

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 However, any system can suffer from legacy pages, outdated content, and aging design over eight years of operation.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.



The website features a top navigation bar with the City of Grand Rapids logo, a search bar, and categories: Living in GR, Explore and Play, Grow and Thrive, and Government. Below the banner, there are service icons for Get Involved, Make a Payment, Report an Issue, Transportation, Waste Services, and Water and Sewer. At the bottom, there are three columns with images and text: Stay Connected!, #FINDYOURFUN, and Environment and Sustainability, along with the engageGR logo and a Get Involved section.

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 3: Innovation

Ongoing

Continuous improvement
strategy.

Phase 2: Refinement

Through FY26

New features & data
integrations.

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.

Adult Fitness Classes

Grand Rapids Parks & Recreation makes fitness welcoming, enjoyable and affordable with a wide variety of adult classes offered in two-month sessions. From high-energy cycling, Zumba, POUND, and strength training to calming yoga, Pilates, and gentle movement, our classes support every fitness level and interest.

Our format lets you try something new or build a steady routine without long-term contracts or expensive memberships. With certified instructors and sessions offered year-round, it's easy to find a routine that fits your lifestyle. Whether you're starting your wellness journey or looking to level-up your workouts, CR Parks & Rec provides an encouraging, community-focused environment that helps you stay motivated, build healthy habits, and feel your best.

[Register for Adult Fitness Classes](#)



Yoga

Donec eu libero sit amet quam egestas semper. Aenean ultricies mi vitae est eleifend leo.



Zumba

High-energy class that mixes dance and cardio to improve endurance, lift your mood, and keep you energized through every step.



Barre

Donec eu libero sit amet quam egestas semper. Aenean ultricies mi vitae est eleifend leo.



Cycling

Donec eu libero sit amet quam egestas semper. Aenean ultricies mi vitae est eleifend leo.

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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.

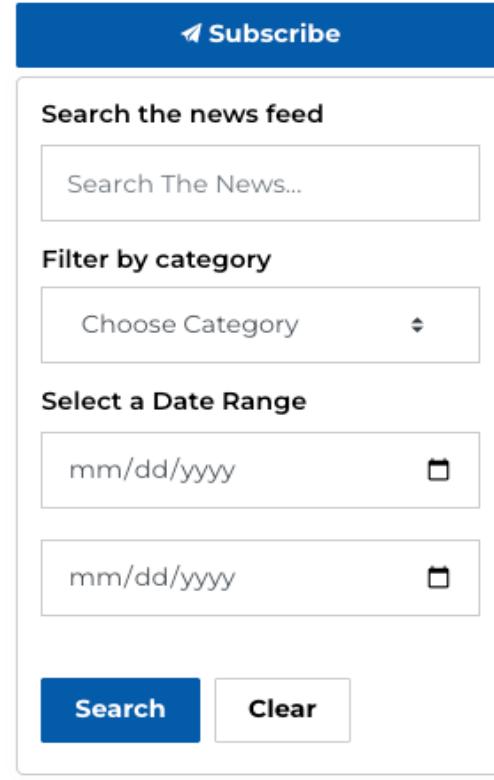
Page Not Found

The page you requested is not available.

This is most likely because we've launched our [new website](#).

Please try the search box below to find the information you are looking for, or go to our [home page](#).

Phase 2: Refinement



A screenshot of a web-based news feed search interface. At the top is a blue header bar with a white 'Subscribe' button. Below it is a white search bar with the placeholder 'Search the news feed' and a text input field containing 'Search The News...'. Underneath is a 'Filter by category' section with a dropdown menu labeled 'Choose Category'. Below that is a 'Select a Date Range' section with two date input fields, each with a placeholder 'mm/dd/yyyy' and a small calendar icon. At the bottom are two buttons: a blue 'Search' button and a white 'Clear' button.

All Categories

[City News](#)
[Public Safety](#)
[Parks and Recreation](#)

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?



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