



TRIUNFO SANITATION DISTRICT

A PUBLIC AGENCY

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June 24, 2019

Board of Directors
Triunfo Sanitation District
Ventura County, California

TRIUNFO WATER & SANITATION DISTRICT WEBSITE ISSUES

Summary

On May 29, 2019, the Public Outreach/Communications Committee of the Triunfo Sanitation District (TSD) Board of Directors (Chair Orkney and Director Wall) met with staff to discuss issues related to the District's website, including:

1. The age of the existing website (created in 2012);
2. The site is not mobile-responsive (does not automatically adjust for readability on tablets and smartphones);
3. The obsolete nature of the site's back-end software (an old version of Joomla that can no longer be updated);
4. Issues related to accessibility in accordance with the Americans with Disabilities Act (ADA).
5. Problems with the current email server that prevent some Board members from reliably accessing their District emails,

In the course of discussion, staff informed the Committee that, in connection with the District's name change to Triunfo Water & Sanitation District (TWSD), the content of the existing site will be updated; however, the issues noted above cannot be addressed within the approved budget for that update. The Committee directed staff to research the potential for a complete redesign of the District site that would address the above issues. As part of that research, the Committee requested that staff obtain cost estimates from 2-3 design firms for a potential site redesign.

Staff contacted three companies and requested estimates that meet the following criteria:

1. Assume that existing TSD/TWSD content will migrate to the new site;
2. The new site must be fully mobile-responsive and operate seamlessly on all browsers;
3. The new site must meet all legal requirements, including ADA compliance and public agency transparency functionality;

4. The estimate should include design/production, site hosting, site maintenance and email hosting;
5. The new site should be built in WordPress, the industry standard content management system (CMS), unless a strong case can be made for another software.

The companies and their estimates are shown below. Note that the estimates are subject to any changes the Board may direct that deviate from the above criteria. Staff has included web addresses for each company if Board members wish to review their site design samples.

Granicus (granicus.com)

This company designed and maintains Las Virgenes Municipal Water District's current site. They are a nationwide provider of a wide variety of digital services, exclusively for federal, state, and local government agencies. Their local office is in El Segundo. Granicus uses a proprietary CMS, rather than WordPress. Their pricing model is also different than conventional design firms. Granicus' initial cost for designing a site of up to 50 pages for TWSD would be \$8,000 for the first year of a five-year contract. Subsequent annual fees would be:

- Year 2: \$4,500
- Year 3: \$4,725
- Year 4: \$4,962
- Year 5: \$5,210

The annual fees include software updates, unlimited tech support, training, site hosting, and security. Granicus does not offer email hosting; this would be purchased with a separate vendor at an estimated cost of \$10 per month, per account.

Searle Creative (searlecreative.com)

Ventura Regional Sanitation District uses this company for its website design and maintenance. With offices in Ventura, they maintain a staff of about 12, and they have been in business since 2000. Searle Creative proposes to use WordPress to design and build a site for TWSD for an estimated cost of \$10,825. Additional costs would include site hosting fees of \$35 per month, email hosting fees of \$10 per month (per account), and optional site maintenance of approximately \$100 per month.

Thinking2 (thinking2.com)

Among this Simi Valley-based company's clients are Calleguas Municipal Water District and Camrosa Water District. Thinking2 is owned and operated by Rob Campbell, and he is the principal designer/administrator. His proposal is to design and build a TWSD site using WordPress for \$11,870, plus \$100 per year for SSL security and \$50 per month for site hosting and basic maintenance. An expanded maintenance plan with site backups and monitoring would be an additional \$30 per month. Secure email hosting would be \$10 per account, per month.

As noted above, these quotes are designed to provide the Board with guidance in establishing a budget for website redesign, if desired. Should the Board decide to move

forward with a new website, staff is prepared to expand the research to include additional design firms, including those of websites that Directors may suggest.

Recommendation

It is recommended that the Board review the above information concerning issues with the current TSD website and cost estimates for a redesigned TWSD site, and direct staff accordingly.

If you have questions, please call me at (805) 658-4608 or email sandywarren@vrds.com.


SANDY WARREN – MANAGEMENT ANALYST

REVIEWED AND APPROVED:


Mark Norris - General Manager

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