

CITY OF JERSEY CITY

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FOR IMMEDIATE RELEASE

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Mayor Healy to Launch New & Improved Municipal Website

*New Website Provides Residents with Online Services and Online Help
Center to Accelerate Responses to Constituent Concerns*

JERSEY CITY – Mayor Jerramiah T. Healy will launch the new and improved municipal website during a demonstration at **11 a.m. on Wednesday, Sept. 5, 2007, at City Hall, 280 Grove Street.**

The new website, which residents and visitors can reach at www.jerseycitynj.gov, was designed with the goal of improving access to municipal services for residents with internet access.

“We are excited to launch our new website, which not only looks better, but has many new features that will make doing business with the city easier and faster,” **Mayor Healy** said. “Now you can pay your taxes online, download applications, and submit a service request such as a pothole repair from your home computer.”

In addition to a directory of services and the publication of city-sponsored events, the redesigned website features the Online Help Center, a web-based constituent complaint tracking system that will be part of the foundation of the City’s “Citistat” and 311 initiatives.

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Residents can use the Online Help Center to find answers, ask questions, or make suggestions about City operations. More importantly, however, residents will now have the ability to enter and track service requests for issues such as potholes, stray animals, illegal parking, and more from any computer with internet access. Each service request will be assigned a tracking number which can be used to check its status from entry to completion.

Residents without internet access can continue to call the Mayor's Action Bureau at (201) 547-4900 or (201) 547-5555 and will receive tracking numbers for their service requests as well.

The Online Help Center is currently equipped to address 30 frequently asked questions and 30 service request types, but the City anticipates those numbers will grow as residents take advantage of this new service.

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