The Village of
GM Golf Manor OHIO.

Proposed Community Engagement Committee Meeting Agenda*
Monday, 08 September 2025 – 6:00 PM • Council Chambers

Date Issued: 05 September 2025

Item	Presented by:	Report
Roll Call for Quorum		The Village of Golf Manor Community Engagement Committee convened a regular, in-person meeting on Monday, 08 September 2025 at 6:00pm with Chair Melody N. Mayle presiding. **Roll call of Committee Members** Mx. Mayle, Chair: Ms. Chesser: Dr. Fischer: Ms. Thomas: Mr. Thompson:
Set and Adopt Agenda		**Motion to set and adopt the agenda** First: Second: Without objection, all unanimous.
Persons Registered to Address the Committee	None.	
Minutes to be Approved		**Motion to approve minutes from previous meeting on Monday, 25 August 2025** First: Second: Without objection, all unanimous.
Reports		
Chair Report	Mx. Mayle	See "Little Free Pantries" presented by Ms. Chesser. See "Fall Concert" presented by Ms. Thomas. See "Redesign and/or Redevelop Village website" presented by Dr. Fischer.
WeTHRIVE! Report	Ms. Chesser	The next WeTHRIVE! meeting is scheduled for Wednesday, September 10 at 2pm.

		We have two upcoming series of classes. The first is an Ohio State University (OSU) Extension cooking class scheduled for October 07 through October 28 on Tuesdays from 5:30pm to 7:30pm. The second is a Council on Aging (CoA) Diabetes Self-Management class scheduled for November 06 through December 18 on Thursdays from 5:30pm to 8pm. Classes are <u>free</u>.
	Discussion	
Old Business	Ms. Chesser	**<u>Little Free Pantries.</u>** As previously reported, Council approved the legislation for the Little Free Pantries in May, and Hamilton Co. approved our proposal to fund the materials for two pantry boxes in late July. We have since received all the materials and plan to start building the pantry boxes as soon as this week. Resident Dani Lape has volunteered to construct both pantry boxes. Please thank her for her help. The location for the first Little Free Pantry will be at the Pleasant Ridge gateway on Losantiville Ave. near Tiffany's Beauty Studio. The location for the second Pantry will be near Volunteer Park on Wiehe Rd. We will schedule a ribbon cutting once placed.
	Ms. Thomas	**<u>Fall Concert.</u>** The fall concert featuring the 2nd Wind Band, branded as a health and wellness celebration, was yesterday, Sunday, September 07.
	Dr. Fischer	**<u>Redesign and/or redevelop Village website.</u>** The third communications mini-committee meeting was held on Tuesday, September 02 at 7:30pm. We completed a draft of our Request for Proposals (RFP) to solicit website development vendors. (See enclosed.) With the approval of the Community Engagement Committee, the RFP will be published as soon as tomorrow. The deadline for potential vendors to submit their proposals is Friday, October 17. Proposals will be shared with members of both the Community Engagement Committee and the communications mini-committee, as they are submitted, for your review. The mini-committee is invited to our next Community Engagement Committee meeting to provide their input on which vendor to select, and to recommend to the Finance Committee and full Council. **Motion to approve and publish RFP** First: Second: Without objection, all unanimous.
	Mx. Mayle	**<u>Postcards to collect resident contact information.</u>**
New Business		None.

Announcements		The next Community Engagement Committee meeting is scheduled for Monday, 20 October 2025 at 6:00pm.
Adjourn		**Motion to adjourn meeting** First: Second: Without objection, all unanimous.

* This proposed agenda is prepared to be presented to and adopted by members, with any additions or changes, as the final agenda at the beginning of the meeting. It is a working document until adopted and becomes the basis of minutes recorded at the meeting. There may be notes or placeholders present in this document to facilitate organization of the meeting.

Introduction

The Village of Golf Manor, OH – a first suburb of Cincinnati – is committed to enhancing digital communication with our residents. We desire to redesign our community website to improve online access to municipal information and services. This Request for Proposals (RFP) is to solicit a vendor with the experience and vision to support this work and redevelop our website. Included in this RPF is:

About Golf Manor, Its Residents, and Its Website Users

The Village of Golf Manor, OH is a diverse and welcoming residential community, located within Hamilton Co. and adjacent to Cincinnati, and home to approximately 3,750 people living in 1,800 households. Our neighborhood is predominantly Black (59%), followed by white (27%), Hispanic, Asian (7%) and multi-racial residents, with a strong Orthodox Jewish community. Our neighborhood is 53.6% women and 46.4% men with a visible Queer population. Our community has a median age of 40 years and an average household income of $63,000.

Our Council is dedicated to transparent and accountable governance with strong community engagement. We regularly conduct Council, committee, and commission meetings, most of which are broadcast live on our YouTube channel and recorded & saved for public access. Our community values accessible and inclusive design that reflects our diverse demographics.

Currently, Golf Manor maintains a website <www.golfmanoroh.gov> that serves as the primary tool for communication with residents in our Village. The website has too many pages and users report poor organization and difficulty finding the information they seek. Golf Manor also maintains a mobile app, which is underutilized by the community. We intend to revitalize the website and eliminate the app.

We have identified four users of our website: current residents, new residents, potential residents, and Administrator(s). (1) Current residents visit the website seeking information regarding meetings, events, and news. (2) New residents visit the website seeking information regarding services, utilities, and taxes. (3) Potential residents visit the website seeking general information about the Village of Golf Manor. Finally, (4) Administrator(s) need permissions and the ability to edit the content and structure of the website.

Requested Deliverables and Services

Required Features

- ☐ Aesthetically pleasing design, including visually appealing color and theme
- ☐ Standard website operation and accessibility
- ☐ Standard security and privacy
- ☐ Responsive design and browser-agnostic interface for seamless display on any device or browser
- ☐ Search Engine Optimization (SEO)
- ☐ Performance with limited bandwidth
- ☐ Google Analytics integration with tracking and reporting
- ☐ Content migration from current site to new site
- ☐ Multiple levels of access for Administrator(s) to edit the content and structure

Desired Features

Quick Links on Home / Landing Page

- ☐ Link to News and Announcements
- ☐ Link to Council, committee, and commission meeting agendas, minutes, reports, and video recordings
- ☐ Link to services residents are most likely to seek, such as permits, rentals, trash/recycling, utilities, etc.
- ☐ Link to information new residents are most likely to seek, such as services, utilities, taxes, i.e. Regional Income Tax Agency (Ms. RITA), etc.
- ☐ Link to Frequently Asked Questions (FAQ)
- ☐ Option to "Add to Home Screen"
- − Inspired by the home page of a neighboring community's website <www.amberleyvillag.org>

Event Calendar on Home / Landing Page

- ☐ Capability for Administrator(s) to easily update and incorporate details such as time, location, and description
- ☐ Categories organized by type, such as Council/committee/commission meetings, community events, services (e.g. as trash/recycling and leaf pick-up), closures, deadlines, etc. with ability to filter

System for News and Announcements
- ☐ Capability for Administrator(s) to easily update new announcements and send alerts
- ☐ Archive of old announcements and alerts
- ☐ Categories organized by type, such as Council/committee/commission meetings, community events, news stories, emergency alerts, etc. with ability to filter
- ☐ Multi-channel alerts for emergencies, road closures, service changes, etc.
- ☐ Options for residents to subscribe to multi-channel alerts and by news and announcements type (For example: Email for meetings and text for emergencies)

Page(s) Dedicated to Council, Committee, and Commission Meeting Agendas, Minutes, and Reports
- ☐ Capability for Administrator(s) to easily update agendas, minutes, and reports
- ☐ Accessible and organized for users to easily find

Integration of Livestreamed and Recorded Meetings on YouTube Channel
- ☐ Capability for Administrator(s) to easily update and feature upcoming meetings
- ☐ Archive of previous meetings
- ☐ Accessible and organized for users to easily find
- ☐ Linked to calendar and meeting agendas, minutes, and reports

Accessibility and Inclusion Considerations
- – Features compliant with the American with Disabilities Act (ADA) and preferably a AAA Level of Conformance with Web Content Accessibility Guidelines (WCAG)
- – Published Accessibility Statement with remediation contract
- – Search functionality that is prominent and robust on all pages
- – Option to translate text into Spanish
- – Plain-language and content written at a 6th – 8th -grade level
- – Photography and illustrations that reflect the demographics of the Village

Submission Requirements
Budget and Schedule for Deliverables
The Village of Golf Manor is estimating $50,000 for the requested deliverables and services. We are projecting to go live May 2026. Please provide descriptions for (1) "Bronze," "Silver", and "Gold" packages, (2) what you recommend after exploring our website, and/or (3) what you can provide with a $50,000 budget and May 2026 schedule. Please identify which required and desired features you will provide, at what cost, and on what timeline. In addition to the cost of initial website design and development, please include any recurring costs for ongoing operations, maintenance, troubleshooting, etc.

RFP for Website Redevelopment

Personnel

Please identify the project manager(s) and/or our primary point(s)-of-contact who will support this work. Additionally, please identify other key employees, subcontractors, or third parties as relevant, for both initial website development and design, and ongoing operations, maintenance, troubleshooting, etc.

References

Please provide at least three references, one being for a municipal website, that demonstrates your experience and the execution of similar projects. Additionally, please provide at least three links to websites of residential communities similar in size to the Village of Golf Manor, OH.

Expectations of Golf Manor

Please identify any personnel, training, and/or technology requirements that we need to provide to support this work, for both initial website development and design, and ongoing operations, maintenance, troubleshooting, etc.

Please submit your proposal by Friday, 17 October 2025 to the representatives below.

Evaluation Criteria

You will be evaluated on your budget and schedule for deliverables. Be sure to submit a comprehensive plan for both initial website development and design, and ongoing operations, maintenance, troubleshooting, etc. and identify which of our required and desired features you will provide. You will also be evaluated on your demonstrated experience and execution of similar projects. Finally, you will be evaluated on a shared understanding of our project vision, i.e. "vibes."

Contacts

If you have any questions between now and then, you are welcome to contact us. We look forward to partnering with you on this project. Thank you for your interest.

Dr. Minna Fischer, Member of Council	m.fischer@golfmanoroh.gov
Melody N. Mayle, Member of Council	m.mayle@golfmanoroh.gov
Eric Pridonoff, Acting Administrator	e.pridonoff@golfmanoroh.gov