

PRESS RELEASE

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CITY LAUNCHES NEWLY REDESIGNED WEBSITE TO ENHANCE COMMUNITY ENGAGEMENT
- WWW.MONROEMI.GOV -

Monroe, Michigan – Developed in partnership with CivicLive, the City of Monroe has launched a redesigned city website that captures the spirit of the community and puts detailed government information at the users' fingertips.

Newer features along with updated content have been redesigned to make it easy to find key government information, enhancing online transparency and creating a more user-friendly site. Significant changes to the visual design showcase the community, while providing a new way to see and engage with city government.

In order to better serve our residents, businesses and visitors, all information on the site has been updated, content organized with the user in mind, navigation improved and more options for customer self-service have been provided. The new site boasts a fresh, consistent look that supports a strong city identity while the adaptive design enhances quality and availability of information and resources.

Many key features of the website can now be accessed directly from the new dynamic homepage that includes an "I Want To" tab which connects users with immediate answers to questions, most requested information and links across City departments.

Additional site improvements include:

- Navigation organization that is aligned with how community members would look for items.
- Structured mega menu, quick links, and other navigation elements for easy access to the most important information, improving user experience.
- Home page reorganized with frequently accessed topics in the center of the page as per usage analytics.
- Visually assistive navigation with icons and custom images, ensuring that the site is accessible to a wide variety of users.
- A new 'Report an Issue' tool that easily allows residents to report issues within the community and be informed of progress.
- Dynamic and highly graphic banners on each page that showcase Monroe's beauty with plenty of image content.
- Simplified access to city documents.
- Customized department landing pages that highlight key services, reports and other relevant links.

- Updated calendar of community meetings and events that can be filtered.
- Responsive web design
- ADA compliance

Updates to the website will continue over the next several months as the City looks to build upon the design of the site and integrate more solutions to better serve its residents and businesses, including a City of Monroe app that will allow users to report concerns and stay connected.

Incorporated in 1817, the City of Monroe is a community that has a shared vision that seeks to balance the opportunities of economic development with the stewardship that is required for historic preservation. With a population of 20,733, Monroe is located about 17-miles north of Toledo, Ohio and about 35-miles south of Detroit. The City of Monroe is Michigan's third oldest community, and is also the county seat of Monroe County.

CivicLive, offered by West Corporation, is the trusted platform for eGovernment communication and engagement solutions. From smart websites to notifications, custom mobile and citizen request management, CivicLive solutions are designed to encourage community engagement and give government agencies and their constituents a unified place for all of their communication.

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