

Times-Register

Westlake's new website is user friendly

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WESTLAKE- Westlake's website recently received a makeover, giving it a new look with easier to use features.

A friendly design, less clicks to arrive at pertinent data and the ability for users to subscribe to receive updates are some of the new features, said Ginger Awtry, director of communications.

Even though still a work in progress, the website was launched Dec. 12 with staff members fixing problems that arise and adding features along the way, Awtry said.

Coming soon, the ability for residents to pay their water/sewer bill on-line.

"The thoughts were, that going ahead and launching now would still provide a better website than what we had," she said.

A discussion and presentation about the new site was held during a workshop session prior to the Dec. 12 council meeting.

Cost for the upgrade was \$22,000 including \$15,000 that was funded in the last fiscal year through savings in the IT Department budget. The remainder, including the \$3,000 annual hosting fee, will be funded from the FY 2011-2012 IT and Visitor's Fund budgets.

Other business included passing of the town's revised governance system, designed to streamline processes and create a document to guide municipal service provision and planning efforts.

Staff revisited the previous strategic plan, adopted in 2009, and formed a Strategic Issues-focused Governance System. The new approach includes revised mission, vision, and value statements, a strategic plan focused on issues based events or staff action items, a balanced scorecard strategy map, a cycle of business chart and a synopsis of the Town's program based budget that provides holistic representation of public services.

Town council also approved the purchase of a new ambulance. The current ambulance, a 2003 model with more than 93,000 miles, was made possible in part through a Federal grant given to Westlake for start-up costs of new Fire/EMS divisions. It will now serve as a back-up response vehicle.

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