Website Update

CITY OF GRAND RAPIDS

Refresh, Not Rebuild

Current State

Generally, the content on our current site remains robust. However, any system can suffer from legacy pages, outdated content, and aging design over eight years of operation.

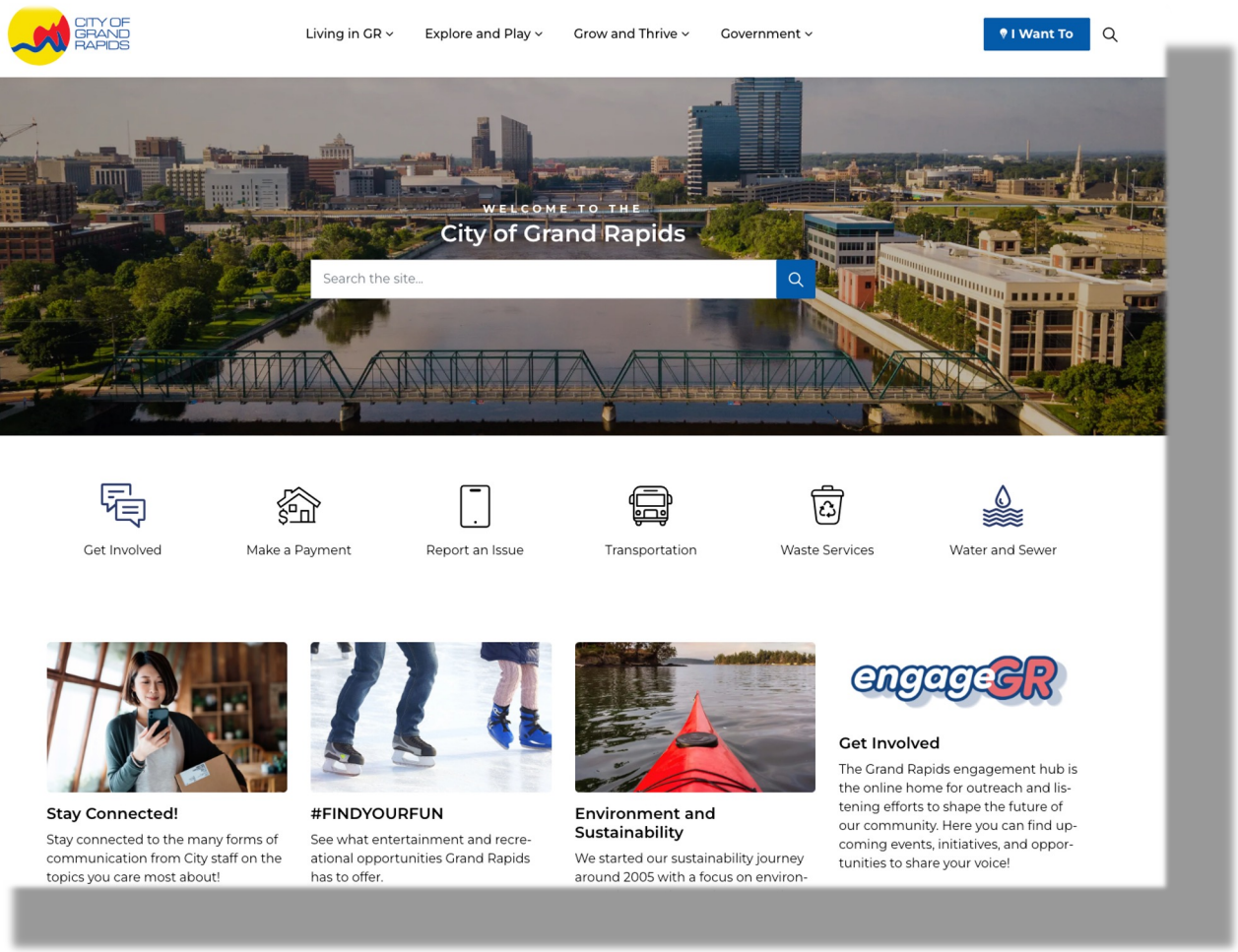
Strategic Goal

This update is designed to address those legacy issues while establishing a sustainable foundation for more iterative development and continuous improvement in the future.

User Centric

This launch represents more than just a visual update; it marks a pivotal change in how we connect with our community.

- **From:** A structure based on internal organizational hierarchy.
- **To:** A user-centric design that centers the services and functions our residents use most.

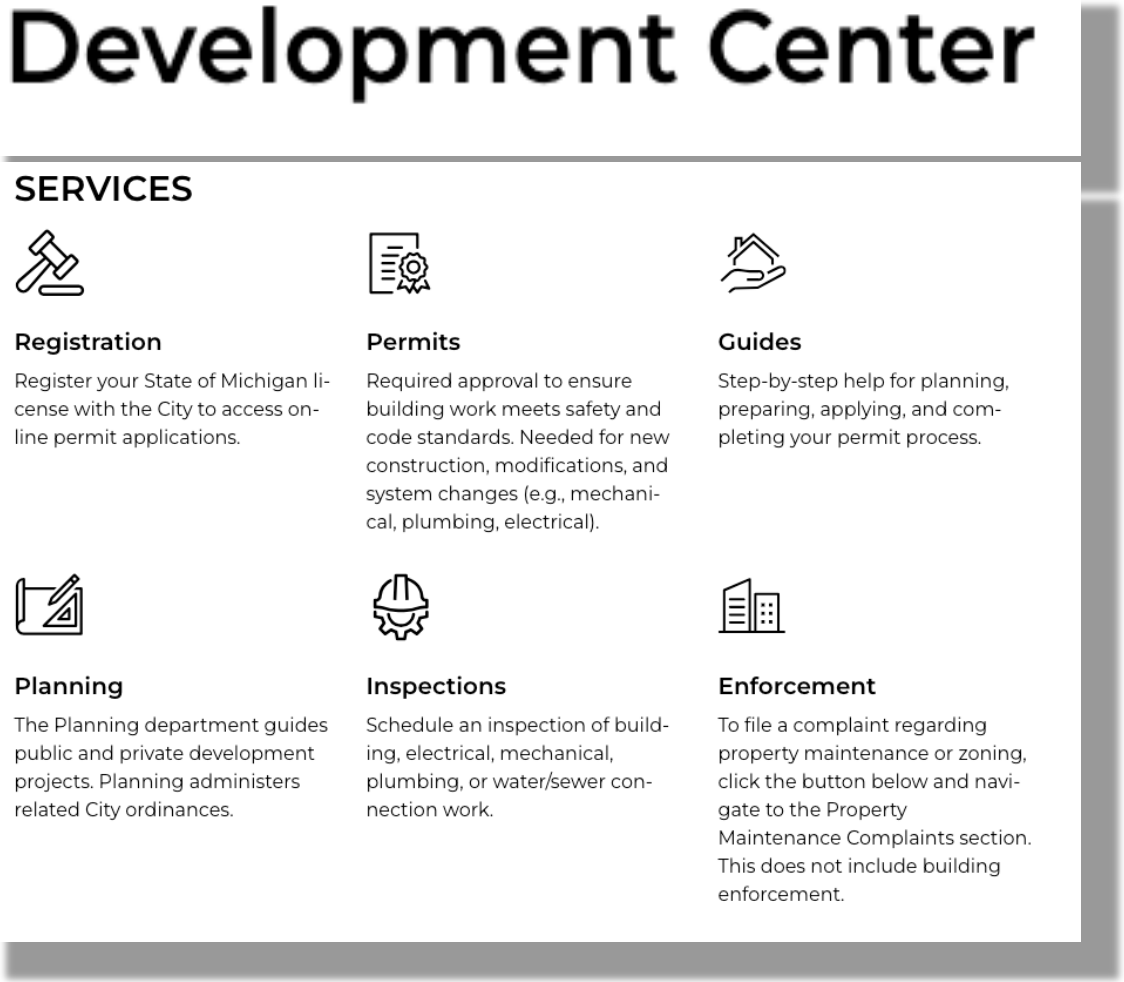


Strategic Transition

After a thorough review, we are moving to the **GovStack platform by GHD Digital**.

This decision was driven by:

- **Timing:** Legacy contract expires this year.
- **Security:** Need for a secure, reliable replacement.
- **Value:** Delivering the best value to taxpayers.



Development Center

SERVICES

Registration

Register your State of Michigan license with the City to access online permit applications.

Permits

Required approval to ensure building work meets safety and code standards. Needed for new construction, modifications, and system changes (e.g., mechanical, plumbing, electrical).

Guides

Step-by-step help for planning, preparing, applying, and completing your permit process.

Planning

The Planning department guides public and private development projects. Planning administers related City ordinances.

Inspections

Schedule an inspection of building, electrical, mechanical, plumbing, or water/sewer connection work.

Enforcement

To file a complaint regarding property maintenance or zoning, click the button below and navigate to the Property Maintenance Complaints section. This does not include building enforcement.

What we get

Fiscal Responsibility

Creates notable cost savings while upgrading technical capabilities.

Operational Control

Reduces reliance on external vendors for routine updates and management.

Resident Needs

Navigation focused on tasks and functions, not charts.

Future Ready

Allows us to structure content for an AI-driven future.

Rollout Timeline

Phase 1: Go-Live

March 2

Modern layout & core services access.

Phase 2: Refinement

Through FY26

New features & data integrations.

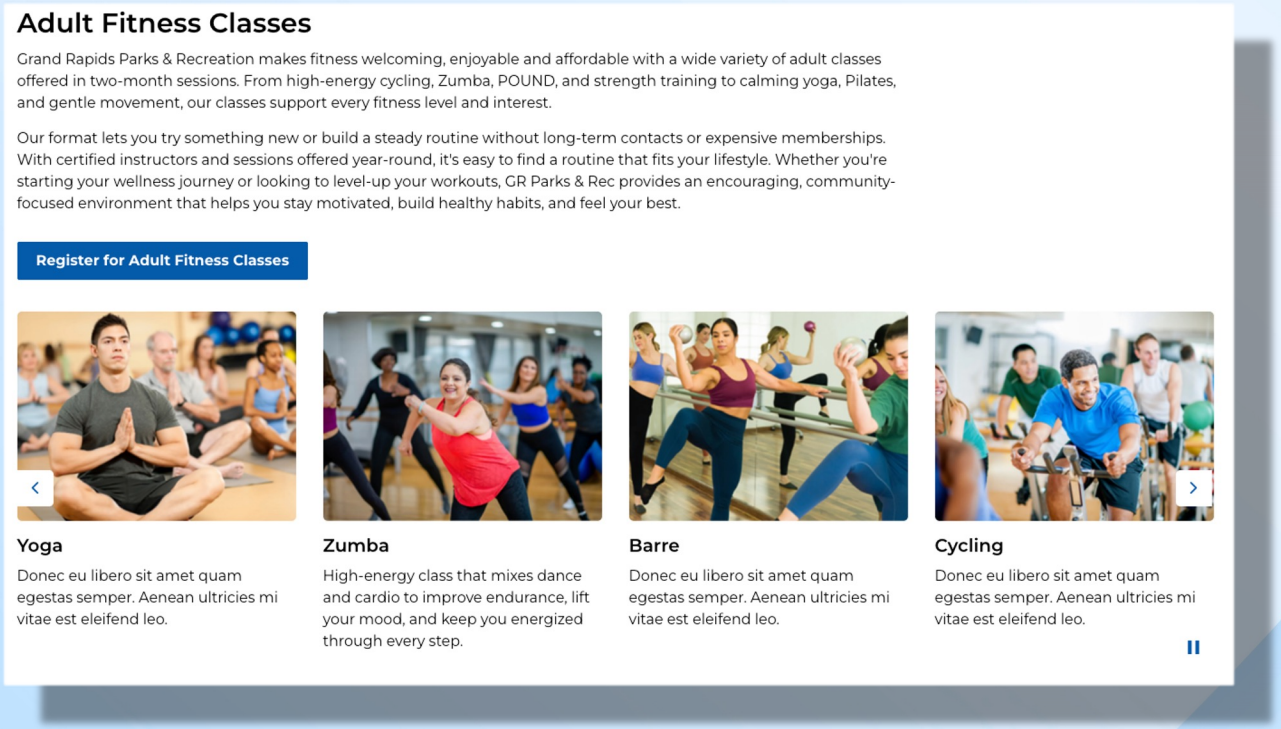
Phase 3: Innovation

Ongoing

Continuous improvement strategy.

Key Features at Launch

- **Modern Look & Feel:** A cleaner, accessible, and fully responsive design for all devices.
- **Enhanced Search and menus:** Robust function to help residents find what they need instantly.
- **Improved Calendar:** Better tools to stay up-to-date with city meetings and events.
- **Refined Forms:** Streamlined tools for better data intake and constituent service.

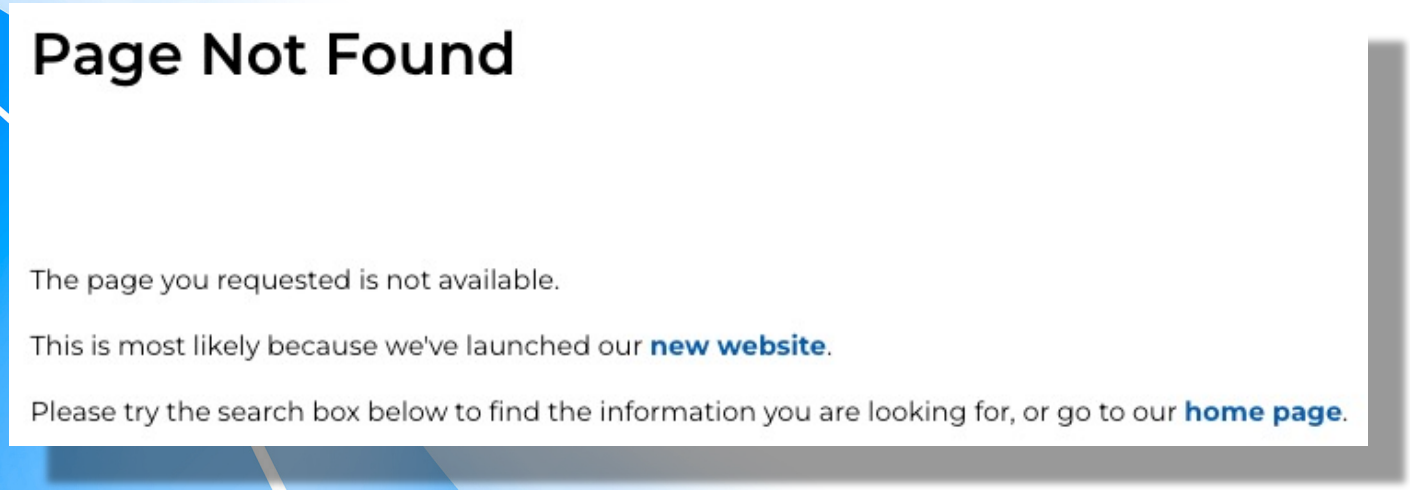


Phase 1: Go-Live Details

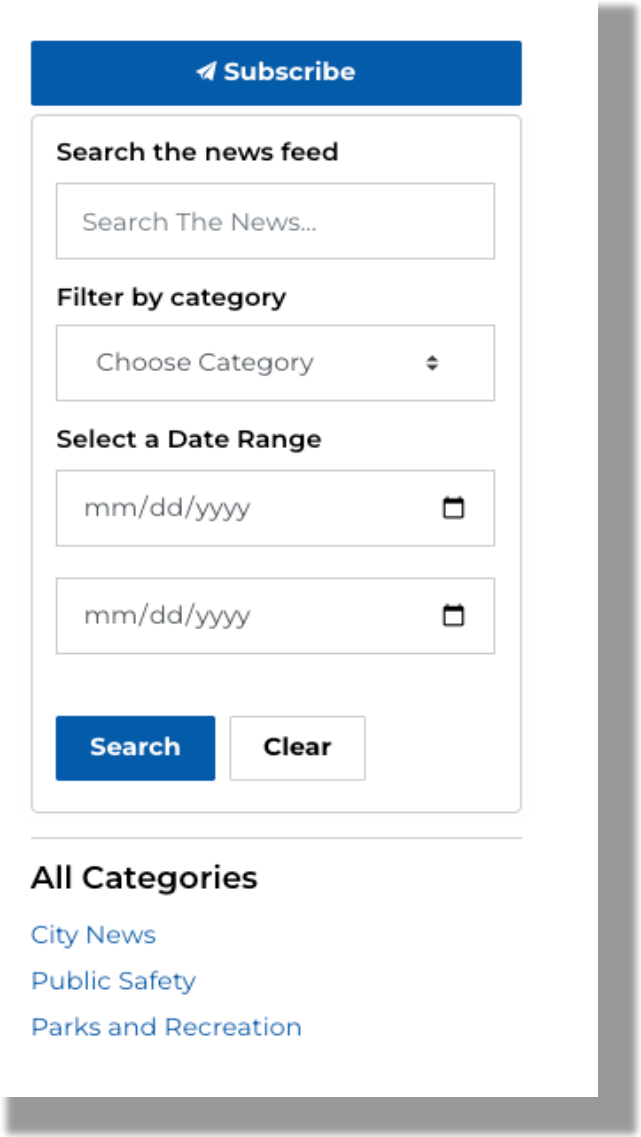
Launching March 2

Users will immediately see the new modern layout with an emphasis on maintaining access to core services.

Note on Links: Architecture changes mean some old bookmarks may break. Users will see a helpful 404 page guiding them to search for content or report issues.



Phase 2: Refinement



Through End of FY26

Once the core site is stable, we will refine content and explore enhanced features, including:

- Content subscriptions for residents.
- Continue to analyze website use and adjusting based on trends.
- Enhanced integration options for external data sources.

Phase 3: Continuous Innovation

Adopting a strategy of continuous improvement allows us to adapt to design trends and technological changes in real-time, keeping the City at the forefront of digital engagement.

Questions?

CITY OF GRAND RAPIDS