



NEWS RELEASE

New Look, Functionality for Town of Herndon Website, Herndon-va.gov

Herndon, VA (July 17, 2023) – The Town of Herndon has launched a new and improved version of its official website, **Herndon-va.gov**, that provides citizens with ready access to town services, news, e-services and much more.

The refreshed site, accessible via the same URL as the town’s just-retired site, is designed to be mobile-friendly and to provide users with many avenues to find information about town services, departments, events, and initiatives. Graphic icons linking directly to the most often-visited pages on the site, are prominently displayed on the homepage, and the “Search” function is positioned front-and-center. A new feature, “Service Finder,” makes it easy for users to find exactly what they are looking for.

Interactive elements on the site include real-time access to town council meetings, online payments, online job application functionality, “report a problem” functionality and more. Visitors to the site may also sign up to receive the town’s resident and business e-newsletters and access its social media sites across departments. The site is translatable into multiple languages, via a button on the homepage.

According to a just-completed town-wide survey, the town’s website is overwhelmingly the primary way town citizens learn about town programs and initiatives.

The town worked with its existing website vendor, Granicus, in creating the new site. A cross-functional team with representation from all town departments developed the site, building on citizen input, analysis of user data, heatmapping and other research to determine site features and functions.

Citizen and business owner feedback on the new site is encouraged, via email at information@herndon-va.gov.

Media Contact :
Anne Papa Curtis
703/435-6800 X2010
Anne.curtis@herndon-va.gov