

City seeking input on website redesign project

April 20, 2021 — The City is looking to residents to provide some insight on their experiences when it comes to accessing City services online.

The City is moving forward on a complete redesign of its website, focusing on ease of navigation, accessibility, and the delivery of services in an efficient manner online. Part of that effort will be tailoring the new site to the needs of users. To better understand those needs, and how to serve them, the City is inviting residents to complete a brief online survey.

“Be it easily finding information about the next public skate, or being able to complete the building permit process digitally online, we are focusing on delivering a service-driven online presence that is accessible to all residents and visitors, delivering the information they need quickly and efficiently,” said Manager of Corporate Communications Maggie Riopelle, adding, “doing that starts with those who use our website — we want to understand their needs and tailor their online experience to match.”

The survey asks website users about their specific relationship with the City, what online services they rely on most, past experiences with the website and areas for improvement. It can be found online at engageSTC.ca/website.

The survey will remain open until May 3, 2021.

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