

Website Redesign Project



**BOARD OF SUPERVISORS UPDATE -
FEBRUARY 2013**

Agenda



- **Why we are redesigning**
- **Results of public input**
- **New site overview**
- **Teams**
- **Schedule**
- **After go-live**
- **Demo**

Why we're redesigning the web site

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- **To give citizens better access to what they need**
 - Current site is organized by department and not by service
 - Design is seriously outdated and hard to use
- **The content is cluttered**
 - Therefore, people can't find what they need
 - Outdated pages and PDFs
- **It is expensive to maintain**
 - All updates require manual coding
- **It does not work on mobile devices**
 - Mobile use of the county site almost doubled (9% to 15%) in 2013
 - January 2014 – phones: 8%, tablets: 19%, PCs: 74%

We asked our customers

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- 1 external survey: 141 respondents, 78% residents
- 1 internal survey: 16 respondents
- 10 internal focus groups: 60 participants
- 5 external focus groups: 52+ participants
 - Rockville Library
 - Ashland Library
 - Mechanicsville Library
 - Business community (Hanover Business Council, HABCC)
 - Council on Aging
 - Youth Services

What they told us – the current site is...

In their own words...



When we asked...

A word cloud of user feedback. The words are arranged in a roughly circular pattern. The largest word is 'boring' in a dark purple font. Other prominent words include 'cluttered' (blue), 'Jumbled' (purple), 'crowded' (purple), 'unappealing' (blue), 'informative' (purple), 'Antiquated' (blue), 'Overwhelming' (purple), 'Lacking' (blue), 'static' (purple), 'outdated' (blue), 'difficult' (purple), 'confusing' (purple), and 'Busy' (purple).

Outdated	15.6%
Informative	13.3%
Stale	11.1%
Unappealing	10.0%
Traditional	8.9%

Words that describe the site today...

What they told us – the new site should be...



Words that describe the site as they would like it to be...

What they told us – what needs to be fixed

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- Get rid of the jargon
- I shouldn't have to know what department provides a service in order to find it
- It takes me too many clicks to find anything
- There is too much information on each page
- The text is too small
- The search tool is useless
- Once I can find something it is generally helpful

The new site

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- **Designed for the citizen/resident**
 - Service oriented navigation (e.g., “I Want To,” “Living Here”)
 - Menu includes all highly used services
- **Consolidates related information**
 - News (e.g., PIO, Sheriff’s Office, Parks), calendar, jobs, volunteer opportunities, forms
- **New capabilities**
 - Greatly improved search and filtering
 - Mobile-ready
 - Maps/directions
 - Pictures, graphics
- **Streamlined**
 - Removed outdated content and PDFs
 - Bigger, cleaner text/fonts

The new site

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- **Enhanced openness for the citizen**
 - Navigation and content focus on what people need and use
 - Information is easy to find – multiple paths to the same content services
 - Feedback form on every page
- **Keeps the positive features of the old site**
 - One click to budget and financial information
 - County contact information

on the
home
page

Contact Hanover County

- General Information: (804) 365-6000
- After hours non emergency: (804) 365-6140
- County Administrator's office: (804) 365-6005
- Email the County Administrator's office at ctyadm@hanovercounty.gov
- Report property complaints
- Contact public safety departments
- Contact courts
- Contact a board member



FeedBack

Was the information on this page helpful?

Yes No

If not, please write below and tell us what you were looking for...

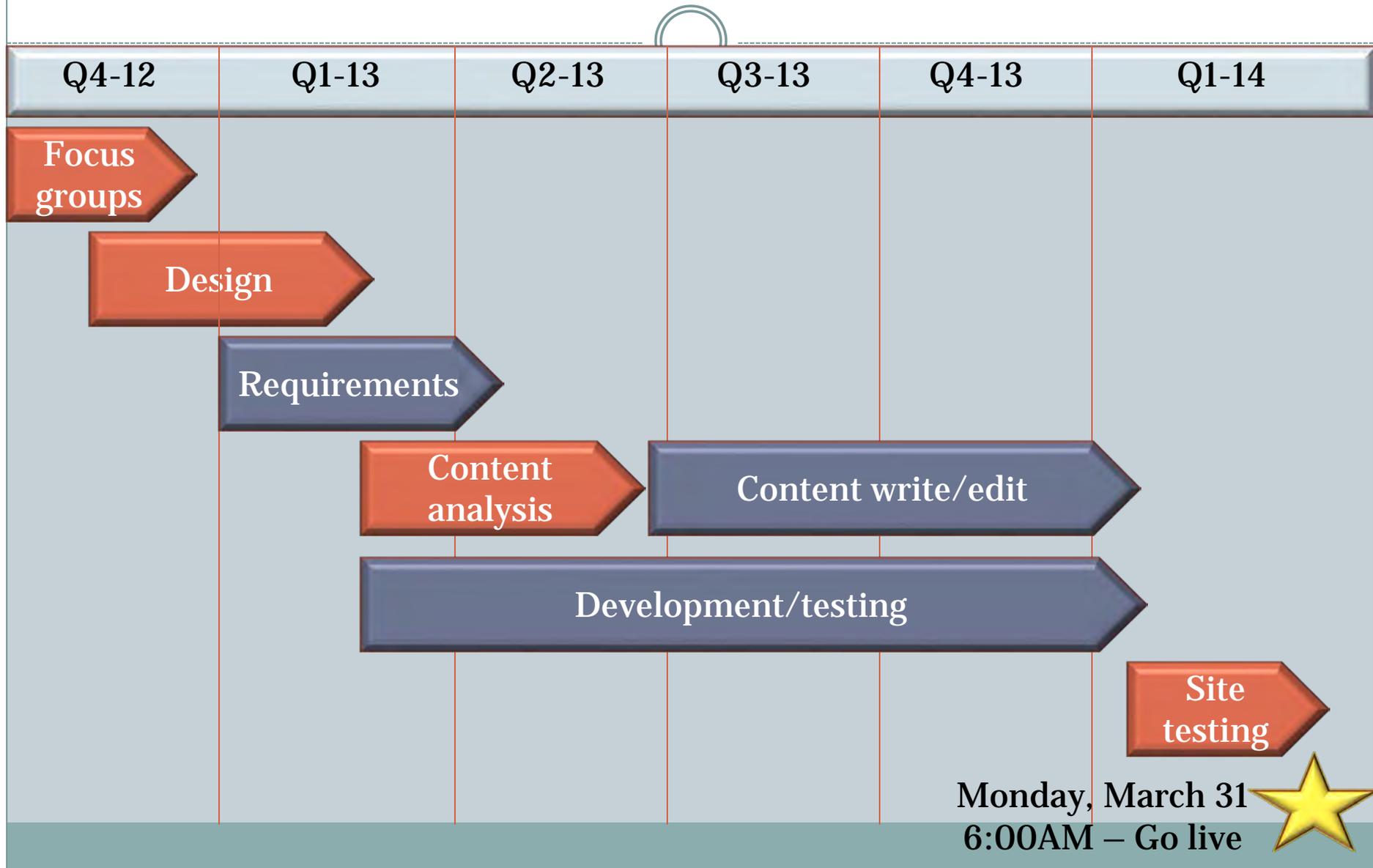
If you would like to be contacted, please leave your email/phone number

Teams



- **Website decisions (governance)**
 - Functional Area representation
 - ✦ Community Development: Theresa Arnold, Public Works
 - ✦ General Government: Tom Harris, County Administration
 - ✦ Human Services: Lisa Adkins, Community Resources
 - ✦ Public Safety: Chris Whitley, Sheriff's Office
 - ✦ Marcy Durrer, Parks and Recreation
 - ✦ Edwin Gaskin, Economic Development
- **Information Technology**
 - Project management: Trish Garman, Craig Williams
 - Development: Troy Durrer, Walter Wooldridge
 - CMS: Kim Leonard, John Lennerton, Pam Washington
- **Project team**
 - 1+ person from each department – content analysis, write/edit all pages, PDFs, images

Schedule



Go-live



- **Monday, March 31 in the AM**
- **Considers the residents' needs**
 - Offices are open for assistance with the site
- **Important budget information can be easily highlighted**
 - Most Popular
 - Quick Access button

After go-live

- **Governance team will be on-going to:**
 - Make decisions about:
 - ✦ Homepage requests
 - Pictures
 - Articles
 - ✦ Appropriate content
 - ✦ Requests for new features, content
- **Site update every 3-5 years**
 - Increase efficiencies
 - Update design, include new features/functions
 - Improved technology platform

Thank you!



Questions

Demo



HANOVER COUNTY, VIRGINIA

- I WANT TO
- LIVING HERE
- DOING BUSINESS
- YOUR GOVERNMENT
- EXPLORE



Global Youth Service Day

learn about the new site

stay connected

- What's Happening
- Pay & Lookup Bills
- Property Information
- Maps

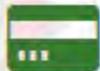
- News (more)**
- About Hanover County's New Website
 - Earth Day Recycling Event

- Upcoming Events (more)**
- 02/12 Board of Supervisors Meeting
 - 02/13 Hanover Youth Perspective Meeting
 - 02/17 Community Services Board Meeting
 - 02/20 Planning Commission Meeting

- Most Popular
- Recreation
- Forms
- Contact the County



What's Happening



Pay & Lookup Bills



Property Information



Maps

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- Contact **public safety departments**
- Contact **courts**
- Contact a **board member**



Most Popular



Recreation



Forms



Contact the County

I WANT TO

- Adopt A Pet
- Apply For
- Contact
- Find
- Know About
- Pay
- Visit An Inmate
- Volunteer

- County
- Courts
- Property Complaints
- Public Safety

LIVING HERE

- Libraries
- Lost, Found & Stray Pets
- My Property
- Public Safety
- Recreation
- Resources
- Schools
- Taxes
- Trash & Recycling
- TV & Internet
- Voting

- Burn Laws
- Contact Information
- Crime Statistics
- Most Wanted & Cold Cases
- Neighborhood Watch

YOUR GOVERNMENT

- County Administrator's Office
- ◀ Boards, Committees & Commissions
- ◀ Elected Officials
- Departments
- ◀ Financial Information
- Comprehensive Plan
- Ordinances
- Reporting Fraud, Waste or Abuse
- Voting

DOING BUSINESS

- Airport
- Business Crime Watch
- Deeds & Plats
- Developing Property ▶
- Economic Development
- Hiring an Off Duty Officer
- Solicitations
- Starting a Business
- Taxes, Licenses & Fees
- Tower Co-Location

- Business Requirements
- How to Start A Business

EXPLORE

- Events Calendar
- Maps
- News
- Parks
- ◀ Recreation
- Volunteer Opportunities

CALENDAR

Show



From to

List View

Calendar View

Date	Day	Time	Event
February 12, 2014	Wednesday	2:00 PM	Board of Supervisors Meeting
February 13, 2014	Thursday	6:30 PM	Hanover Youth Perspective Meeting
February 17, 2014	Monday	6:30 PM	Community Services Board Meeting
February 20, 2014	Thursday	7:00 PM	Planning Commission Meeting
February 26, 2014	Wednesday	6:00 PM	Board of Supervisors Meeting
March 5, 2014		2:00 PM	Board of Supervisors Meeting

Filters

clear filters

Events

- Closings
- Community
- Family
- Important Dates
- Pets
- Public Safety
- Senior Adults
- Training and Seminars
- Youth

Meetings

ADOPT A PET



If you are interested in adopting a pet, you must meet the following requirements:

- Have a current state-approved identification card or driver's license
- Be at least 18 years old
- Pass an adoption screening
- Agree to the terms of the **adoption application**
- Not banned from future adoptions as a result of a court order
- Pay an adoption fee of \$25.00

Related Links

[Animal Control](#)[Pet Search](#)[Rabies Clinics](#)

Service Provided By

[Animal Control](#)

(804) 365-6485

animalcontrol@hanovercounty.gov

FeedBack

Was the information on this page helpful?

Yes No

BOARD OF SUPERVISORS

Purpose:

The Board of Supervisors is the governing body for Hanover County.

Scope:

The Board makes decisions on rezoning and other land use matters, passes ordinances, formulates policies, sets the annual County budget and, in general, directs the county government.

Type:

Board

Membership:

Voters in each of Hanover County's seven magisterial districts elect one representative on the Board.

Members:

Contact information

Terms of Service:

Four-year terms

Contact Person(s):

Cecil R. Harris, Jr., County Administrator

Meeting Schedule:

The Board generally meets on the second Wednesday at 2 p.m. and the fourth Wednesday at 6 p.m. Generally, the Board holds only one meeting in the months of July, August and December. In July and

Related Links

[Board of Supervisors Meeting](#)

[Upcoming Meeting Schedule](#)

[Vision Mission Values](#)

[Board Meeting Information](#)

[Guidelines](#)

[Board of Supervisors Staff](#)

[Rules and Procedures](#)

[Board of Supervisors Administrative Initiatives](#)

Feedback

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Yes No

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BOARD OF SUPERVISORS MEMBERS

Henry District



Sean Davis

Chairperson

Cell: (804) 439-2289

smdavis@hanovercounty.gov

South Anna District



Wayne T. Hazzard

Vice Chairperson

Phone: (804) 739-3345

wthazzard@hanovercounty.gov

Ashland District



Beaverdam District



Related Links

[Board of Supervisors](#)

[Upcoming Meeting Schedule](#)

[Vision Mission Values](#) 

[Board Meeting Information](#)

[Guidelines](#) 

[Board of Supervisors Standing](#)

[Rules and Procedures](#) 

[Board of Supervisors Adopted
Initiatives](#)

PARKS AND RECREATION

 parksandrec@hanovercounty.gov



Overview

Parks and Recreation offers over 1,500 acres of parkland throughout Hanover County, with beautiful trails, historic landmarks, athletic fields, relaxing shelters as well as safe accessible playgrounds. The Department boasts a wide range of yearlong events and programs for all ages and interests.

Locations

Taylor Complex

13017 Taylor Complex Lane
Ashland, VA 23005 [Map It](#)

Phone: (804) 365-7150

Fax: (804) 365-4696

Hours: Monday-Friday 8:30 a.m.-5:00 p.m.

Pole Green Park

8996 Pole Green Park Lane
Mechanicsville, VA 23116 [Map It](#)

Hours: Monday and Tuesday 8:30 a.m.-4:30 p.m.

Director: Greg Sager

Related Links

- [Park Information](#)
- [Recreation Programs](#)
- [Reserve a Shelter](#) 
- [Reserve an Athletic Field](#) 
- [Summer Youth Programs](#)
- [Hanover Tomato Festival](#)
- [Find a Sports League](#)
- [Search for Jobs](#)
- [Hanover County Veterans Memorial](#)

FeedBack

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LOCATIONS

Animal Control

12471 Taylor Complex Lane
Ashland, VA 23005 [Map It](#)
PO Box 40
Hanover, VA 23069

(804) 365-6485
Fax: (804) 365-6488
Monday-Friday 10 a.m.–4:30 p.m.
Saturday 10 a.m.–3:30 p.m.

Ashland Trolley Line

11164 Gwathmey Church Road
Ashland, VA 23005 [Map It](#)

Assessor

7515 County Complex Road
Hanover, VA 23069 [Map It](#)

(804) 365-6029
Fax: (804) 365-6094
Monday-Friday 8:30 a.m.-5:00 p.m.

Beaverdam Solid Waste Convenience Center

18400 Beaverdam Road
Beaverdam, VA 23015 [Map It](#)

Daily 7 a.m.-7 p.m.

Board Room, County Administration Building

7516 County Complex Road
Hanover, VA 23069 [Map It](#)

(804) 365-6005

Building Inspector

7516 County Complex Road
Hanover, VA 23069 [Map It](#)

(804) 365-6040
Fax: (804) 365-6247

 Filters

clear

Mapping

- Boat Ramps
- Courts
- Fire Stations
- Parks
- Offices
- Rescue Squads
- Trash and Recycling

BUILDING INSPECTOR

Hours: Monday-Friday 8:30 a.m.-5:00 p.m.

Phone: (804) 365-6040

Fax: (804) 365-6247

