



CIVICENGAGE[®] municipal websites

Central

2/26/25

Product Updates & Sprint Review





Before We Get Started



Openly Discuss



Ask Questions



Product Feedback Process

- Shifting enhancement request process from spreadsheet to AirFocus
- The most recent enhancement requests from the spreadsheet have been imported to Airfocus as a starting point

Why

- Airfocus collects feedback, allows stakeholders to have visibility to ideas on the feedback board, and easily vote on ideas

How this benefits you

- To submit feedback about Web Central simply complete the form
- To review feedback and vote on high impact ideas go to the feedback board and hover over the My Votes column and click the emoji.



[Web Central Feedback Form](#)

[Web Central Feedback Board](#)



Latest News & Updates

- Central Starter - new packaging and pricing
 - A simpler version of Central that includes only 12 modules
 - Limited implementation experience
 - Now being offered to the Small Government Market and One-Step Special Districts markets
 - Reduced pricing for hosting and Guardian Security
- Still tying up a few loose ends including Starter Redesign pricing

Helpful Resources to Learn More

[Central Starter – About for SGM](#)

[Central Starter – About for One-Step](#)

Included Modules

- Agenda Center
- Alert Center
- Calendar
- Document Center
- FAQ
- Forms Center
- Graphic Links
- Info Advanced
- NewsFlash
- NotifyMe
- Quick Links
- Staff Directory



Latest News & Updates

- Web Open to Web Central Migration
 - Web Open is now being migrated to Central Starter
 - Web Open is no longer being sold
 - Central Starter is available at no additional cost or Central can be offered for an additional cost when it's a better customer fit

Helpful Resources to Learn More

[Open to Central Migration Plan](#)

[Migration Introduction](#)





Roadmap

Web Central has a renewed focus on improving the areas of the product our customers are asking for

Transformation
Project

WEB CENTRAL
TRANSFORMATION

ACCESSIBILITY – Consistent progress toward WCAG 2.2 accessibility standards

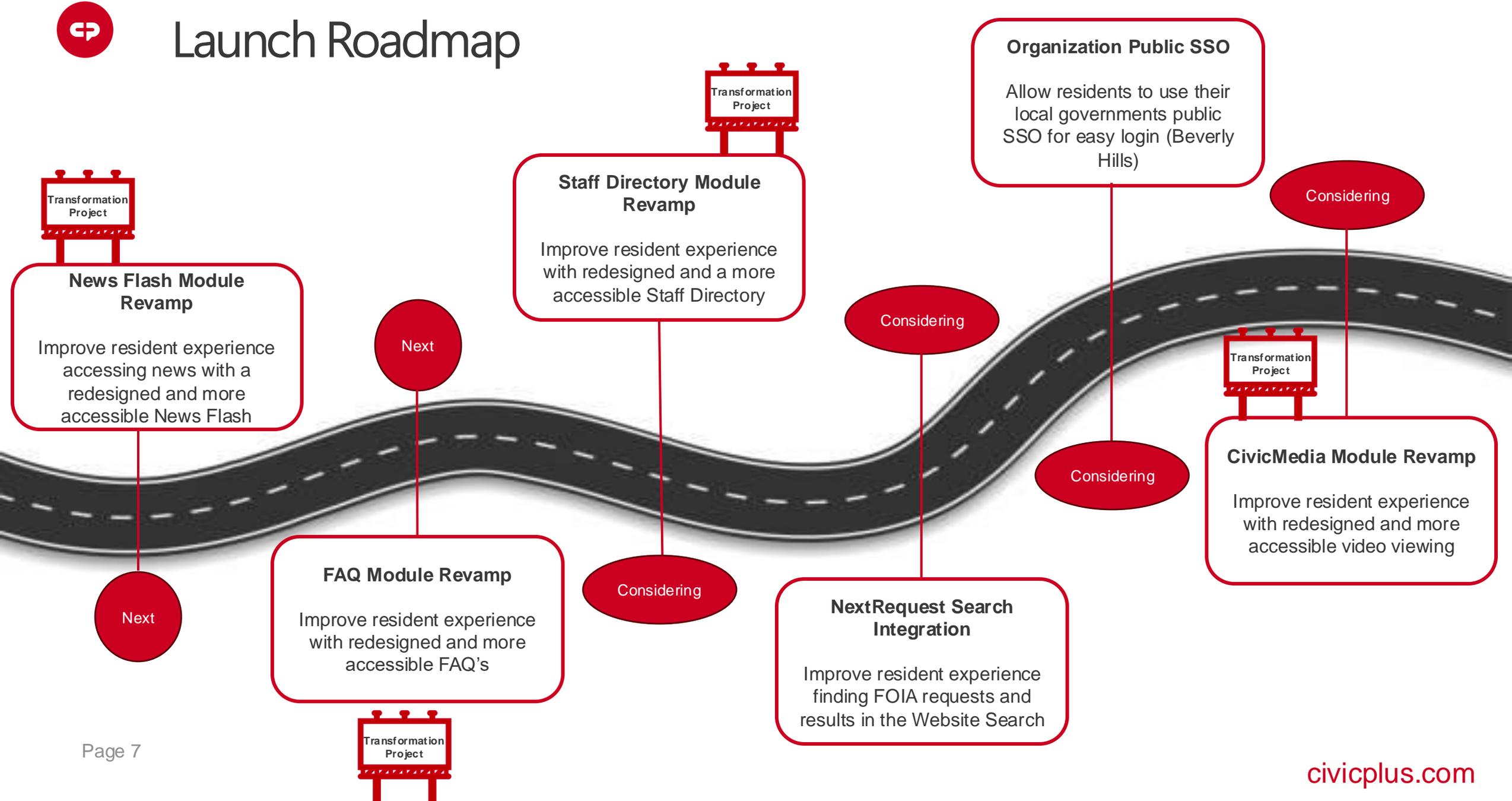
DESIGN – Refreshed design and experience our customer can feel

SECURITY – Improved security posture

SITE SPEED – Faster site speed and load times



Launch Roadmap





Transformation Project

Before

Dewey-Humboldt
Arizona's Country Town

Government Community D-H Court Visiting Us Web Links General Plan Update

Home > News Flash

Sort By:

▼ **Home Page** 13 Stories

Posted on: September 23, 2024

PUBLIC SERVICE ANNOUNCEMENT - GENERAL ELECTION

[Public Service Announcement](#)

[Read on...](#)

Home Page

Posted on: September 4, 2024

FALL CLEAN UP "DUMP" DAYS

Dewey-Humboldt Fall Clean Up Days are coming soon for DEWEY-HUMBOLDT RESIDENTS ONLY! Dump days will be held starting, Monday, September 30th, and continuing through Thursday, October 3rd. The Town will be accepting discarded items at the approved clean up...

[Read on...](#)

Home Page

Posted on: September 1, 2024

YAVAPAI COUNTY DISTRICT 2 NEWS SEPTEMBER 2024

See the District 2 September Newsletter for Yavapai County [District 2 News](#)

[Read on...](#)

Home Page

Module Search

Word or Phrase

Home Page

Tools

- RSS
- Notify Me
- View Archived

Categories

- All Categories
- Home Page
- Emergency Code Red
- Arizona Department of Revenue

After

City.Gov About Departments Government Places to go I want to

Home > News View Archive RSS Feed Notify me

Search and discover All categories Sort by most recent



No trash pickup on Friday, January 23 2024: See Recology website for more information

Please be advised that for safety of all, Republic Services will not collect trash on Friday due to incoming weather. Republic will collect on Saturday, conditions allowing. Residents may find that Republic Services is e...

Community updates Posted on January 23, 2024

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All categories 9 of 9 news items

San Francisco's Road Conditions Improve, Ranked Highest For Large Bay Area Cities in Annual Roads Assessment

San Francisco Pavement Condition Index rating is 75, meaning in "good" condition, according to annual review by the Metropolitan Transportation Commission...

Community updates Posted on January 30, 2024

San Francisco's Public Safety Efforts Deliver Results, Decline in Crime Rates

Enhanced strategies to address property crimes and violent crimes, disrupt open-air drug markets, and prioritize police staffing and prosecutions will continue in order to maintain progress.

Office of the mayor Posted on January 23, 2024



San Francisco's Vacant to Vibrant Success: Existing Pop-Ups Extending Leases as Program Expands to Fill More Downtown Vacancies

As part of the City's economic revitalization efforts and work to support small businesses, Vacant to Vibrant lease negotiations are underway as several tenants look to pursue long-term tenancy Downtown Building on the success...

Office of the mayor Posted on January 13, 2024



Mayor Breed Announces Agreement Reached to Extend Services at Safeway Grocery Store in the Fillmore

Originally announced to permanently close in March, the Fillmore Safeway, which has served thousands of customers for decades, will remain open through early 2025.

Office of the mayor Posted on January 2, 2024



Transformation Project

Before

Dewey-Humboldt
Arizona's Country Town

Government Community D-H Court Visiting Us Web Links General Plan Update

Home > FAQs

▼ Building Safety

[Show All Answers](#)

- How do I apply for a permit?**
Our application is online and includes directions. As a reminder, you MUST have an approved septic permit from Yavapai County BEFORE submitting your building plans to the Town of Dewey-Humboldt. We will not start the review process of your building plans unless we know Yavapai County has an approved location for your septic. Please take into consideration that at certain times of the year, Yavapai County can be backed up 4-6 weeks on issuing septic permits.
- How long does it take for a permit to be approved?**
- How long is my permit good for?**
- How do I schedule an inspection?**
- Do I need a Porta-Potty on the job?**
- What is exempt from a Building Permit?**
- How are building fees calculated?**
- What residential code is used?**
- I have some questions before I submit my building plans, how do I get help?**
- When can I occupy my new home?**
- Can I live on-site as I build my home?**

▼ Court

[Show All Answers](#)

- Do I have to go to Court?**
- What happens if I do not appear in Court?**

After

Home > FAQ

Search and discover questions

Filter by all categories

Sort questions by category

Frequently Asked Questions

Below you will find information that might help you understand how to find things or learn about information you might need to know about your city or town.

Police 2

Category description text that is customizable by the admin and can be omitted entirely

All content Letter of trespass Illegal short term rentals Unwanted Solicitation

What is a Letter of Trespass?

Law enforcement officers do not normally have the authority to go onto private property, which is not open to the public, and remove individuals or request them to leave without the consent or authority of the property owner. If an officer observes someone on private property when the business is closed, or a problem is reported by someone who does not have the authority to sign a trespass complaint, the officer must contact the person who is legally responsible for the property.

An Authorization to Enforce and Prosecute Criminal Trespass Violations (also referred to as a "Letter of Trespass") with the Hendersonville Police Department gives officers permission to act on behalf of the property owner or manager in trespass situations. In addition, officers who observe trespassers on private property can address the problem immediately, rather than having to wait, contact a property owner or manager, if one can be located, or take no action at all.

Police Letter of trespass

How to obtain a Letter of Trespass?

If you are encountering trespassing issues on your property, the Hendersonville Police Department offers an Authorization to Enforce and Prosecute Criminal Trespass Violations (or Letter of Trespass) that allows officers to respond to your property and address trespass complaints without you needing to be present every time.

By filling out the request form (PDF) and complying with posting requirements, the Hendersonville Police Department can act, in the absence of the owner, for purposes of enforcing laws against any person found on private property without the owner's consent or lawful purpose.

Police 6

What is a Letter of Trespass?
How to obtain a Letter of Trespass?
How can I view comparable sales in my market area?
How do you know if you should answer the door when a solicitor knocks?
How can I report a questionable solicitor?

Parks and Recreation 1

When do practices start?
What days are games and practices held?
What is Quickball?

Public works 1

What kind of bag can I use for yard waste?
What types of yard waste are accepted for collection?
Where do I get yard waste bags?

Building and permitting 1

What does the "Zoning Action" sign mean?
Where should I mail my tax payment?
Do I need a permit to fill a low spot on my property?



Transformation
Project

Before

Search the Directory

Category:
Staff Directory

First Name: Last Name: Search >>

Categories	Telephone
Airport	785-587-4560
City of Manhattan	(785) 587-2480
City Clerk's Office	785-587-2404
City Manager's Office	785-587-2404
Communications	
Information Technology	785-587-2490
Parking Services	785-340-3413
Community Development	785-587-2412
Management	
Development Review	
Long-Range Planning	
Customer Service	785-587-2480
Finance	785-587-2480
Manhattan Fire Department	785-587-4504
Administration	
Operations - Battalion Chiefs	
Risk Reduction	785-587-4506
Support	
Human Resources	785-587-2440
Legal	785-587-2460
City Prosecutor	785-587-2451
Municipal Court	785-587-2450
Parks & Recreation	785-587-2757
Cemetery	
Sunrise Cemetery	
Sunset Cemetery	
Douglass Community Recreation Center	785-587-2773
Flint Hills Discovery Center	785-587-2726
Flint Hills Discovery Center Foundation	785-748-1275
Flint Hills Learning Center	785-587-2726
Ice Rink	785-587-2747
Parks	785-587-2757
Recreation	785-587-2757
Sunset Zoo	785-587-2737
Public Utilities	785-587-2415
Water / Wastewater	785-587-4530
Sewer Maintenance & Water Distribution	785-587-4547
Wastewater Treatment Plant	785-587-4555
Water Treatment Plant	785-587-4550
Public Works	785-587-2415
Engineering	785-587-2415
Operations	785-587-4540
Street, Fleet & Stormwater	785-587-2415
Floodplain Team	785-587-2441
Traffic	785-587-4541
Sunset Zoo	785-587-2737
Friends of Sunset Zoo	
Zoological Park & Wildlife Conservation Trust	785-587-2737

After: Coming Soon!!

1. Front End UI and user experience improvements.

Focus here will keep us consistent with other module redesigns that are in progress.

We have data suggesting the current redesigns are being positively received so far. — Will continue gathering data following News Flash final rollout.

- Improvements to spacing, interaction points, and information organization.
 - Improvements to search and sorting.
- Cleaner employee listings and tables.
- Updated layout of employee information.
- Breadcrumb usage + Module navigation.

2. Backend user experience improvements.

We've identified lower stakes "quick wins" from customer and stakeholder feedback.

- Hover menu changed to a toggle + close.
- Backend users able to easily move categories + employees.
 - Drag and drop / reordering arrows.
- Ability to link an employee to multiple categories.

3. Widget UI and user experience improvements.

Some customers will always utilize a more complex option to achieve the aesthetics they want.

Finding a balance that improves the experience for the majority of our users.



Module Redesign Foundational Work

Done:

Connect to Site Layout

In Progress:

Share Session Information

Upcoming:

Prepare Infrastructure

Sprint Updates

- Add session storage in Central to Redis
- Facebook login fails



News Flash Redesign

Module Redesign Planning

News Item List

Enable Live Edit

Landing Page

Item Detail Page

Launch Tools

Featured Items

Categories & Colors

Post Release Cleanup

Sprint Updates

- Add focus to featured item arrows
- Move header links below filters



FAQs Redesign

Initial Setup

Redesign

Sprint Updates

- Nothing new was able to be completed



Upcoming Enhancement Work

Next Sprint

Module Redesign Foundational Work

News Flash Redesign

FAQs Redesign

Future Sprints

Next Request Search Integration

CP Tools Query for Customer Health Score

Beverly Hills Public SSO

Notes

- Release scheduled for 03/1/25



Stakeholder Discussion

