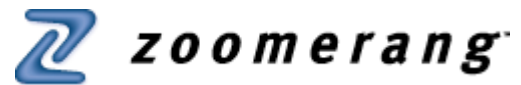


City of Dublin Residents Survey 2010 - LAUNCHED



Results Overview

Date: 4/27/2010 7:26 AM PST

Responses: Completes

Filter: No filter applied

63. What suggestions do you have for the City of Dublin Web site?

| # | Response |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Make the videos online closed captioned / text messaged. |
| 2 | it's too hard to find certain things. in fact, it's almost like you don't want people to find things, but you will still be able to say 'well, it was on our website.' |
| 3 | send email alerts when content has been added |
| 4 | update home page more often -- such as big reminder over a holiday weekend that trash day is changed that week |
| 5 | Make it more public as to how to access |
| 6 | Not sure. I like it as it is. |
| 7 | Perhaps make it a little more user-friendly? I could NOT find the information about the "green sign" (indicating that more action was coming about some property). |
| 8 | A list of what's happening for the week on the first page. Neighbor specific update. |
| 9 | Maybe include more links |
| 10 | Be able to go deeper into each branch of the City. It seems that much of the website is superficial stuff. |
| 11 | None at this time |
| 12 | none |
| 13 | I have had trouble using the "search" feature. It seems not to function as well as search features on other web sites I use more frequently. |
| 14 | Online registration for Rec Center programs is way too difficult. That whole online registration process is a burden. The site as a whole is well organized with good search capabilities. |
| 15 | None |
| 16 | Easier navigation/finding information |
| 17 | Get the word out about its benefits. |
| 18 | I like the emails. Perhaps a weekly what's new update to drive traffic to the site. |
| 19 | DON'T KNOW |
| 20 | Sometimes it is difficult to find information about the recreation programs. |
| 21 | Continue to monitor trends and keep site up-to-date. |
| 22 | I like crash reports being available online. I think it should be expanded to being able to file a simple police report online and get copies of other types of police reports when needed. |
| 23 | Great site, great information! |
| 24 | Hard to navigate -- needs to be completely updated. |

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| 25 | It's great the way it is. |
| 26 | Make the calendar more user friendly. |
| 27 | Would like e-mail notification of major changes. |
| 28 | I like it |
| 29 | NA |
| 30 | Ability to submit information/questions to the city for response. |
| 31 | more interactive |
| 32 | It's a good site, simply expand its content even further. |
| 33 | none |
| 34 | Better navigation, things are buried too deeply and are difficult to find. |
| 35 | get more people to sign up and then spend less \$ on other outlets. |
| 36 | none---easy to use as is! |
| 37 | Difficult to identify the correct division |
| 38 | More main page coverage of development issues in the city. |
| 39 | none |
| 40 | Keep it very current with events that are happening. |
| 41 | Site Map. There have been times when it's been a challenge to locate the info I needed. |
| 42 | None |
| 43 | The tax information portion is poorly laid out; and it's hard to find things. |
| 44 | advertise with emails what is available there |
| 45 | --- |
| 46 | none |
| 47 | None really, it's very well laid out. |
| 48 | Making sure it will work on mobile devices like blackberry and other smart phones (Droids) |
| 49 | n/a |
| 50 | don't know |
| 51 | post more....i check the site almost daily |
| 52 | None come to mind |
| 53 | It seems pretty easy to use. No suggestions. |
| 54 | Under the "contact us" section, it would be nice to have some reasons that a person would be able to contact the people listed on the page or to have more general email addresses that can be monitored by multiple people. |
| 55 | None |
| 56 | No. |
| 57 | can't think of anything that is needed |
| 58 | Periodic Emails to residents based on areas of interest...council activities, parks & rec, etc |
| 59 | Make it more user-friendly. Way too much clutter hard to find links |

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| 60 | Education on features. I didnt know there were auctions! |
| 61 | Better detail on the individual parks. For example, though it is on the map, I could not find what Riverside Drive Park is. |
| 62 | none |
| 63 | none |
| 64 | It could be a little more user friendly. I know that's not very specific, but it seems that the site is not very logically organized and I have to try several of the green headers before finding what I'm looking for. |
| 65 | None |
| 66 | Its ok for what I use it for |
| 67 | better ways to contact the right people. |
| 68 | More information easily obtained on the new Amberleigh park. It's difficult to find on the Dublin website |
| 69 | It is pretty good but improvements are always good |
| 70 | slightly less "busy" on the home page |
| 71 | Allow full screen viewing of videos. |
| 72 | more info on Teen summer camps |
| 73 | Do not know |
| 74 | none |
| 75 | None, it is very well organized |
| 76 | I like it - easy to navigate and updated in a timely manner. |
| 77 | More intuitive navigation |
| 78 | Include major sporting events ie. football, soccer, baseball.. happening in Dublin |
| 79 | Keep it simple, keep it current. Could the GIS info be made more easily attainable? |
| 80 | None. I think it's excellent! |
| 81 | none, I think it is set up fairly well. |
| 82 | none @ this time. Need time to think about it. |
| 83 | None |
| 84 | Too many to list here. If interested contact me at, kevincooper@gmail.com |
| 85 | Make it easier to find information about programs and pricing. Also, it would be great if you could sign up for a pool pass online somehow. |
| 86 | none |
| 87 | none |
| 88 | not as friendly as it could be |
| 89 | more news and events in the email newsletter |
| 90 | Don't know |
| 91 | Notify community about current power outages |
| 92 | Make it much better. |
| 93 | It's pretty effecient as is - can add additional links to other sites - |

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| 94 | n/a |
| 95 | make calendar of events for entire year like "Experience Columbus" |
| 96 | None - it's perfect already! |
| 97 | Better search feature and easier to navigate - some information seems buried and if you don't know which committee or commission is in charge of something, it's hard to find - for example, when there is a sign about a planning and zoning meeting sign put up, it would be nice if those reports were easier to find. |
| 98 | Have more access to future construction projects with graphics. Also online access to staff pictures and contacts - not just heads of departments. |
| 99 | think it is fine. |
| 100 | I am pretty tech savy and on your web site ut never cuaght the GIS or on line auction and I don't know why. I will go check it out right after this survey. |
| 101 | none |
| 102 | Nothing, I think it's well maintained. |
| 103 | I would like to see it be more interactive. |
| 104 | Traffic alerts live using GPS |
| 105 | none |
| 106 | improve tax tools - electronic version still cumbersome |
| 107 | None. Very nice web site. |
| 108 | A topical search feature |
| 109 | Better navigation. Struggled to find community park plans. Important news posted front and center. |
| 110 | make information easier to find |
| 111 | Home page is cluttered and it is difficult to find what you're looking for. |
| 112 | Why wasn't daily an option for question regarding visits to web site. As mentioned, previously, look and navigation need update. Once something is off main page, it gets tough to find. |
| 113 | It's already good |
| 114 | Recent crime report |
| 115 | I just need to look at it more often |
| 116 | easier use of rec center registration |
| 117 | It is great! |
| 118 | More interactive - Less times to click to get to sites. Use more drop downs. |
| 119 | n/a |
| 120 | stick to the basics |
| 121 | Update pix every once in a while |
| 122 | Make it easier to find future plans/projects. Also, in the last few years when I see a sign in the neighborhood explaining a hearing that will take place about the property it's very difficult to find hearing details by number. I have not been able to successfully search by number posted on the sign. |
| 123 | None, but the city programming on TV channel 6 has such terrible audio that we cannot watch it and we want to. |
| 124 | Keep up the good site. |

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| 125 | It is excellent - easy to navigate. |
| 126 | Refresh it to a web 2.0 look and feel, trying to display to much info, make it simple with less info. |
| 127 | Don't make the front page so busy |
| 128 | It's fine. My suggestion is related to the TV shows. We don't have Time Warner cable, so feel unable to access the city's programming. Also do not receive the bi-monthly newsletter. |
| 129 | Just keep improving as in the past |
| 130 | no not really |
| 131 | None |
| 132 | none |
| 133 | none |
| 134 | Keep improving it |
| 135 | Have a section to take suggestions for improvements to city services. |
| 136 | It's a great site - keep up the good work. |
| 137 | No opinion at this time |
| 138 | Keep making it easier to navigate? I don't think I ever found a description of the zoning info by the address. Is the grand plan on there? Link to the school calendar. |
| 139 | Very difficult to perform a search - that needs improved |
| 140 | none-- it is very good |
| 141 | make it an easier URL |
| 142 | Less cluttered. |
| 143 | Needs to be more clear, concise & consistent. |
| 144 | Maybe i missed them but i rarely find phone numbers available. |
| 145 | Make it easier to search the agendas and mintutes from meetings. The info is there, but not easily searched. |
| 146 | n/a |
| 147 | NOne |
| 148 | none |
| 149 | None |
| 150 | menus and indexes are very limited and unclear |
| 151 | none |
| 152 | Be able to complete tax forms online and pay online if a pmt is due |
| 153 | could be a little less cluttered visually, but easy to use |
| 154 | It's not a particularly easy website to use for classes and programs. It was totally frustrating to try to find this survey to complete. All the categories in green down the lefthand side, etc. Grrrr! |
| 155 | make it easier to navigate |
| 156 | None at this time. |
| 157 | Real time traffic conditons and/or traffic cameras would be nice. Snow plow tracking would be helpful (is the street plowed?) |

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| 158 | don't know, previously rarely used it because of lack of internet access |
| 159 | Not that easy to find everything. Home page too busy. Average website for ease of use. Has good content. |
| 160 | it can be a little more user friendly |
| 161 | I think it is a great, informative Web site. |
| 162 | more on environmental sustainability |
| 163 | none, it's very comprehensive |
| 164 | Make available the names and organizational structure of departments. I volunteer frequently and it's still difficult to find information or connect with the right person. Post city meetings prominently and promptly. I had signed up to attend and was trying to find more info on a Hyland Croy Corridor public meeting, couldn't find the info online, called and was told there was no such meeting. Maybe tutorial on the city and who to contact, many adult neighbors have no idea what kind of city government we have or how we are funded. |
| 165 | It could be more robust. |
| 166 | sometimes it is hard to find contact info |
| 167 | none |
| 168 | None. |
| 169 | Add online tax form for all residents |