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## Inyo County Launches New and Improved Website

After much planning and work across all departments, Inyo County this week launched a new and improved website that users should find easier to navigate and loaded with helpful information about county operations and services.

The website can be accessed by the same URL, [www.inyocounty.us](http://www.inyocounty.us), and is optimized to function well on mobile devices and standard computers.

Developing and building the new website has been nearly a 2 year-long process – one that involved seeking Requests for Proposals from tech firms in May 2018, analyzing the various proposals received, and ultimately selecting Boots Road Group of Seaside, CA to take on the project. The effort also included needs assessments for and consultations with each department. Departments have spent the last year customizing and populating their individual webpages in anticipation of this week's launch.

The result is a website that is user-friendly and visually appealing, uniform in appearance, showcases the many services offered by the County's numerous departments and divisions (and how to access those services), displays nicely on any Internet-connected device, and that integrates other County-sponsored websites and online services – all in a well-organized, easy-to-navigate platform.

Information Services Director Scott Armstrong noted that the website will also serve as a platform for the County to deploy future web-based services and applications.

The overall goal of the new website was improving customer service, transparency, and communication – internally and between staff and the residents and visitors of Inyo County. The website offers a comprehensive staff and department directory, and to help users identify and find the service they need and which department or division provides it, the site offers several different search functions (e.g. drop-down menus, front-page links to frequently sought items or services, a site-wide search bar for key words or phrases) to direct users to where they need to go – whether they’re looking for dog licenses, office hours, meeting minutes, flu vaccine schedules, job applications, building permits, or trying to find out who their elected officials are.

Individual department pages on the site offer this information in a variety of ways – including FAQs, mission statements, official documents and reports, news and press releases, events calendars – and provide numerous methods for contacting County staff members and/or accessing services and programs. Some departments offer online payment portals as another convenience.

“With this new website, we can better share a wide variety of information with the public and our constituents, and better facilitate the public’s interaction with County departments and their elected officials, such as the Board of Supervisors,” said Third District Supervisor and Board Chairperson Rick Pucci. “The site also helps showcase Inyo County and its amenities – such as parks, campgrounds, and even visitor centers and museums – for travelers or prospective visitors. It’s a vast improvement over the old website, and we envision it greatly enhancing customer service countywide.”

Another plus of the new website is the ease with which departments can upload and update their own content – which means the site will only continue to improve after this week’s launch.

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