

1433 Northside Blvd. / South Bend, IN 46615

574.234.2060 / info@discoverforce5.com

CASE STUDY:

Website Redesign

Portage Township Trustee



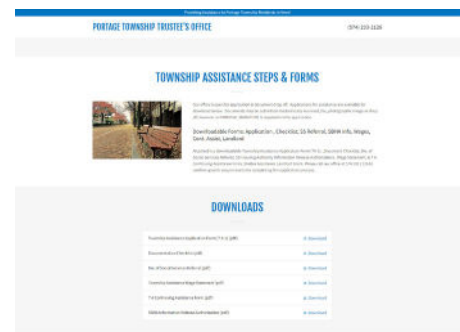
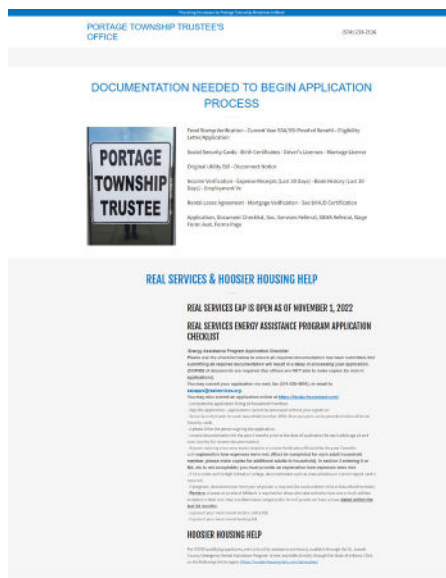
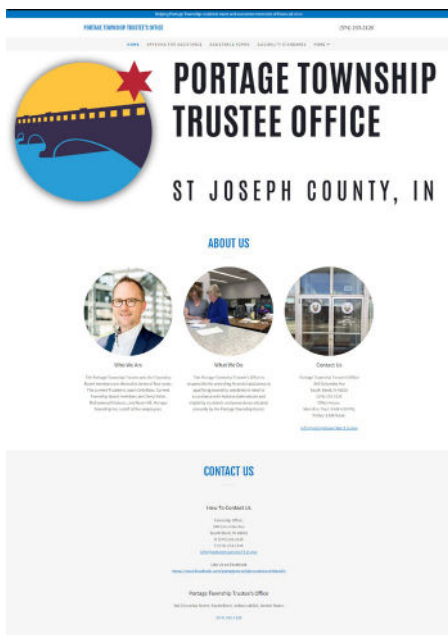
>> Summary

The Portage Township Trustee's office, led by Jason Critchlow, is dedicated to serving the South Bend, Indiana community. Recognizing the need for improved communication, information dissemination, and public engagement, Trustee Critchlow sought a comprehensive website redesign. Force 5 was enlisted to achieve these goals, enhancing user experience and content accessibility.



- Enhance user experience
- Update and enrich information content and imagery
- Facilitate access to commonly needed files
- Implement a filterable archive for documentation
- Introduce a video section for current and past board meetings
- Add a testimonial section to showcase community feedback

>> Original Website



>> Approach

Initial Assessment

Our team at Force 5 began by evaluating the existing website, originally designed by Trustee Critchlow. While functional, it exhibited common issues found in non-professionally designed websites, such as layout inconsistencies, non-intuitive navigation, and sparse information and imagery.

Information Gathering and Content Creation

We collaborated closely with the Portage Township Trustee's office to identify essential information and content requirements.



This process involved:

- Expanding and refining website copy
- Creating icons to highlight key content
- Developing client testimonials
- Conducting new photo and video shoots of the office team and facilities
- Organizing documents and meeting recordings for easy access.

>> Design & Development

Following our structured website design process:

- 1.** Wireframe Creation: We designed a wireframe layout to determine content placement and navigation flow. This blueprint was reviewed and approved by both Force 5 and the Portage Township team.
- 2.** Development and Testing: We built a development site, integrating and testing various add-ons to ensure enhanced functionality and user experience.
- 3.** Content Population and Migration: After thorough testing, we migrated the site to a new hosting service, ensuring a smooth transition. We also installed Google Analytics, Tag Manager, and Search Console for comprehensive performance tracking.

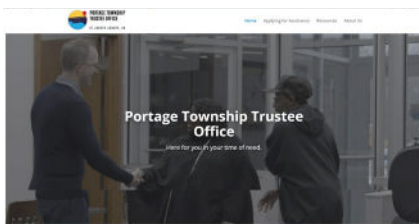


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>> Results

The redesigned website has significantly improved user experience, client services, and provides the functionality for the Portage Township Trustee's office to continue to add and share valuable content and information. It effectively promotes the valuable work of the Portage Township Trustee's office, fostering better engagement with the South Bend community.



WHO WE ARE

Portage Township Trustee's Office is a community-based organization that provides a wide range of services to the community. We are committed to providing excellent customer service and ensuring that all our clients are satisfied with the services we provide.

[LEARN MORE](#)

HOW WE CAN HELP

The Portage Township Trustee's Office provides a wide range of services to the community. We are committed to providing excellent customer service and ensuring that all our clients are satisfied with the services we provide.



Home Inspection



Real Estate



Property Management

SUCCESS STORY

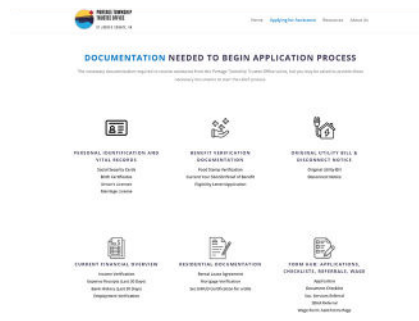
Discover the success story of the Cooper family, who have been successful in their business thanks to the services provided by the Portage Township Trustee's Office.



Get In Touch

Fill out the form below and we will contact you as soon as possible. We will contact you via email and phone. We will also contact you via text if you have provided a phone number.

Contact form with fields for Name, Email, Phone, and Message.



- PERSONAL IDENTIFICATION AND VITAL RECORDS**
 - Identification Card
 - Birth Certificate
 - Marriage License
- RESIDENT IDENTIFICATION DOCUMENTATION**
 - Identification Card
 - Current Residential Address
 - Property Tax Statement
- PROBATE APPLICATION DOCUMENTATION**
 - Probate Application
 - Probate Order
 - Probate Inventory
- PROBATE APPLICATION DOCUMENTATION**
 - Probate Application
 - Probate Order
 - Probate Inventory

ELIGIBILITY REQUIREMENTS

- RESIDENCY**
 - Applicant must be a resident of the Township.
- EMPLOYMENT**
 - Applicant must be employed by the Township.
- PROBATION**
 - Applicant must not be on probation.
- APPLICATION**
 - Applicant must complete the application form.

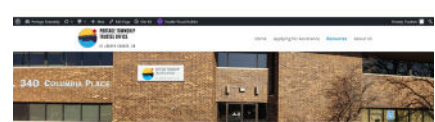
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TOWNSHIP ASSISTANCE STEPS & FORMS

Step	Type	Status	Last Modified	Download
Change Township Board	Form	Available	10/15/2023	Download
Change Township Board	Form	Available	10/15/2023	Download
Transfer Ownership of Property	Form	Available	10/15/2023	Download

BOARD MEETINGS

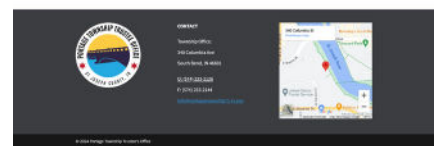
View the agenda for the next Board Meeting. The agenda includes all items to be discussed and voted on at the meeting.



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Explore the redesigned website [here](#).