



CITY OF TUALATIN

Staff Report

TO: Honorable Mayor and Members of the City Council

THROUGH: Sherilyn Lombos, City Manager

FROM: Megan George, Deputy City Manager
Heidi Stanley, Creative Communications and Marketing Program Manager

DATE: May 27, 2025

SUBJECT:
Website Redesign Update

EXECUTIVE SUMMARY:

The City issued a Request for Proposals in April 2024 to redesign the City's website and awarded the contract to Juicebox in July 2024. The project includes the following phases:

- Phase 1: Discovery
- Phase 2: Design (current)
- Phase 3: Website Development
- Phase 4: Testing and Training
- Phase 5: Content Migration
- Phase 6: Website Launch

The City Council last received a project update in October 2024, which included a preview of the homepage wireframe. Since then, Juicebox and the City's internal steering committee have made significant progress on the design. We are now nearing completion of the Design Phase and will be previewing several pages during tonight's presentation.

The design aims to improve accessibility and ease of use for all visitors. Our goal is to create a user-friendly platform that allows community members to find information effortlessly, with a particular focus on ensuring all individuals can access City services without barriers. Through small group briefings, listening sessions and focus groups, we heard that an effective search function, strong accessibility, and a friendly, welcoming design that reflects the spirit of Tualatin were priorities for the City Council, staff, and community.

As we conclude the Design Phase we are preparing to enter the Website Development Phase, which will include:

- Beta site setup
- Front-end development
- Custom module developments and plugin integration
- Code review and testing

Following development, the project will proceed to the Training Phase, then Content Migration, with the official website launch planned for fall 2025.

FINANCIAL IMPLICATIONS:

This project is funded by the General Fund.

ATTACHMENTS: