



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: February 23, 2026

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
- Phase 3: Website Development
- Phase 4: Content Migration
- Phase 5: Testing & Training
- Phase 6: Website Launch

The City Council received a project update in October 2024, which included a preview of the homepage wireframe. The City Council last received a project update in May 2025 where we shared several pages in full color. Since that time, the project has completed the Design Phase and the Website Development Phase, and we are now in the Content Migration Phase.

The website 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 search functions, strong accessibility, and a friendly, welcoming design that reflects the spirit of Tualatin were priorities for the City Council, staff, and community.

With the Website Development Phase now complete, the project is focused on the following activities:

- Final content migration and quality assurance
- Internal review within the staging site
- Preparation for structured beta testing with City staff, City Council, and members of the public

- Training for staff who will manage and update website content

We expect to enter the next phase in the next month or two, with anticipated launch in the spring. At tonight's meeting, staff will provide a brief update on the project and share a live preview of the website from the staging location.

FINANCIAL IMPLICATIONS:

This project is funded by the General Fund.

ATTACHMENTS:

- Presentation