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## **MEDIA RELEASE**

**FOR IMMEDIATE RELEASE**

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### **Newly-designed Counties website is about customer service**

Area residents now have even faster access to Leeds Grenville service information via a redesigned website. The refreshed website represents the community and growing need for more efficient digital solutions.

Now with just a click or two, people can find wide-ranging information on everything from child and family services to careers, maps and current road construction. This new [website](#) was officially launched before Counties Council on Thursday with members taking a tour of the new design, upgraded accessibility features, and improved mobile device responsiveness.

"Our goal is to ensure our website caters to the customer's experience," said Kristen Argue, Director of Counties Corporate Services.

"Leeds Grenville provides 21 core services for area residents and it is important for people both within and outside the community to be able to find the information they need via their phones and other devices," Ms. Argue said. Screen readers also function on the site.

"We took a customer service approach throughout the redevelopment process and we will be moving toward providing even more e-services," she said.

The main Counties website saw its last revamp in 2012 and a tourism site was added in 2013. This newest upgrade was redeveloped over the past year by a Counties website committee led by Steve Seale, Manager of Technical Services and Robyn Demeule, of the IT Department.

The main home page is designed to provide key messaging to the community on program launches, special notices, and emergency information. On the same landing page, there are four "Call to Action" boxes to highlight information pertinent to that day or week. A Calendar of Events is accessible to area organizations and service groups. There have already been a number of events submitted to be posted.

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There are specialized calendars for EarlyON programming, Provincial Offences Act court dates, Maple View Lodge activities and committees. The public can subscribe to the calendars specific to their interests and receive an email when new events are posted. People can also subscribe to individual pages, such as the Ontario Renovates program page, to receive notification in their inboxes whenever there is an update.

Portions of the site are still under development.

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