WORK SESSION AGENDA

NOTICE IS HEREBY GIVEN THAT THE CENTERVILLE CITY COUNCIL WILL HOLD ITS WORK SESSION MEETING AT 5:30 PM ON JUNE 17, 2025 AT CENTERVILLE CITY HALL, 250 NORTH MAIN STREET, CENTERVILLE, UTAH.

Centerville City Council meetings are open to the public, unless otherwise closed for reasons allowed by law. Centerville City Council meetings may be conducted via electronic means pursuant to Utah Code § 52-4-207. In compliance with the Americans with Disabilities Act, individuals needing special accommodations due to a disability may contact the City Recorder at (801) 295-3477, at least 24 hours in advance of the meeting. The Mayor and Council reserve the right to modify the sequence of agenda items in order to facilitate special needs or provide greater efficiency.

The full agenda packet and backup materials can be found on the Centerville City website at:
https://centervilleutah.gov/129/Agendas-Minutes

A. ROLL CALL

B. BUSINESS ITEMS
Business action or discussion items to be considered.

1. General Plan Update
   Psomas representatives will report on the survey responses and discuss next steps for the General Plan process.
2. Website Update
   Bryce King will give a demo and update on the new website process

C. CLOSED SESSION
The City Council may vote to discuss matters in a closed session for reasons allowed by law, including, but not limited to, the provisions of Utah Code § 52-4-205 of the Open and Public Meetings Act, and for attorney-client matters that are privileged pursuant to Utah Code § 78B-1-137.

D. ADJOURNMENT

CERTIFICATE OF POSTING

I hereby certify that this notice and agenda was posted at Centerville City Hall, published on the Utah Public Notice Website, and provided to a newspaper or media correspondent in accordance with the requirements of the Utah Open and Public Meetings Act, including, but not limited to, provisions of Utah Code § 52-4-202.

Jennifer Robison
Centerville City Recorder

CENTERVILLE

CITY COUNCIL

Staff Report
6/17/2025

Item No. 1.
Title: General Plan Update
Initiated By: Chris Hupp - Psomas, Presenter
Staff Representative: Mike Eggett, Community Development Director

SUBJECT:

Psomas representatives will report on the survey responses and discuss next steps for the General Plan process.

RECOMMENDATION:

BACKGROUND:

Chris Hupp, with the Psomas Group, will provide a brief General Plan Update survey presentation and summary to the City Council. Additionally, he will discuss the next steps for the General Plan Update process, which will include Plan draft documentation preparation and review, among other next steps for the General Plan update process. There will also be some time available, following Mr. Hupp's presentation, to allow for questions and other discussion with Mr. Hupp regarding the survey and the General Plan update process.

A copy of the Psomas prepared "General Plan Update Survey - Public Engagement Synopsis" document has been included for the Council's use and review.

ATTACHMENTS:

1. GP Update - Public Engagement Synopsis (Psomas) - 20250521

CENTERVILLE

2025 GENERAL PLAN
PUBLIC ENGAGEMENT

Centerville General Plan Update Public Engagement Synopsis

Significant efforts have been made throughout Centerville's 2025 General Plan Update to involve residents and stakeholder. This report reviews the Resident Feedback Survey and General Plan Map Survey sent out to residents in April 2025. Here are some significant findings from these survey results:

1. **418 out of 419 responses were submitted by Centerville residents**, residing in all areas of the city.

2. Residents responded that their top 5 priorities for the General Plan update are to:
   - **Maintain Centerville's existing culture**, history, and quality of life.
   - **Preserve the city's hillside** for open space and recreation oportunities.
   - Creating, maintaining, and **improving city parks**.
   - **Fostering city beautification practices** throughout the city and along Main Street.
   - Create a **cohesive plan for the west side** of the city.

3. The overwhelming majority of Residents agreed that the **best location for Moderate Income Housing within the city is west of I-15**.

4. The Urban Design/Streetscape elements that received the most support were **Uniform Streetscapes, Street Trees / Raised Planters, Outdoor Dining, and Plaza Space**.

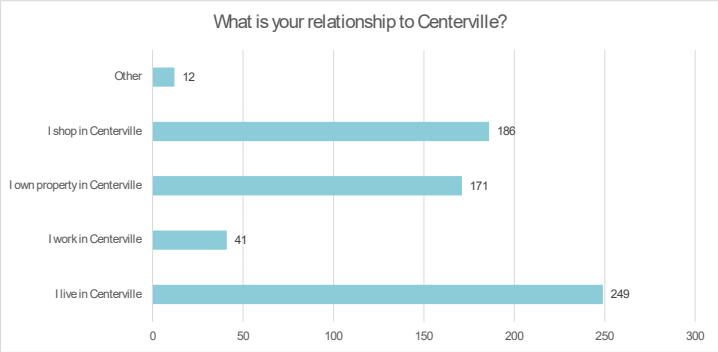
5. 82.9% of Residents expressed a **desire for Main Street improvements**, with 41% of those respondents prefering both a Shared Use Path & a Pedestrian Saftey Island.

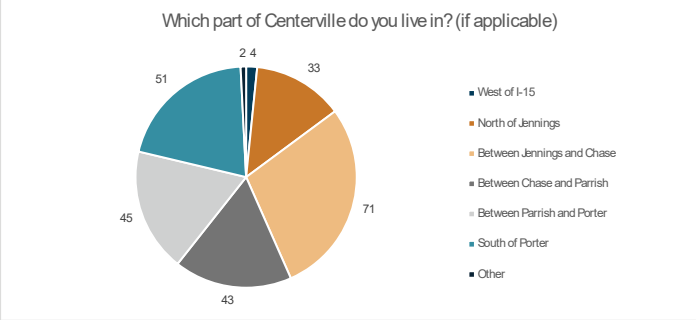
6. Residents support the proposed update to the city's **Historic Walking/Biking Tour**.

In addition to this report, please reference the raw data collected from respondents to see individual comments and feedback.

Centerville General Plan Update Resident Feedback Survey

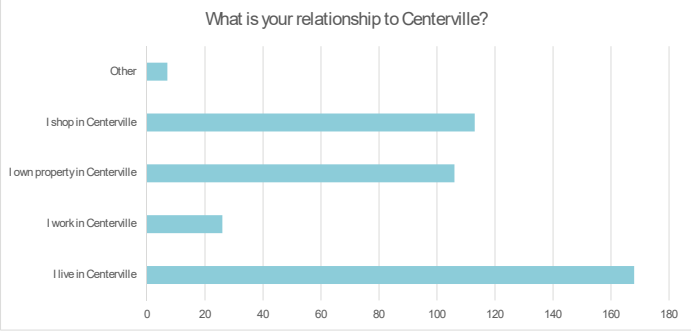
- 250 Total Respondents (249 were Centerville Residents)
- 121 Responses with General Feedback

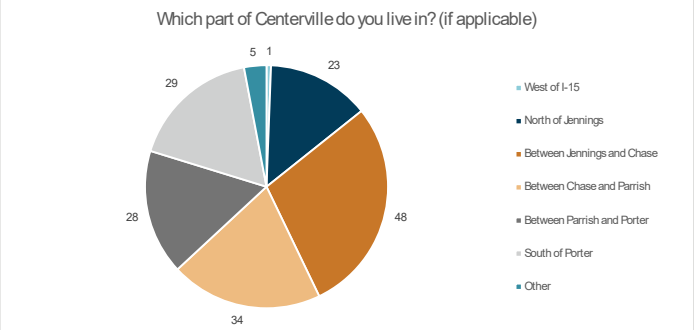




Centerville General Plan Update Maps Survey

- 169 Total Respondents (All 169 were Centerville Residents)
- 75 Responses with General Feedback



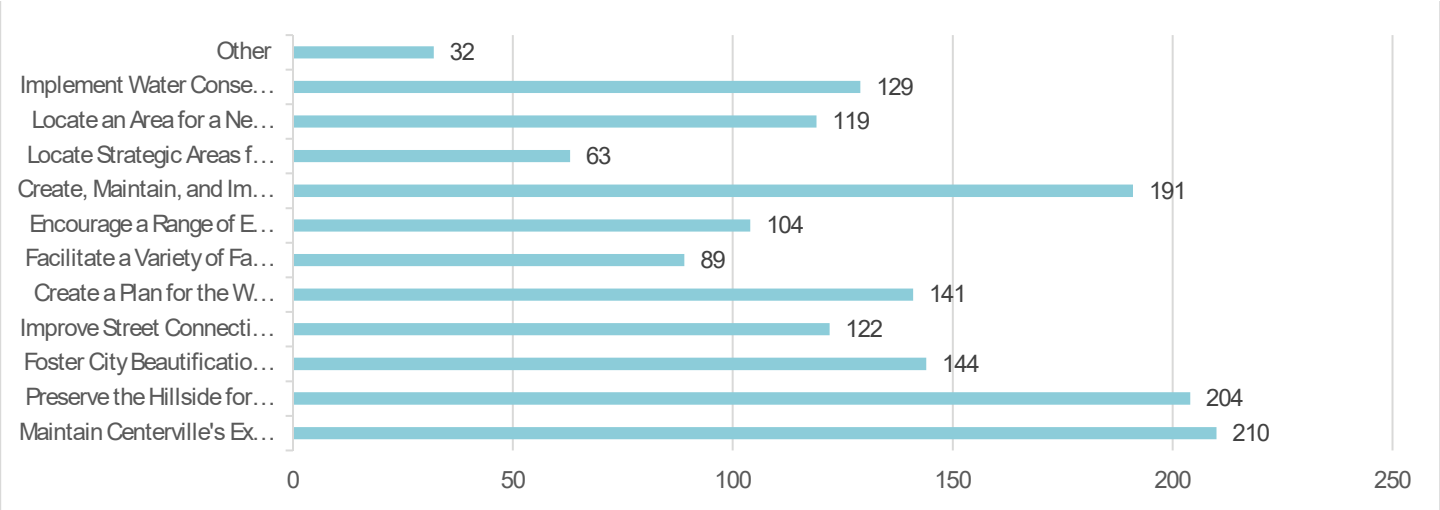


Select all of the resident proposed city goals that you agree with.

If there is something you do not agree with, please leave it unchecked.

If you wish to provide additional feedback, please see question 6 below.

- [ ] Maintain Centerville's Existing Culture, History, & Quality of Life
- [ ] Preserve the Hillside for Open Space & Recreation Opportunities (No new non-recreational developments)
- [ ] Foster City Beautification Practices, Including Along Main Street (Placemaking, Branding, Right-of-Way I...
- [ ] Improve Street Connectivity, Trails, Public & Active Transportation throughout the City
- [ ] Create a Plan for the West Side (IE Flood Control, Land Uses, Commercial, Housing, Industrial, etc.)
- [ ] Facilitate a Variety of Family Centered Housing Options (Senior Housing, Starter Homes, ADU's, etc.)
- [ ] Encourage a Range of Entertainment & Restaurant options
- [ ] Create, Maintain, and Improve City Parks
- [ ] Locate Strategic Areas for Redevelopment
- [ ] Locate an Area for a New Cemetery
- [ ] Implement Water Conservation & Environmental Stewardship Practices
- [ ] Other...



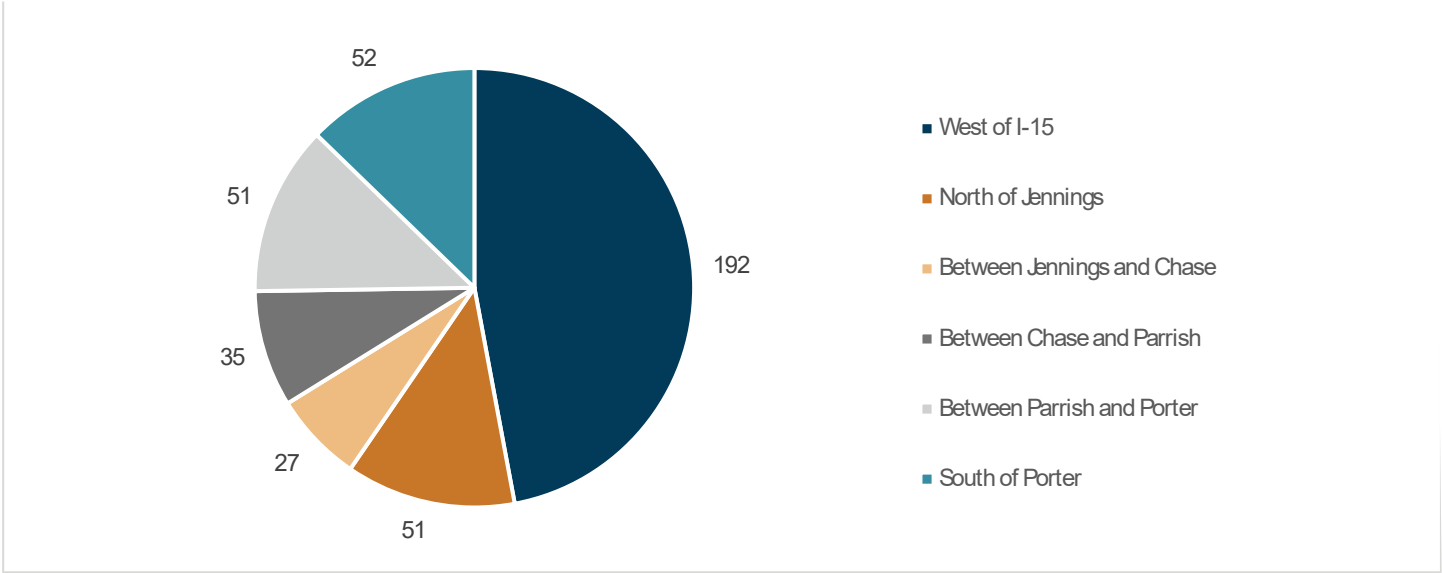
Where in Centerville Should Moderate Income Housing Be Built? (Select all that apply)

The State of Utah requires municipalities to select and implement at least 5 Moderate Income Housing strategies out of 26 total options. Implementation includes planning and carrying out the strategies. **Reporting and implementing these strategies is tied to eligibility for state funds (10-9a-408)**. Lack of state funding would greatly affect the city and would likely lead to an increase in taxes.

One strategy Centerville has elected to implement is to "encourage an adequate supply of moderate-income housing." There is currently a deficit of 706 Moderate Income Housing units in the city.

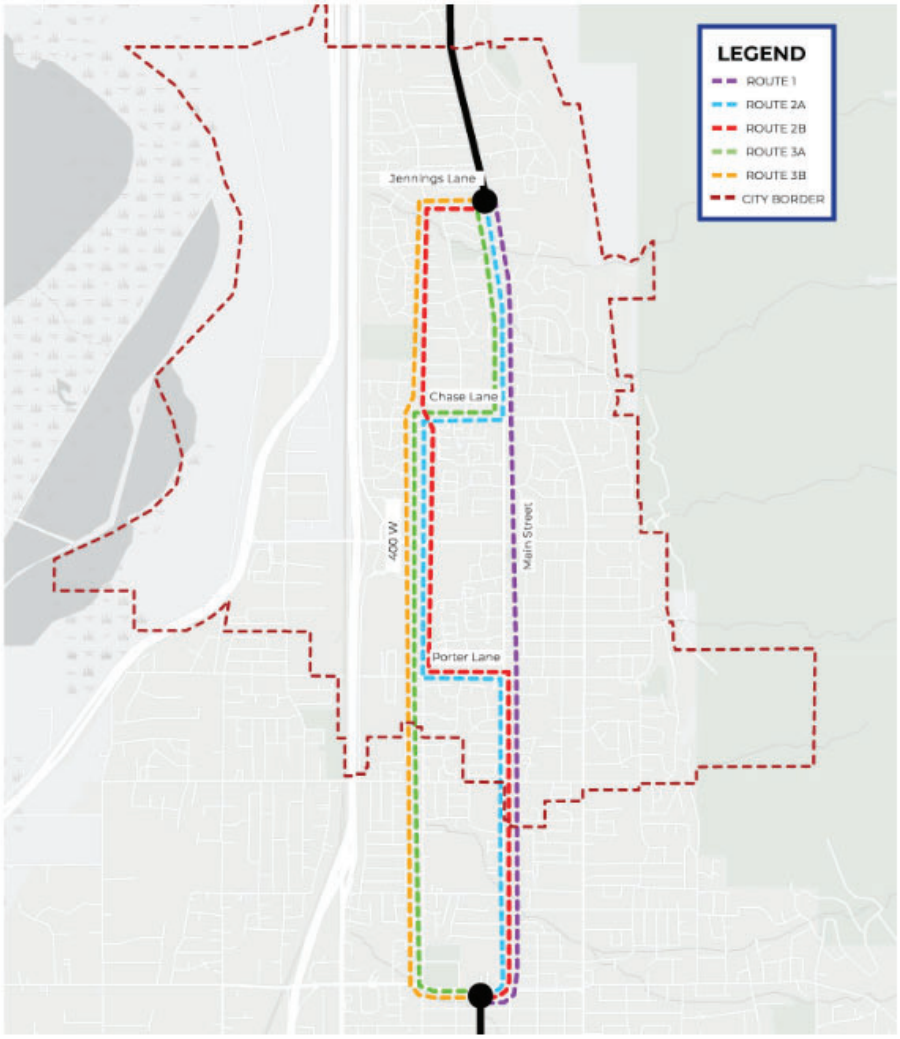
Typical best practices for Moderate Income Housing include placing it around major roadways and intersections and around commercial centers or other areas of higher intensity. This helps to better utilize existing infrastructure without causing undue burden on local and other transportation networks. It also provides increased opportunities for walking and biking.

Understanding these state requirements, best practices, and the city's additional goals and deficit, where in Centerville do you believe is most appropriate for Moderate Income Housing to be built?



- This question was multiple choice, allowing respondants to select multiple locations.
- Of the 230 Respondents who completed this question, **192 selected West of I-15 (83.5%)**

Which potential **Express Bus** route(s) do you prefer?



Route 1 (Proposed UTA) - Purple

- City Hall
- William R. Smith Park
- 3 Schools
- Local Commercial
- Smoot Park

Route 2A - Blue

- 3 Schools
- Library
- Regional Commercial
- CenterPoint Theater
- Smoot Park

Route 2B - Red

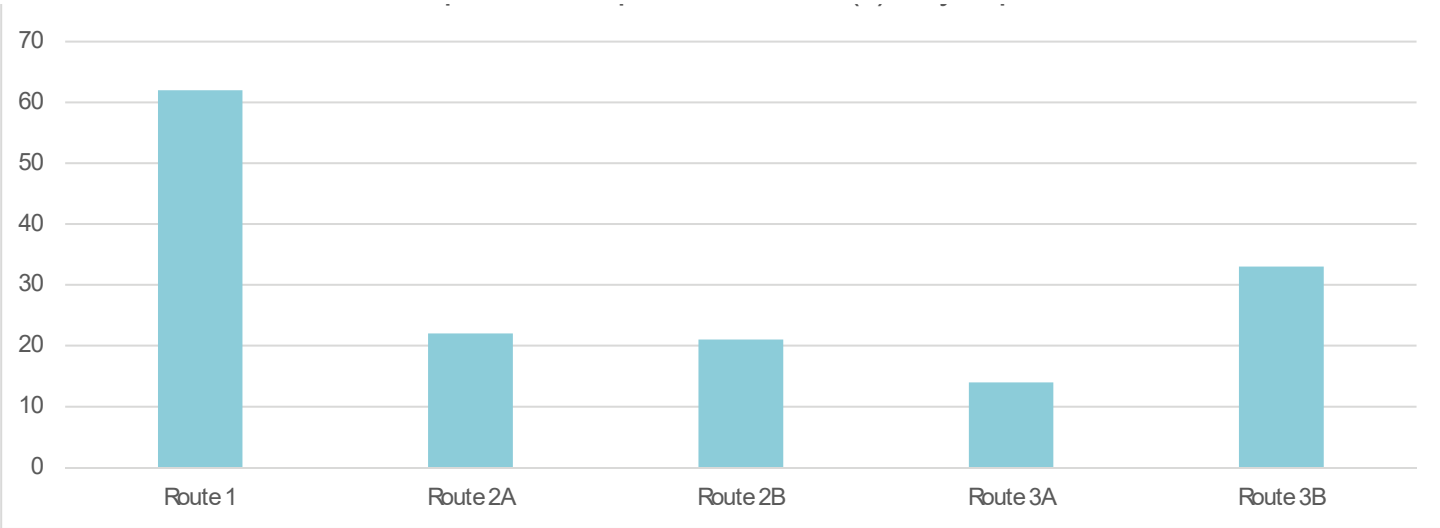
- 2 Schools
- Library
- Regional Commercial
- CenterPoint Theater
- Community Park

Route 3A - Green

- South Davis Recreation Center
- 1 School
- Regional Commercial
- CenterPoint Theater
- Smoot Park

Route 3B - Orange

- South Davis Recreation Center
- 1 School
- Regional Commercial
- CenterPoint Theater
- Community Park



Choose the Urban Design/Streetscape Amenities You Would **Most Like** to see on major city streets (excluding main street and residential streets)?

- [ ] Uniform Streetscapes

- [ ] Public Art

- [ ] Outdoor Dining

- [ ] Electronic Signs

- [ ] Decorative Lighting Fixtures

- [ ] Wayfinding Signage

- [ ] Plaza

- [ ] Pole Signs

- [ ] Urban Town Center

- [ ] Street Furniture/Seating

- [ ] Decorative Street Lighting

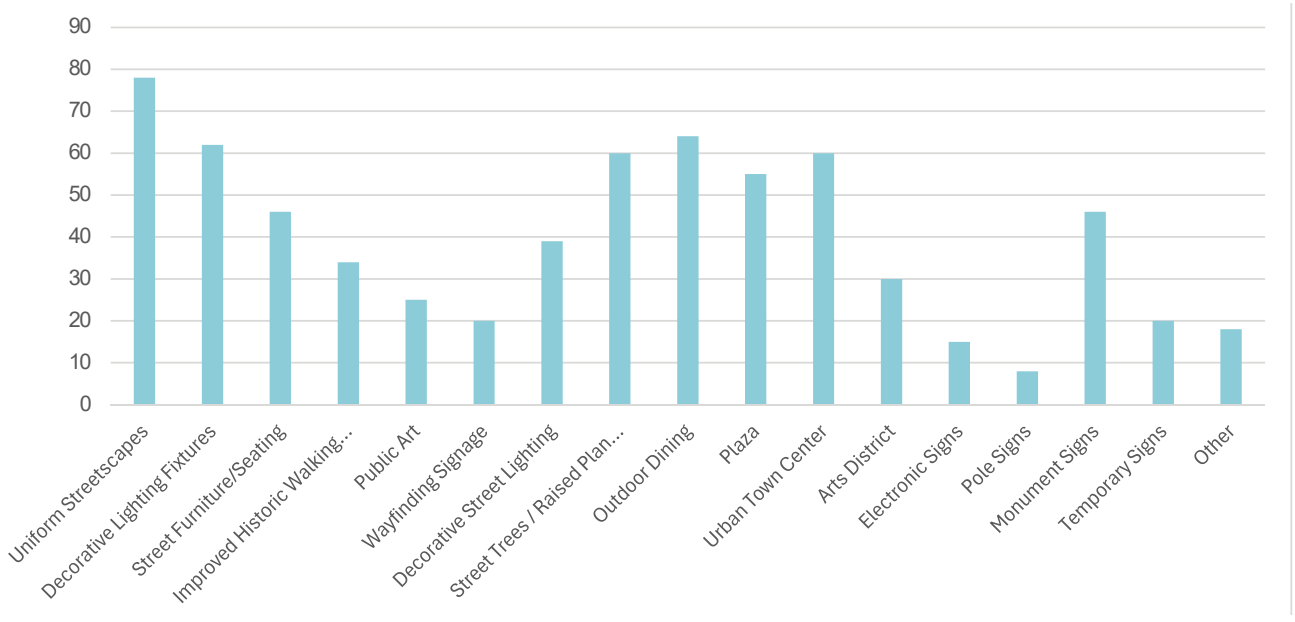
- [ ] Monument Signs

- [ ] Improved Historic Walking Trail

- [ ] Arts District

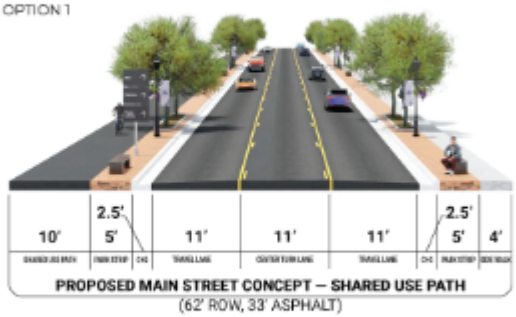
- [ ] Street Trees / Raised Planters

- [ ] Temporary Signs



If the city were to pursue enhancements (with state & grant funding) on Main Street, which street cross section would you prefer?

OPTION 1

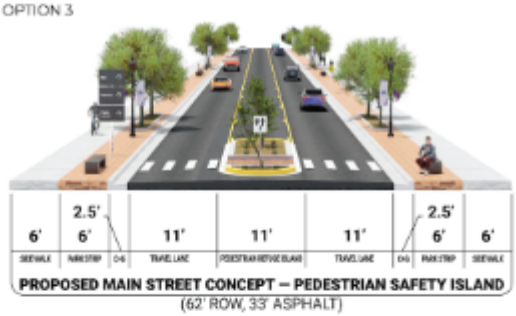


PROPOSED MAIN STREET CONCEPT – SHARED USE PATH
(62' ROW, 33' ASPHALT)

OPTION 2

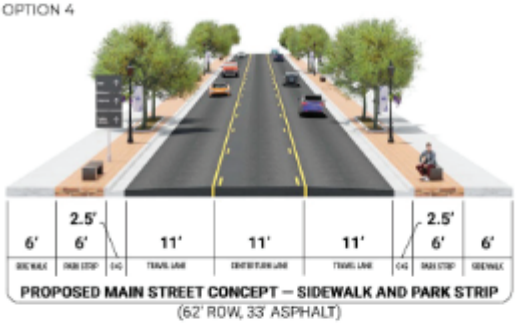
PROPOSED MAIN STREET CONCEPT – BIKE LANE
(62' ROW, 43' ASPHALT)

OPTION 3



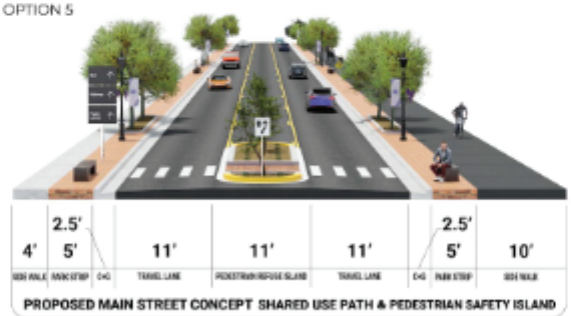
PROPOSED MAIN STREET CONCEPT – PEDESTRIAN SAFETY ISLAND
(62' ROW, 33' ASPHALT)

OPTION 4

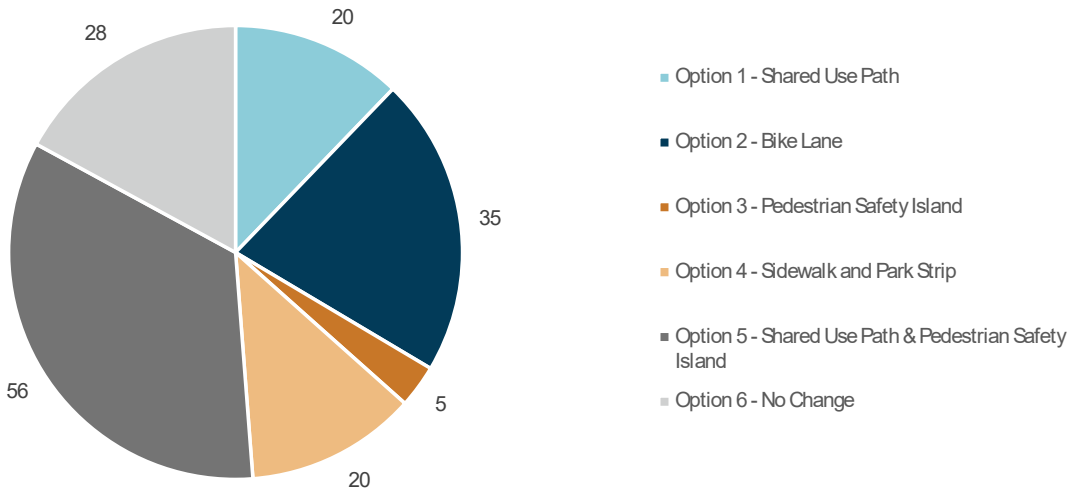


PROPOSED MAIN STREET CONCEPT – SIDEWALK AND PARK STRIP
(62' ROW, 33' ASPHALT)

OPTION 5



PROPOSED MAIN STREET CONCEPT SHARED USE PATH & PEDESTRIAN SAFETY ISLAND
(62' ROW, 33' ASPHALT)

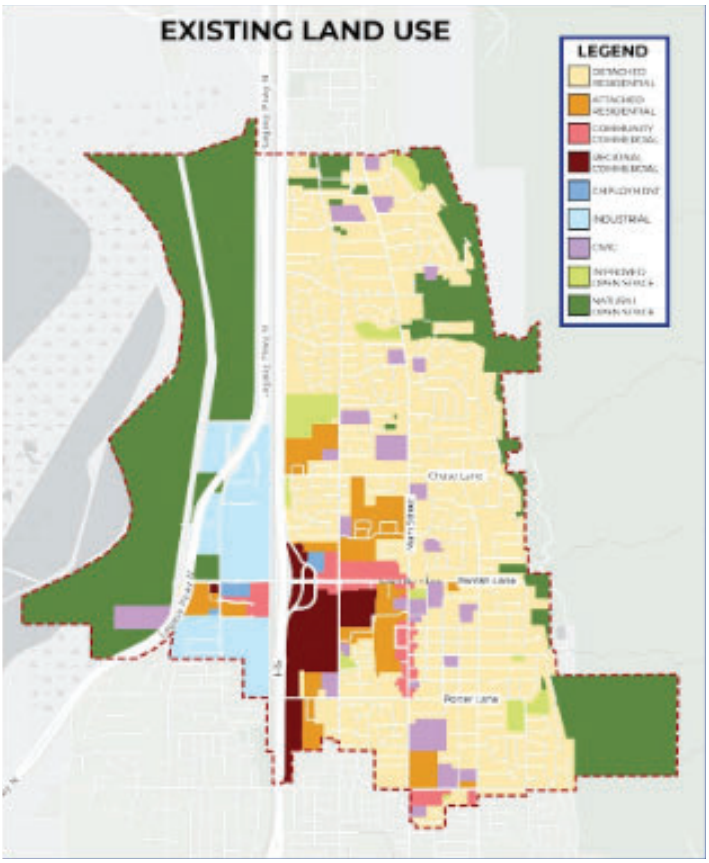


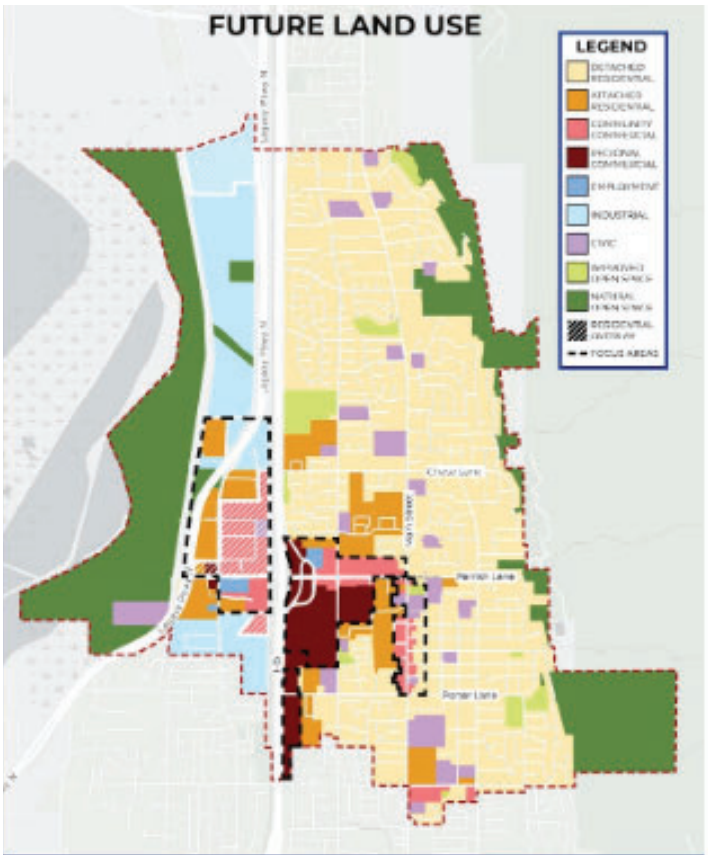
The image below highlights Centerville's existing land use composition (left) and the proposed future land use map (right).

The differences between the two include:
1) A redeveloped West Side with shifted industrial and mixed commercial & residential uses.
2) Small-scale detached residential development in the Ford's Canyon area.
3) 2150 N Neighborhood as all single family detached residential.

*Note - This is a Future Land Use Map, NOT a zoning map. That means this guides decision making in the future if development were to occur within that area. It does not mean the zoning will change today.

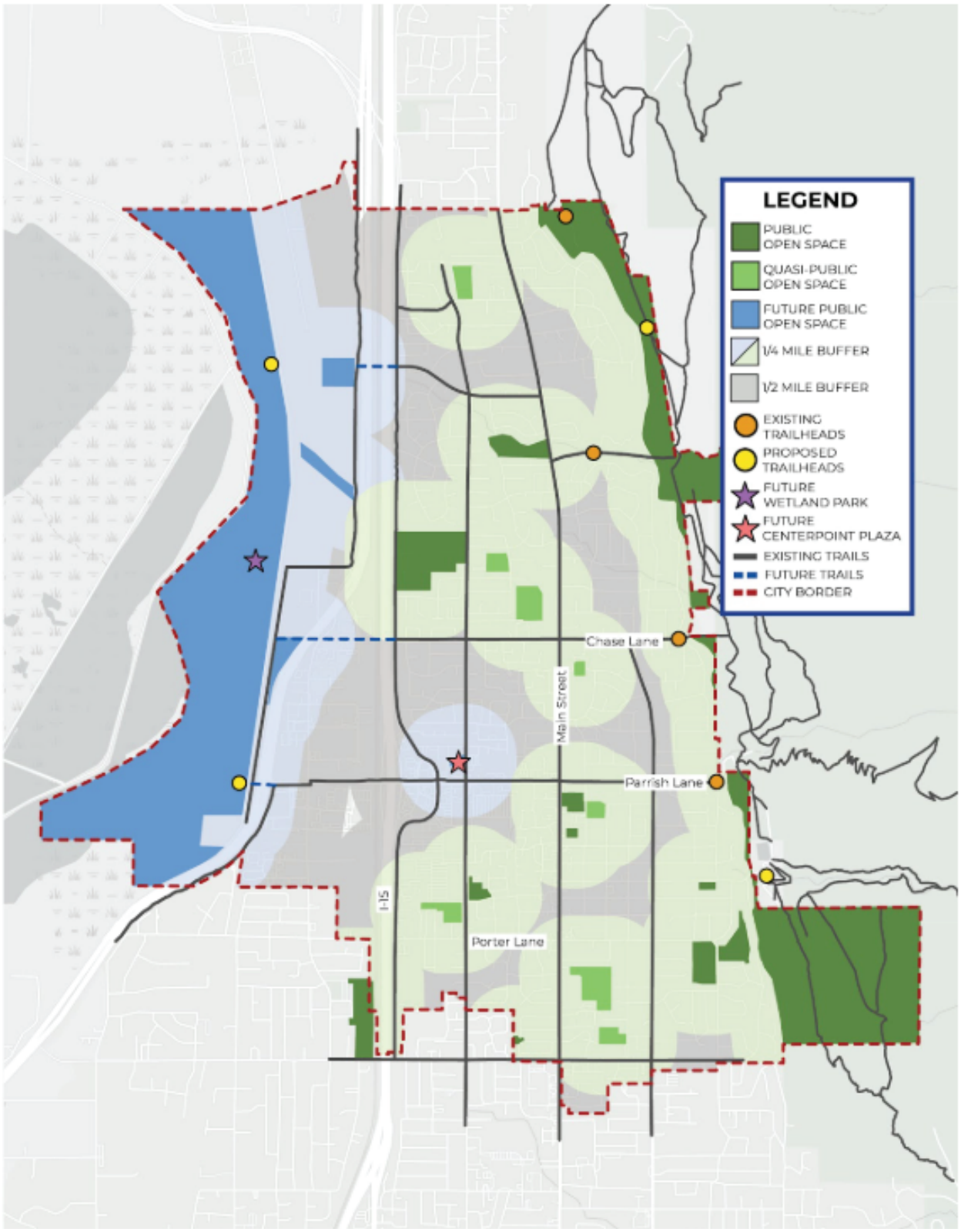
What feedback do you have on this proposed plan, if any?





109 Comments

What feedback do you have on the **Open Space and Trails** plan, if any?



87 Comments

The Historic Walking & Biking tours will guide Centerville Residents and visitors to many of the historically significant sites throughout the city. The existing walking tour passes 10 sites.

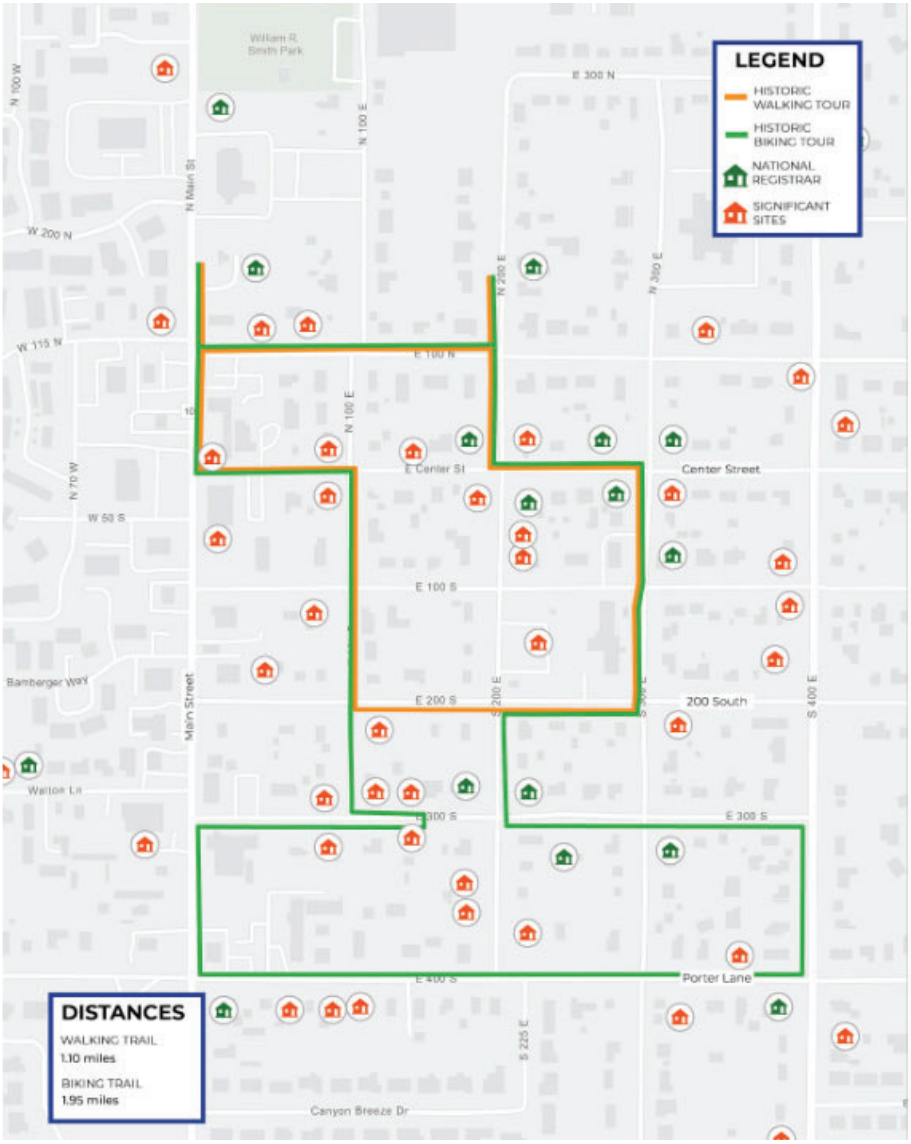
The updated 1.1 Mile walking trail passes 8 sites on the National Registrar, and 17 other significant sites (25 Total).

The new 1.95 Mile biking trail passes an additional 4 sites on the registrar, and 14 other significant sites (43 Total).

Tours will start and end at the Whitaker Museum.

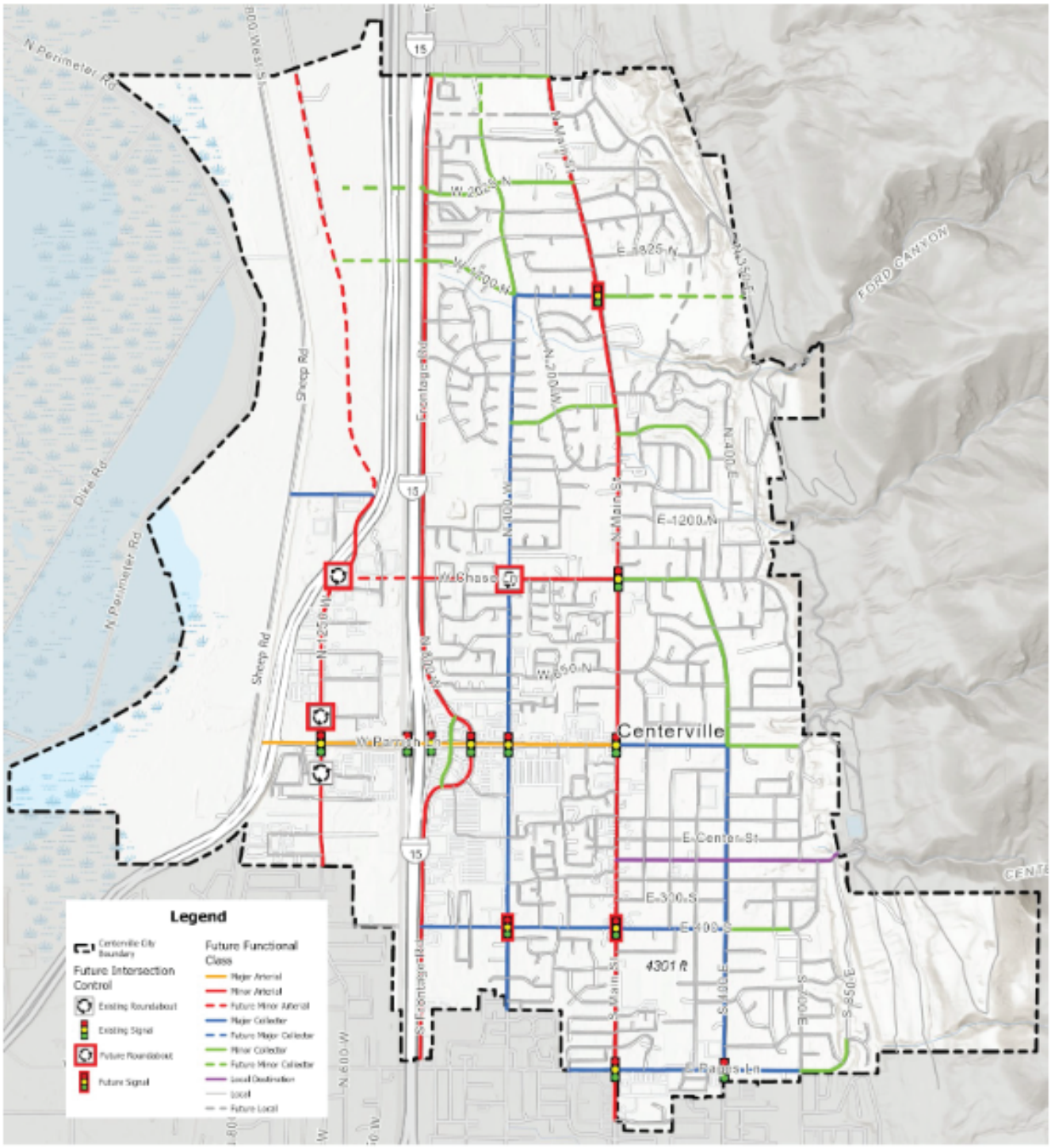
Signage is also proposed at each historic site along the trail.

What feedback do you have on the Historic Walking and Biking Trails map, if any?



76 Comments

What feedback do you have on the future transportation map, if any?



76 Comments

CENTERVILLE

CITY COUNCIL

Staff Report
6/17/2025

Item No. 2.
Title: Website Update
Initiated By: Bryce King, Administrative Services Director
Staff Representative: Bryce King, Administrative Services Director

SUBJECT:

Bryce King will give a demo and update on the new website process

RECOMMENDATION:

BACKGROUND:

We started the process of the redesign process with our current provider, CivicPlus. While we were going through the process, we were informed that the redesign was really just a facelift of the homepage. Upon further demos and discussion, the features we wanted were not included in the redesign without extra fees and annual fees to maintain the features. We wanted to do something simple, like have custom headers and buttons. As a team, we decided to go out and explore some other options. We did demos with Cobalt, GHD, JGPR and Revize.

ATTACHMENTS:

1. Revize Custom Website Proposal - Centerville, UT
2. Cobalt Proposal
3. Centerville City UT - JGPR Services Proposal
4. Centerville, UT - CivicPlus Renewal Estimate w_ Add Ons
5. Centerville City - GHD - Website Redesign
6. Website Comparison Analysis

revize.

The Government Website Experts

WEBSITE PROPOSAL FOR

Centerville, Utah

Revize is a Minority Business Enterprise (MBE)

Prepared by Shawn Stewart
shawn@revize.com
150 Kirts Blvd. Troy, MI 48084
Ph: 248-928-8064 Fax: 866-346-8880
www.revize.com October 24th, 2024
Pricing good for 60 Days

SMALL BUSINESS CERTIFIED
by the Small Business Association of Michigan

MINORITY BUSINESS MBE CERTIFIED ENTERPRISE

To Bryce King and Members of the Centerville City Council,

Thank you for considering Revize as your Michigan based web development partner. For nearly two decades, Revize has been a leader in providing high quality, government-compliant web solutions. Located in Troy, Michigan, we have launched hundreds of government websites nationwide, and our myriad of industry awards and hundreds of satisfied clients stand as testament to the quality and value of our work.

Every member of the Revize team understands that this project is more than a website; It's a valuable resource that can help you build a better community.

Visitors are drawn to websites that are appealing yet functional, user friendly with a plethora of services, and accessible on a wide range of devices. A Revize website will allow your residents and businesses to easily fill out and submit documents, review and pay bills and taxes, perform searches to answer frequently asked questions and perform a suite of other tasks that would otherwise require staff assistance. What's more, a Revize website will enable you to increase staff productivity and decrease costs by reducing off-line departmental operations.

We will work closely with you to design and develop a dynamic, functional and easy to navigate website that will perfectly fit your community. Then we empower you to control your digital presence with the industry's best administrative management applications. Revize training ensures that your team has the skills needed to expertly update and manage website content and delivery.

Clients select Revize because we can help them

- Effectively engage residents.
- Enhance their web presence and build an online communications center.
- Empower non-technical web content editors and administrators to easily execute changes.
- Implement a scalable solution that allows them to affordably grow their web presence for the long term.

We have worked hard to establish a reputation for creating online community websites that engage, inform, and increase participation of your community. With our help, your community's website can serve your residents better, inspire them more, and get them actively involved in your municipal government.

Please contact me if you have any questions at all.

Sincerely,

Shawn C. Stewart
Account Manager
shawn@revize.com

Revize Clients!

• San Carlos, CA	www.cityofsancarlos.org
• New Bern, NC	www.newbern-nc.org
• Cassopolis, MI	www.cassopolis-mi.us
• Navasota, TX	www.navasotatx.gov
• Olympia, WA	www.olympiawa.gov
• Des Moines, IA	www.dsm.city
• Mt. Washington, KY	www.mtwashingtonky.org
• Hitchcock, TX	www.cityofhitchcock.org
• Largo, FL	www.largo.com
• Myrtle Beach, SC	www.cityofmyrtlebeach.com
• Prospect Park, NJ	www.prospectpark.net

Colleen Roberts, New Bern, NC – Public Information Officer

"Revize is a beehive of creative thinkers who are interested in putting your organization's communication objectives front and center. They're extremely easy to work with and they're engaged every step of the way. Before, during and after Revize did our site build, they were super responsive any time we had questions or concerns. & they're always open to new ideas too. We couldn't be happier!"

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Executive Summary

Thank you for considering Revize Software Systems for your new website project. We understand the importance of this undertaking and know how motivated your government/community is to selecting the right vendor; one who will work with you through all the steps required to build the perfect website.

In more than two decades of working with government leaders, as well as through nationwide surveys, we have learned that the key to choosing a website vendor is finding the right balance between the total cost of the solution and the quality of the design, online apps and user functionality. In simpler terms, you need a solution that works for you and serves your constituents.

About Us

Having launched over 3,000 government clients nationwide, Revize Software Systems is one of the industry's leading providers. We credit our rapid growth to our 24-year track record of building award-winning government websites and content management systems. When you work with Revize, you're not just a client, you become part of the Revize family and will receive the service and support you need and expect! We are among the most highly respected government website experts in the United States and we proudly stand by our work.

Our Innovative Responsive Web Design (RWD) and Web Apps

Revize has been a pioneer in implementing the latest trends in design by using Responsive Web Design (RWD). This technology ensures that site visitors have an optimal viewing experience — easy reading and navigation with a minimum of resizing, panning, and scrolling — across a wide range of devices, from desktop monitors to mobile phones. RWD provides flexible and fluid website layouts that adapt to almost any screen. When you implement a dynamic new website powered by Revize, you will not only get an outstanding look, layout and navigation, but you also receive 24/7 access to our Government Communication Center for residents, business and visitors.

Our Award-Winning Government CMS

Revize is renowned as a leader in providing practical, high-value, easy to use content management software Government CMS. This simple-to-use yet powerful solution enables clients to manage their online presence with high functionality and style. With applications such as an online document center, public service request app, public records request tracker, agendas and minutes, frequently asked questions and more, Revize ensures that our clients have the tools they need to make information and services available for website users at the click of a mouse.

Quick Deployment, Personalized Training and Support

Revize addresses time concerns by completing websites in considerably less time than our competitors. And because our software is so easy to use, we are also able to effectively train our clients in less than half the time it takes our competitors. Our training program is customized based on each client's needs, and we provide hands on training the way you want it - either onsite or off site through web conferencing tools. We pride ourselves on the skills of our support staff, who are responsive, knowledgeable and helpful. Our online support portal is available 24/7/365 for issue tracking and management. We also provide phone and email support during regular business hours.

Top Ten Reasons Why Revize gives you the Greatest Value!

- Modern, timeless and unique website design integrated with online Government apps
- On-time delivery
- Competitive pricing
- Responsible stewardship of the organization's stakeholders
- Full functionality to update and manage your website
- All the tools/apps needed to increase communications with citizens
- An easy CMS to train employees quickly
- Extended phone and email support
- Unlimited Upgrades: Revize provides unlimited FREE upgrades to new and existing modules at no additional cost to you.
- Unlimited Upgrades: Revize provides unlimited upgrades to new and existing modules at no additional cost to you. Once you invest in Revize, you will receive free upgrades and feature enhancements for life.

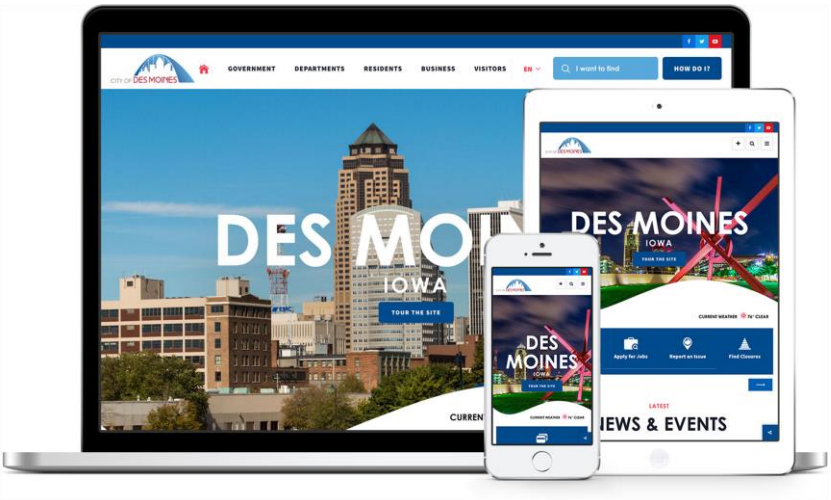
Here you will find the communication tools you need such as

Public Service Request Modules
Calendar of Events with online form submissions
Text and E-mail Notification Modules for projects/outreach
Curated Search Functionality
Facilities Reservations
Online Interactive Forms and Workflow
Multi-Use Listing Directories

And Many More!

Website Project Experience Examples

The City of Des Moine, Iowa



www.dsm.city

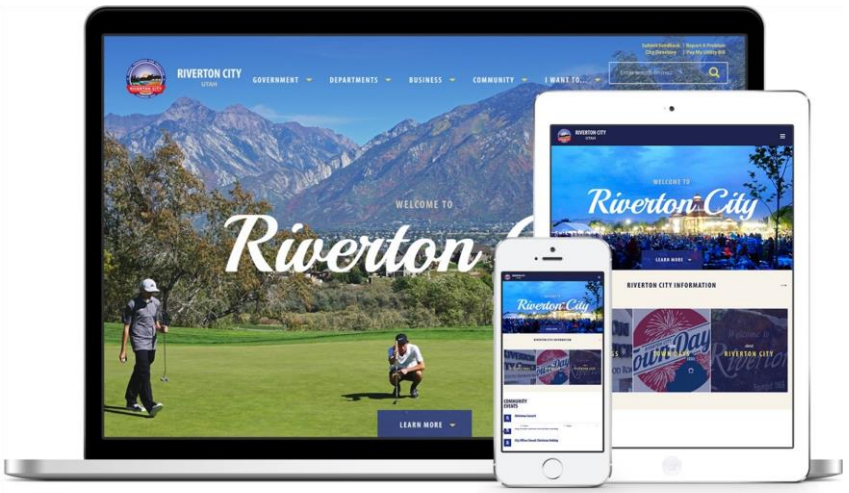
Details:

The City of Des Moines, Iowa came to Revize for a website that was completely different. Coming from an internally developed site, they wanted to work with a vendor that could lead them to a new way of interacting with their users. Page layouts were created to allow unique interaction with the city. This included board listings, Q&As, interactive park directories, plain language, and a resident focused navigation. We also incorporated some of their internal databases and features that had been built internally. This site improves the online experience for residents, business owners, and visitors!

Details:

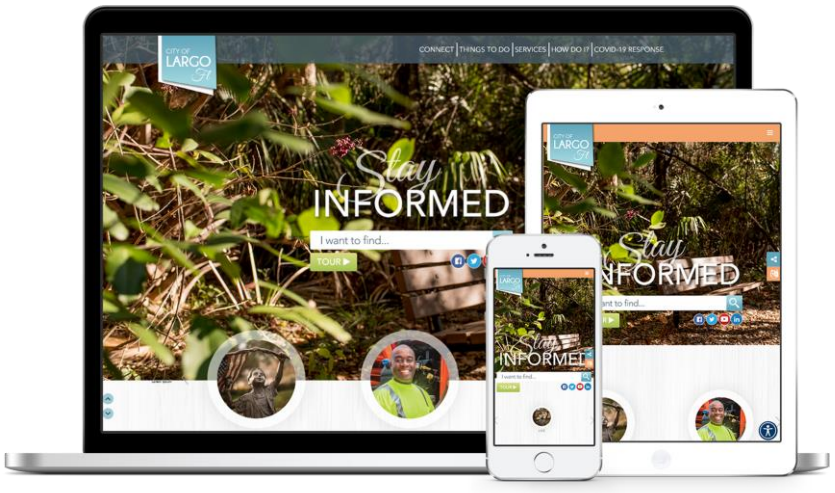
Revize created a modern, aesthetically pleasing website for Riverton City that truly captured the essence of the community. The website introduced a responsive design which now allows for an adaptive experience across all devices including smartphones and tablets, but also integrated a user-friendly content editing management system. This website brings together an amazing design with a full suite of web apps to engage residents. Smooth transitions from the home page to interior pages of this website allow users to find exactly what they are looking for easily. Their unique design, streamlined integration of web applications, and a high traffic featured news and headlines area top off this website!

Riverton City, Utah



www.rivertonutah.gov

The City of Largo, Florida



www.largo.com

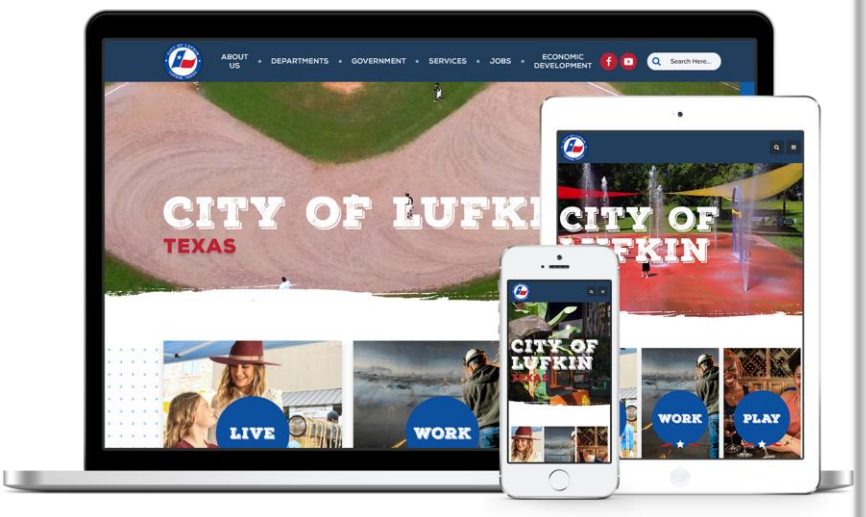
Details:

Largo, Florida wanted a website like no other. Through a collaboration between the city marketing team and Revize, we were able to create this award-winning website. Each page in this website was designed to uniquely fit the needs of the community. We also built unique designs for the city parks, library, and theater. The navigation within this site is built based on services rather than department silos. Overall, this website brings together an amazing mix of design expertise and functional clarity to create a great user experience!

Details:

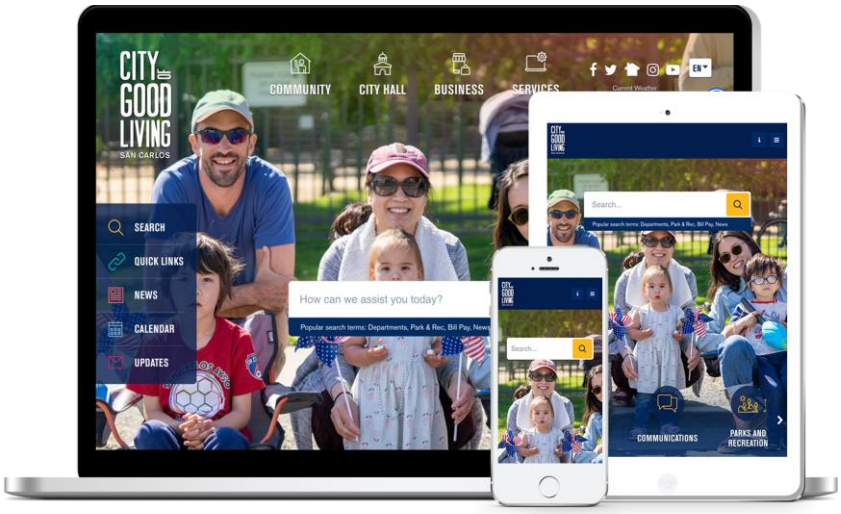
Lufkin wanted a design unlike any other. We pushed the limit of what people think when they see a city website. In addition to integrating a drone video that spans the full width of the homepage, this site features a strong mobile-ready design that showcases multiple aspects of the city they wanted visitors to see. Users are now, more than ever, viewing websites on their hand-held devices. Some estimates say this is as high as 60% of all internet usage! With more scrolling we are able to give the user a lot of information without having to squeeze it into such a small space. We use images, icons, and interactive features to create an experience for the user. This type of design also allows us to extend the city's brand in a way that is unmatched in the industry!

The City of Lufkin, Texas



www.cityoflufkin.com

The City of San Carlos, California



www.cityofsancarlos.org

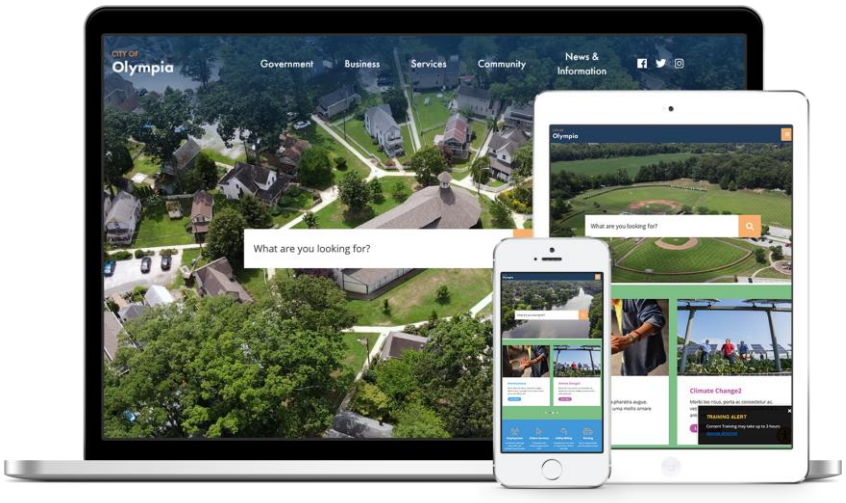
Details:

The City San Carlos, California chose Revize because they wanted a website that stood out from all of the others in California! For this site, we built unique designs for the city, with every page having a unique look and feel while maintaining their new brand. This site also includes our proprietary “curated search” feature. This feature puts you in control of the search results on the site. You get to decide which results display based on the search criteria your users input into the search. This allows them to find the results they are looking for instantly!

Details:

The City of Olympia, the capitol of Washington, presented a unique opportunity for Revize and the city’s web team. This website features an extremely innovative homepage: As users scroll from one section to the next, they can explore different trending topics, services, news and much more in an extremely modern fashion. We built this website to be one of the most visually inspiring, but also most functional websites in the United States. With the unique design coupled with features such as a curated “smart search” feature and online interactive forms, this website makes a strong case for that title!

The City of Olympia, Washington



www.olympia.gov

Website Account References

Client: City of Wylie, TX
Craig Kelly, Public Information Officer
Office: (972) 516-6016
Email: craig.kelly@wylietexas.gov
Website: www.ci.wylie.tx.us

Client: Borough of Prospect Park, NJ
Intashan Chowdhury, Borough Administrator
Phone: (973) 790-7902 x532
Email: chowdhuryi@prospectpark.net
Website: www.prospectpark.net

Client: City of Lufkin, TX
Jessica Pebsworth, Public Relations Specialist
Phone: (936) 633-0321
Email: jpebsworth@cityoflufkin.com
Website: www.cityoflufkin.com

Client: Carlisle Borough, PA
Contact: Stephanie Taylor, PIO
Office: (717) 240-6916
Email: staylor@carlislepa.org
Website: https://www.carlislepa.org

Client: Riverton City, UT
Casey Saxton, Director of Communications/PIO
Office: 801-208-3189
Email: csaxton@rivertoncity.com
Website: www.rivertoncity.com

Client: City of Duluth, GA
Alisa Williams, Economic Development & Marketing Director
Office: (678) 475-3506
Email: awilliams@duluthga.net
Website: www.duluthga.net

Client: City of Olympia, WA
Joshua Linn, Website Administrator
Office: (360) 570-3782
Email: JLinn@ci.olympia.wa.us
Website: www.olympiawa.gov

Client: City of San Carlos, CA
Quinne Woolley, Management Analyst
Office: (650) 802-4212
Email: qwoolley@cityofsancarlos.org
Website: www.cityofsancarlos.org

Awards & Accolades

We were thrilled with the outcome of our website redesign project. The Revize team was professional and responsive throughout the process.

- Tori Mathes, Communications Manager, City of Berkley, MI

Did you know?

Our technical support staff are trained developers. When you call for tech support, you'll be speaking to staff with direct knowledge of development!

Key Project Objectives & Deliverables

The following list details this project's goals:

1. Visually appealing

Revize clients have told us that Revize has one of the best creative design teams in the industry. We create a branded style for each design with eye-catching, functional websites that help your visitors increase communication and promote awareness. We believe this creates new interest with new residents and their families to visit the library frequently. The award-winning Revize designs have been sought by municipalities across the country to increase tourism and economic development!

2. Easy to find content

Revize regularly conducts government web visitor usability studies, and as a result, we already know how web visitors want to navigate the website and get to the programs, services and information they desire in an easy-to-use manner. Revize has developed a navigation system to get to any web page in one click from the Home Page, and provides specific applications that allow for SEO optimized, functional directories and navigation that are as attractive as they are useful. The streamlined navigation includes elements such as drop-down menu navigations and mega-menus, content categorization and the ability to create additions to website pages without any hassle!

3. Increase partner engagement and follow-up

Our list of website features allows a plethora of features specifically tailored to increase interactivity with your local businesses, visitors, and special event committees. These applications include web forms for responses, listing directories, e-mail and text notifications, home page alerts, etc. We also design the website with "Calls-to-Action" in mind to inspire web visitors to take advantage of programs and information offered.

4. Increase search engine visibility

Every Revize website is programed to allow 100% of each page's content to be indexed by all the popular Search Engines. We also allow non-technical editors access to each web page's metadata so you can increase your web presence and contour the search so if someone enters a question in Bing or Google Search, it will try to pull them to the web page of your new website directly. This also includes allowing web crawling of the website, and you can even elect to implement a curated search function and categorization!

5. Seamless integration with social media and Third-Party Applications

Revize: Revize will add Social Media icons and Social Media integration to your website's News Center. We will also create a Social Media Wall or a clean looking Social Media Center to show off your latest social media posts. We also provide framing and/or integration of currently used third-party tools into the site navigation.

6. Mobile- and user-friendly

Your new website will be functional on any electronic devices, including phones, tablets and PCs. Revize has made Responsive Website Design a standard for over 8 years. Because of this, we add additional responsive programming to take advantage of new mobile phone technologies and high-definition video cards to make your web visitors' website experience more enjoyable and smoother.

7. Easy to update content

The Revize CMS non-technical website editing solution has a 23-year maturity and was written for non-technical editors to edit the website in an easy to use "common-sense" manner through a methodology called In-Page Editing or Live-Page Editing. This allows for easy management of all functions of the website, including updating menus, removing content, etc.

Clients have indicated that if you know how to read and know about 5% of Microsoft Word, you should be able to edit a Revize Government Website (without training).

8. ADA Compliant Website

Your new website will adhere to the new WCAG 2.1 AA requirements and Section 508. We will also train your content editors how to keep ADA compliance when writing content. With your approval, Revize will also install an ADA Accessibly Widget, free of charge. This widget brings the ADA software for reading and resizing text, change color contrasts, etc. on demand for the visually impaired and/or disabled web visitor.

Example – Double Click on the Man Icon in the lower right corner to see it in action:

https://www.largo.com/facilities_directory/index.php

9. Cyber-Security

Revize has not had any website security intrusions for over 9 years. Revize has partnered with Amazon Web Services (AWS) and Google Cloud Service Platform (GCP) for its LIVE WEB server hosting infrastructure needs. Both AWS and GCP are industry leaders in high availability cloud server architecture, both server farm infrastructure is highly secured, scalable and redundant for 24/7/365 availability. Snapshot/Mirror Image backups of all of our cloud servers guarantees 100% data protection and recovery in case of any disaster. Also, Revize has dedicated CMS servers in two state-of-the-art physical data centers located in Chicago and Detroit. Onsite/Offsite data backups of all of our dedicated servers are scheduled nightly with R1Soft backup service. Additionally, Revize utilizes multiple Tier 1 bandwidth providers such as Level 3, Wiltel, and Cogent for redundancy and continuous connectivity. These procedures provide our clients with up to 500Mbps of fast fiber optic up-stream connectivity. Revize can also host both your Internet and Intranet websites; your Intranet is secure and only accessible by authorized users through a login system.

The Revize Solution

Project Planning and Setup

What makes Revize unique in its project approach and experience is our thorough preparation for each individual community combined with the range of website deployments and creative, customized fit we implement for each client. From small to large, rural to urban, the Revize project management process guarantees a perfect fit between the concept of the deployment and the expectations of the client's level of engagement preferences.

We use a proven effective process methodology: Each client is unique and we tailor our process to fit their unique needs. For as long as you are our client you will have staff dedicated to your account and access to an on-line portal for communication, design process and on-going support.

24/7/365 Project Portal Access: From day one, your project and on-going support is tracked in the Revize On-line Project Portal. The main point of contact you select for the project will receive an invitation to register, including setting up a secure user name and password. The Project Portal serves as a communication tool for any matter pertaining to your website design, development and on-going support even after your website is launched.

The following steps are followed while designing new sites

- **Establish Needs and Creative Direction:** Understand your objectives and requirements, and provide recommendations for effective online branding pertinent to your requirements, existing branding and your web audience's needs. The Revize designer will also conduct his own research in order to capture the character and "feel" of your area, which will inspire ideas for the overall design direction of the website.

- **Main Menu Navigation & Home Page Wireframes:** Work with you to establish a main-level navigational architecture and identify key items accessible from your home page. This establishes a baseline for the navigational structure, as well as the preferred content structure (wireframe*) for the home page.

- **Page Layout and module placement:** We will follow all the best practices to layout the different features and modules so that they can be easily accessed by your residents. For example, on the home page there will be sliding picture gallery and quick link buttons for Notify Me, Report a Concern, Document Center, FAQs etc. The news and announcements module and events calendar would be integrated into the website, along with the social media center.

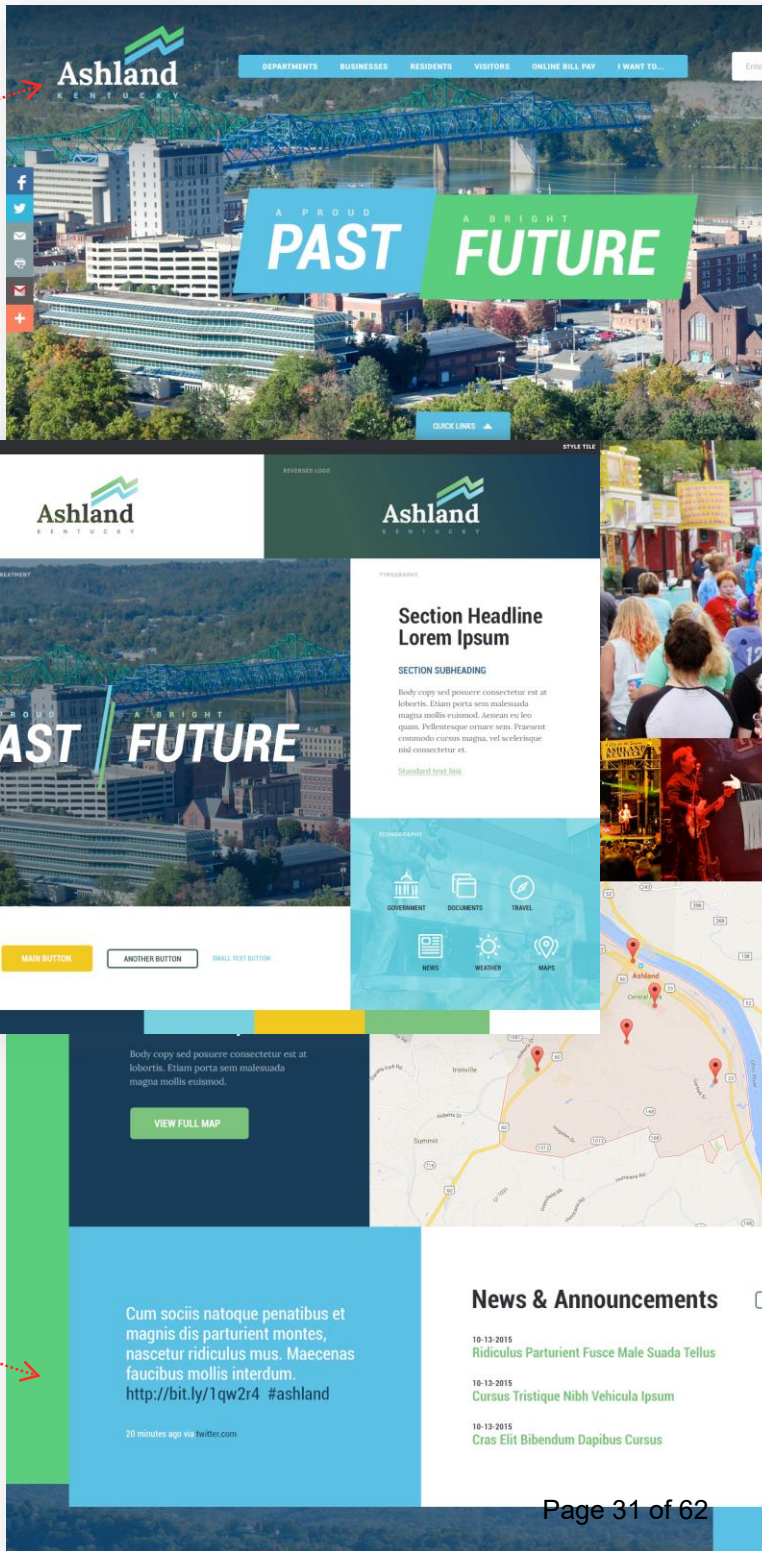
We don't use a "one size fits all" approach because it doesn't make sense.

Wireframe to Concept

- **Design Deliverable:** The design concepts for this phase will be based on one or possibly two home page layouts. The client will review and provide design feedback to the designer for changes. Revize asks that clients have no more than three iterations of changes up to the point that the final concept is approved.

- **Final Home Page Sign Off:** When all changes have been made, Revize will present your final home page design and layout for approval. Customer approval is required to proceed to the next phase, the inner pages of the website, and the process repeats itself before the actual HTML & CSS is written.
- Final Inner Page Sign Off: When all changes have been made, Revize will present your final inner page designs and layouts for approval. Customer approval is required to proceed to the next phase, when the actual HTML & CSS is written

Please Note: The home page "wireframe" will simply serve as a realistic guideline in terms of content placement, but will not include the final text nor final imagery for this phase.



Timeline Summary

Phase	When	Duration
Phase 1: Initial Meeting, Communication Strategy, SOW • Revize will conduct a staff interview and website design kickoff meeting with the client. • After the meeting, Revize will provide a detailed project plan that assesses key findings and details.	Weeks 1 through 3	3 Weeks
Phase 2: Discovery & Design • Within (5) five weeks of the kick-off meeting Revize will provide (1) one custom homepage mockup, (1) one basic interior page mockup, and (1) one navigation mockup. • Revize will provide revisions to each mockup based on the feedback received from the client, and will begin site-mapping process when client approves design	Weeks 4 through 8	5 Weeks
Phase 3 and 4: Template Development and CMS Integration • Mockups will be developed into HTML pages making them clickable and resizable. • Following HTML Development, Revize will add in the Revize Content Management System which makes the website easily editable. • Integration of any 3rd party software will begin during this phase	Phase 3: Weeks 9 through 12 Phase 4: Weeks 12 through 16	4 Weeks 5 Weeks
Phase 5 and 6: Quality Assurance, Accessibility and Custom Development • Revize will review all developed assets for functionality. The development team will review functionality, style sheet, and formatting checking for errors and verifying that site matches approved design mockups. • Any custom needs identified earlier in the project will be executed during this phase and tested for quality assurance. • ADA programming and beta site review with the client	Phase 5 Weeks 15 through 16 Phase 6: Week 17	2 Weeks 1 Week
Phase 7: Sitemap Development / Content Migration • Revize will deliver a suggested sitemap, in Excel format, for the website prior to this phase (Unless the client has chosen to create their sitemap). Client and Revize will review and provide updated versions for approval. Pages will be built out one-by-one according to this previously approved sitemap architecture. Pages that are not linked in the sitemap will be created as blank pages. • Migration includes up to all webpages, documents, and new content up to the relevant amount on the current website.	Weeks 18 through 24	7 Weeks
Phase 8: Content Editor and Web Administrator Training and Go Live preparation • Revize will conduct a review of the beta site followed by a core team training (smaller group). • After the beta site review, the client may request tweaks to the functionality of the website. • Revize will conduct Website Usability testing and a separate full staff training for all CMS editors on-site in a classroom style setting. • The training schedule will include editor training, and administrator training with a question-and-answer period. • Results of the user experience testing will be provided to the client for review. • Any change requests will be reviewed by Revize for feasibility and scope conformance before they are completed. • Revize will conduct meeting with client IT department before go live to discuss the process and establish pre-go-live checklist (e.g. SSL certificates, redirects, subdomains, etc.) • Retraining is available any time after Go Live.	Weeks 25 through 27	3 Weeks
Go-Live (Average)		21-27 Weeks

Did you know?

The project planning process is designed to fit your needs. We will adapt our timeline if your schedule requires!

Standard Training Agendas

Basic Administrator Training (How to)

- Sign-in
- Create users
- Assign roles
- Set page level permissions
- Set section level permissions
- Configure and set up workflow approval process

Content Editor Training (How to)

- Sign-in
- Edit page content
- Copy/paste content or add new
- Create a file link
- Create a link to another web page or external web site
- Create a new page and link to it
- Insert/update a picture
- Insert/update a table
- Spell check
- Save and Save as Draft
- History of the page content (content archive)
- Create a survey form or any other type of online web form
- Create navigation pages (top/left menus)
- Create new calendar and create/edit calendar events
- Edit metadata

Advanced Administrator Training (How to)

- Run back-end reports
- Run Google Analytics reports

Specific Modules

- Emergency Notification Center
- Web Calendar
- E-Notify
- Quick Links
- Document Center
- Form Center
- News Center
- Frequently Asked Questions
- Visitor Request Center
- Library Bid Posting Center
- Job Posting Application
- RSS

And more....

Revize Maintenance Covers

- Quarterly CMS upgrades
- Software and module upgrades (Automatically Installed)
- Server Hardware & OS upgrades
- Immediate bug fixes/patches
- Round the clock server monitoring
- Data Center network upgrades
- Security and antivirus software upgrades
- Firewall and router upgrades
- Bandwidth and network infrastructure upgrades
- Remote backup of all website assets
- Tape backup of all website assets
- Quarterly newsletters on major feature updates
- Regular Webinars on CMS features and usage

Did you know?

Revize has launched hundreds of municipal and county websites large and small!

Final Phase: You Go Live!

At last, your website content is complete and your staff is sufficiently trained! The final phase in the process is to redirect your website domain name from your old site to your beautiful new one. Once this is completed, Revize will closely monitor the transfer for the first 24 hours to ensure that everything is working properly. Any issues that arise will be immediately resolved.

Marketing & Ongoing Consultation

Revize seizes on every effort to make our clients' sites highly visible. We draft press releases for posting on our website and for distribution locally and will continuously monitor your site after it goes live so that you can take advantage of all marketing opportunities. We also look to submit your site for different awards and recognition competitions to further maximize your site's exposure.

Search Engine Registration and Marketing

Revize will input all the targeted keywords to make your web pages search engine friendly, thus enabling users to find targeted information when they do a Google, Yahoo or any other search on your site.

Security

Revize takes website security very seriously and we provide our clients with the very best website protection protocols. Our data centers are located on secure premises equipped with card-reader access, security cameras and guards on duty 24/7 to ensure the physical protection from unauthorized entry.

Our web and network administrators monitor network activity 24-hours-a-day to ensure system integrity and protection against threats such as Denial of Service (DoS) attacks that could corrupt your website or block user access. Maintaining the secure configuration of our web servers is managed through application of appropriate patches and upgrades, security testing, vulnerability scans, monitoring of logs, and backups of data and OS.

Did you know?
Revize will provide a 100% from scratch design with a satisfaction guarantee!

Security Controls, SSL, and Active Directory (LDAP)

- Anti-malware software such as antivirus software, anti-spyware software, and rootkit detectors
- Shield Plus Security Bundle to prevent DDoS attacks
- Intrusion detection and prevention software (such as file integrity checking software)
- Host-based firewalls to protect CMS servers from unauthorized access
- Patch management software
- Security and Authentication Gateways
- Content filters, which can monitor traffic to and from the web server for potentially sensitive or inappropriate data and take action as necessary
- HTTPS (Hypertext Transfer Protocol over SSL), which provides encryption and decryption for user page requests that require more secure online transactions
- SSL (Secure Socket Layer) provides an encrypted end-to-end data path between a client and a server regardless of platform or OS
- If you have an existing SSL certificate, we can transfer it to the new website. Otherwise, if included, we will install a new SSL Certificate upon go live.
- Active Directory (LDAP) is compatible with the Revize CMS. It can be set up in a variety of configurations. As part of the process, we will work with you to determine which configuration will best meet your needs.

Application Security Authentication

- Role-Based Security: Role-based authentication to add individual user accounts and assign them system roles like Editor, Developer, Administrator, Workflow Approvers, etc., or department roles and empower the department to assign specific roles to users.
- Permission-Based Security: Ability to set up Content Owners/Editors and restrict which site pages they are authorized to update
    - Global & Department Workflow Management: Create workflow management and approval processes where authorized department personnel become approvers

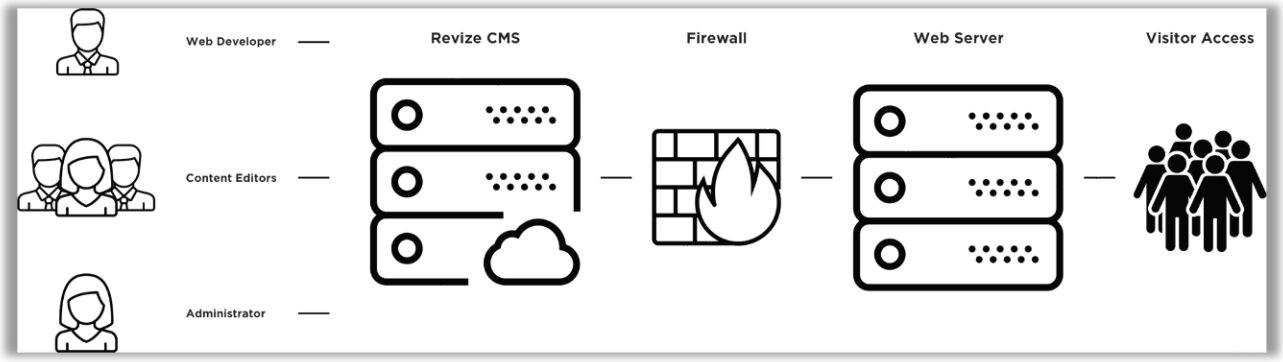
Did you know?

Revize will host your website and CMS in at least two completely separate geographic locations!

Hosting Service and Technology Architecture

Revize has partnered with Amazon Web Services (AWS) and Google Cloud Service Platform (GCP) for its LIVE WEB server hosting infrastructure needs. Both AWS and GCP are industry leaders in high availability cloud server architecture, both server farm infrastructure is highly secured, scalable and redundant for 24/7/365 availability. Snapshot/Mirror Image backups of all of our cloud servers guarantees 100% data protection and recovery in case of any disaster. Also, Revize has dedicated CMS servers in two state-of-the-art physical data centers located in Chicago and Detroit. Onsite/Offsite data backups of all of our dedicated servers are scheduled nightly with R1Soft backup service. Additionally, Revize utilizes multiple Tier 1 bandwidth providers such as Level 3, Wiltel, and Cogent for redundancy and continuous connectivity. These procedures provide our clients with up to 500Mbps of fast fiber optic up-stream connectivity.

Revize hosts your web sites and web applications on redundant (3 TB Hard Drive, 3.2 GHz CPU and 32 GB RAM) servers in order to provide enhanced performance and reliability. The Revize technology architecture physically separates the CMS from the website in order to provide another layer of redundancy/security. With this model, we keep an up-to-the-minute exact duplicate of your website in the event your site must be restored. Revize support staff will simply republish your site within a guaranteed two hours (as opposed to a timeframe of several hours or days our competitors offer).



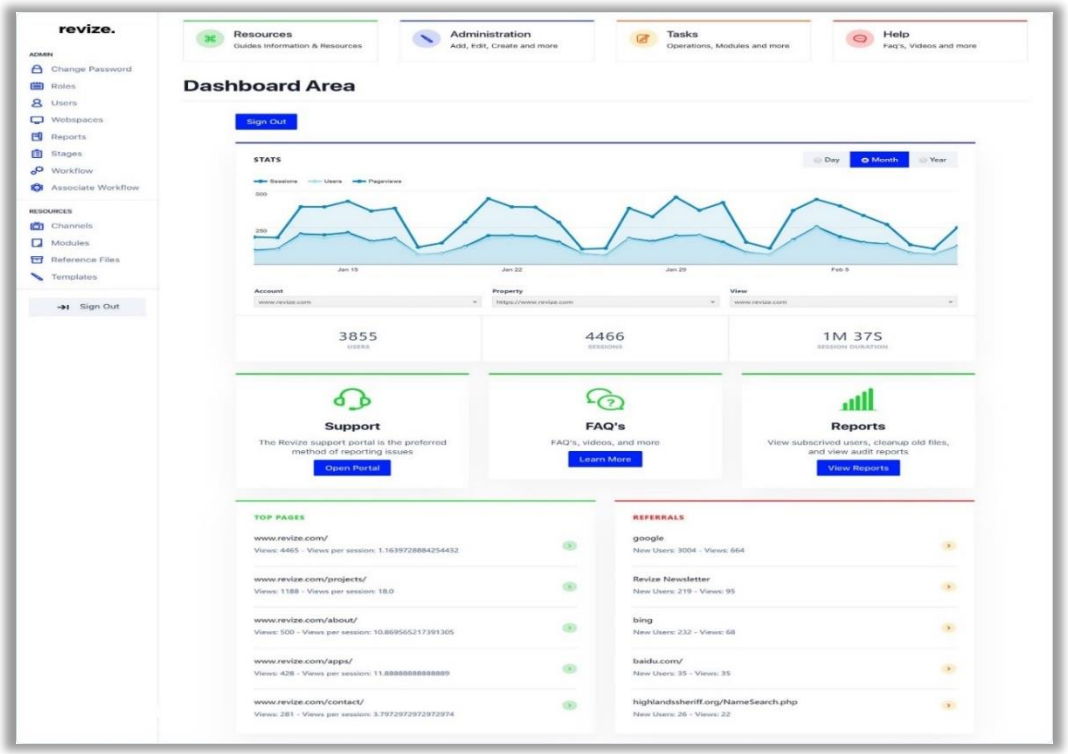
Revize Intelligent Publishing WCM

We provide complete maintenance of your website, which includes, but not limited to: OS patches, intrusion prevention, antivirus, and software upgrades!

The Revize Government CMS is a standards-based, open architecture software product without any proprietary restrictions. Revize uses leading technologies to avoid integration problems with existing systems and comes complete with its own Integrated Publishing Engine, Embedded Relational DB, JSP/Servlet Engine, and Application Server.

Revize Website Analytics

Revize has Custom APIs for Google Web Analytics that is integrated in each of our client's websites. Analytics makes it easy to understand how your site and app users are engaging with your content, so you know what's working and what's not. Revize CMS dashboard for Analytics provides an overall picture of how residents are interacting with your site, which pages/documents are being viewed most, how much traffic you are getting in your site across different geographic regions etc. You can filter and download all sorts of analytics reports for your IT Team and Management to analyze the data and effectiveness of your website content and services offered. Below is an example graphical view of our analytics dashboard!



Revize Support Includes

- 8 AM – 8 PM EST Phone Support (Monday thru Friday)
- 24/7/365 Portal and Email Support
- Staff provides assistance and answers all questions
- Dedicated support staff
- New/existing user training
- Free Training Refreshers
- Video tutorials and online training manual
- Automatic integration of enhancements
- Automatic upgrade of CMS modules, such as Calendar, Document Center, etc.
- Four major CMS upgrades per year
  Software and modules upgrades (automatic install)
- Server hardware and OS upgrades
- Immediate bug fixes/patches
- Round the clock server monitoring
- Data Center Network upgrades
- Security and antivirus software upgrades
- Firewall and router upgrades
- Bandwidth and network infrastructure upgrades
- Remote backup of all website assets
- Tape backup of all website assets
- Quarterly Newsletters on major feature updates
- Regular webinars on CMS features and web site trends

Software Maintenance

As a Revize Client, you will receive full access to all enhancements to the core components and modules within the Revize CMS at no additional charge!

Revize rolls out two new versions of the Revize CMS, and six to eight product updates every year. The Revize CMS is continuously enhanced to keep pace with cutting edge technologies and industry trends. When a software update or new version is rolled out, Revize will automatically update all servers used by our subscription service clients.

Maximum Response Times

1 hour for crisis issues

4-6 hours for critical issues

24 hours for normal issues

Revize Custom Design Quote

Phase 1: Project Planning and Analysis, SOW	$750
Phase 2: Discovery & Design from scratch - One concept, three rounds of changes, home page design, and inner page design, includes Responsive Web Programming for great viewing on mobile screens.	$1,500
Phase 3 & 4: Revize Template Development - Set-up all CMS modules listed on the following page with I-framing or linking to any additional 3rd party web applications. You also receive all updates to all CMS modules for the life of your Revize relationship. **You own the technology, design and content!**	$6,700
Phase 5 & 6: Q/A Testing, Accessibility and Custom Applications	$1,250
Phase 7: Site map development/content reorganization and migration from old website into new website including spell checking and style corrections – up to 700 webpages and documents (approximate amount on your website today). **To help remove stale content, Revize will not be moving over old announcements, events or calendar items. Additional content migration, if requested, is available for $3 per webpage and document.**	$1,500
Phase 8: Content editing and site administration training via web conference (one day session up to 8 hours)	$750
Go live!	Included
Custom Website Design Subtotal	$12,450
Revize Annual Maintenance Fee (1st Year pre-paid during site development) Includes Unlimited Tech Support, CMS software updates (for 5 users), security software updates, Online Interactive Forms, E-mail and Text Notifications, SSL security certificates, hosting and maintenance with website health checks. Website hosting Included free of charge (10 GB storage space, 100GB monthly bandwidth limit):	$4,150/yr
Grand Total (1st Year) 5-Year Agreement (Length Optional)	$16,600

Revize provides a free website design refresh during last year of service if client signs a locked-in rate agreement
(Payment Plans on Following Page, Agreement Term Length Optional)

Optional Interest-Free Payment Plans

Option 1: Revize Year One Pay-In-Phases Payment Plan

During year one the client reserves the option to pay for the website upon completion of certain project phases. The first payment would be collected upon project start, second payment upon completion of Phase 2: Design Concept, and the final payment after completion of Phase 7: Client Training.

Payment Amount	Due Date	Payment Includes
$ 5,533.33	Start of Project	33% of Project Cost + Year 1 Annual Hosting and Maintenance
$ 5,533.33	TBD: Upon completion of Phase 2: Discovery and Design	33% of Project Cost + Year 1 Annual Hosting and Maintenance
$ 5,533.33	TBD: Upon delivery of website at Phase 7 Training	Remaining 33% of Project Cost + Year 1 Annual Hosting and Maintenance
$ 4,150	Year 2	Year 2 Annual Hosting & Maintenance
$ 4,150	Year 3	Year 3 Annual Hosting & Maintenance
$ 4,150	Year 4	Year 4 Annual Hosting & Maintenance
$ 4,150	Year 5	Year 5 Annual Hosting & Maintenance Free Redesign!
$ 4,150	Each year past contract expiration date until redesign or termination as dictated by CLIENT	Year 6 and Beyond Annual Hosting & Maintenance (until redesign or termination of contract as dictated by CLIENT)

Option 2: Revize Five-Year Interest-Free Payment Plan

Instead of paying for the total project cost in year one, Revize would spread out the total first year cost over five years of service.

Payment Amount	Due Date	Payment Includes
$6,640	Year 1	20% of Project Cost + Year 1 Annual Hosting & Maintenance
$6,640	Year 2	20% of Project Cost + Year 2 Annual Hosting & Maintenance
$6,640	Year 3	20% of Project Cost + Year 3 Annual Hosting & Maintenance
$6,640	Year 4	20% of Project Cost + Year 4 Annual Hosting & Maintenance
$6,640	Year 5	20% of Project Cost + Year 5 Annual Hosting & Maintenance Free Redesign!
$ 4,150	Each year past contract expiration date until redesign or termination as dictated by CLIENT	Year 6 and Beyond Annual Hosting & Maintenance (until redesign or termination of contract as dictated by CLIENT)

Custom Design Website Features Included

In addition to the Government Content Management System that enables non-technical staff to easily and quickly create/update content in the new web site, Revize provides a suite of applications and features specifically designed for government. The applications and features are grouped into five categories:

VISITOR'S COMMUNCIATION CENTER APPS

- Home Page Alerts
- Document Center with keyword search
- FAQs with keyword search
- Staff/Listing Directory with keyword search
- Job Posting with keyword search
- RFP/RFQ Bid Posting
- **Multi-Use Listing Directory with keyword search and Google Mapping**
- **Online Interactive Forms**
- **E-Notify Alert Center with E-mail and Text Notifications**
- News Center with Facebook/Twitter Integration
- "Share This" Social Media App
- Photo Galleries
- Quick Link Buttons
- New Revize Web Calendars with monthly grid and listing view
- Sliding Feature Bar
- Language Translator – over 95 languages

VISITOR'S ENGAGEMENT CENTER APPS:

- Citizen Request Center with Captcha
- RSS Feed
- Online Bill Pay via Third Party Payment Provider (if required)

STAFF PRODUCTIVITY APPS

- Image Manager
- iCal Integration
- Link Checker
- Menu Manager
- CMS Web Form Builder with drag & drop text fields
- Website Content Archiving
- Website Content Scheduling
- Agenda Listing Module

SITE ADMIN & SECURITY APPS

- Audit Trail
- Drag and Drop Menu Management
- Drag and Drop Picture Management
- Drag and Drop Document Management
- History Log
- URL Redirect Setup
- Roles and Permission-based Security Mode
- Secure Site Gateway
- SSL Security Certificate
- Unique Login/Password for each Content Editor
- Web Statistics and Analysis with Google Analytics

MOBILE DEVICE AND ACCESSIBILITY FEATURES

- ADA Compliant WCAG 2.1AA
- ADA Accessibility Widget
- Responsive Website Design (RWD) – for great Mobile Device viewing i.e SMART phones, PC Tablets, iPads, iPhones, Windows and Android devices

ADA Compliance Disclaimer:

Revize designs and develops all websites to be ADA Compliant according to the WC3 Consortium's Web Content Accessibility Guidelines according to the 2.1 AA Level

Optional Applications Discussed

Add Facility Reservation System to Forms Application One-Time Set-up Fee: Annual Hosting and Maintenance Fee Example: https://sedrowoolley.rja.revize.com/app/bookable-groups/shelters	$950 $600/yr
Curated Search One-Time Set-up Fee: Example: https://www.cityofsancarlos.org/ Try the main search bar! Includes 100 curated results input by Revize Client may input unlimited additional searches free of charge!	$1,750
Community Blog One Time Set-up Fee: Example: https://www.dtdl.org/blog.php	$1,500
Tile Template Organization One Time Set-up Fee: Example: https://www.pascocountyfl.net/government/	$900
Project Listing Center One Time Set-up Fee: Example: https://www.waxahachie.com/city_projects/index.php	$1,500
Public Service Request System One Time Set-up Fee: Annual Hosting and Maintenance Fee Example: https://www.carlislepa.org/residents/public_service_request_portal.php	$1,500 $3,950/yr
Intranet Development with Password Protection One Time Set-up Fee: Annual Hosting and Maintenance Fee Example: https://www.southington.org/stafflogin/index.php	$1,500 $500/yr
New E-News Center Application with opt-in list One Time Set-Up Fee: Annual Hosting and Maintenance Fee: Example: https://www.cityofsancarlos.org/e-notify/index.php	$1,900 First 2000 newsletters/month Free! Additional newsletters available for $50/month per 10,000

Thank you

For Considering Revize

Prepared by Shawn C. Stewart
150 Kirts Blvd., Suite B, Troy, MI 48084
Ph: 248-928-8064 Fax: 866-346-8880
www.revize.com

Outlook

Website Proposal for the City of Centerville

From Dustin Olsen <dustin@cobalt.graphics>
Date Fri 3/28/2025 11:50 AM
To Bryce King <bryce.king@centervilleutah.gov>; Brant Hanson <brant.hanson@centervilleutah.gov>; Haley Turner <haley.turner@centervilleutah.gov>

Hi Bryce,
Thanks again for taking the time to chat the other day — I appreciated learning more about Centerville's current setup and the challenges you're navigating. I'm including Brant and Haley here too so everyone has a shared understanding of what this could look like.

From our conversation, it's clear that the City's current platform (CiviPlus) is making things more difficult than they need to be. Between the limitations around modules, the high cost of adding new pages, and the inability to do any kind of redesign for four years — it's understandable why you're exploring a better option.

There are also valid concerns if other city departments start requesting their own pages or sites — inconsistency and maintenance headaches are real, and the current system makes it even harder (and more expensive) to say yes to those requests.

A Better Platform That Gives You Control

My recommendation is to move to **WordPress**, using the **Pro Theme by ThemeCo** — which is the same theme powering many of the State of Utah websites, including dts.utah.gov and utahsown.org.

- **Why WordPress?** It's an open-source platform with endless flexibility. You're not locked into long-term contracts, and you can easily add new content, features, or pages as your needs evolve.
- **Why the Pro Theme?** In short, it's what the State uses to apply their battle tested Design System — which means you get a professional, future-proof design system without reinventing the wheel.

A few plugins I'd recommend as part of the build:

- **The Events Calendar** – Makes it easy to post and manage public events, with calendar views, categories, and recurring options.
- **Contact Form 7 Pro** – Reliable, secure forms for any department — from general contact to permit requests or feedback.
- **Smash Balloon Plugins** – Display social media content directly on the site without needing to manually update anything.

Strategy-Led Development with User Experience at the Core

One thing I really emphasize with every website project is making sure the **end user experience comes first**. That means designing the site for residents, business owners, and community members who rely on it. It's easy to fall into old habits or preferences from the admin side, but my job is to guide you toward what actually works best for the people visiting the site.

To make sure we're aligned from the start, I follow a proven framework I call the **90-Day Strategic Website Blueprint** — a phased approach that balances strategy, speed, and structure.

Here's what it includes:

Website Assessment & Planning

We start by reviewing your current site's structure, SEO, analytics, plugins, and third-party tools. I'll also look at what can be reused, what needs improvement, and where the biggest opportunities are.

Content Strategy & Messaging

Before we even touch design, we'll finalize the **site structure**, outline all the pages, and ensure the content is ready to go. This step eliminates confusion and rework later — making design and development phases smoother and more efficient.

UX & Design Strategy

The design process will focus on clarity, accessibility, and aligning with your brand and community. Whether you want something clean and straightforward like dts.utah.gov, or more visual like utahsown.org, we'll build something your team is proud of and your visitors will appreciate.

Custom WordPress Development

The site will be fully custom-built using modern tools that ensure fast load times, mobile responsiveness, and accessibility. You'll be able to manage the site confidently without needing a developer for every update.

Quality Assurance & Launch

Once the site is built, I'll go through a detailed QA checklist covering accessibility, mobile optimization, performance, and security. You'll get a site that's not just "done," but ready to shine.

Ongoing Support & Optimization

If you want to keep me on after launch, I offer hosting and monthly care to keep things running smoothly — more on that below.

Estimated Project Investment

For a site with roughly **50 pages**, the ballpark investment would be **$18,000–$20,000**. This includes all strategy, design, development, testing, and launch support. We can firm up this estimate once we have a good idea of how many pages the new site will include and any features/functionality that are on the 'must-have' list.

Post-launch Hourly Rate

My hourly rate is $100/hour and billed in 15-minute increments. Meaning, a quick request is only billed the 15 minutes, not the full hour. It's up to you how often you engage me for different requests, some only reach for the heavy lifting, while others have me on a monthly retainer because they have a steady flow of content updates they would prefer that I handle.

Timeline

Website projects can typically be completed in **about 90 days** — but that timeline is flexible depending on how quickly content and feedback are provided. No stress if things take longer due to internal delays, busy schedules, or PTO — but if there's a specific launch date you're aiming for, we'll want to plan accordingly and keep things moving.

Hosting & Website Care (Optional)

If you'd like me to handle hosting and ongoing maintenance, here's what that looks like:

Hosting – $70/month

- Private cloud server
- High-performance & fast load times
- Daily offsite backups
- Managed SSL & server security

Website Care – $100/month

- WordPress, theme, and plugin updates
- Malware scanning and uptime monitoring
- Priority support
- Minor content updates
- Monthly site checkups to keep things healthy and secure

This gives you peace of mind and frees up your team from managing the technical stuff.

Optional Add-On: Chat Tools

If you'd like to add live chat to the site, here are two great options depending on your needs:

- **Podium Chat** – $100–$150/month. Built for local government and service orgs, great for text-based support and quick replies.
- **Tidio Chat** – $30–$60/month. Lightweight, customizable, and includes chatbot functionality. A solid fit for smaller teams.

Either one can be added now or down the road — they both integrate cleanly with WordPress.

Next Steps

I know you're reviewing a few different vendor proposals right now, so I'll hold off on digging in further until you've had time to evaluate.

If what I've outlined here feels like a good fit, the next step on **my end** would be to do a deeper dive into your current website, propose a revised site structure, and give you a firm estimate based on the total page count and feature set.

On **your end**, I'd recommend reviewing this with your team over the next few weeks and letting me know if you'd like to move forward — or if there's anything you'd like to tweak.

In the meantime, feel free to reach out with any questions. I'm here as your strategic partner, not just another vendor — so if there's something unique you're trying to figure out, don't hesitate to loop me in.

Talk soon,
Dustin

Dustin Olsen
Strategic Web Development Partner
Owner | Cobalt Graphics

cobalt.graphics

5208344064
dustin@cobalt.graphics
[//www.cobalt.graphics]www.cobalt.graphics
Salt Lake City, Utah

Schedule a Quick Call With Me

Website Services

Proposal

PREPARED FOR
CENTERVILLE CITY UTAH

ESTD 2013
JOHN GUILFOIL
PUBLIC RELATIONS

About John Guilfoil Public Relations

John Guilfoil Public Relations LLC is a full-service public relations and communications agency specializing in serving municipal governments, police and fire departments, and school districts. We provide content creation, social media management, press releases, media relations, branding, crisis management, training, web design, video production and other communications services to more than 300 government agencies, nonprofits, and small businesses in 14 states.

JGPR works with dozens of communities, public safety agencies and school districts in eastern Massachusetts, New Hampshire, and Connecticut, supporting their communications efforts.

Company Principal John Guilfoil is a former Boston Globe reporter and former deputy press secretary to the late former Boston Mayor Thomas M. Menino. He is the 2015 and 2016 PR News National Public Affairs Professional of the Year, the 2016 National Crisis Manager of the Year, 2017 Runner Up for National Crisis Manager of the Year and 2018 Runner Up for National Government Communicator of the Year. In 2023, he was awarded the People of the Year Agency Innovator Award by PRNEWS.

JGPR was named the 2021 & 2020 Runner-Up for the PRNEWS National PR Team of the Year.

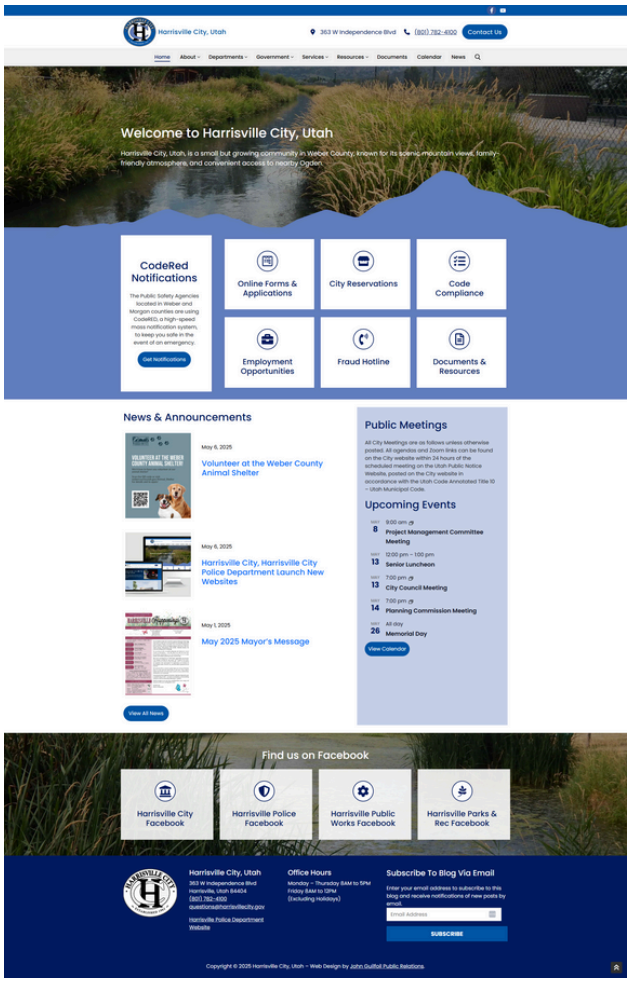
In 2022, JGPR was named nationally in the PRNEWS Agency Elite Top 100 and is a finalist for the PRNEWS National Small PR Agency of the Year.

In 2023, JGPR won PRNEWS top national honors for its branding and redesign project for the Town of Groveland, Mass.

City Website Design

John Guilfoil Public Relations will build an easy-to-update website with a modern, timeless design that works on computers, tablets, and smartphones — including Androids and iPhones.

We propose a new website for Centerville City that is user-friendly for residents and community members, easy to maintain, and that features your city's vital information and news at the forefront.



Website Features

- HTML-5, Mobile-Responsive Website
- Fillable Online Forms & Applications
- Documents & Forms Center
- Custom Department Landing Pages
- Intuitive Navigation & User Experience
- News Blog with Direct Social Media Integration
- Email Subscription Functionality with Categories
- Advanced Calendar Features
- Tiered User Roles & Permissions
- Notifications & Alerts prominently displayed on the site via banners
- Website Analytics

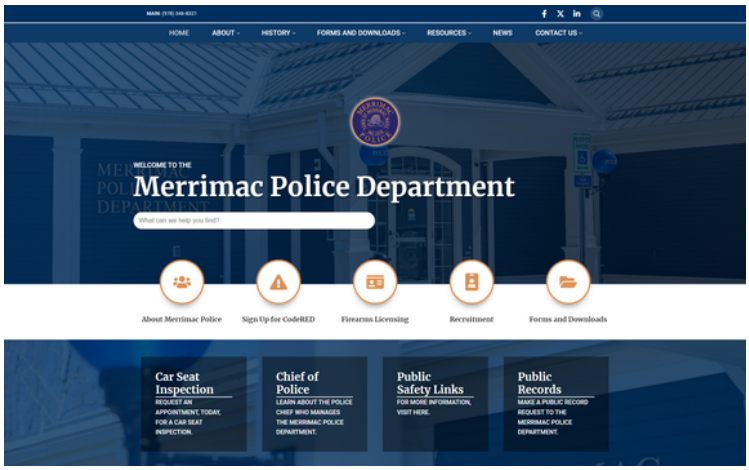
Security & Support

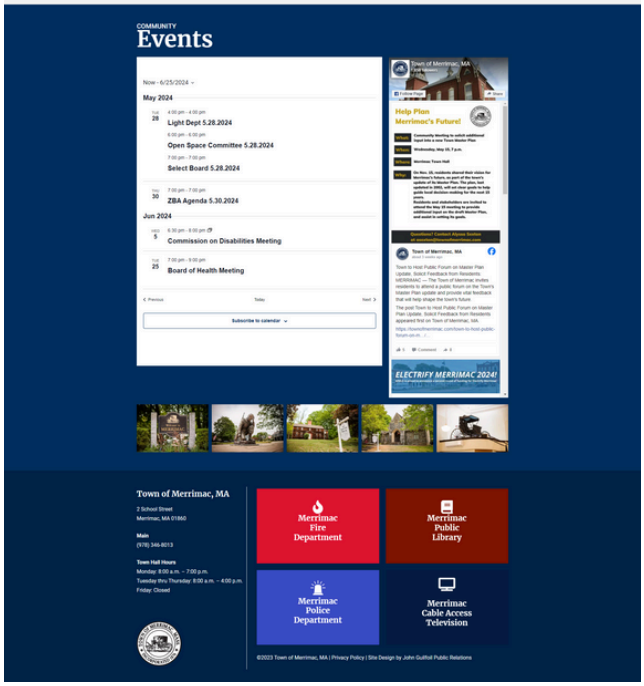
- Lifetime Security Updates
- Website & Application support by JGPR staff
- Daily Backups
- Hosting through WP Engine
- SEO Optimization
- WordPress CMS
- ADA Compliant

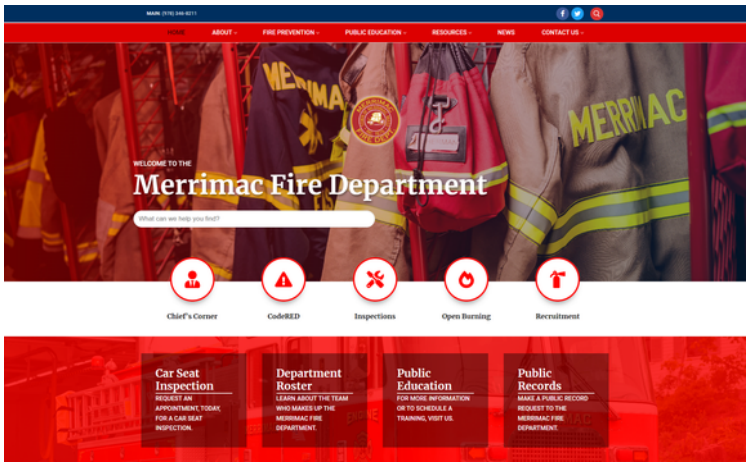
Department Websites

In addition to the custom branding, JGPR will create like-branded websites for Centerville City departments with consistency in brand and style.

- Centerville City Police Department
- Centerville City Fire Department
- Community & Recreation Services
- Public Works







Pricing

City Website Pricing

- $15,000 one-time development fee
- $280/year for SSL Certificate & Domain Registration
- $399/month for website hosting, security, nightly backups, software updates & support

$5,068 annual fee (after year 1)

Department Website Pricing

- $1,000 - police department website development fee
- $2,000/website for each additional department
- $280/year per website for SSL Certificate & Domain Registration
- $99/month per website for hosting, security, nightly backups, software updates & support

$1,468 annual fee (after year 1)

Mobile App Development

Develop a custom companion mobile app that integrates news and online forms, along with the ability to send unlimited push notifications that are compatible with iOS and Android devices

- $3,000 one-time development fee
- $399 Annual Licensing fee

Custom Post Templates (optional)

- Creation of custom plug-and-play templates that can be used in the news blog
- Samples of templates include newsletters, City announcements, election results, etc.
- Templates will reflect the same style guide elements as your City website (colors, fonts, etc.)

Post Templates: $275 per template design

Services Accepted & Signatures

- [ ] Centerville City Website Development ($15,000)
- [ ] Department Websites
  - [ ] Police Department ($1,000 - Conference Special)
  - [ ] Fire Department ($2,000)
  - [ ] Other: _____
- [ ] Mobile App Development ($3,000)
- [ ] Event Booking System ($499 setup / $199/year)
- [ ] Custom Post Templates ($275/template)

_____

Client Name

_____

Client Signature

_____

Date

_____

JGPR

Terms & Conditions

1. PAYMENTS.
    i. Fee. Payment is due 30 days from delivery of the invoice. All fees quoted include, and Provider shall pay, all sales, use, excise and other taxes that may be levied upon either party in connection with this Agreement, except for taxes based on Customer's net income.
    ii. Expenses. Customer shall reimburse Provider for all reasonable out-of-pocket expenses which have been approved in advance by Customer and which are incurred by Provider in the performance of services hereunder, within 30 days after Customer's receipt of expense statements including appropriate receipts or other evidence of the expense.
2. TERM AND TERMINATION.
    i. Term. The initial term of this Agreement shall be for a period of twelve (12) months ("Initial Term"). Thereafter, this Agreement shall automatically renew on an annual basis ("Renewal Term") unless terminated by either party upon thirty (30) days written notice to the other party.
    ii. Termination for Cause. Except as otherwise provided for herein, either party may terminate this Agreement upon the material breach of the other party, if such breach remains uncured for 60 days following written notice to the breaching party.
3. PROVIDER WARRANTIES.
    i. Work Product Warranties. Provider warrants that any work product created pursuant to this Agreement shall not: (a) infringe on the Intellectual Property Rights of any third party or any rights of publicity or privacy; (b) violate any law, statute, ordinance or regulation (including without limitation the laws and regulations governing export control, unfair competition, antidiscrimination or false advertising); (c) be defamatory, trade libelous, unlawfully threatening or unlawfully harassing; (d) be obscene, child pornographic or indecent; and (e) contain any viruses, or other computer programming routines that are intended to damage, detrimentally interfere with, surreptitiously intercept or expropriate any system, data or personal information.
4. DISCLAIMER OF WARRANTIES. EXCEPT AS SET FORTH HEREIN, EACH PARTY EXPRESSLY DISCLAIMS ALL WARRANTIES OR CONDITIONS OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF TITLE, NON-INFRINGEMENT, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
5. INDEMNITY.
    i. Mutual Indemnity. To the extent permitted by law, each of Provider and Customer shall indemnify the other for all losses, damages, liabilities, and all reasonable expenses and costs incurred arising from any third party claim, action, suit or proceeding alleging any breach of the covenants, warranties or obligations contained this Agreement, or arising from either party's acts, omissions or misrepresentations under this Agreement.
6. CONFIDENTIAL INFORMATION. Customer's "Confidential Information" are any passwords used in connection with the Public Relations service, police reports, incident reports, social security numbers, dates of birth, and any other materials which Customer designates as confidential or which Provider should reasonably believe to be confidential. Provider understands and agrees that Customer does not want any other Confidential Information of Provider, and should the parties believe that additional confidential information of Provider needs to be disclosed to Customer, the parties shall execute a separate non-disclosure agreement regarding such information. Each party shall hold the other party's Confidential Information in confidence and shall not disclose such Confidential Information to third parties nor use the other party's Confidential Information for any purpose other than as necessary to perform under this Agreement. The foregoing restrictions on disclosure shall not apply to Confidential Information which is (a) already known by the recipient, (b) becomes, through no act or fault of the recipient, publicly known, (c) received by recipient from a third party without a restriction on disclosure or use, or (d) independently developed by recipient without reference to the other party's Confidential Information.
7. LIMITATIONS ON LIABILITY. IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR ANY LOST PROFITS OR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (HOWEVER ARISING, INCLUDING NEGLIGENCE) ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT.
8. GENERAL PROVISIONS.
    i. Governing Law. This Agreement will be governed and construed in accordance with the laws of the state of Utah without giving effect to principles of conflict of laws.
    ii. Further Assurances. Provider shall cooperate with Customer, both during and after the term of this Agreement, in the procurement and maintenance of Customer's rights to intellectual property created hereunder and to execute, when requested, any other documents deemed necessary or appropriate by Customer to carry out the purpose of this Agreement.
    iii. Compliance With Laws. Provider shall ensure that its Website design and its web hosting services will comply with all applicable international, national and local laws and regulations.
    iv. Severability; Waiver. If any provision of this Agreement is held to be invalid or unenforceable for any reason, the remaining provisions will continue in full force without being impaired or invalidated in any way. The parties agree to replace any invalid provision with a valid provision which most closely approximates the intent and economic effect of the invalid provision. The waiver by either party of a breach of any provision of this Agreement will not operate or be interpreted as a waiver of any other or subsequent breach.
    v. Headings. Headings used in this Agreement are for reference purposes only and in no way define, limit, construe or describe the scope or extent of such section or in any way affect this Agreement.
    vi. Independent Contractors. The parties to this Agreement are independent contractors, and no agency, partnership, joint venture or employee-employer relationship is intended or created by this Agreement.
    vii. Notice. Any notices required or permitted hereunder shall be given to the appropriate party at the address specified below or at such other address as the party shall specify in writing. Such notice shall be deemed given: upon personal delivery; if sent by telephone facsimile, upon confirmation of receipt; or if sent by certified or registered mail, postage prepaid, 5 days after the date of mailing.
    viii. Counterparts. This Agreement may be executed in one or more counterparts, each of which shall be deemed an original and all of which shall be taken together and deemed to be one instrument.
    ix. Entire Agreement. This Agreement, including the Exhibits attached hereto, sets forth the entire understanding and agreement of the parties and supersedes any and all oral or written agreements or understandings between the parties as to the subject matter of this Agreement. It may be changed only by a writing signed by both parties. Neither party is relying upon any warranties, representations, assurances or inducements not expressly set forth herein.

RENEWAL ESTIMATE

DATE: May 22, 2025

REMITTANCE ADDRESS
(FOR PAYMENTS ONLY)
CivicPlus
PO Box 1572
Manhattan, KS 66505

Mailing Address:
CivicPlus
302 S 4th St
Manhattan, KS 66502

P 888-228-2233 ext 291
F 785-587-8951

Bill To:

Bryce King
250 N Main St
Centerville, UT 84014

This estimate is provided to you as a best faith approximation of the annual fees for your next renewal period. It is subject to change based on contract amendments and any activity that occurs before the start of your next renewal period. A formal invoice will be sent per contractual terms.

Qty	Item	Start Date	End Date	Renewal Amount
1	Annual - Municipal Websites Central Renewal	2/20/26	2/19/27	$ 3,566.05
1	Hosting & Security Annual Fee - Municipal Websites Central Renewal	2/20/26	2/19/27	$ 1,099.11
1	SSL Management CivicPlus Provided Renewal	2/20/26	2/19/27	$ 82.60
1	48 Month Redesign Ultimate Annual - Municipal Websites Central Renewal	2/20/26	2/19/27	$ 4,246.78
	Subtotal (Current package renewal amount)			$ 8,994.54
	Add Ons:			$ -
1	Chatbot Annual Fee	2/20/26	2/19/27	$ 4,136.74
5	Premium Department Headers	2/20/26	2/19/27	$ 3,864.56
				$ -
				$ -
			TOTAL	$ 16,995.83

ESTIMATE

THANK YOU FOR YOUR BUSINESS!

govstack® by GHD Digital

Part 4 **PRODUCTS & SERVICES**

Products & Services

	Name	Billing Frequency	Quantity	Unit Price	Total
1	Govstack Starter Plan (CMS + Events) - Implementation	One-Time	1	$12,443.00	$12,443.00
2	Govstack Forms Standard - Implementation	One-Time	1	$1,659.00	$1,659.00
3	Sitemap - Full sitemap development	One-Time	1	$4,515.00	$4,063.50 after 10% discount
4	Writing for the Web and Accessibility On-Demand Video Subscription	One-Time	1	$1,000.00	$0.00 after 100% discount
5	Website Governance Guide Template	One-Time	1	$0.00	$0.00
6	Govstack Starter Plan (CMS + Events) - Subscription	Annually	1	$4,431.00 / year	$4,431.00 / year
7	Govstack Forms Standard - Subscription	Annually	1	$1,313.00 / year	$1,313.00 / year
8	UserWay AI Accessibility Widget by Level Access	Annually	1	$490.00 / year	$490.00 / year

Annual subtotal	$6,234.00
One-time subtotal	$18,165.50 after $1,451.50 discount
Total	**$24,399.50**

Customer: Centerville City
Contact: Bryce King, Director, Administrative Services, bryce.king@centervilleutah.gov, 801-677-6435
Address: 250 North Main Street , Centerville , United States 84014

License Term: 36 months
Payment Terms: Net 30 days, USD*Applicable taxes and annual increase the greater of 5% and Inflationary Index not included
Quote Expiry Date: June 30, 2025

Additional Terms:

Questions? Contact me

Mike Skufca
Account Executive
mike.skufca@ghd.com
+15193404453

Statement of Work

1. Installation and configuration of a new govstack website based on the selected theme's default layout
    - Use of Govstack local identity management for user accounts, allowing access to all Govstack applications with a single identity. Azure AD integration for SSO is available as an AddOn.
    - Delivery Coordination (kickoff meeting, post-training meeting, closeout meeting)
    - Sample sitemap from a similar organization and a tip sheet of site navigation best practices
    - Access to regularly scheduled training webinars, unlimited registration for your organization's domain
    - Access to online Learning Centre
    - Go Live activities (Go Live to be scheduled within 4 months of kickoff)

2. Setup and Configuration

    - Project Management
    - Access to regularly scheduled training webinars, unlimited registration for your organization's domain
    - Go live activities

3. GHD Information Architect to create first draft sitemap based on a review of Analytics, existing website, and best practices in navigation and user experience

    One (1) presentation to staff of draft sitemap, including overview of website navigation best practices

    GHD Information Architect to work through sitemap revisions with you to obtain final version (up to 3 rounds of revisions)

4. Writing for the Web Training is 3-hour video course that gives a complete look at how to approach and create comprehensive and accessible web content. This course provides all of the information necessary in an easy-to-understand workshop, easing content providers into the writing process with a clear approach and methodology, including why we write a certain way and how these methods directly benefit your audience. We focus on the use of direct, succinct and user-friendly language across all formats, which includes understanding literacy levels and the best way to present your content, as well as formatting for accessibility standards and best practices. This course covers the main content components to create accessible content (headings, alt text, links, tables) to ensure your content is Accessible WCAG 2.1 Level AA compliant at a minimum. From choosing the right words to the appropriate use of accessible headings, hyperlinks, and tables, this workshop equips writers with the knowledge and tools they need to create completely accessible content, right from the first draft.

5. A Website Governance Guide will help you build your own plan of action to ensure that content is regularly updated and reviewed so that the website continues to prioritize the end user and provide a positive user experience. Please ask us about our Website Governance consulting service.

6. Platform:

    - Maximum of 20 MAU (Monthly Active Users)
    - 50GB of storage (shared across all applications)

      CMS:
    - Website Theme
    - Content Management
    - Site Builder
    - Google Search (3rd party fees apply)
    - News & Subscriptions

      Events:
    - 2 Calendars
    - Public Submission with approvals
    - Event email notifications

      Govstack Enterprise Hosting:
      -Govstack is hosted in Microsoft Azure with Geographic Zones
      -Azure SQL Database
      -Disaster Recovery

-High Availability Infrastructure
-Resource scaling
-99.95% Uptime
-Microsoft Defender for Cloud
-Traffic Management and DDoS Protection with Azure Front Door
-GHD issued SSL/TLS certificates Included through Azure Managed Certificates
-All products use GHD managed certificates with 256-bit encryption. GHD does not support customer issued certificates.
-Hosting Infrastructure Certifications: ISO 27001, SOC 2, SOC 3, HIPAA/HITECH, and PCI-DSS

Standard Support

- Named Contacts: Designate 2 members of your team authorized to contact Customer support and log tickets
- Access to our online support portal:
  ~ Create and review your tickets
  ~ View ticket priority
  ~ Update ticket notes or status
  ~ Close or re-open resolved tickets
  ~ View tickets for your entire organization
  ~ Portal URL: https://www.govstack.com/learning-centre
- Online Resource Centre: Access to product knowledge articles, news, release notes: https://www.govstack.com/learning-centre/
- After Hours Priority Phone Support for Severity 1 & 2 Incidents

7. 50 Forms

   - 20,000 submissions (total per year)
   - Reports
   - Workflow Automation
   - Status Tracking

8. The UserWay Accessibility Widget is designed to improve usability and support efforts towards creating a more inclusive online experience. With its intuitive interface and robust features, the widget can serve as a valuable resource in working towards alignment with WCAG 2.1 AA guidelines and other global accessibility standards, such as the ADA and Section 508.

   - Organization must agree to the UserWay terms of service and end user license agreement.
     ~ Terms of Use: https://userway.org/terms/
     ~ End User License Agreement: https://userway.org/eula/
   - Additional third party fees and terms may apply

Company	Platform	Version	Development Fee	ADA Ad on
Cobalt	WordPress	Pro Theme by ThemeCo	20,000.00	490.00
GHD	Govstack	N/A	18,165.50	490.00
JGPR	WordPress	Customify	15,000.00	490.00
CivicEngage	CivicPlus	N/A	20,204.90	490.00
Revize	Revize	WordPress	16,600.00	490.00

PodiumChatbot	Fraser Chatbot	Designer Hourly	Widget Budget	Annual Cost
				2,530.00
5,988.00	4,800.00	1,000.00	2,000.00	
		N/A	n/a	6,234.00
5,988.00	4,800.00			
		N/A		5,528.00
5,988.00	4,800.00		2,000.00	
		N/A	N/A	17,485.00
5,988.00	4,136.74			
				4,690.00
5,988.00	4,800.00			

References
100 Great Examples of Divi Websites For Real Businesses
https://utahsown.org/
https://dts.utah.gov/
Home	City of Draper
Home	City of Corpus Christi
Home	City of Evans Colorado
Lehi City will be switching this year
https://harrisvillecity.gov/
Get Lost in Ludlow – Official Guide to Ludlow, MA
Current site
Mapleton, UT,
Welcome to City of Troy, Michigan
Welcome to Clark County, NV - Home