

CITY LAUNCHES UPDATED WEB SITE

Easier access to information, better customer service motivate Web site changes

Fort Wayne, Ind. – With an accent on customer service, the City of Fort Wayne has launched an updated look to its Web site, making it more visually appealing and adding improved navigation features.

On the home page, www.cityoffortwayne.org, visitors will notice a rotating slideshow that features City projects, news and information. It also has an updated banner with Fort Wayne's skyline and a picture of Mayor Tom Henry.

“Delivering high-quality, cost-effective services to all citizens is the City's primary mission,” said Mayor Henry. “Today on-demand, real-time access to information and services is a public expectation that your City is committed to meeting. Our Web site improvements are part of my pledge to make your government more open and easier to use every day.”

Updates to the site are ongoing. Clifford Clarke, City chief information/technology officer, said he and his team continue to look at ways to improve user navigation of the site.

“We have such a content-rich site because of the hard work and dedication of City employees in so many departments,” Clarke said. “It is our responsibility to make that information available to visitors in a way that makes what they are looking for simple to find and use.”

The City has an in-house web developer who was able to redesign the site at no additional cost to Fort Wayne taxpayers.

Last month, the City added video-on-demand of weekly City Council meetings to the Web site. Other features include Google search, RSS feeds of City news, one-click translation in 10 languages, contact information for the City's elected officials, meeting agendas, and information and resources for nearly all City divisions and departments.

In 2007, the City's Web site was in the top 10 city portal sites for the Center for Digital Government's Best of the Web awards.