



STREAMLINE

(916) 900-6619

info@getstreamline.com

www.getstreamline.com

3301 C Street #1000, Sacramento, CA 95816

Streamline Platform - Subscription Agreement

CUSTOMER: **Bel Marin Keys Community Services District**

ORDER DATE: **04 / 10 / 2025**

This Software as a Service Agreement ("Agreement") is entered into on the start date listed below, between Streamline (DBA of Digital Deployment, Inc.) with a place of business at 3301 C Street #1000, Sacramento, CA 95816 ("Company"), and the Customer listed above ("Customer"). This Agreement incorporates the Streamline Terms of Service. W9 is available online. **Most customers prefer annual billing for convenience, but all subscriptions are cancellable anytime with a written 30-day notice.**

DESCRIPTION OF SERVICES: See Page 2 for an overview of what Streamline Web includes, and for more information please review our subscription-based website toolkit for local government

SUBSCRIPTION ORDER:

Name	Price (Per Month)
Streamline Web-Community Pro + Portal	\$500.00

One-Time Build Costs: **\$1500**

Invoice Frequency: **Monthly**

Additional Billing Details:

30 % OFF CSDA Discount

Stripe Billing Details: 3.9% plus 30 cents a transaction

Order #: **31684562998**

Original Order? **Original**

Billing Start Date: **05/ 15 / 2025**

Paying with check?

Mail the check to: PO Box 207561, Dallas, TX 753207561

Billing Person:

Phone:

Billing Address:

Email:

City, State, Zip:

Streamline:

Customer:

Name:

Name:



STREAMLINE

(916) 900-6619

info@getstreamline.com

www.getstreamline.com

3301 C Street #1000, Sacramento, CA 95816

What Your Subscription Includes



Technology

- **Easy-to-use website tool allows you to control your content** - no more waiting on a vendor or IT.
- **Built-in ADA compliance** (the platform is fully accessible out of the "box").
- **State-specific transparency dashboard** with checkpoints for all posting requirements.
- **Meeting dashboard with agenda reminders**, one-click agenda and minute upload that takes seconds.
- **Ongoing improvements** to existing features included at no cost - your software will never be out of date.



Setup and Training

- **Multiple options** for initial site build and migrating existing content.
- **Introduction to your state requirements** so you know what needs to be posted.
- **Training** for anyone on your staff via remote meeting to help you learn the system.
- **Free domain** included (acmemud.specialdistrict.org) or connect your own custom domain / web address.
- **Free SSL security certificate** so that your site is served over https and visitors are protected.



Ongoing Support

- **Unlimited support** is included for anyone on your staff responsible for updating the website.
- **Support system is built into your website** - get help with the click of a button.
- **Unlimited hosting** of content and files so you never have to "upgrade" your account.
- **Extensive knowledge base** of how-to articles and getting started guides are available 24/7.
- **Can't figure out how to send your question? That's ok, you'll have our technical support number, too.**

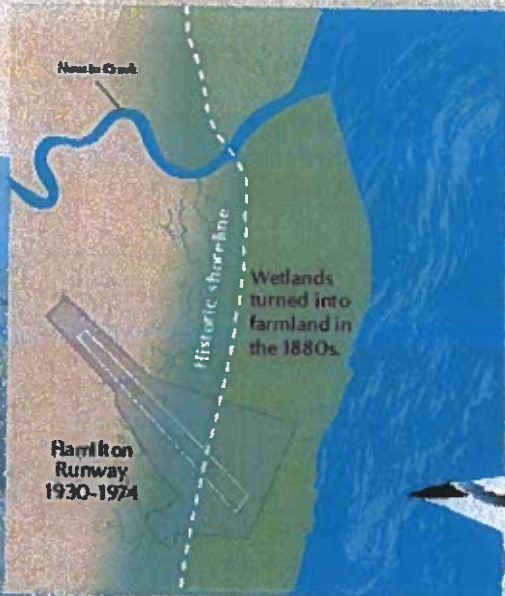
And if (when) your state passes additional website mandates, Streamline Web will be updated to help you comply as effortlessly as possible.

Novato Baylands Overview



View of Novato looking west in 1890 with the depot and the Novato House Hotel. Earliest known photo of Novato.

The Novato Baylands includes Hamilton Wetlands, where you stand, and Bel Marin Keys Unit V to your northwest. If you looked out from this point in the mid-1800s or earlier, you would likely see wetlands from the hills to the Bay for miles around. You might have also seen indigenous people harvesting items from the area for food and other needs. In the late 1800s, these wetlands were separated from the Bay by levees and turned into farms by foreign settlers. The U.S. Army then developed the site as an Airfield in 1930.



Today, the U.S. Army Corps of Engineers and the California State Coastal Conservancy are working with partners to restore the area to tidal wetlands with the surrounding community. In the face of a changing climate, tidal wetlands restoration will support resilient ecosystems into the future.



Red-tailed Tropicbird

Indigenous Presence



For millennia, the Coast Miwok people were the inhabitants of what we now call Marin and southern Sonoma Counties. The bay, marshlands, and streams were key sources of fish and shellfish. Tribes made boats out of bundled tule reeds to hunt, fish, gather, and cross the Bay to trade with one another. They knew and cared for their ancestral lands, developing a rich economy based on gathering, fishing, and hunting prior to European colonization.

Today, descendants of Coast Miwok work to uphold and renew the traditional customs and practices of their ancestors.

We are working with the Federated Indians of Graton Rancheria, whose members are Coast Miwok and Southern Pomo tribal citizens, to complete this sign. Thank you for your patience as we collaborate at the speed of trust.



Agricultural History

In the late 1800s, farmers drained wetlands in the Bay Area by placing levees along the shoreline and used the land to grow agricultural crops. This effectively separated the Bay from the farmland and allowed growers like the California Packing Corporation to plant peas, sugar beets, and grain in the area known as Marin Meadows, or the Pea Patch. This diking produced a chemical reaction called oxidation, which caused ground surfaces to shrink and subside below sea level.



Courtesy: Henry Baizer

Military History



Bell P-39 Airacobra Sage Boy II flown by Lt. Col. Edwin S. Chickering, Hamilton Air Base July 1943.



Hamilton was named after First Lieutenant Lloyd Andrews Hamilton a World War I pilot who died in France in August 1918.

To draw more revenue to the county in the 1920s, the Marin County Board of Supervisors purchased 928 acres of land from the California Packing Corporation (and adjacent land owner Dr. Bodkin) to give to the War Department for an Air Base.

Hamilton Army Airfield occupied the area from 1930-1974. Hamilton was ideal for the military since it was strategically located halfway between the Canadian and Mexican borders and enabled a quick dispatch to all Pacific coast points.

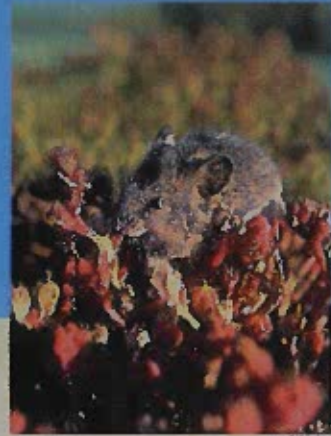


Air Defense Command,
Hamilton Air Base
1946 - 1968

Restoration to Date



The Hamilton Air Force Base was officially closed in 1974. In 1998, the U.S. Army Corps of Engineers, California State Coastal Conservancy, and San Francisco Bay Conservation and Development Commission identified it as a place where wetlands could be restored and proposed plans to do so. Restoration of tidal wetlands provides a rare opportunity to offset historic habitat losses and create resilience to climate change. Wetlands help to maintain an even climate, purify water, provide erosion and flood control, and benefit Bay fisheries.



Siskin Marsh Harvest Mouse



Community stewardship has been key to restoration. Christina McWhorter established a native plant nursery and stewardship program with the Novato Baylands Stewards. Building on Christina's incredible work, in 2022, Point Blue Conservation Science took over stewardship activities. Community efforts have helped create healthy wetlands that support local wildlife and people.



Construction of the wetlands restoration project began in 2005. To support tidal wetlands, six million cubic yards of sediment were added, mainly from Oakland Harbor dredging by the US Army Corps of Engineers and the Port of Oakland. A partnership of agencies and organizations has since advanced restoration, and in 2014, nearly 1,000 acres of the Hamilton Wetlands were reopened to Bay waters for the first time in over a century.

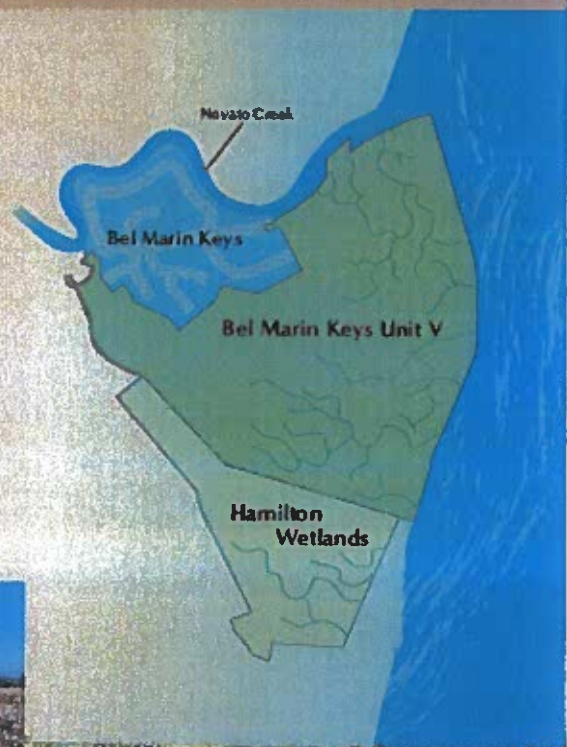


Point Blue staff and volunteers at Novato Baylands plant nursery

Future Wetlands



Although much has been accomplished, there is more to be done! The Hamilton Wetlands now support a diverse range of wildlife, and the Bel Marin Keys Unit V site has the potential to support habitat area three times the size of the Hamilton Wetlands. Combined, the full restoration project will restore nearly 2,600 acres of tidal marsh, seasonal wetlands, and transitional and upland habitat. As of 2025, planning for the restoration of Bel Marin Keys Unit V is underway. As the restoration project progresses, a collaboration of non-profit organizations, government agencies, community groups, and other partners will continue to protect and steward this landscape for wildlife and people.



Third Grade students restoring habitat



Snowy Egret

Birds of Novato Baylands

Birds are important and very visible signs of the environment's health, and they can teach us about different parts of the wetland. In general, the more birds you see and the greater diversity, the healthier the area. At a wetland site like this, there are a few major habitat types (below), including tidal marsh which is covered by pickleweed and other low-growing salt-tolerant plants, and drier upland habitats that have taller bushes and trees. Here we show a couple of examples of birds you can find throughout this wetland habitat.



Long-billed Curlew

As you walk along the trail, open up your senses. When you see a bird, carefully observe its bill length, the colors on its body and wings, and its feeding behavior - all these clues will help you identify and appreciate the birds here.



Willet

Saltmarsh Common Yellowthroat

White-tailed Kite

Tree Swallow

Song Sparrow

Marbled Godwit

Western Sandpiper

Least Sandpiper

Ridgeway's Rail

Snowy Egret

Black-necked Stilt

Snowy Plover

Mudflats

Tidal Marsh

Seasonal Ponds

Upland Habitat



People and Nature



You can be part of the continued restoration and resilience of these wetlands, and get connected to the community here - visit the Novato Baylands native plant nursery for more information. Whether you volunteer with us or enjoy the trails on your own or with friends and family, you will be able to grow your appreciation and knowledge of this special place. These wetlands are not only supporting wildlife health, they might be supporting your health too. As you walk around and enjoy the surrounding nature, you might notice your own mental and physical health improving.



High School Students birding.



Green Darner



As you walk along the trails, remember that you are an integral part of this ecosystem, and your behaviors affect your wildlife and human neighbors!

- stay on the designated walking trails
- keep pets leashed and on designated paths
- observe wildlife from a respectful distance
- pack it in pack it out
- volunteer at the native plant nursery



Volunteers restoring habitat.



for a healthy planet.

Western Pygmy Blue



Grenadilla



Alkalai Heath



Why are Wetlands Important?

Marshes act like lungs of the bay, slowing down the water, which causes sediments to deposit into the marsh and raises the elevation of the marshes which is critical for adjusting to rising sea levels with melting glacial ice. Marshes function while the plants continue to grow on top of the other plants with the dead plants below creating 'peat' and holding carbon.

Sediments deposit into the marsh and raise the elevation of the marshes.



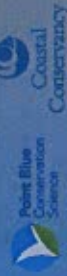
Marshes also work to buffer communities from storm surges through slowing down the water, filtering with the vegetation that holds the soil down lessening the erosive forces of waves and storm surges.

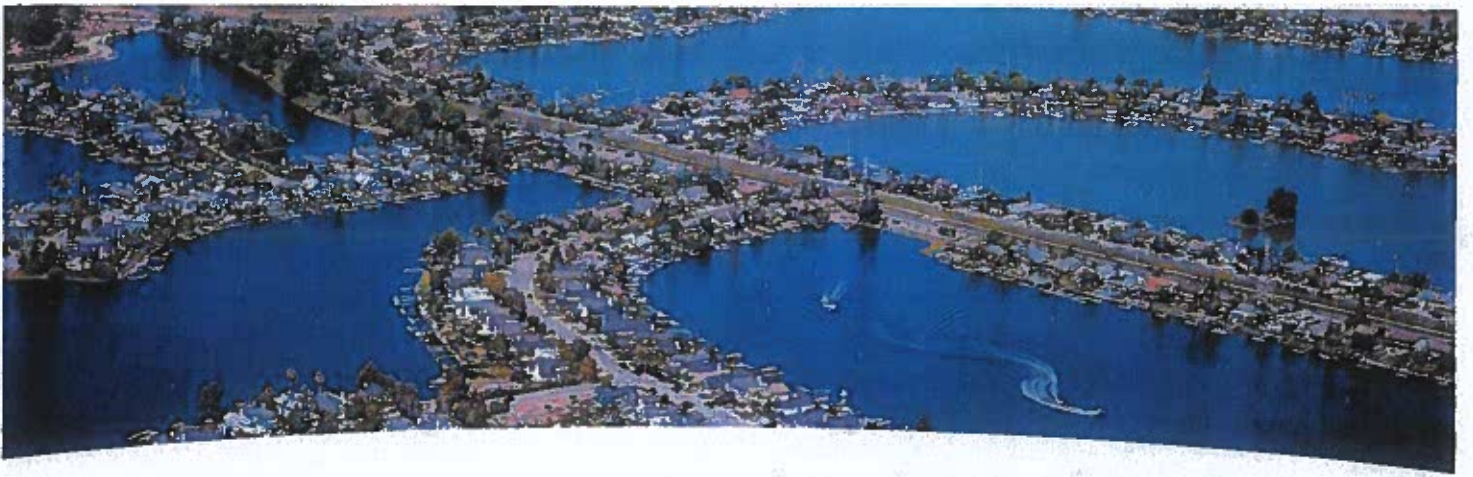
Decaying plant material creates peat which holds carbon.

Run off filtered before reaching the Bay

Tides are buffered by marsh preventing erosion

High tides and storm surges





Bel Marin Keys CSD,

Thank you for your interest in Yoppify! Whether it's notifying residents about a service disruption, emergency, or conservation initiative, Yoppify makes communication simple and effective across all channels.

This document outlines Yoppify's core features and estimated costs. Yoppify's packages are completely customizable, and we're happy to tailor this estimate to best fit your needs. Please don't hesitate to reach out with any questions or to discuss adjustments to the package.

We look forward to connecting!

The Yoppify Team

Discover the benefits of Yoppify's **friendly tech solutions.**



Web Notices



Web Chat



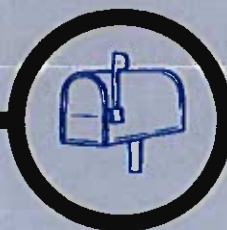
Emails



Texts



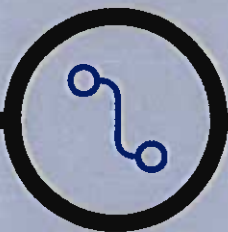
Phone Calls



Mailers



**Contact
Validation**



**Data
Connectors**



**Task
Automation**

Geographic Messaging

Available Messaging Channels:



Texts



Emails



Phone Calls



Postcards/Letters

Target specific locations for precise communication. You can circle a neighborhood on map, draw a custom polygon, or click individual locations to send messages directly to impacted residents. Whether you are experiencing a service disruption, road closure, boil order, or emergency event, geographic messaging improves the efficiency and effectiveness of your communication with residents.



Situational Messaging

Available Messaging Channels:



Texts



Emails



Phone Calls



Postcards/Letters

Send targeted messages based on the criteria that matters to you. You can easily message residents with Yoppify using lists of account numbers, predefined tags, or other data sources like water usage. Messaging using digital channels like text and email can reduce staff time and mailing costs for delivering delinquent notices, leak alerts, and other important updates.

Past Due Notice



Targeted Conservation Program



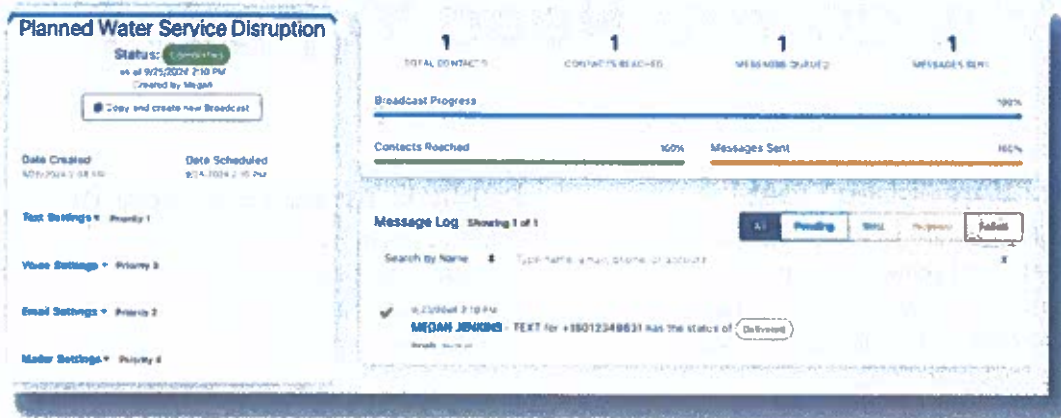
Compliance Notice



Lead & Copper Survey



Feature Highlights



Channel Prioritization

Maximize your reach using the contact information you have. Our channels include text, email, automated voice call, postcard, and letter. Prioritize these channels to utilize the best method of contact for each resident, ensuring your message reaches them efficiently and effectively.

Advanced Analytics & Tracking

View a detailed conversation history for each contact and monitor the success or failure of every message sent. Additional data dashboards can be created to give you deeper insights based on the data sources your city provides.

Templates & Yopp AI

Streamline your messaging with Yoppify's pre-written templates, designed to make communication quick and easy. Additionally, leverage Yopp AI to transform your messages into powerful community announcements, ensuring your communication is impactful and engaging.

Two-way Communication Enabled

Yoppify's two-way communication feature allows your city to manage incoming texts, emails, and web chats in a central communication hub. Choose to actively manage messages in real-time, allow residents to leave messages for future response, or disable two-way communication completely based on your needs.

Web Chat & Resource Hub

Residents can update their contact information, submit custom forms to the city, start a web chat, or view additional information about city notices. By offering the option to subscribe to updates about projects, you can reduce customer inquiries and prevent message fatigue.



385-200-9677
info@yoppify.com

Why do You **Need Yoppify?**

Building Public Trust

Build public trust by delivering clear, timely, and personalized communications that keep residents informed and engaged with your agency's initiatives.

Public Outreach & Education

Address resident awareness of efficient watering practices by sharing usage trends and educational resources.

Delinquent Notifications

Deliver delinquent notices by text and email, including a link to your online bill pay, to improve collections.

Emergency Alerts

Ensure broad public reach or target specific areas to guarantee timely and relevant communication.

Water Conservation

Achieve the objectives of your agency's Water Conservation Plan, with a strong focus on reducing water usage per capita through targeted messaging to high-water users.

Customer Service

Elevate your customer service by providing fast, targeted, and transparent communication that resolves issues proactively and strengthens community relationships.

Monitoring & Reporting

Send personalized water use insights directly to residents and track the indicators that matter to your organization.

Reduce Staff Burden

Yoppify automates water messaging tasks, allowing the city to manage initiatives efficiently without needing more staff or resources.

Proactive Leak Alerts

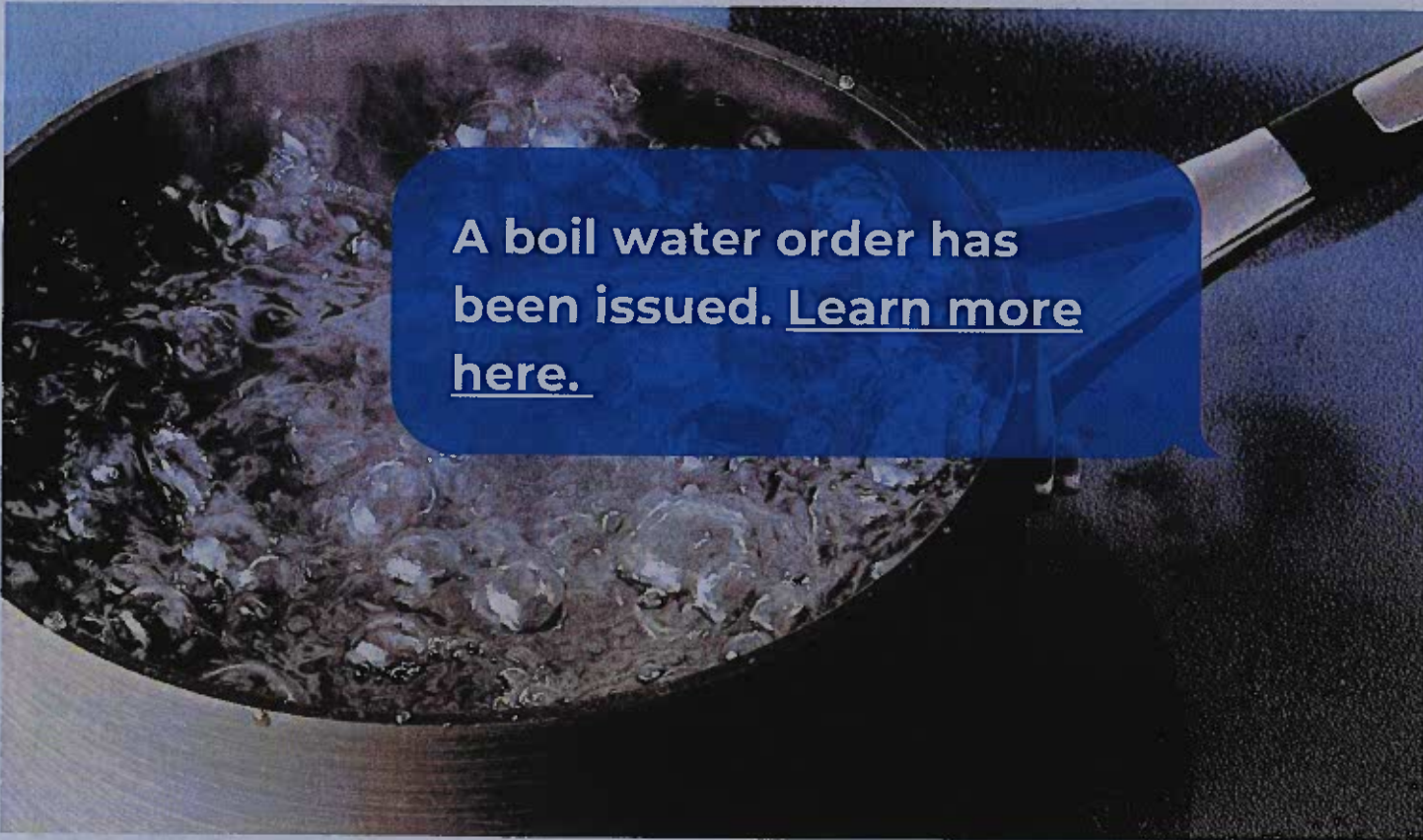
Deliver proactive leak alerts via text or email.





Service Disruptions

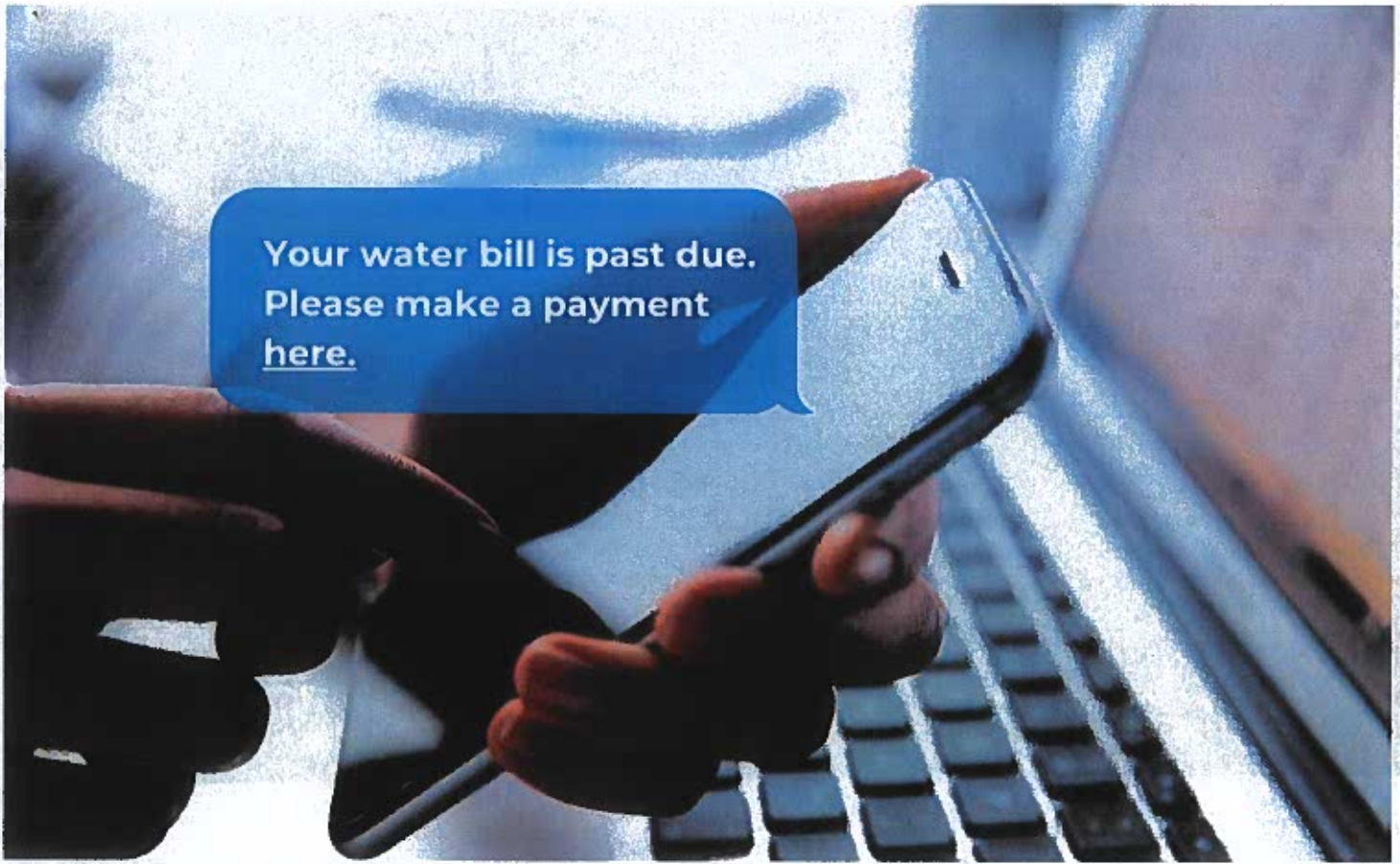
- **Controlled Narrative:** You can control the narrative and maintain clear, consistent communication with your community. Your proactive communication will help improve resident trust and satisfaction.
- **Efficient Updates:** You can allow residents to subscribe to web notices for updates, reducing customer inquiries and preventing message fatigue.
- **Targeted Delivery:** You can reach only those directly impacted by service disruptions with geographically targeted alerts, maximizing relevance and minimizing unnecessary alarm or confusion.



A boil water order has
been issued. [Learn more
here.](#)

Emergency Notifications

- **Multi-Channel Delivery:** You can deliver emergency alerts via email, SMS, and automated voice calls. By using multiple communication channels, you ensure that more customers receive and act on your important messages.
- **Message Targeting:** You can reach only those directly impacted by emergencies with geographically targeted alerts, maximizing relevance and minimizing unnecessary disruptions.
- **Message Templates:** You can utilize pre-set messaging templates for various emergency scenarios, such as boil water alerts and service disruptions. These templates ensure your communication is clear, consistent, and accurate every time.



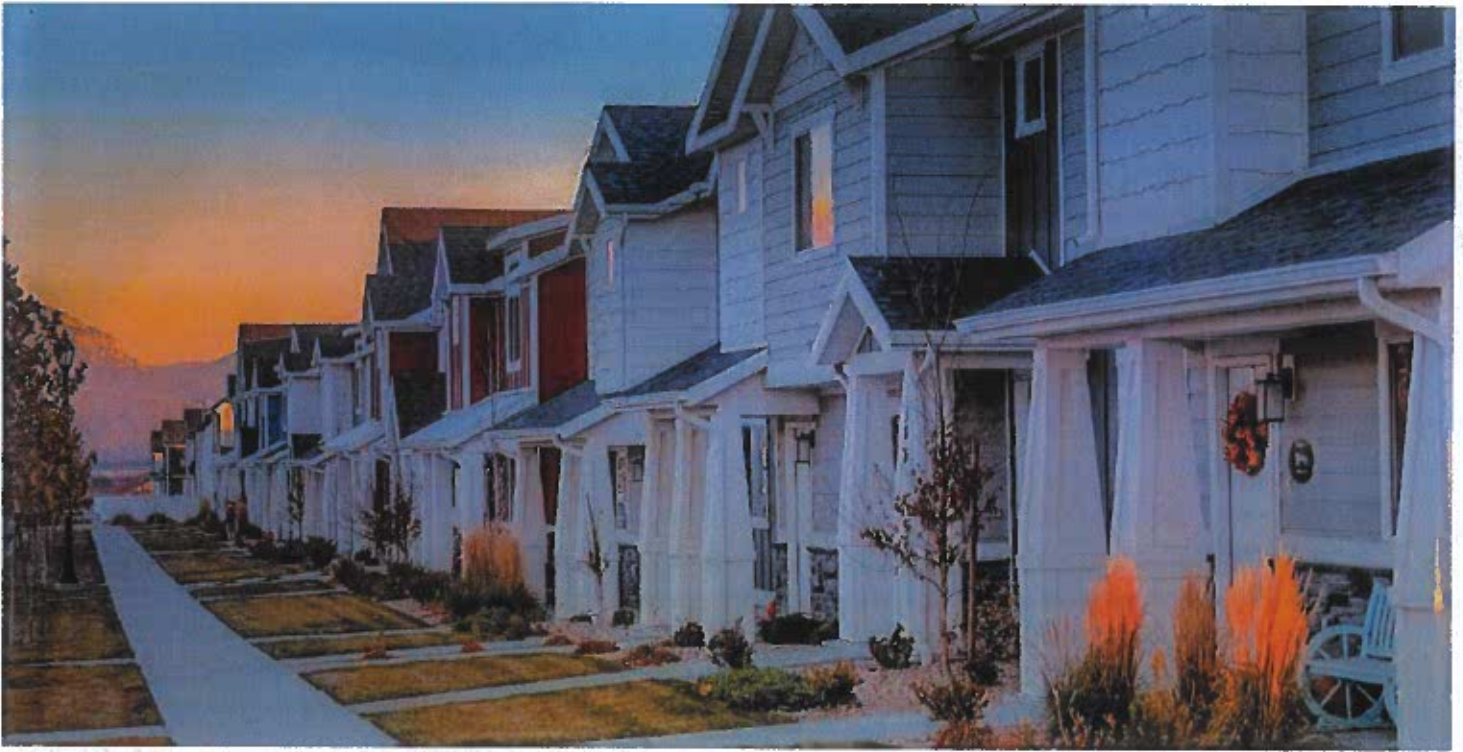
Delinquent Notices

- **Customer Convenience:** By offering payment reminders through text and email (with direct links for making payments), you can enhance the customer experience and encourage timely payments
- **Cost Savings:** Digital notifications can replace your traditional mailed letters, cutting postage and printing costs while delivering faster, more reliable communication.
- **Reduced Staff Workload:** By automating delinquent notices through digital channels, you significantly reduce the time and effort required from your staff, allowing them to focus on other critical tasks.
- **Improved Collection Rates:** Including direct links to your online bill pay system in digital notifications makes it easy for customers to settle their accounts promptly, boosting your collection rates.



Water Conservation

- **Encourage Conservation:** You can develop campaigns tailored to customer data and habits, effectively pairing residents with relevant conservation programs and recommendations.
- **Target High Water Users:** You can optimize your water conservation efforts by leveraging data-driven insights and personalized messaging to achieve significant and measurable reductions in water usage across the community.
- **Reduce Water Leaks:** By automating leak notifications, you can significantly reduce the need for manual calls or door hangers, freeing up your staff to focus on more critical tasks.



More Solutions

You can rely on Yoppify for more than just the solutions outlined in these discovery documents. Whether you want to **encourage customers to go paperless**, boost engagement with **water conservation programs**, or **automate a backflow prevention program**, Yoppify has solutions.

By leveraging Yoppify's comprehensive platform and services, you can transform your operations, enhance customer engagement, and achieve meaningful results across multiple areas.



385-200-9677
info@yoppify.com

Exclusive Offer for Bel Marin Keys CSD

March 17th, 2025

Bel Marin Keys CSD is receiving an exclusive offer as one of the first agencies in a new geographic market: **Yoppify's Automatic Message Generation at no additional cost.** This provides your team with AI-powered assistance in crafting messages, seamlessly switching between formats, and even translating into multiple languages—ensuring clear, effective communication with all residents.

Description	Standard Price
Yoppify Annual Platform and Services <ul style="list-style-type: none">Standard Plan (\$4,754)2,475 Messaging Credits (\$124)	\$4,878
Additional Features <ul style="list-style-type: none">Yopp.AI - Automatic Message Generation	\$786 \$0
Total	\$4,878
<p>Terms & Conditions: This estimate is valid for 60 days from the date issued and is based on current Yoppify costs. After 60 days, pricing and terms may change. The estimate is for a three-year term at the stated annual rate. After that period, standard rates will apply.</p> <p>Confidentiality Notice: This pricing estimate is for Bel Marin Keys CSD only. Please don't share it without permission from Yoppify.</p>	

Estimated Savings from Utilizing Yoppify

Implementing Yoppify isn't just about improving communication—it's about significant cost savings and operational efficiency. By shifting to digital notifications, Bel Marin Keys CSD can reduce expenses associated with postage, printing, and manual outreach while also minimizing truck rolls for in-person notices. Automating resident communications leads to faster response times, fewer service calls, and lower administrative burdens, ultimately saving both time and money.

Description	Savings
Water Shutoffs (50-75% reduction in shutoffs each month)	\$945 - \$1,120
City-Wide Alerts (Digital messages instead of mailed letters or door hangers)	\$3,178 - \$4,340
Planned/Unplanned Service Disruptions (Digital alerts instead of dispatching trucks to leave notices or postage for mailed notices)	\$1,106 - \$1,639
Estimated Annual Cost Savings: \$5,229.00 - \$7,099	

Additional Messaging Credits

This estimate includes **2,475** messaging credits as part of the annual service fee. If additional credits are needed before the end of the term, they can be invoiced monthly at a rate of **\$.05** per credit.

Digital Messaging

Messaging Channel	Credits Required
Web Chat	Included with package
Email	Included with package
Text Message	1 credit per text segment*
Automated Call	1 credit for every 30 seconds

*A text segment is 160 characters in length when using standard characters. When using special symbols, emojis, and non-Latin characters, each segment is 70 characters in length.

Printed Mailers

Messaging Channel	Cost
Postcard (4x6)	\$0.88 per postcard (first class, full color, two sides)
Letter (8.5x11)	\$1.10 per letter (first class, full color, one side, dual window envelope)

These rates include current postage and printing fees. Rates will be updated periodically to reflect changes in postage costs. Postcards and letters are billed monthly.



Explore Additional Package Options



BASIC

One-to-one messaging via all Yoppify channels

Maintain comprehensive conversation logs

Post public notices and events

Subscriptions to notices

Utilize messaging templates

\$2,754/Year



STANDARD

Includes all Basic package features

Send general mass messages to large groups

Identify targets by search, file import, and maps

Organize groups into tags

Track message success with robust analytics

\$4,754/Year



ADVANCED

Includes all Standard package features

Send personalized bulk notices based on billing data integration

Enables custom workflows, analytics, interactive tools, and dashboards*

Connect to internal data sources through API, email, FTP, etc.*

\$6,754/Year

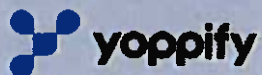
*The Advanced Package is required to support custom workflows and analytics. Additional costs will be applied to tailor these features to specific customer scenarios and needs.

Custom Workflows & Professional Services Add-On

Expand the capabilities of your Yoppify package with Yopp.AI, custom workflows, and professional services. Contact us to discover how you can implement custom integrations and solutions for your agency.

385-200-9677
info@yoppify.com

Proactive Communication made Simple.



385-200-9677
info@yoppify.com