



To: Town of Cape Elizabeth

For: Public Streets Neighborhood Input Meetings

Project Overview and Scope of Work

The focus of this project is planning, moderation, and a Complete Report of two 1.5 to 2-hour meetings in Cape Elizabeth, Maine, anticipated to take place in January or February 2018. The purpose of the meetings is to gather public input regarding paper streets and potential public trails in a Cape Elizabeth neighborhood. Craig Freshley will serve as lead on the project, with support from Associates Amber Tatnall or Kerri Sands.

1. Project Planning

We expect to begin with a planning meeting in Cape Elizabeth to discuss objectives, scope of work, logistics, and other considerations. Ideally this planning meeting will occur with a small group of people who know the project and the desired outcomes. Craig will ask, “What do you want to achieve? What would success look like?” Answers to these questions will help Craig design public input meeting agendas to match your objectives. We will revise the draft agendas in collaboration with you.

2. Moderated Meetings

- We will become familiar with the meeting facilities and we will set up the meeting rooms. When practical we will bring all our own equipment such as easels, computers, projector, screen, etc.
- We will prepare handouts, charts, slides, signs, and other materials as appropriate. We will provide supplies such as name tents or nametags and tools for cardstorming, multi-voting, table-top surveys and other group decision techniques, as needed.
- We will provide the four essential functions of high quality facilitation:
 - Provide Structure
 - Encourage Participation
 - Reflect the Group
 - Move the Group Forward
- During the meetings key findings, themes and conclusions will be documented on a large



screen or via screen sharing software, on our greenwall or on flip charts. As decisions are made they will be written on the spot for all to see in order to maximize shared understanding and agreement.

- Both Craig and an Associate will attend the meetings. Craig will serve as lead moderator and the Associate will assist with dynamic moderation techniques such as real-time documentation of ideas on screen, on-the-spot group surveys and analysis, and/or breakout group discussions. We will also take a complete set of notes and prepare a Complete Report of the Meetings.
- Participants will feel heard and will feel a sense of ownership of meeting outcomes.
- Participants will conclude that the process was a good, efficient use of their time. Objectives will be achieved, good group decisions will result, and participants will leave the meetings enthusiastic for more work together.
- Participants will be encouraged to fill out evaluation forms provided by us, and the results will be provided to you.

3. Complete Report

- Within two weeks after the meetings we will provide a nicely-formatted, well-organized, Complete Report which will include major themes, conclusions, and decisions, discussion comments (paraphrased in outline form), documentation of any next steps, a list of participants, agenda, ground rules, presentations, handouts as appropriate, and a table of contents.
- We will provide a draft report and give you a chance to suggest a round of edits which we will incorporate into a final version for you, suitable for publication.

In all our work is evidence of our company values and ethics. See GoodGroupDecisions.com to learn more about our mission and values, our approach to facilitation, and a complete client list with descriptions of each project and testimonials about our work.



Cost Estimate

We have applied discounts totaling \$580 off our normal rates.

| | Amount | Rate | Fee for Service | Expenses | Totals |
|--|--------|---------|---|----------|----------------|
| 1. Project Planning including travel time and mileage expenses for one round trip to Cape Elizabeth as explained below | | | No service fee for initial planning meeting | \$102 | \$102 |
| 2. Moderated Meetings Preparation for and moderation of two 1.5 to 2-hour public meetings, including travel time and mileage expenses for two round trips to Cape Elizabeth as explained below | 2 | \$1,100 | \$2,200 | \$204 | \$2,404 |
| 3. Complete Report of the Meetings | | | Included as part of service fee | \$0 | \$0 |
| Totals | | | \$2,200 | \$306 | \$2,506 |

Travel Expenses above are calculated as follows:

| | Hours/Miles | Rate | Totals |
|--|-------------|------|--------------|
| One round trip Brunswick, ME <--> Cape Elizabeth, ME | Time | 1.4 | \$50.00 |
| | Distance | 64.0 | \$0.50 |
| | | | <u>\$102</u> |

Terms

Meeting Space

Please keep us informed of your arrangements for meeting space and AV equipment. We typically need an hour to set up and there are also other aspects we would like to discuss with you.

Fees and Expenses

- We estimate service fees in two ways: per meeting and per hour. Per-meeting fees include preparation, facilitation and reporting. For per-meeting work we expect our actual time expended to be within 10% of what we have estimated and if actual time is within 10%, we



will invoice as estimated. If our actual time is more than 10% over or under what we have estimated we will adjust billing accordingly at hourly rates of \$170 for Craig and \$95 for Kerri, Amber, or other Associates. For per-hour work we will track our time and bill only for the hours incurred.

- Fees for additional services beyond the scope of work described in the proposal will be billed at hourly rates noted above.
- Expenses incurred for extensive amounts of meeting materials (i.e. more than 30 handout copies, or supplies for a large conference) are billed at cost. Unless otherwise arranged, client is responsible for writing up substantial data generated by participants during meetings (such as breakout group flipcharts, tabletop surveys, etc.).
- Expenses such as tickets, meals, lodging and all other expenses are billed at cost.

Travel

- We expect reimbursement for all travel expenses including parking, air, train, bus, taxi, etc.
- There is no charge for travel time on public transportation, such as air, train, bus, taxi, etc.
- Unless otherwise arranged, car travel with Craig or Associates driving is charged at \$50 per hour, and car travel in our company car is additionally charged at \$0.50 per mile.

Invoices

We expect to invoice shortly after delivery of our report. Invoices are due on receipt.

Cancellation

- If you postpone or cancel a meeting after we have agreed to terms and after the meeting has been scheduled, we expect to be paid all incurred expenses. The first time this happens, we expect to be paid 1/4 of the estimated service fees. Thereafter when you cancel or postpone, we expect to be paid 1/2 the estimated service fees. We have this policy because when we book a date with a client we turn away other clients and forego other potential revenue for that date.
- If you postpone or cancel within 72 hours of the start time of a meeting or after the meeting was planned to start, we expect to be paid in full as if the meeting had happened.
- If we postpone or cancel anytime after we have agreed to terms, we provide results of all work to date and charge nothing, not even for expenses incurred.

Email Addresses

We will add you and perhaps one or two other key contacts in your organization to our e-newsletter list so you will receive a Good Group Tip 2-4 times a month and a brief newsy update 2-4 times per year. Of course, you can easily unsubscribe at any time if you wish. We will not sell, rent, or give away your email address to anyone.

