



# County of Cayuga

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County Administrator  
**J. Justin Woods, JD, MPA**

## **FOR IMMEDIATE RELEASE**

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### **Cayuga County Launched New Interactive Website** *Enhancing Citizen and Government Communications*

Cayuga County is pleased to announce that it launched its new website at the end of last month. The website [www.cayugacounty.us](http://www.cayugacounty.us) underwent a 5-month redevelopment and redesign process that involved all county departments. The website now offers interactive citizen engagement features as well as a cleaner, easier layout to navigate that allows users to search for information in various ways.

With the new website, Cayuga County will be able to increase its community engagement and enhance the communication between residents and the county government. Citizens will be able to receive, communicate, and find tailored information from their county government through a number of new features:

- **Notify Me: *No more checking back to see if a certain item has been posted to the website already!*** Citizens may subscribe to automated notifications of their choice to their email and/or cell phone. This includes emergency alerts, press releases, monthly administrator reports, meeting notices, meeting agendas and minutes. Residents may choose as many categories as they like and break it down by department or even committee level. This feature allows users to choose how they would like to receive notifications and customize their information flow according to their interests.
- **Citizen Request Tracker: *Share and receive responses on the progress of your feedback or request!*** This feature allows residents to address a request directly with the department that can help them and allows for follow-up communication if desired. Sub-categories are provided for even more targeted feedback and documents or pictures may be uploaded to support the feedback. Citizens may create an account on the website to be able to track the status of their requests or submit as a guest with the choice to request feedback from the assigned county employee. This feature is a work in progress as more categories may be added in the future depending on citizen demand.
- **How Do I: *Intuitive search menu for actions you are looking to perform!*** The top navigation bar is laid out as government, department, service, and business-related menus. The How Do I menu adds to the way residents can search for information, similar to the task-based searches we perform on the Internet, such as How Do I apply for, find, pay, report, sign up for, or submit something. In addition, a blank search field offers the opportunity to type in a keyword and all the pages it appears on will be listed. These different ways of getting to the desired information are designed to accommodate the varying ways people look up information, be it by department, program, or task.



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The new website was redeveloped by CivicPlus, a leading government website provider. It is mobile responsive to allow residents to access their local government from any device at any time. A special focus was placed on ADA compliance and accessibility. The preferred browsers to use are Chrome or Firefox to ensure the optimal visual and design display.

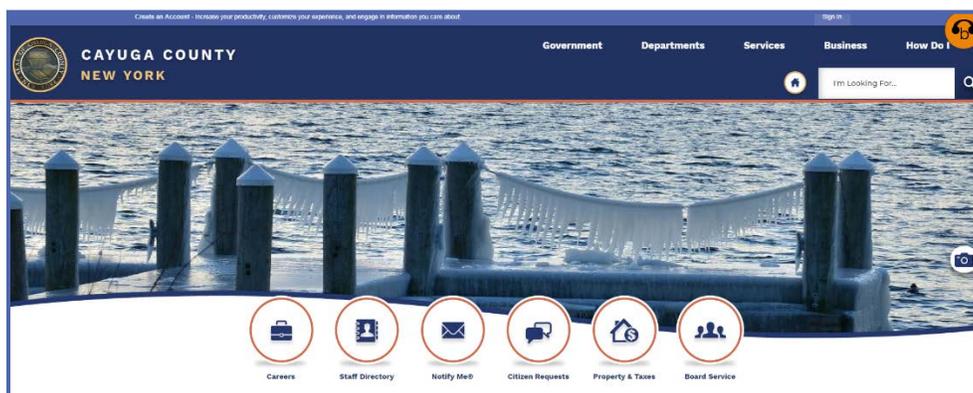
The banner pictures were locally sourced and a Thank You goes out to county staff and residents, as well as the Cayuga County Tourism Office and Cayuga Economic Development Agency for sharing their wonderful seasonal photography to be featured on the new county website.

[Feedback for the new county website](#) is encouraged and may be provided by filling out a short survey that is linked under the Spotlight section of the homepage.

“We applaud the Cayuga County Legislature for moving our county government’s online presence forward by approving this innovative project, which was completed in less than five months thanks to the leadership of our ad-hoc website committee,” said J. Justin Woods, County Administrator, “The result is a modern and interactive website that stands as a model for other counties as it was showcased at the NYS Association of Counties conference at the end of January, only one day after it was launched.”

“It was a huge undertaking to redevelop our county’s website, which features about 30 county departments and 19 towns and villages, which is a testament to the county’s commitment to shared services,” said Monika Salvage, Website Project Manager, “Thanks to the commitment of everyone involved, we were able to present updated content in a new way and get all the departments and hosted municipalities trained so they are empowered to create and maintain their own content in an easy-to-use content management system.”

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Screenshot of the top level of the homepage