Lombard Website Survey Responses

(+) On overage, with what frequency do t	you 2)What do you consider the most useful	2) 14(h-4-l-4h-1)	lat to the state	[a] a = 1 1 1 = 1 = 1 = 1	T	
visit www.villageoflombard.org?		3) What is the least useful	4) Is the website	5) Does the Home page easily direct	6) Do you have difficulty finding	If you answered YES to question 6, WHAT specifically?
visit www.viiiageonombard.org?	feature of the current site?	feature on the current site?	easy to navigate?	you to where you intended for your		Please provide a brief description:
		1		visit?	site?	
	1					
2-3 times a month	Public Meetings Agendas and Minutes	Hard to find current projects	Yes	Yes	Yes	Sometimes, probably only because the information is not
		and their status.	(91)			there to begin with.
	<u> </u>					dicire to begin with.
		İ				
2-3 times a month	meetings info	navigating	1	la l	<u> </u>	
	meetings into	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
	ľ				1	Lombardians of severe weather. Vernon Hills and Plainfield
				<u> </u>	ŀ	has this service.
2-3 times a week	meeting agendas and front page news	n/a	Yes	Yes	No	
		<u></u>	İ	1		
A few times per year	Quick links	The way the calendar is laid out	Yes	Yes	No	
		- it's cumbersome		1		
				1		
		1			1	
A few times per year	business information - sales tax	 	Yes	Voc	No	
Less than a few times a year		The unknown with		Yes	No	
cos cian a tew times a year	the main page	The upkeep with present	Yes	Yes	No	
		events				
Less than a few times a year	Phone numbers for city offices		Yes	Yes	No	
		<u></u>	<u></u>	<u></u>		
2-3 times a month	The "What's New" section/ Businesses.	N/A	Yes	Yes	No	
	1	į			i	
Less than a few times a year	nothing	nothing	No	No	Van	
A few times per year	Village hours	l	Yes			code violations are hard to report
	village nours				No	
ess than a few times a year					No	
ess than a few times a year.	The village maps	Haven't used employment	Yes	Yes	No	
		section	L			
2-3 times a month	marketing our clients properties.	n/a	Yes	Yes	No	
			İ	1		
2-3 times a month	index	n/a	Yes	Yes	No	
	ĺ		1			
			[
	[1		i i	
few times per year	news & announcements	I can't think of anything that I	Yes	Yes	Al-	
trew times per year	1	would consider least useful	res	res	No	
	ļ	would consider least useful	ĺ	ì		
3						
-3 times a month	Easy to navigate and up to date information	N/A	Yes	Yes	No	8
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			1	1	j	
few times per year		Village phone numbers	Yes	Yes	No	
			Yes Yes		No No	
few times per year	police blotter				No No	
few times per year						9
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few times per year						2
few times per year -3 times a month						9
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few times per year -3 times a month ess than a few times a year			Yes	Yes	No	
few times per year -3 times a month				Yes		
few times per year -3 times a month ess than a few times a year ess than a few times a year			Yes	Yes	No	
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few times per year -3 times a month ess than a few times a year ess than a few times a year ess than a few times a year			Yes	Yes	No	
ess than a few times a year ess than a few times a year ess than a few times a year ess than a few times a year ess than a few times a year ess than a few times a year ess than a few times a year	police blotter		Yes	Yes	No	
ess than a few times a year ess than a few times a year ess than a few times a year ess than a few times a year ess than a few times a year ess than a few times a year ess than a few times a year			Yes	Yes	No	

Attachment D

Lombard Website Survey Responses

distributed evenly	provided be more	If you answered YES to question 8, WHAT & WHERE specifically? Please provide a brief description:	 Have you found any inaccuracies/out-of-date 		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	If you answered YES to question 12, WHAT specifically? Please provide a brief description:
ross departments?	specific?		Information?	provide a URL/hyperlink to the page:			that you were seeking?	oner description.
s	Yes	Information is usually out of date 6 months to a year.	Yes	under public works current projects has listed	i use the quick links often to see what is happening or special notices,	A) meeting agendas B) Public works projects C) Quick links	Yes	Meeting agendas specify a project was approved or grant was applied for, b
	9	see item 12.		projects that were complete in 2010. What new projects are in the works? what new projects are currently being worked on for 2011?	also the meeting agendas.			after that no other information is available on the status. Is there Follow up information available? maybe have district specific information available, n easy to see what is happening in a specific district.
0	Yes	more direct links to most common pages	No		meetings, code enforcement	A) meetings B) code enforcement C) news	No	
a s	Yes		Yes	more info on severe weather alerts. the info was from 2009		A) current info B) C)	Yes	severe weather info
es .	No		No		information regarding storms, meetings, hotels, restaurants, phone numbers and links	A) current info B) meetings and events C) restaurants	No	
es	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	
PS .	No		No			A) B) C)	No	
es	No		No		to find trustee phone numbers and/or information	A) information B) directions C) Board Members	No	
es	No		No		Finding phone numbers and information to contact departments in the city.	A) phone numbers B) C)	No	
es	No	> Looking up businesses is very easy!	No		<u> </u>	A) What's New B) News C) How do I?	No	
	No		No		code violations	A) B) C)	No	
	No		No		recycling event, car sticker info	A) see above B) C)	No	
	No No		No			A) 8) C)	No	
	No		No			A) Meetings B) Events C)Maps	No	
	140		INO		B&Z, contact info. locating property.	A) B) C)	No	
es		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 ca show customers what info is needed.
es	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	
es (No	11		Glancey's has been removed but the information for Shannon's hasn't been reposted yet. Please and thank you.	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.
s I	No I		No			AND AND AND AND AND AND AND AND AND AND	ļ <u>.</u>	
			No			A) Phone Numbers B) Village Minutes C) Current Events A) police blotter B) C)	No	
				3.		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)		
						A) B) C)	No	
						A) B) C)	No	
					Have not had a need to look at site	A) B) C)		
	1					A) special events schedules B) village services information C)		
, la	io I	la la	No.	4.	Special events schedules (concerts, tastings, recycling events, etc.)	residential handbook	J.,	

Lombard Website Survey Responses

13) Is the website	14) Are color	15) If you could change colors on the site, what	16) Is the text	17) Should the text	18) Are there	19) How did you find out about this	20) Comments:
layout appealing to	1 '	would you want to see?	used easy to	be changed? Select	enough pictures		20) Comments.
you?	site appropriate?		read?	all that apply	on the site?	survey:	
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Yes	Yes		Yes	No need to change	Perfect amount	 	
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Yes	Yes		Yes	No need to change	Perfect amount		
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Yes	Yes		Yes	No need to change	Perfect amount		
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Yes	Yes	More green	Yes	No need to change	More needed	•	
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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
1]	1		information for the Lombardians to use it!
							<u></u>
Yes	Yes		Yes	No need to change	Less needed	I received a letter from the Village.	
				_			
Yes	Yes	I wouldn'tthey 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
1				Ĭ	1		?'s, I will most definitely use the web-site more!
ļ							, , , , , , , , , , , , , , , , , , , ,
No	No		Yes	No need to change	Less needed	I received a letter from the Village.	
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.	
		B		ivo neca to change	T CITCLE BIHOUTH	Treceived a letter from the village.	1
Yes	Yes		Yes	No need to change	More needed	I received a letter from the Village.	
			163	nvo need to change	INIOTE HEEGEG	received a letter from the village.	1
Yes	Yes	n/a	Yes	No need to change	Perfect amount	I seek and a letter from the Viller	<u> </u>
163	163	11/0	162	INO need to change	Periect amount	I received a letter from the Village.	
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Yes	Yes		V	N- 1 1	5 6 .		
res	res		Yes	No need to change	Perfect amount	I received a letter from the Village.	1
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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.
	I						
							<u> </u>
				No need to change	More needed	I received a letter from the Village.	
Yes Yes	Yes		res	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
ļ	ļ	1]			1	to keep current on ordinances that would affect a
ł			1				homeowners' association or anything that would
l		ļ.					apply to managing a multi-family property.
i	j		1			ł	Et 'A an included a superior service brokers's
		1.6		not checked		I received a letter from the Village.	As the Village keeps us current through mailings and
		i	ľ			The state of the s	letters, I do not have a need for the website. If I were
İ			[to use it, I would look for things such as water
1	1	•					restrictions and any rules and regulations that might
İ	}						impact a homeowners association.
ļ	1		1				impact a nomeowners association.
		······································		not charled		I received a letter from the Village	
	1	-		not checked		I received a letter from the Village.	
				and a band and			ļ
	1	}	ľ	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.	
				not checked		I received a letter from the Village.	
			1				
1			ļ	I			would really like to have the convenience of paying
es Y	es	Y	es 1	No need to change	Perfect amount	Other	water/sewer bill online!

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