

Division: Information Technology

Program Characteristics: One-Time-Only Request

Program Description

This program transforms the County website to better meet community needs through equitable digital content. This serves residents by removing barriers that prevent individuals from seeking essential care or services.

With over 2.8 million annual visitors, the website is a vital resource. In FY 2025, the team upgraded software and security while training 130 staff on web accessibility. The project also integrated expertise in content strategy, user experience, and human-centered design.

FY 2027 continues this shift toward a welcoming, mobile-friendly space for all abilities. By prioritizing inclusivity, we connect people with resources more effectively, fostering transparency and trust. We translate user research into actionable designs, ensuring residents access services with dignity.

Key outcomes include improved usability, search, and language options. We collaborate with users to develop accessible content and will establish a Digital Experience Team for ongoing design capabilities. This three-year project is supported by temporary staff and consultants with a two-year cost of \$3 million. In FY 2028, we will request three full-time employees to maintain these critical services.

Equity Statement

This project is committed to fostering transparency and trust by transforming our public website into a welcoming, accessible digital space that ensures all community members can connect with essential County services with ease and dignity, prioritizing inclusivity for people of all abilities.

Revenue/Expense Detail

	2026 General Fund	2026 Other Funds	2027 General Fund	2027 Other Funds
Contractual Services	\$0	\$2,567,241	\$0	\$1,181,974
Total GF/non-GF	\$0	\$2,567,241	\$0	\$1,181,974
Total Expenses:	\$2,567,241		\$1,181,974	
Program FTE	0.00	0.00	0.00	0.00
Program Revenues				
Financing Sources	\$0	\$1,500,000	\$0	\$0
Beginning Working Capital	\$0	\$1,067,241	\$0	\$1,181,974
Total Revenue	\$0	\$2,567,241	\$0	\$1,181,974

Performance Measures

Performance Measure	FY25 Actual	FY26 Estimate	FY27 Target
Translate website into 3 languages.	N/A	0	3
Reduce time to complete key transaction service tasks.	N/A	N/A	15%