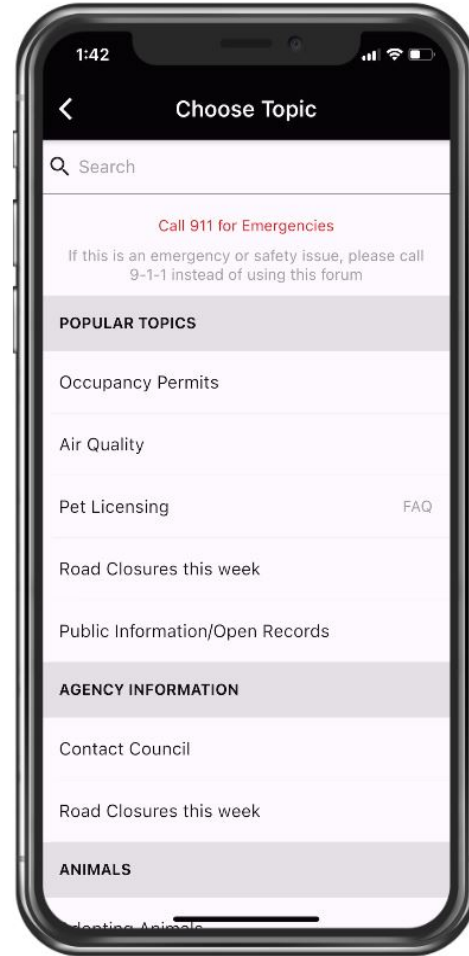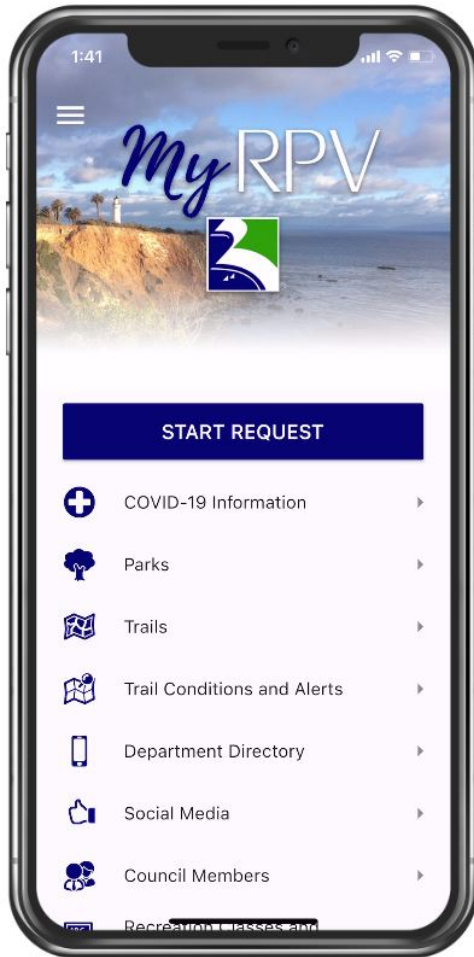
App Request Flow (Cont'd)
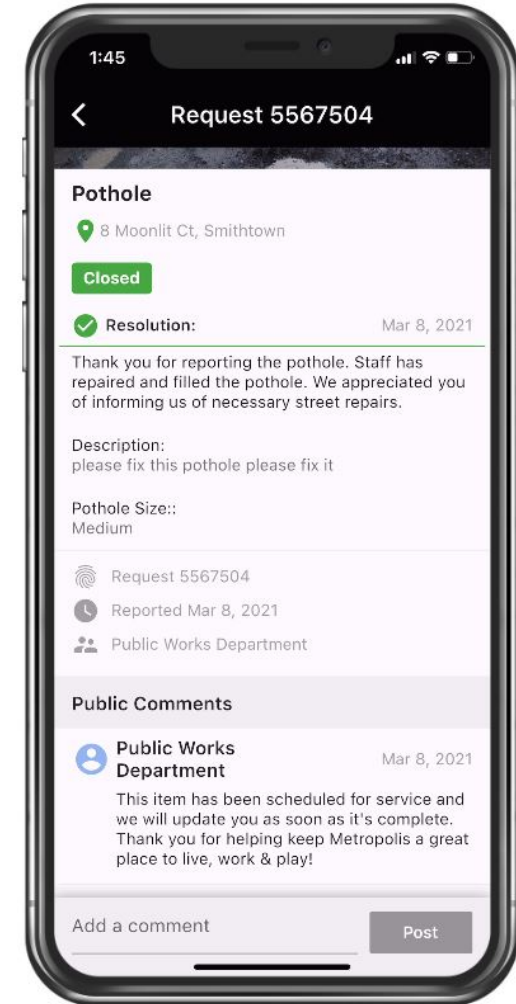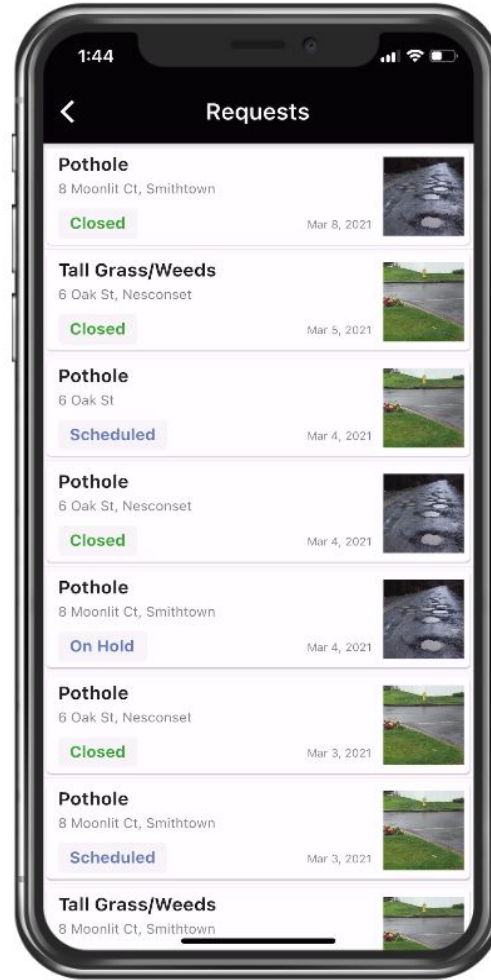
Applet Example - Trails
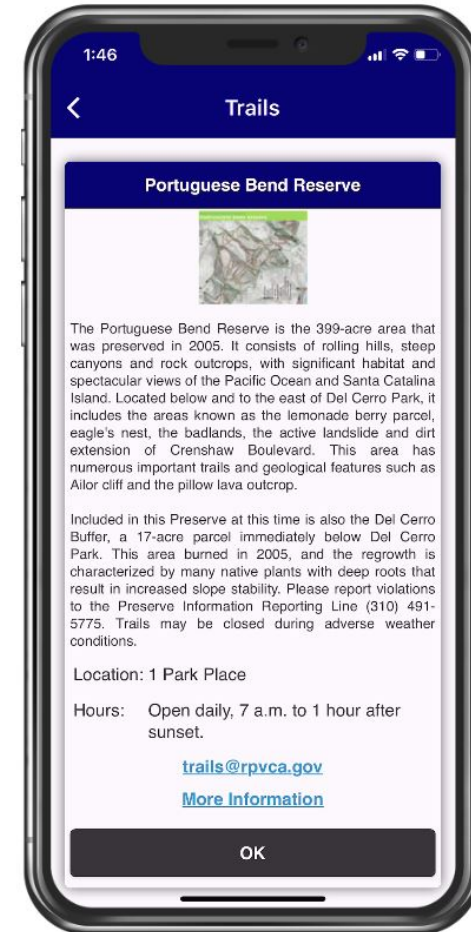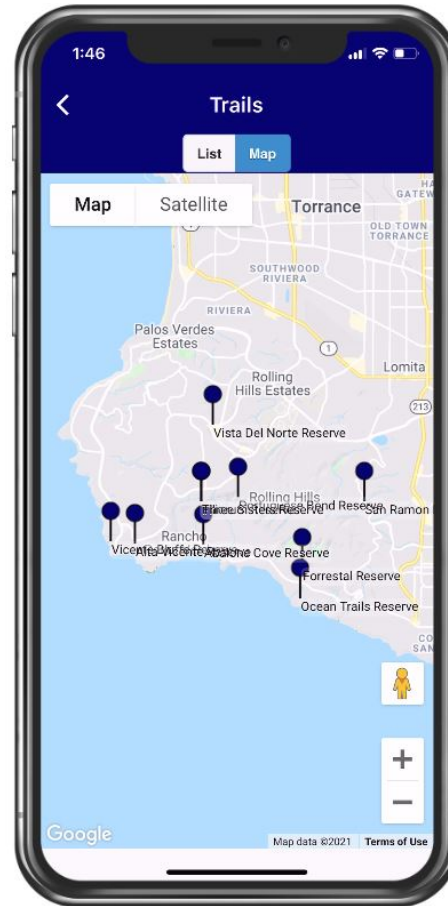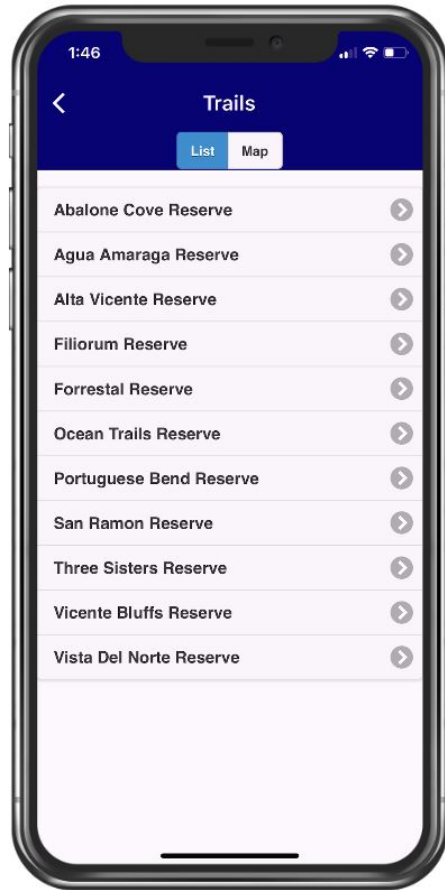
Web Portal

- Embedded into City's Website

- Submit Service Requests

- Browse Knowledge Base

- Promotes Downloads of App

- Sign up for Email Notifications & Alerts

Staff Software 🔔

- Manage & Route Requests
- Assign & Track Work
- Collaborate with Citizens and Staff
- Integrations with Third-Party Software
- Browser Based

GOGov

Reports

- Agency-wide Reports
- Departmental Reports
- Backlog by Department or Topic
- Response Times
- Citizen Satisfaction
- Custom Reports
- View Reports on a Map
- Save, Schedule & Export to Excel

Citizen Notifications

- Informational Messages

- Emergency Alerts

- Real Time Push Notifications

- Push to Social Media

- Send via Email

- Scheduled Sending

- Subscription Lists

- Manage Follow up Questions*
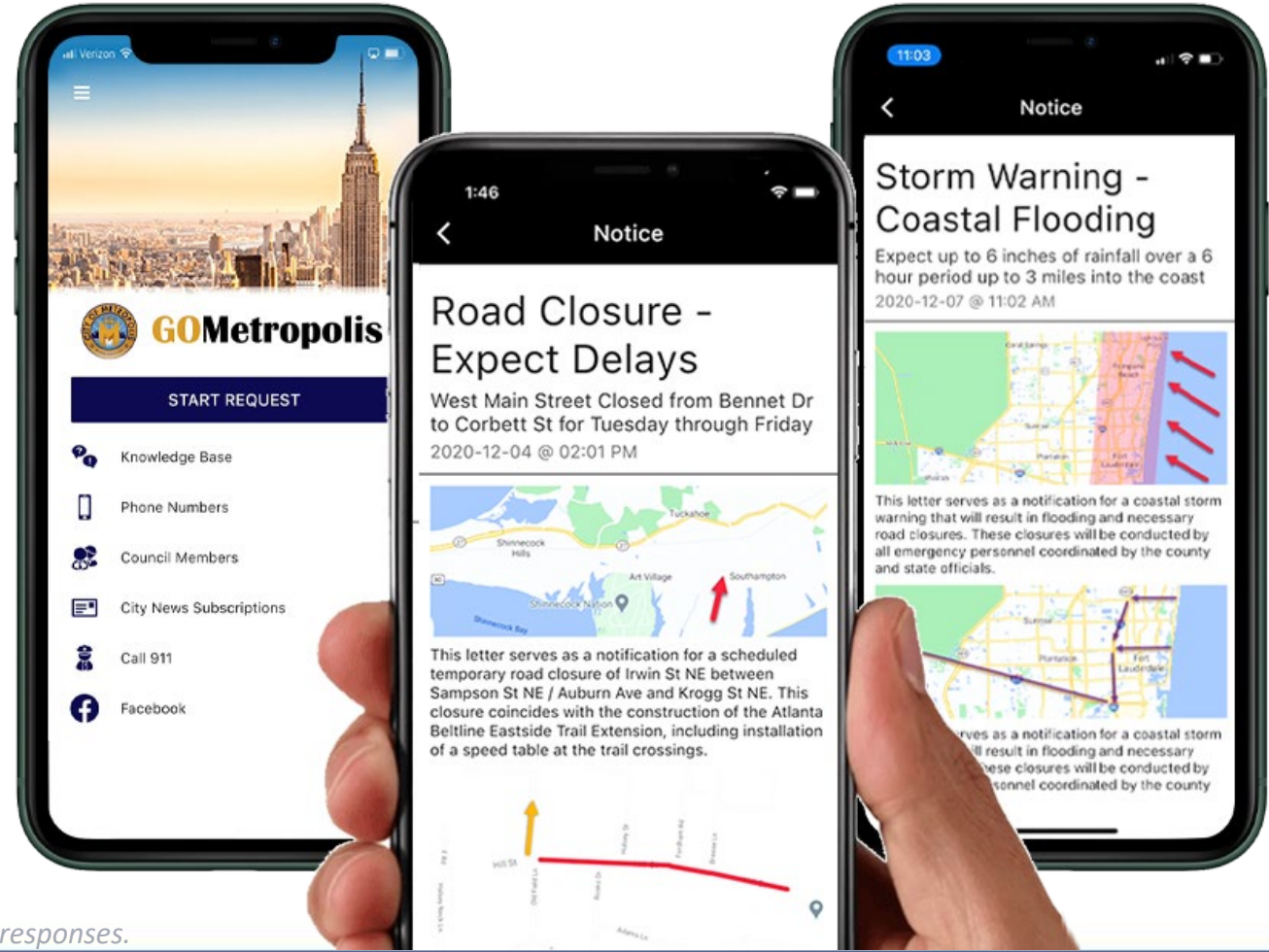
Additional CRM module required to allow citizens to reply to notifications and manage responses.

GOGov

Training & Implementation

- Average Implementation is only a Few Weeks Long

- Unlimited Training for the Life of Working Together

- Dedicated Project Manager

- All Training Performed Remotely, via GoToMeeting

- All Sessions Recorded & Provided to City as a Video Library

- Continued Support Available via Phone, Email & Online Ticketing System

GOGov

Pricing Model

Purchase Features you can use, not Licenses!

Population Based Pricing

No Up-Front Costs

Unlimited Users & Departments

Unlimited Training & Support

Fully Hosted

Software as a Service Subscription

GOGov

Work Order System

GOGov Apps.

BRIDGELAND®

How To's

1. How to Log In

2. How to navigate work order system

3. How to view all requests/assigned requests

    1. Assigned to you

    2. All Requests

4. How to enter a new work order request into the system

BEFORE STARTING A NEW WORK ORDER,

MAKE SURE TO SEARCH TO AVOID DUPLICATING A REQUEST.

How to Log In

Step 1: Log into the following url:
https://user.govoutreach.com/bridgeland/support
Step 2: Sign In
Step 3: Use the user name and temporary passwords assigned

How to navigate work order system

You are now on the main page. On this main page you will find the following tools:

○ View FAQ's

○ New Request

○ Reports

○ Administration

○ Request assigned to you

○ All Request

○ Search

How to view work order requests

There are two view options to select from.

1. <u>Assigned to you</u> – work order request that have been assigned to you by your supervisor or admin.

2. <u>All Requests</u> – includes all work order requests open/closed for the community.

You are also able to view work order requests on the Bridgeland map by selecting "View on Map".

Assigned to you

In the "Assigned to you" view, you are able to sort the following fields by clicking on the fields itself.
- Topic
- Status
- Date Entered
- Due Date
- Assigned to
- Requested By

The search field is also another way to find the work order request. Click on the work order request to open.

Assigned to you

This screen will detail the work order location, description, status, and much more. You will need to review and complete as necessary. The fields that need to be entered by you are the following:

- Status – select one In Progress, Pending, or Closed
- Attachments – include photos of the project completed
- Reason closed – this must be filled to close the request. Content of field, and attachments that are marked as Send to Customer when Closed, are emailed for customer notification.

All Requests

In the "All Requests" view, you are able to sort the following fields by clicking on the fields itself.
– Topic, Status, Date Entered, Due Date, Assigned to, & Requested By

The search field is also another way to find the work order request. Click on the work order request to open.

How to create a new work order

Before starting a new work order, please make sure to search to avoid duplicating a request. The process will be explained in three sections.

How to create a new work order – Section1 Contact Information

Include information of who created the work order request.
o   Resident Information
o   Anonymous Citizen
o   Internal Employee (Leave Fields Blank)

Email address is required. Resident will be notified the status of work order thru this feature.

How to create a new work order –
Section 2 Information of Issue

Fields	
Topic:	Example of topics and categories are listed on the last page.
Request type:	Is it a problem, question, compliment, or complaint\
Entered via:	Select one– Web, Email, Phone, iPhone, Android , Other
Problem Location:	Include an address
Time of Day:	What time did the issue occurred?
Park Name:	Neighborhood Park Name
Facility Name:	Ex. Lakeland Activity Center, Emerald Room, Aquatic Center, etc.
Entity:	Bridgeland Council, Lakeland Village, Parkland Village, Prairieland Village
Assigned to:	Leave blank for automatic routing

Cont. Fields	
Status:	Select one: In Progress, Pending, & Closed
Priority:	Level of urgency. High, Normal, or Low

How to create a new work order –
Section 3 Description of Issue

Final Step to finalize and submit the new work order.
o   Add Attachments – Photos, emails, documents, etc.
o   Description – This field is used to describe the problem or question. Customer will see this field.
o   Reason closed – This must be filled in to close the request. Content of field, and attachments that are marked as Send to Customer when Closed, are emailed for customer notification.
o   Due Date – Leave blank for automatic calculation

Examples of Categories/Topics

Categories	Topics
Activity/Fitness Center	AC, Appliances, Doors, Fans, Fitness Equipment, Plumbing, etc..
Amenity Access	Card Reader, Damage to Reader, FOB, etc..
Bridgeland Council	Bids, Board Meeting, Event, Reports, Contract
Gates	Call Box, Card Reader, Code Damaged, EZ Tag, etc..
General Property	Fountain, Monument Light Out, Pest Control, General
HOA Office	General
Lakeland Village	Bids, Reports, Board Meeting, Contract
Lakes	Trash, Algae, Fish & Wildlife
Landscaping	Dead Trees, Fire Ants, Mowing, Trash, Trees Down
Misc.	Manholes, Illegal Activity, Streetlights, Bids

Categories	Topics
Parkland Village	Bids, Board Meetings, Reports, Contract, etc.
Parks/Pavilion	BBQ Pit, Furniture Repairs, Mister Station
Playground	Bees/Other Pests, Swing Broken, Kiddie Cushion
Pools/Splash Pads	Activator, Sprays, Mister Station, Splash Pad
Recreation	Boat Docks, Dog Park, Fishing Pier, Soccer Field
Roadway & Streets	Bridge Railing, Street Repairs, Debris in Roadway
Tennis/Basketball Court Sites	Net issue, Graffiti, Lighting, Windscreen
Trails	Cypress Creek Nature Trail, House-Haul Trail
Vandalism/Graffiti	Broken Glass, Graffiti, Vandalism

Celebration Community Development District, FL

Citizen Request Management (CRM), Citizen Notifications & Alerts, ArcGIS Integration

February 17, 2023

Prepared By:

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Prepared For:

Brenda Burgess

Mgmt

Brenda.burgess@inframark.com

GOGov

Subscriptions & Services

Description	Amount
GORequest Citizen Request Management (CRM) – Unlimited Subscription	**$9,600** /year
GONotify Citizen Notifications & Alerts (Notify) – Unlimited Subscription	**$4,260** /year
ArcGIS Integration to the County's ESRI GIS System	**$3,000** /year
	Services: $0 **Annually: $16,860**

Order Details

Primary Contact			
Contact Name:		**Phone:**	
Title:		**Email:**	

Billing Information			
Contact Name:		**Phone:**	
Quote Month:		**Email:**	
PO #: (Optional)		**Cycle:**	Annual Billing

Billing Practices: GOGov will send renewal quotes for budgeting purposes at the beginning of the *Quote Month* specified. Invoices are sent 45 to 60 days prior to subscription renewal and are due prior to the start of the Subscription Period. To align billing with budget cycles, extend *Initial Subscription Period* to include extra months and we will send an initial invoice for the extra prorated months and then a second invoice for the remainder of the Initial Subscription Period.

Contract Information	
Initial Subscription Period:	12 months starting:
Replacing Contracts:	If replacing existing agreement provide contract # or description & date.
Contract #: (Internal)	

Terms & Conditions

The following terms are the latest version of the GOGov Master Terms & Conditions that is maintained and updated. No part of these terms may be modified other than the "Special Terms & Exceptions" section.

1. **IMPORTANT NOTICE TO USER:** GOGov, Inc. (dba "GOGov") owns all intellectual property in the software products listed in the Products and Services section (collectively "Software" or "Subscription Services") in the Order Form. Customer shall not modify, adapt, translate, rent, lease or otherwise attempt to discover the Software source code. The following terms and conditions (this "Agreement") will be effective as of the date of last signature of the Order Form ("Effective Date") and will be governed by the laws in force in the State of New York.

2. **Software License.** The Software subscription services and the accompanying files, software updates, lists and documentation are licensed, not sold, to you. You may use a copy of the Software on your compatible computer for the purpose of connecting to the hosted service provided by GOGov as long as you are a current subscriber and maintain your annual continued services for the applicable licenses. Except as expressly set forth herein, GOGov disclaims any and all express and implied warranties, including but not limited to warranties of merchantability and fitness for a particular purpose.

3. **Continued Services**

3.1 *Hosting.* GOGov agrees to maintain Customer data in a secure datacenter and is committed to providing 99.5% uptime and availability. GOGov will perform nightly backups of your hosted data to an alternate physical location.

3.2 *Ownership of Data.* All hosted data specific to Customer is owned by the Customer. Within thirty (30) calendar days following termination of this Agreement, the Customer can request and GOGov will provide a complete copy of Customer's data without additional charge through a downloadable zip file provided the customer is current on payments.

4. **Payment Terms & Fees**

4.1 *Subscription Term and Termination.* The initial Subscription Term of this Agreement begins on Effective Date (last signature) and will continue to the end of the Initial Subscription Period listed in the Order Form. At the end of the initial Subscription Term, Customer's subscription and this Agreement will renew for an additional twelve (12) month term and for subsequent twelve (12) month periods thereafter. To stop the auto-renewal listed in the foregoing sentence, Customer must submit written notice to GOGov at Billing@GOGovApps.com not less than sixty (60) calendar days prior to the end of the then-current Term.   GOGov reserves the right to increase the annual fees by 7% on the anniversary date of each annual term.

4.2 *Payment Terms.* Initial payment is due at the beginning of the subscription term. Each subsequent annual billing will be due on the anniversary date of the initial term. Payment Terms are **NET 30** Days from the invoice date.

4.3 *Taxes & Obligations.* In exchange for its use of the Subscribed Services, Customer will pay to GOGov the amounts indicated in the Order. Said amounts are based on services purchased and not actual usage; payment obligations are non-cancelable and fees paid are non-refundable, except as otherwise specifically-provided herein. Unless otherwise stated, such fees do not include any taxes, levies, duties or similar governmental assessments of any nature, including but not limited to value-added, sales, use or withholding taxes, assessable by any local, state, provincial, federal or foreign jurisdiction ("Taxes"). Customer is responsible for paying all Taxes associated with its purchases hereunder. If GOGov has the legal obligation to pay or collect Taxes for which Customer is responsible, the appropriate amount will be invoiced to and paid by Customer, unless GOGov is provided with a valid tax exemption certificate authorized by the appropriate taxing authority. GOGov is solely responsible for taxes assessable against it based on its income, property and employees.

4.4 *Convenience Fees.* For GOGov products that manage credit card processing, GOGov will add a Convenience Fee of $3.00 plus 3% per transaction to offset the costs of online processing.

5. **Limitation of Liability.** GOGov will, at all times during the Agreement, maintain appropriate insurance coverage. In no event will GOGov's cumulative liability for any general, incidental, special, compensatory, or punitive damages whatsoever suffered by Customer or any other person or entity exceed the fees paid to GOGov by Customer during the six (6) calendar months immediately preceding the circumstances which give rise to such claim(s) of liability, even if GOGov or its agents have been advised of the possibility of such damages.

6. **Updating of Terms.** Upon each renewal of this Agreement, the latest Master Terms & Conditions that GOGov has published within the software ninety (90) days prior to the renewal date shall replace these terms. Any Special Terms & Exceptions listed in the original document shall carryover to the renewal terms. We reserve the right to change our Master Terms & Conditions at any time. If the changes are material, GOGov will advise the Customer by email or posting a notice on the site before changes go into effect. If the Customer does not agree to the new terms, Customer may contact Support@GOGovApps.com to have objections considered.

7. **Other Provisions**

7.1 *Other Public Agency Orders.* Other public agencies may utilize the terms and conditions established by this Agreement if agreeable to all parties. Customer does not accept any responsibility or involvement in the purchase orders or contracts issues by other public agencies.

7.2 *Alternate Terms Disclaimed.* The parties expressly disclaim any alternate terms and conditions accompanying drafts and/or purchase orders issued by Customer.

8. **Special Terms & Exceptions.** None.

This Order Form is entered into between Customer and GOGov. Customer accepts and agrees to adhere to the Terms and Conditions with this order form, will be referenced as the "Agreement." This Agreement between Customer and GOGov, which Customer hereby acknowledges and accepts, constitutes the entire agreement between GOGov and Customer governing the Services referenced above. Customer represents that its signatory below has the authority to bind Customer to the terms of this Agreement.

GOGov, Inc.	**Celebration Community Development District, FL**
Sign:	**Sign:**
Name: Daryl Blowes	**Name:**
Title: CEO	**Title:**
Date:	**Date:**

Additional Customer Signatures (Optional)

Sign:	**Sign:**
Name:	**Name:**
Title:	**Title:**
Date:	**Date:**