



VISALIA

New City Website First Look and Launch



Presented by:
Communications Division

March 16, 2026



SUMMARY

In August 2025, the City initiated a comprehensive redesign of our website to modernize digital services, improve accessibility and enhance the overall user experience.

The project is now complete and is scheduled to officially launch on March 17, 2026.

BACKGROUND DISCUSSION

Current Website Launched in 2015

- Modernizing the City website was both a strategic priority and a regulatory necessity.

Staff worked with CivicPlus to build the City's digital presence, enhance access to services, add security features and foster greater civic engagement with a completely new website.

FEDERAL COMPLIANCE

Department of Justice Civil Rights Division Requirements



- Web Content Accessibility Guidelines (WCAG) Version 2.1, Level AA is the technical standard for state and local governments' web content and mobile apps.
- The City must achieve compliance by April 24, 2026, and remain compliant.

COUNCIL GOALS AND OBJECTIVES



At the top of this list is the Governance Year One Objective:
“Select a new website system and begin the transition to be completed by April 2026. This process will include community outreach.”



PROJECT GOALS

- Replacement of Existing Website
- Technology Upgrade
- User Experience
- Content Management
- Workflow Automation
- Information Architecture
- Program Compatibility
- Constituent Relationship Management
- Visual Identity
- Accessibility and Compliance
- Multilingual Access
- Data Security
- Content Migration
- Public Records Act Request Management
- Social Media Management

COMMUNITY OUTREACH HIGHLIGHTS



Survey

Digital and hard copy survey in English and Spanish, open for three weeks.



Comment Period

Comments were submitted via email and social media through 9/24.



Meetings

A total of four meeting opportunities available for in-person.



A NEW WEBSITE, “A BETTER WAY OF LIVING”

New Website Ready to Launch March 17, 2026

- A modern, clean design aligned with the City’s brand
- Improved search functionality
- Simplified service-based navigation
- Mobile-optimized performance
- Compliance with Americans with Disabilities Act (ADA) and Web Content Accessibility Guidelines (WCAG) 2.2



PROJECT COMPONENTS

- **New Website**
- **SeeClickFix (Formerly VisaliaWorks)**
Solution that empowers residents to report issues, identify repair needs, and ask questions.
- **Social Media Archiving AKA Archive Social**
Social media archiving solution.
- **NextRequest**
All-in-one public records request portal.
- **AudioEye**
Digital accessibility tool, focuses on web accessibility compliance



A LIVING PLATFORM

City staff will continue to:

- Update content to ensure accuracy and timeliness
- Monitor analytics and user behavior
- Refine content and navigation based on user feedback
- Maintain accessibility compliance
- Expand digital services and self-service tools



VISALIA

Website First Look

Let's take our first look at the new
www.visalia.gov

