



City of Hopewell
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MEDIA RELEASE

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CITY OF HOPEWELL LAUNCHES NEW WEBSITE

HOPEWELL, VA. The City of Hopewell launched its new website in an effort to enhance online transparency and create a more dynamic, user-friendly site for residents, businesses, and visitors.

The City formed a website committee charged with the mission of creating a new modern, innovative, and user-friendly website. The City's website committee members include: Mayor Jasmine E. Gore; Dr. Concetta Manker, Director of Information Technology; Ronnieye Arrington, City Clerk and FOIA Officer; Debbie Pershing, Administrative Services Manager, Office of the City Manager; Floyd Lark, Website Developer/Social Media Coordinator; and Herbert Bragg, Director, Office of Intergovernmental & Public Affairs.

The website is one of the most important tools in the City's effort to communicate with the community. The old website was outdated and needed to be streamlined and modernized to meet the needs of the City and the community.

There are a number of applications aimed at automating the business of government administration. These include online pay applications, access to text alerts, downloadable apps, Click2Report Mobile App (which allows submission of non-emergency requests from your mobile device). Streamlined forms/applications with automated submission process, portal for citizens to report concerns, notification system (Notify Me), customer survey, streamlined navigation menu and updated sections on pictorial home page, and new social media platforms.

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The new website features include enhanced functionality as well as a cleaner, easier layout to navigate. The website uses a responsive design with a high emphasis on visuals and the use of images/displays which allows for easy viewing no matter the device. The site allows the City to better organize and present information. All the new features will make the site more responsive to our citizens. The streamlined menu adds easier usability and enhances the user experience.

Additionally, there was a host of services and applications required to promote governmental efficiency, transparency and automated platforms and processes.

The increase in the number of visual portals on the home page enhances the ease of navigation to the right part of the website. There is a text-version of hopewellva.gov to aid in site navigation. Additionally, there is a language translation application throughout the site. Also, there is a link at the bottom of the page to email the webmaster. The City will continue to build upon the design of the new website and integrate more solutions in an effort to better serve residents and businesses.

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