

City of Welland invites the community to provide input on redesign of its municipal website

FOR IMMEDIATE RELEASE

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Welland, ON – The City of Welland is redesigning its website and looking for community feedback to share ideas about what they would like to see in a new welland.ca.

Previously redesigned in 2017, the website is ready to undergo changes to enhance usability, navigation, and user experience. Part of what that looks like will be determined by community feedback. In addition to the community voice, the City’s communications department has assembled a team of staff from across the corporation to provide input.

“The team working on this project includes staff members in various departments who use the website for various reasons, which will help us determine some key areas to look at right out of the age,” said Marc MacDonald, corporate communications manager. “The end user’s experience measures a website’s success, so the more perspectives we have working on this project, the better product we’ll ultimately produce.”

Using the City’s public engagement tool, EngageWelland, residents are invited to complete a survey, share ideas, and ask questions about the project. Through this data, city staff will develop ways to implement successful ideas to make the website user-friendly and accessible.

Given the time and work that goes into a website redesign, a hard launch date is not yet determined, though the anticipated completion date will be in the late fall. Part of the project’s process will be rewriting each page on the site to ensure consistency in tone and style.

During the redesign, the current website will remain fully operational and updated, ensuring visitors retain access to the information they require.

To join the conversation and provide input on the redesign, visit www.engagewelland.ca/website.

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