

Press Release
City of Perris

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Contact: Stephen Hale, Public Information Officer
(951) 943-6100 x538
SHale@cityofperris.org

FOR IMMEDIATE RELEASE

CITY OF PERRIS LAUNCHES NEW WEBSITE TO BETTER SERVE COMMUNITY

PERRIS, Calif. (July 30, 2020) The City of Perris is proud to announce the launch of a new city website on July 1, 2020, with Granicus hosting the new site.

The new site offers residents, businesses, and visitors a dramatically improved user experience, state-of-the-art functionality and mobile-friendly responsiveness while focusing on city services with an image-driven modern and forward-thinking design.

The website was developed with community input and best practices for accessibility. The City of Perris initiated a complete website overhaul reflecting the feedback, surveys and data of website analytics and visitor behavior.

The site was developed in collaboration with [Granicus](#), a company that provides cloud-based solutions for government communications and website design. Granicus utilizes the latest in analytics to gauge most popular content and services to help guide design and future content.

“Granicus and the govAccess team have utilized a fairly standard implementation process for the initialization, development, and launch of our websites for a number of years. Thanks to the hard work and dedicated efforts conducted by the team at the City of Perris, we have adopted a new process that optimizes the “time to table,” all while maintaining a top of the line product,”

said Tera Myers, Project Manager for Granicus on the Perris website. “Perris is officially the benchmark for this new process being carried throughout the rest of our new project launches.” It has been a great pleasure to work with the City of Perris. We look forward to our partnership and continued success for years to come.

An initial survey and assessment by Granicus of the prior website showed a need for mobile friendliness, an increase navigation and search bar function (third most used function) and an easier use of the departmental navigation. This upgrade also brings the latest upgrades in ADA and WCAG compliance.

The new structure of the Command Management System (CMS) is built with Americans with Disabilities Act (ADA) and Web Content Accessibility Guidelines (WCAG) 2.0 AA in mind. The CMS provides optimal components, widgets, and editing tools to help ensure writers are working within the Web Content Accessibility Guidelines to deliver the best product for all citizens.

The survey also showed the “Quick Links” section is the most active area in the content area with Pay Water Bill and City Jobs receiving the first most and third most clicks respectively on the homepage.

The survey found approximately 25 percent of users scrolled from the header to the footer of the main page, which explained a need to prioritize services and increase visibility for the “Quick Links” items.

This was in line with a survey later distributed from December 13, 2019 to January 27, 2020 and found that nearly 85 percent of users were accessing the previous site from a smart phone, which explained the city’s need for an update, more mobile friendly website.

Respondents also suggested more apparent department buttons (55%) and better search results (36%) as improvements to the navigation of the website.

Difficulties expressed by users were paying bills online, signing up for classes, notifications of upcoming events, and information on current and upcoming development projects and road improvements. These issues will be easily remedied in the new website platform.

After the full data and site review, the City of Perris knew a revised website was needed, enhancing the experience of anyone who knocked at the City's digital front door. After more than a year in concept and design, and more than four months ahead of schedule, the City is pleased to deliver a modernized, mobile and user-friendly website, supporting the needs of all Perris residents.

“The City of Perris Information Technology staff has done a tremendous job modernizing and enhancing our website,” said Perris City Manager Richard Belmudez. “The new website is more user friendly for both our mobile and desktop visitors and is intended to serve as the one-stop information source for City of Perris services. We welcome these changes to our online digital platform.”

The City of Perris currently serves more than 75,000 residents and sitting on the main corridor of travel between Riverside and San Diego County, has several thousand more monthly visitors. As the City continues to build stronger relationships within their community, expand economic development and modernize itself with technology, a modernized website keeps those goals moving forward with an easily accessible digital experience.

The website domain will remain the same and can be viewed at www.cityofperris.org.

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