



## CATV - Community Relations

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To Whom It May Concern:

When we first decided the City of Westland's website needed to be rebuilt as part of our plan to move the city forward, we looked first to see what other cities around Southeastern Michigan were doing. We saw that a number of cities had online services, bill payments and other features that would engage their residents. We wanted that as well and looked first to their Web companies.

We initiated a plan to accept bids and found that the information provided by vendors was confusing and the costs were greater than we anticipated.

Our current web company (VR Metro), provided excellent service. They were quick to respond to requests for updates, but our website was outdated and did not allow city department personnel to manage or update their own content. At first we assumed that VR Metro could not provide the services that we needed. Then we discovered that they had approached the previous administration several times on updating the website, but only a cosmetic change was approved.

VR Metro stepped up and presented a plan for a new website that would attract new businesses, create revenue and allow each department to manage their own content. Once they were given the approval, the project moved quickly; questions and concerns were addressed immediately; new features were added and alternative solutions were implemented. As a result our website has advanced capabilities and features many others do not.

They completed the project in a shorter time and at a much lower cost than our original estimates. From the start, the programmers and support staff at VR Metro were readily available, highly proficient and friendly. They provided hands on training to every department before and after the new website launch. We are very happy that we were able to work with a local company and even happier about the website they delivered!

Sincerely,

Cable and Community Relations Director