



Press Release

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14000 City Center Drive, Chino Hills, CA 91709

CONTACT: Denise Cattern
Ph: (909) 364-2615

Valerie McClung
Ph: (909) 364-2618

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CITY OF CHINO HILLS LAUNCHES NEW WEBSITE

Chino Hills, CA – The City of Chino Hills launched a redesigned website on Monday, November 5 that provides a better experience for people using mobile devices to access information. Instead of lines of text with hyperlinks, a website visitor will enjoy an enhanced visual browsing experience. The website content will be automatically re-sized to fit any mobile device. According to statista.com, over 52 percent of all website traffic worldwide was from mobile devices. Mobile traffic is up 222% in the five-year period from 2013 to 2018.

“It is a high priority for the City to provide information in a way that reaches all demographics of the community regardless of the device they use,” said Valerie McClung, Community Relations Manager. “Another feature provides translation of content using a Google translate feature that offers a wider variety of languages.”

According to Mrs. McClung, the website’s enhanced search feature uses Google search mentality, which makes it easier for visitors to find what they are looking for. More photos and graphics provide a visually pleasing look. A click on the City logo on the upper left returns visitors to the homepage. A click on “How do I” on the upper right provides a list of popular pages. Buttons on the left of the homepage provide quick links to news, events calendar, social media, and a button to return to the top of the homepage. Recreation information is easy to navigate to using the recreation button, below the photo, on the homepage for quick access to Recreation events, the Recreation Guide & City News, parks and facilities, class registration, volunteer opportunities, trails, and programs. Scroll to the bottom of the homepage to find quick links to public records, press releases, the City TV 3/41 schedule and FAQ’s.

The new content management system on the CivicPlus-hosted website will provide additional benefits in the future. City staff is working behind the scenes on a map feature that will be rolled out in 2020. Residents will have access to Geographic Information

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System (GIS) maps that provide information specific to their address and neighborhood such as street sweeping and trash collection schedules, school sites, and other locations of interest. A more robust Mass Notification System to make residents aware of emergencies, and an enhanced Citizen Request Tracker used by residents to report concerns is coming in the near future.

The new intuitive design provides City staff with more control over the homepage and makes it easier to change, add, and remove main navigation without a lot of programming or design time. Front end editing allows staff to easily drag and drop navigation and reorder and move website pages, saving time managing website content. A live chat feature provides quick access to the CivicPlus support team and provides quick access to a knowledge based library for ongoing staff training needs.

CivicPlus migrated the City's former website to the new content management system and provided the general redesign at no cost to the City. Custom banner design and hosting, custom graphic button design, and staff training required an expenditure of \$5,850. The annual website costs for CivicPlus hosting of the site is \$33,085 per year, which includes the main City website and a Jobs/Human Resources module.

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