



**TOWN OF PALMER LAKE
BOARD OF TRUSTEES - AGENDA MEMO**

DATE: April 23, 2026	ITEM NO.	SUBJECT: Website Project
Presented by: Christi Birkeland Management Specialist		

Background

The town currently subscribes to the following CivicPlus products:

<u>Product</u>	<u>Engaged</u>
Website	May 2016
Code Hosting/ Ord Bank	April 2023
AMM	March 2021
Audio Eye	July 2024
Civic Rec	Dec 2024

In 2016, the town website was built by Municode on the open platform Drupal 7. Municode was purchased by CivicPlus in 2021. In 2023, CivicRec informed the town that support would be ending for websites on Drupal 7. CivicPlus offered either a migration to Drupal 10 or a rebuild on Web Central. There was no charge to migrate to Drupal 10. The quote provided for a Central rebuild was \$25,810.

Before moving forward on a rebuild, staff preferred to perform a complete review of all web services and to define requirements and conduct a cost benefit analysis for all services including website, code hosting, meeting management, accessibility, rental venue management, document management, intranet, etc. Therefore, in the meantime, the town opted to move forward with a migration to Drupal 10. This took place in June 2024. Unfortunately, this caused several issues, including meeting video links being erased and losing the ability to automatically send the newsletter. Note: the helpdesk was eventually able to restore the video links. Sending the newsletter is still a manual process.

In 2025, CivicPlus created a much less expensive Web Central option called Central Starter. Although it is less functional than the full product, there was no migration cost. The decision was made to budget for and move forward with this option for several reasons, including:

- The town’s website has been difficult to maintain in part because it is not intuitive and many pages were not created according to best practice.
- The website backend (e.g., microsities, page types) is not set up properly.
- The current system does not lend itself to content development, including a document repository.
- Megamenus (layered menus) are not an option.
- The town’s current Agenda and Meeting Management (AMM) software, AMM Essentials, is being deprecated and replaced with AMM Select. CivicPlus has limited their support Essentials, notably, in the area of accessibility. AMM Select could be supported in Drupal 10 through iframes, but it is not a seamless integration.
- The accessibility module, AudioEye, also performs better with Web Central.

As mentioned, staff would still prefer to review all web services, beginning with identifying a thorough list of requirements. However, until that project can be accommodated, it was decided that the town would be best served with a rebuild in Web Central.



Central is much more user friendly than Drupal. It is GUI-based with a primarily drag-and-drop page build functionality. Staff will be able to create pages according to best practice; set up the backend properly; develop content; create layered menus; seamless interface with AMM Select; improved performance with AudioEye. Eventually, we will be able to build an intranet and develop user access management, allowing personnel to manage a range of pages based on permission settings. The upgrade is expected to launch in June 2026.

Finally, in response to board (Trustee Harris') questions, CivicPlus and staff have provided the following answers:

- First question is what WCAG standard will the web site comply with once the rewrite is complete? **We work to comply with [Section 508](#) as well as [WCAG 2.1 A and AA](#) referring to website accessibility standards.**
- After the rewrite, will the web site have to be manually updated to comply with future WCAG standard updates? **Since you have AudioEye integrated to your new website, here is an article that goes into detail about how AudioEye keeps the website in compliance: [AudioEye Partnership](#), <https://www.civicplus.help/municipal-websites-central/docs/audioeye-partnership>**
- Will the rewrite include a content management system, such as Wordpress, underpinning it? **TBD**
- Will the web site include audit trails on the site's pages indicating: 1. When the page was last updated, **Yes, either on the page itself or on the dashboard.** 2. By whom, **Yes, it will identify the user on both locations.** 3. What changed on the page from the prior version(s)? **TBD**
- In the past, I have noticed some pages on the web site were copy-pasted from another municipality(ies), so in some instances, the metadata of those repurposed pages reflects the wrong municipality. Will the metadata throughout the site be corrected and will this issue be resolved going forward? **This issue has not come up for Open to Central migration projects. The only material the editors will place on the new website will be from your current site. (Question for Trustee Harris: Have you only seen this issue on PDFs? If not, please send examples. If so, these corrections are dependent upon the source to edit the PDF metadata.)**
- Will the web site rewrite include opt-in and opt-out functionality, by subject area (such as Parks & Trails or town news, meeting announcements, etc.), so citizens can opt in or out to receive specific updates pertaining to their interests? **Yes, then can opt-in or out through the Notify Me page when logged into their account on the site.**