



CITY of CALABASAS
CITY COUNCIL AGENDA REPORT

DATE: NOVEMBER 9, 2021

TO: COMMUNICATIONS AND TECHNOLOGY COMMISSION

FROM: MICHAEL RUSSO, COMMUNICATIONS DIRECTOR

SUBJECT: CITY WEBSITE FEEDBACK

MEETING
DATE: NOVEMBER 16, 2021

BACKGROUND:

In June 2020, in the middle of the pandemic with staff working remotely, the City of Calabasas launched its new website (www.cityofcalabasas.com). The website replaced one that was woefully out of date, not responsive, and virtually impossible to use on a mobile device – whether it be a phone or tablet. The Communications Director wishes to offer CTC commissioners the opportunity to offer feedback on the site and invite the public to do the same.

DISCUSSION/ANALYSIS:

We launched the new website 17 months ago. The City worked with leading government video streaming provider and website designer Granicus on its development. It is very typical to have technical, formatting or aesthetic issues come up with a website after 17 months. The City's website is no exception. We have received complaints about the site's Search function as well as issues with certain items in the homepage's drop-down menu, broken links, among other things.

Beginning this past spring, the Communications Department staff began meeting with groups of people to talk about the site and garner their feedback and suggestions. We started internally and met with other City departments to get their thoughts and see if the site met their needs. Later, we went outside City government and recently began meeting with residents. The first of these external meetings took place Thursday, October 7 with members of the Savvy Seniors group at the Calabasas Senior Center. The meeting lasted three hours and we received great feedback.

We wanted to bring it to the CTC and receive your feedback and offer the public a chance to weigh in as well. There will be other opportunities for the public to weigh in during other focus group meetings around the City.

It should be noted, in every meeting, participants have told us, despite some problems here and there, they really like the website and find it much more functional, with more information and far more responsive than the old website.