Seminole County Website Redesign Update

Board of County Commissioners
January 13, 2026

Agenda

- Purpose
- Background
- Progress
- Next Steps

Purpose

- Provide an update on the County website redesign and demonstrate improvements in performance, accessibility, and citizen-facing services.

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Background

The Challenge

- The County website is one of our most heavily used services, averaging nearly 300,000 views per month

- The previous platform was built on a proprietary Content Management System (CMS)

- Updates were slow, costly, and difficult to scale

- Mobile performance lagged behind user behavior

- Emergency updates required manual workarounds and page refreshes

Background

Board Action

- On October 22, 2024, the BCC awarded a contract to SGS Technologie for the County's website redesign

Why Action Was Required

- The legacy content management system (CMS) could no longer support the County's needs

- Maintenance costs increased without performance gains

- Security, accessibility, and scalability risks were growing

- A modern CMS was necessary to support service delivery, emergencies, and growth

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Progress

New Enterprise Content Management System: Sitefinity

- The County transitioned from a proprietary CMS to Sitefinity on June 15, 2025, providing greater flexibility and control

- Sitefinity is widely used by major public-sector and state agencies

- Enhances security, stability, and long-term support for the County's digital services
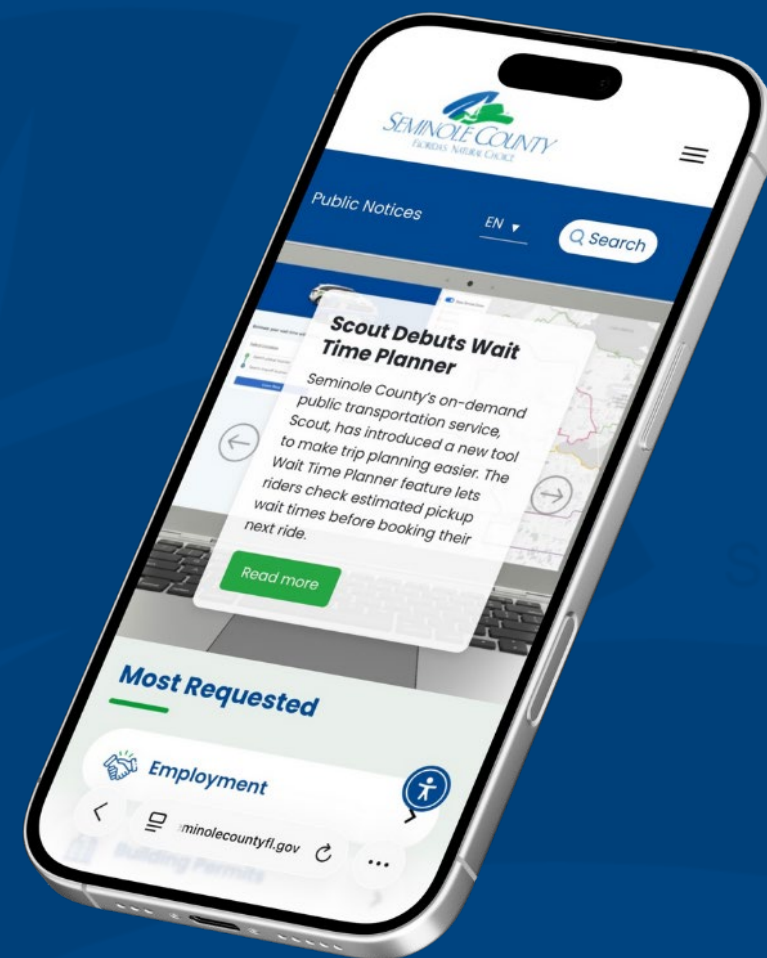
Progress

Site Sync: Information That Moves as Fast as We Do

- Automatically refreshes pages every few seconds – no user action required

- Ensures users always see the most current information

- Critical for emergencies and fast-moving events

- Eliminates reliance on manual page refreshes

Progress

Built for How Residents Browse

- Nearly two-thirds of County web traffic is mobile

- The old site struggled on phones and tablets, delivering an inconsistent user experience

- The new site designed with **mobile-first**, rather than retrofitted for mobile

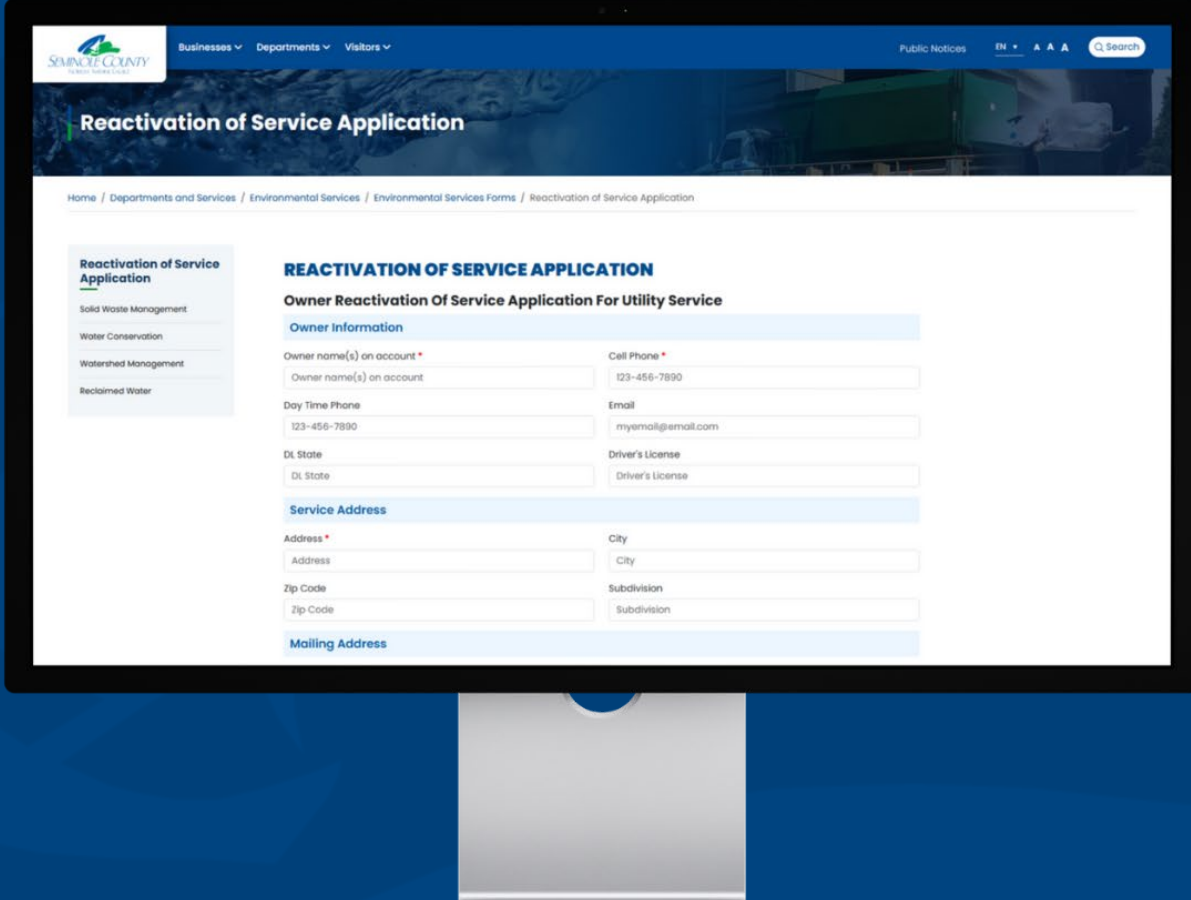- Improved readability, navigation, and accessibility

Progress

Accessibility by Design: Built to Serve Everyone

- Built to support modern ADA and WCAG accessibility standards

- Improved compatibility with screen readers and assistive technologies

- Keyboard-friendly navigation and scalable text

- Stronger color contrast and clearer typography

- Built-in language tools that allow residents to translate content and access information more easily

- Accessibility and language access integrated into page templates—not retrofitted later

Progress

From Custom Builds to Flexible Tools: Form Development

- Previously, every form required custom development

- Forms are now configurable widgets managed through an admin portal

- This ensures greater consistency across departments, faster updates, and less maintenance

Progress

Page Templates

- Standardized templates improve navigation

- Ensures brand and design consistency

- Reduces one-off page builds

- Easier long-term maintenance

Progress

Connected Systems: API Integration

- Supports integrations across platforms
- Examples include:
  - YouTube video feeds
  - Calendars and scheduling tools
  - Service and data systems
- Reduces duplication and improves accuracy

Progress

News, Stories, and Events — Automatically Updated

- County news and information produced by Communications fuels the website:
  - Latest News
  - Featured Stories
  - Enhanced Events Calendar
- Continuously refreshed content that keeps information timely, accurate, and engaging

Progress

BETTER SEARCH: Find What You Need Faster

- Improved indexing and search accuracy

- Better handling of common service requests

- Fewer clicks and less frustration for users

Progress

How the Website Is Maintained

- Shifted from decentralized to centralized model

- Office of Communications manages content and standards

- IT manages security, servers, and infrastructure

- Improves security, consistency, and accountability

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Next Steps

Ongoing Improvements

- Media and partner toolkit template recently launched

- New Boil Water Advisory system in development

- Future enhancements under evaluation, including asset management, digital integration with the Citizen Engagement Center, and API integration with Alert Seminole.