

News Release

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Durham Seeks User Feedback on Website Design

Online Survey Now Available Until April 30

DURHAM, N.C. – When you visit the City of Durham [website](#), what drives you nuts? What works well? Now’s your chance to tell us.

The City’s Office of Public Affairs and Technology Solutions Department are now evaluating <https://DurhamNC.gov> for a future update, and want user feedback on areas that work well and on areas that need improvement.

A [short, online survey](#) – now available in [English](#) and [Spanish](#) – allows website visitors the opportunity to provide their input, which will be used to help City staff improve the user experience.

According to Public Affairs Director Beverly B. Thompson, the design update will take place in the coming year and the organization wants to know what’s working – and what’s not – at the beginning of this process.

“Communication and interaction with our website users drives our ability to make Durham the best that it can be,” said Thompson. “We have to be accessible in multiple ways to help our residents get information and communicate with their City government. Our website serves a vital role in this engagement process since it’s a tool that is accessible 24-hours-a-day, seven-days-a-week from anywhere around the world.”

Once the survey closes on April 30, the input collected will inform the website design update with the City’s vendor, [CivicPlus](#). According to Thompson, the updated website will debut early next year.

“Our website is easily one of the ‘go-to’ sites to find information about City government with more than 925,000 unique visitors and 4.5+ million page views annually,” said Thompson. “We want to ensure this design update keeps our users in mind, the functionality is fairly intuitive, and that most users will be able to quickly find the information they’re seeking.”

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