

Lombard Website Survey Responses

Attachment D

1) On average, with what frequency do you visit www.villageoflombard.org?	2)What do you consider the most useful feature of the current site?	3) What is the least useful feature on the current site?	4) Is the website easy to navigate?	5) Does the Home page easily direct you to where you intended for your visit?	6) Do you have difficulty finding information on and/or within the site?	If you answered YES to question 6, WHAT specifically? Please provide a brief description:
2-3 times a month	Public Meetings Agendas and Minutes	Hard to find current projects and their status.	Yes	Yes	Yes	Sometimes, probably only because the information is not there to begin with.
2-3 times a month	meetings info	navigating	No	No	Yes	code enforcement info
A few times per year			Yes	Yes	Yes	I would like to find some way that Lombard would text Lombardians of severe weather. Vernon Hills and Plainfield has this service.
2-3 times a week	meeting agendas and front page news	n/a	Yes	Yes	No	
A few times per year	Quick links	The way the calendar is laid out - it's cumbersome	Yes	Yes	No	
A few times per year	business information - sales tax		Yes	Yes	No	
Less than a few times a year	the main page	The upkeep with present events	Yes	Yes	No	
Less than a few times a year	Phone numbers for city offices		Yes	Yes	No	
2-3 times a month	The "What's New" section/ Businesses.	N/A	Yes	Yes	No	
Less than a few times a year	nothing	nothing	No	No	Yes	code violations are hard to report
A few times per year	Village hours		Yes	Yes	No	
Less than a few times a year			Yes	Yes	No	
Less than a few times a year	The village maps	Haven't used employment section	Yes	Yes	No	
2-3 times a month	marketing our clients properties.	n/a	Yes	Yes	No	
2-3 times a month	Index	n/a	Yes	Yes	No	
A few times per year	news & announcements	I can't think of anything that I would consider least useful	Yes	Yes	No	
2-3 times a month	Easy to navigate and up to date information	N/A	Yes	Yes	No	
A few times per year		Village phone numbers	Yes	Yes	No	
A few times per year	police blotter		Yes	Yes	No	
2-3 times a month						
Less than a few times a year						
Less than a few times a year			Yes		No	
Less than a few times a year						
Less than a few times a year						
Less than a few times a year						
A few times per year	Special events schedules (concerts, tastings, recycling events, etc.)		Yes	Yes	No	

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7) Is the information distributed evenly across departments?	8) Should information provided be more specific?	If you answered YES to question 8, WHAT & WHERE specifically? Please provide a brief description:	9) Have you found any inaccuracies/out-of-date information?	If you answered YES to question 9, WHAT & WHERE specifically? Please describe & provide a URL/hyperlink to the page:	10) For what, specifically, have you used the information on the website? Please provide a brief description:	11) What are the top 3 topics for which you use the Village's website?	12) Is the village website missing the information that you were seeking?	If you answered YES to question 12, WHAT specifically? Please provide a brief description:
Yes	Yes	Information is usually out of date 6 months to a year. see item 12.	Yes	under public works current projects has listed projects that were complete in 2010. What new projects are in the works? what new projects are currently being worked on for 2011?	I use the quick links often to see what is happening or special notices, also the meeting agendas.	A) meeting agendas B) Public works projects C) Quick links	Yes	Meeting agendas specify a project was approved or grant was applied for, but after that no other information is available on the status. Is there Follow up information available? maybe have district specific information available, not easy to see what is happening in a specific district.
No	Yes	more direct links to most common pages	No		meetings, code enforcement	A) meetings B) code enforcement C) news	No	
Yes	Yes		Yes	more info on severe weather alerts. the info was from 2009		A) current info B) C)	Yes	severe weather info
Yes	No		No		information regarding storms, meetings, hotels, restaurants, phone numbers and links	A) current info B) meetings and events C)restaurants	No	
Yes	No		No		meeting schedules and agendas when we were asking for a variance for our renovation project; cruise night info - looking for American English band; hours of business to stop by and pay bills	A) B) C)	No	
Yes	No		No		to find trustee phone numbers and/or information	A) information B) directions C) Board Members	No	
Yes	No		No		Finding phone numbers and information to contact departments in the city.	A) phone numbers B) C)	No	
Yes	No	--> Looking up businesses is very easy!	No		Mostly to see what special events are taking place (ex: cruise nights, farmers market).	A) What's New B) News C) How do I...?	No	
No	No		No		code violations	A) B) C)	No	
Yes	No		No		recycling event, car sticker info	A) see above B) C)	No	
Yes	No		No			A) Meetings B) Events C)Maps	No	
Yes	No		No		B&Z, contact info. locating property.	A) B) C)	No	
Yes	Yes	It would be nice for the building department to have samples of the Permit Applications online so that a person can see the information that will be needed prior to making the trip to the village.	No		Finding permit information, village ordinances, community events	A) permits B) ordinance C) events	Yes	Always hoping for an application for permits, that I can print, complete, and then take to the village, or have some one drop off. If not a sample that we can show customers what info is needed.
Yes	No		No		Sometimes I would look at the employment opportunities. I use it once in awhile and I don't have problems with it at this time.	A) part time employment B) News C) announcements C)	No	
Yes	No		Yes	Glancey's has been removed but the information for Shannon's hasn't been reposted yet. Please and thank you.	1. Used a lot in winter for storm 2. CodeRed recently 3. Parking issues/employee stickers 4. Directory of ppl & businesses	A) B) C)	Yes	Just our new name and contact information.
Yes	No		No			A) Phone Numbers B) Village Minutes C) Current Events		
			No		police blotter	A) police blotter B) C)	No	
						A) ordinances B) C)		
						A) B) C)		
					Information about opening a business, business licensing, research regarding ambulance service	A) B) C)	No	
						A) B) C)		
					Do not use website.	A) B) C)	No	
					Do not really find a need to access site	A) B) C)	No	
					Have not had a need to look at site	A) B) C)		
Yes	No		No		Special events schedules (concerts, tastings, recycling events, etc.)	A) special events schedules B) village services information C) residential handbook	No	

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13) Is the website layout appealing to you?	14) Are color combinations on the site appropriate?	15) If you could change colors on the site, what would you want to see?	16) Is the text used easy to read?	17) Should the text be changed? Select all that apply	18) Are there enough pictures on the site?	19) How did you find out about this survey?	20) Comments:
Yes	Yes		Yes	No need to change	Perfect amount		
No	Yes		Yes	No need to change	Perfect amount		
Yes	Yes		Yes	No need to change	Perfect amount		
Yes	Yes		Yes	No need to change	Perfect amount		
Yes	Yes	More green	Yes	No need to change	More needed		
Yes	Yes		Yes	No need to change	Perfect amount	I received a letter from the Village.	
Yes	Yes	None	Yes	No need to change	More needed	I received a letter from the Village.	At this point I believe that the website has enough information for the Lombardians to use it!
Yes	Yes		Yes	No need to change	Less needed	I received a letter from the Village.	
Yes	Yes	I wouldn't...they are the colors of Lombard...	Yes	No need to change	More needed	I received a letter from the Village.	After reviewing the website, mainly to answer these ?'s, I will most definitely use the web-site more!
No	No		Yes	No need to change	Less needed	I received a letter from the Village.	
Yes	Yes		Yes	No need to change	Perfect amount	I received a letter from the Village.	
Yes	Yes		Yes	not checked	Perfect amount	I received a letter from the Village.	
Yes	Yes		Yes	No need to change	Perfect amount	I received a letter from the Village.	
Yes	Yes		Yes	No need to change	More needed	I received a letter from the Village.	
Yes	Yes	n/a	Yes	No need to change	Perfect amount	I received a letter from the Village.	
Yes	Yes		Yes	No need to change	Perfect amount	I received a letter from the Village.	
Yes	Yes		Yes	No need to change	More needed	I received a letter from the Village.	Thank you for all your continuing efforts for the Village. Additionally thanks for all the support since we reopened.
Yes	Yes	change with the seasons	Yes	No need to change	More needed	I received a letter from the Village.	
Yes	Yes		Yes	not checked	Perfect amount	I received a letter from the Village.	
Yes				not checked		I received a letter from the Village.	Your website is easier to navigate than others. I use it to keep current on ordinances that would affect a homeowners' association or anything that would apply to managing a multi-family property.
				not checked		I received a letter from the Village.	As the Village keeps us current through mailings and letters, I do not have a need for the website. If I were to use it, I would look for things such as water restrictions and any rules and regulations that might impact a homeowners association.
				not checked		I received a letter from the Village.	
				not checked		I received a letter from the Village.	I do not own a computer so I would never use the website.
				not checked		I received a letter from the Village.	
				not checked		I received a letter from the Village.	
Yes	Yes		Yes	No need to change	Perfect amount	Other	would really like to have the convenience of paying water/sewer bill online!