

ANNUAL SERVICE AGREEMENT

Customer: Fresno COG

Customer Contact:	Brenda Thomas	Created Date	02 / 26 / 2026
Contact Email:	bthomas@fresnocog.org	Currency:	USD
Billing Contact:	Brenda Thomas	Service Term Start Date:	07 / 01 / 2026
Billing Email:	bthomas@fresnocog.org	Service Term End Date:	06 / 30 / 2029
Billing Address:	2035 Tulare Street Suite 201 Fresno, California 93721		
PO#:			

Service Order Form

Annual Subscriptions

	Quantity	Annual Fees
Text Message Credits	24000	Included
Engage+ Plan	1	\$14,162.50
<ul style="list-style-type: none"> • Online Community Engagement Portal - Multi-lingual and accessible surveys, interactive maps, and project websites. • Reporting and Data Analytics - Comprehensive report builder with data visualizations and mapping. • Advanced Meeting Management - Go beyond online registration with live streaming, voice comments, and smart transcripts. • Custom domains and links - Craft a unique user experience with custom links, domains, and navigation bars. • Email Communication - Engage your audience via inbound email and outbound email campaigns. • Omni-Channel Communication - Engage your audience via phone, text, and social media. • Map your participants - Understand who you're hearing from on a map using geo-IP and resident-provided location data. • Geospatial Analysis & Equity Mapping - Analyze your participant data layered with Census, EPA, and your organization's geospatial data. • Time-saving AI Assistance - Machine-assisted human translation and GPT-powered comment analysis & tagging. 		

Quantity

Annual Fees

- **Resident Database (CRM)** - A searchable, multi-project resident database with a 360-degree view of both online and in-person interactions.
- **Advanced Segmentation** - Build segments of residents based on demography, location, and past engagement.
- **CRM Customization** - Tailor your resident database with custom CRM fields.
- **Community Organization Manager** - Store and track interactions and outreach through community groups.
- **Custom Branding, Colors, and Templates** - Standardize engagement and communications with templates to match your brand colors, fonts, and language.
- **Custom Headers, Footers, and CSS** - Use HTML & CSS templates to seamlessly align with your brand and primary website.
- **Advanced Reporting and Data Analytics** - Dive deep with multi-project reporting, advanced analytics, and cross-tabulation.
- **Integration with External Systems** - Connect to your project data in other platforms like Accela, ESRI, and more.
- **Custom Workflows** - Ensure consistent processes and approvals across the organization.

Annual Total

\$14,162.50

Initial Term Total

\$14,162.50

Year 2 Total

\$14,587.38

Year 3 Total

\$15,025.00

Invoice Date: Upon signed acceptance of this service agreement.

Payment Terms: Net 30

Additional Notes:

- Additional incremental annual subscription fees shall apply if Customer requests additional units or services during the Service Term period.
- Prices shown above do not include any taxes that may apply. Any such taxes are the responsibility of Customer. This is not an invoice.
- Remittance Advice & Billing Inquiries: accounting@publicinput.com
- The Service Term shall be the period starting from the Service Term Start Date through the Service Term End Date.
- Text credit purchases are non refundable and non transferable.

This Service Agreement, and any subsequent Service Agreement executed by PublicInput and the Customer named below, and including the Terms of Service at: <https://publicinput.com/wp/terms-conditions/> and all terms referenced herein and therein and all attachments, exhibits and addenda hereto, govern Customer's purchase of the Services (collectively, the "Agreement") and by executing this Service Agreement, Customer agrees to each of the foregoing. This Service Agreement is effective as of the last date of signature by both PublicInput and Customer as set forth below (the "**Effective Date**").

The pricing offered in this Service Agreement is valid 60 days from Created Date.

This Service Agreement is accepted and agreed to by:

Cityzen Solutions, Inc. dba PublicInput	Fresno Council of Governments
<p style="text-align: center;"><i>Kevin Fowler</i></p> <p>Kevin Fowler VP of Operations & Finance 03 / 02 / 2026</p>	