

WEBSITE MODERNIZATION

A New Website
is Anticipated
to Launch in
Spring 2025

The cityoftacoma.org website has been the City's primary platform for engaging with residents, businesses, and visitors since 2013. However, a 2023 site assessment revealed critical areas for improvement:

- Outdated services, accessibility, and user experience.
- Limited mobile friendliness.
- Increased risk of security vulnerabilities.

With 5.5 million page views annually, it's time for a modern, secure, and accessible platform.

What to Expect?

Web Modernization:

- Updated, relevant content and graphics.
- Streamlined navigation for a seamless user experience.
- Fully mobile-friendly and accessible design.

New URL:

The City's website will transition from cityoftacoma.org to tacoma.gov.

Updated Email Addresses:

City emails using @cityoftacoma.org will switch to @tacoma.gov. Emails sent to both the old and new addresses will reach the intended recipient.

Learn More

Visit cityoftacoma.org/WebRedesign for detailed updates or contact the Tacoma FIRST 311 Customer Support Center by dialing 311 within Tacoma city limits or (253) 591-5000 from anywhere else.



What's Changing?

- **Enhanced Security:** Transitioning to the .gov domain to mitigate cybersecurity threats.
- **Improved Accessibility:** A modern, user-friendly design ensures engaging content that's easy to navigate and more accessible.
- **Increased Equity:** Prioritizing mobile accessibility ensures equitable access to City services for low-income, BIPOC, and youth populations.
- **Amplified Trust:** These updates align with City Council priorities to build trust and transparency.

