



## OFFICE OF THE CITY MANAGER

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### NEWS RELEASE

#### FOR IMMEDIATE DISTRIBUTION

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### City Launches New Website this Week

The City of Des Plaines is excited to announce the launch of a new and improved website at [desplaines.org](https://desplaines.org). This project, one year in-the-making, is part of the City's commitment to provide exceptional services and enhance transparency, communication and community engagement.

Visitors to the new website can expect:

- An enhanced user experience with new features, streamlined navigation and robust search functionality
- User-friendly information written and organized with YOU in mind
- Purpose and action-oriented structure, including "I want to..." and "Access Your Government."
- A new Transparency page which features important public documents like the budget, meeting materials and more – all in one place.
- Videos and infographics featured throughout for improved understanding of often difficult-to-understand information
- A modern look and responsive design (mobile-friendly)

The City used data and analytics to drive the website transformation, including input from the public and internal users collected through surveys.

"The website makes it easy for those who prefer to interact digitally. Residents can submit requests, questions and concerns through our DP311 Citizen Request Portal and submit permits and other forms electronically. The website is one of the many tools the City uses to share information and keep the public updated on City Council action, service updates, news and more," Jennie Vana, Media Services Director said.

Earlier this year, the City launched a new, robust E-News program in an effort to enhance information-sharing. The public can quickly and easily sign up for various news and topics through the website. The City, the Police Department and Fire Department also regularly post information to Facebook. You can also connect with these social media accounts through the City's website.

The public is encouraged to provide feedback on the new website (via a link on the homepage). The City will use that input to further enhance the website and make other improvements in order to meet the needs of the community.

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