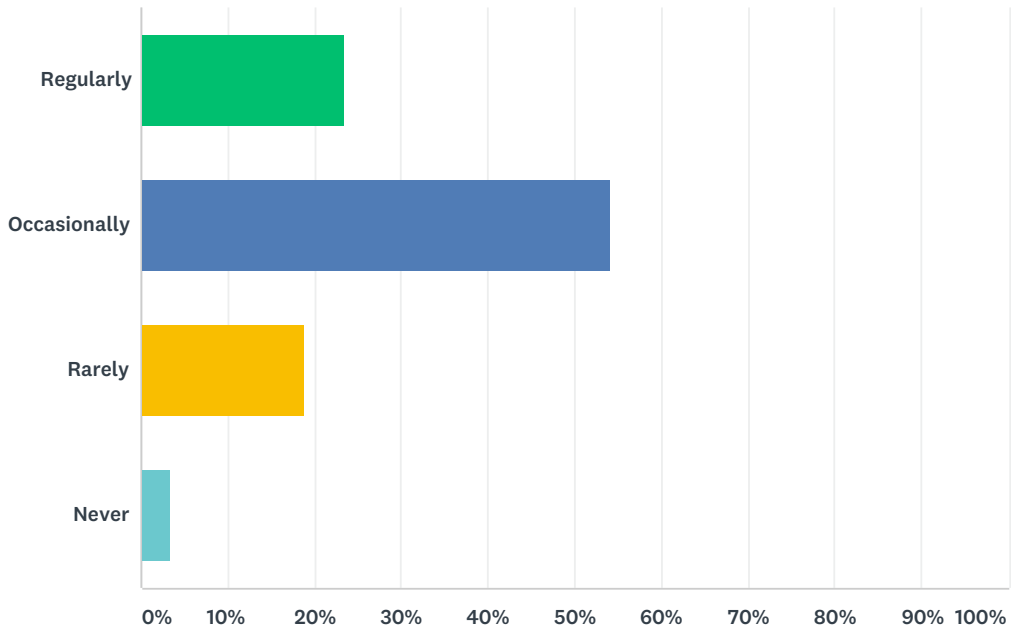


Q1 How often do you visit the City website (www.warrenville.il.us)?

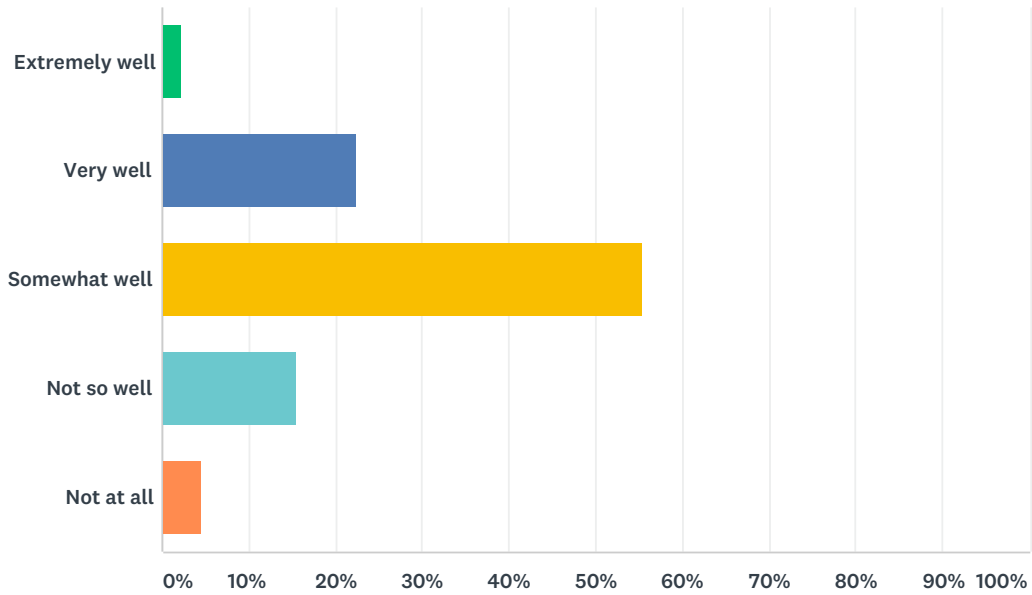
Answered: 175 Skipped: 0



ANSWER CHOICES	RESPONSES
Regularly	23.43% 41
Occasionally	54.29% 95
Rarely	18.86% 33
Never	3.43% 6
TOTAL	175

Q2 Overall, how well does the website meet your needs?

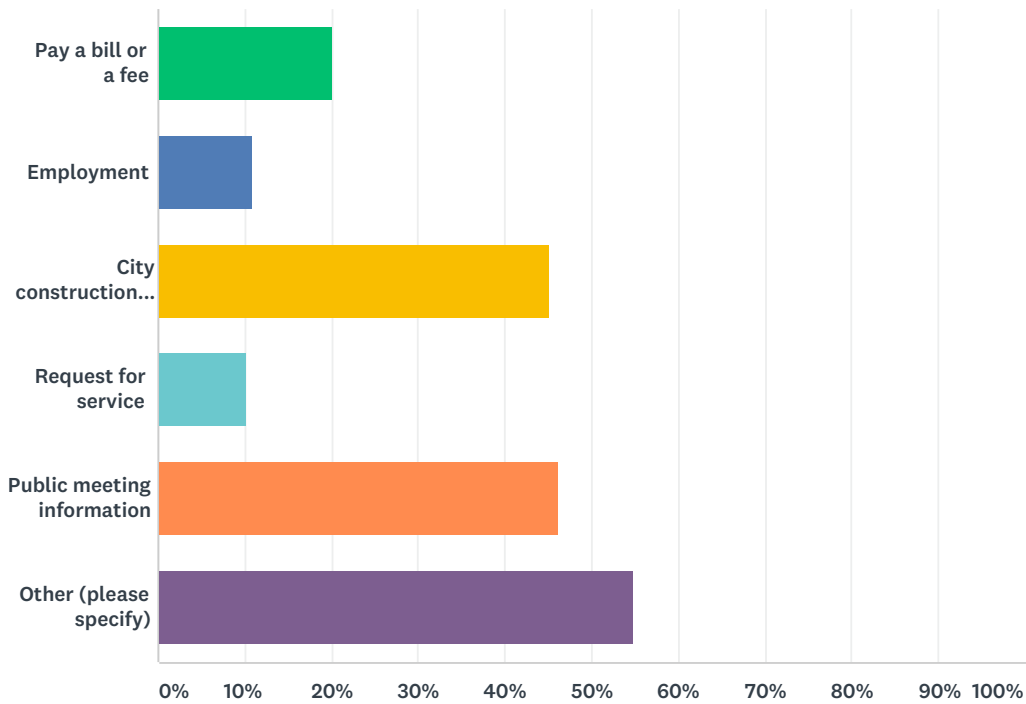
Answered: 175 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely well	2.29%	4
Very well	22.29%	39
Somewhat well	55.43%	97
Not so well	15.43%	27
Not at all	4.57%	8
TOTAL		175

Q3 When you have visited the website, what information were you seeking?

Answered: 175 Skipped: 0



ANSWER CHOICES	RESPONSES
Pay a bill or a fee	20.00% 35
Employment	10.86% 19
City construction projects	45.14% 79
Request for service	10.29% 18
Public meeting information	46.29% 81
Other (please specify)	54.86% 96
Total Respondents: 175	

#	OTHER (PLEASE SPECIFY)	DATE
1	Events information	6/12/2019 6:41 AM
2	City rules	5/9/2019 3:02 PM
3	General happenings	5/9/2019 8:10 AM
4	Announcements	5/9/2019 4:07 AM
5	misc. nothing specific	5/6/2019 5:20 AM
6	form	5/6/2019 4:27 AM
7	Events, weather information, and news articles	5/6/2019 3:36 AM
8	looking up code information or city services (brush pickup, etc).	5/6/2019 2:06 AM

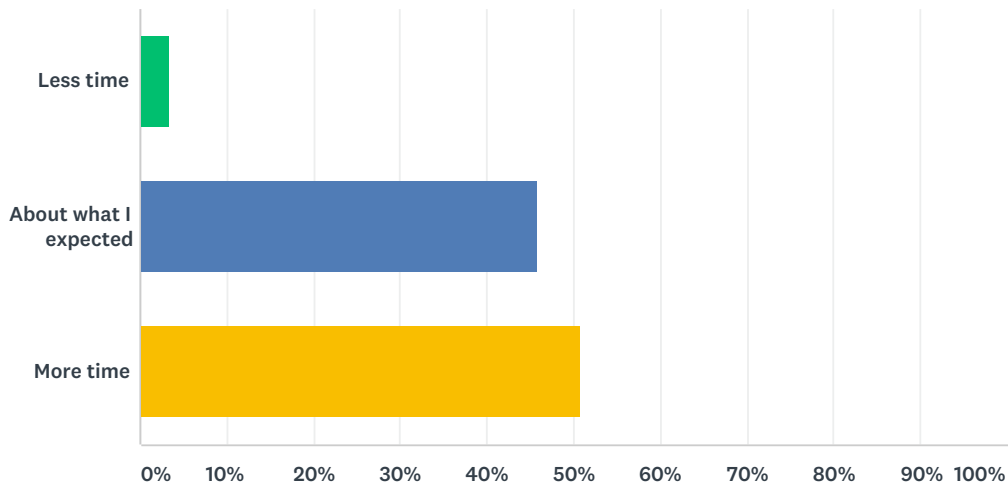
9	Event calendar	5/5/2019 7:09 AM
10	Contact info (emails, phone numbers for specific employees); City event information	5/5/2019 2:08 AM
11	Crime reports, other information	5/4/2019 11:25 AM
12	information about recycling da	5/4/2019 4:18 AM
13	Hometown Happenings	5/3/2019 5:25 PM
14	Information on recent events, staff	5/3/2019 2:28 PM
15	Events	5/3/2019 11:56 AM
16	news	5/2/2019 9:50 AM
17	General city news	5/2/2019 5:19 AM
18	documents	5/1/2019 5:59 PM
19	News on development and change of meeting status... Especially where participants are opposed to building projects.	5/1/2019 6:55 AM
20	N/A	4/30/2019 4:14 PM
21	Minutes from meetings, services, contact information, FB seems more effective now.	4/29/2019 12:38 PM
22	Brush pick up or trash scheduling	4/26/2019 1:11 PM
23	Permit information.	4/26/2019 11:53 AM
24	Trying to find out about special events	4/26/2019 10:01 AM
25	.	4/26/2019 6:01 AM
26	General information	4/26/2019 4:58 AM
27	code information, minutes of city council meetings, garbage pickup info, etc	4/26/2019 4:05 AM
28	Looking for info on garbage and permits	4/25/2019 2:41 PM
29	Financial Information & City Code & Forms	4/25/2019 10:42 AM
30	Times for an event	4/25/2019 1:57 AM
31	Ordinances	4/24/2019 5:42 PM
32	Fitness challenge	4/24/2019 4:49 PM
33	Who to see at city hall for permits of various kinds.	4/24/2019 4:13 PM
34	Contact info	4/24/2019 3:58 PM
35	Information on dog tags, garbage collection dates during a holiday week, city-sponsored events	4/24/2019 3:37 PM
36	Information on city plans,events	4/24/2019 3:22 PM
37	General city information	4/24/2019 12:59 PM
38	Local business information	4/24/2019 12:11 PM
39	Village events	4/24/2019 10:53 AM
40	Nothing, really	4/24/2019 10:39 AM
41	Events happening in town	4/24/2019 9:08 AM
42	City ordinance regarding lawn maintenance and how to file a complaint	4/24/2019 9:07 AM
43	Not visited it. Wasn't aware of it or why it would be important or needed.	4/23/2019 12:30 PM
44	News, police notices	4/23/2019 5:47 AM
45	Nothing	4/22/2019 10:53 PM
46	Upcoming events, not necessarily city sponsored.	4/22/2019 8:19 AM
47	City News	4/22/2019 4:01 AM
48	City ordinances	4/22/2019 2:32 AM

49	Permit information	4/22/2019 1:00 AM
50	city documents that in am time where almost everything is digitized should be easily accessible.	4/21/2019 5:11 AM
51	Development news	4/20/2019 3:49 PM
52	To see what destruction the mayor is dishing upon us now.	4/20/2019 3:15 PM
53	Upcoming events	4/20/2019 9:31 AM
54	agenda minutes approved meeting minutes	4/19/2019 11:54 PM
55	garbage pickup holidays	4/19/2019 5:43 PM
56	Ordinances (fence, roof, burn, etc.)	4/19/2019 11:33 AM
57	General information like burning regulations, city hall hours, public events, that sort of thing.	4/19/2019 9:53 AM
58	city council contact info	4/19/2019 8:58 AM
59	information on available services	4/19/2019 8:35 AM
60	Email addresses	4/19/2019 4:32 AM
61	general info and services	4/19/2019 4:04 AM
62	City news, events, program registration, etc.	4/19/2019 3:32 AM
63	Events	4/18/2019 8:21 PM
64	Find out who to contact about something	4/18/2019 6:39 PM
65	Some piece of info about the city or contact data for a department	4/18/2019 6:15 PM
66	Information on events, recycling, staff and city council contact info.	4/18/2019 5:34 PM
67	zoning/building codes, news, trash/recycling info, meeting pacets/minutes	4/18/2019 5:10 PM
68	Departmental phone numbers	4/18/2019 3:11 PM
69	private development projects, city code	4/18/2019 1:42 PM
70	Code information	4/18/2019 12:55 PM
71	General information	4/18/2019 12:40 PM
72	At the time what ever I need to answer any of my questions.	4/18/2019 12:24 PM
73	Info on garbage pick up, food plains, city events	4/18/2019 11:50 AM
74	Police, community events	4/18/2019 11:39 AM
75	What's going on	4/18/2019 11:10 AM
76	Posting meetings, changing information for the public	4/18/2019 11:00 AM
77	Monthly Newsletter	4/18/2019 10:53 AM
78	look up garbage schedule and holidays, check for recycle info, other service details	4/18/2019 10:50 AM
79	Permit information, general information	4/18/2019 10:34 AM
80	Overall information on what is happening in the city.	4/18/2019 10:21 AM
81	Dates of Mayoral Fitness Challenge (information)	4/18/2019 10:19 AM
82	Finding contact info for city (who to call, who's a member, etc).	4/18/2019 10:12 AM
83	Various	4/18/2019 10:08 AM
84	City events or contact info for public works etc	4/18/2019 10:07 AM
85	Town Events	4/18/2019 9:18 AM
86	Town celebration events (4th july, august dayz, etc)	4/18/2019 8:56 AM
87	curretn event information	4/18/2019 8:43 AM
88	calendar	4/18/2019 8:32 AM
89	City events	4/18/2019 8:23 AM

90	Departments, committee, functions	4/18/2019 7:59 AM
91	Updates on happenings in the city	4/18/2019 7:50 AM
92	Checking regulations or zone schedules	4/18/2019 7:35 AM
93	Election information	4/18/2019 7:20 AM
94	Looking for info like building permits, when needed, how much .	4/18/2019 7:03 AM
95	Trash service questions	4/18/2019 7:01 AM
96	calendar for city meeting and other city events	4/18/2019 6:58 AM

Q4 Did it take you more or less time than you expected to find what you were looking for on our website?

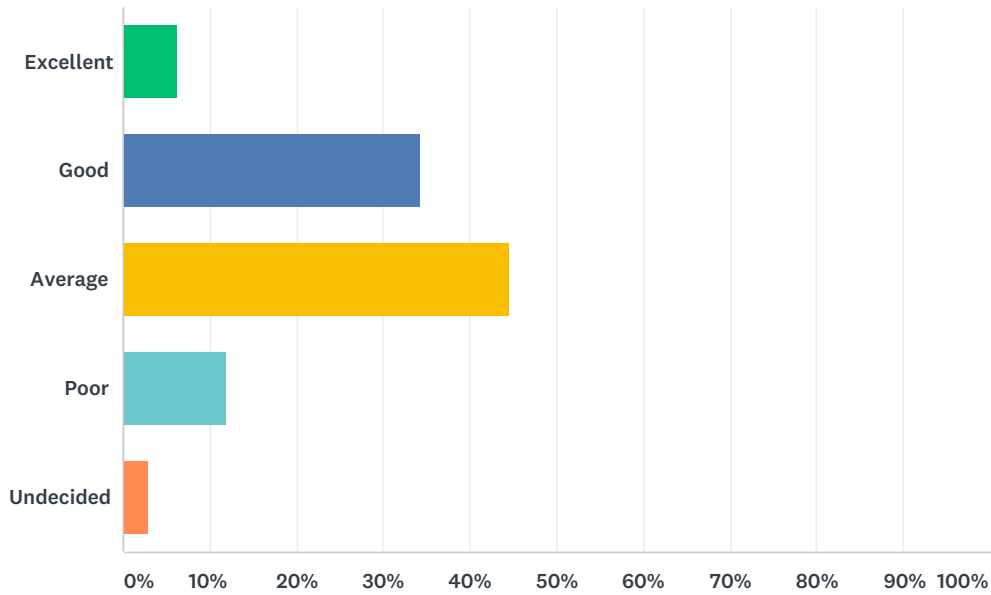
Answered: 175 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less time	3.43%	6
About what I expected	45.71%	80
More time	50.86%	89
TOTAL		175

Q5 Please rate the City website on overall content.

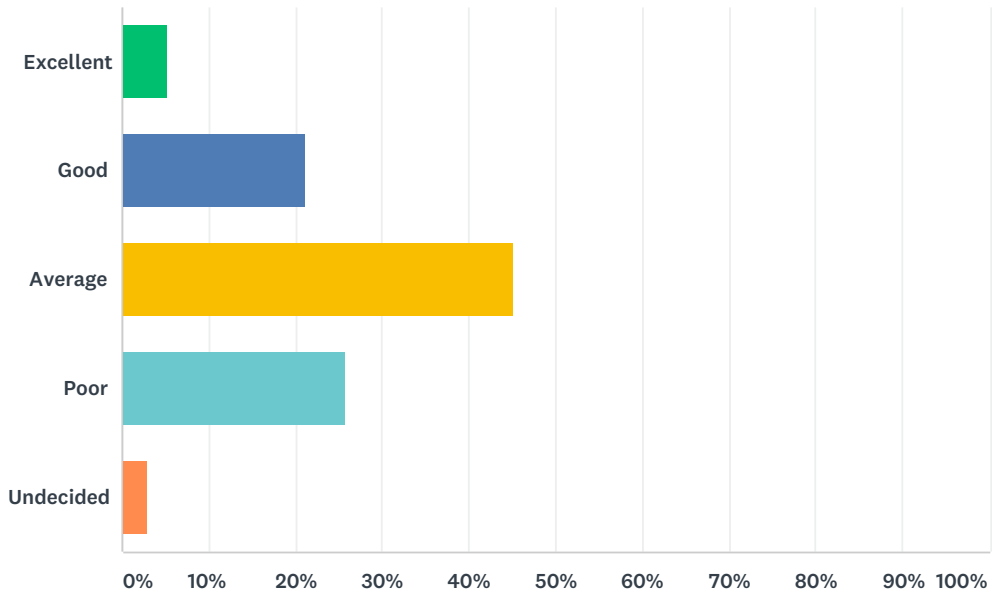
Answered: 175 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	6.29%	11
Good	34.29%	60
Average	44.57%	78
Poor	12.00%	21
Undecided	2.86%	5
TOTAL		175

Q6 Please rate the City website on the ease of navigation.

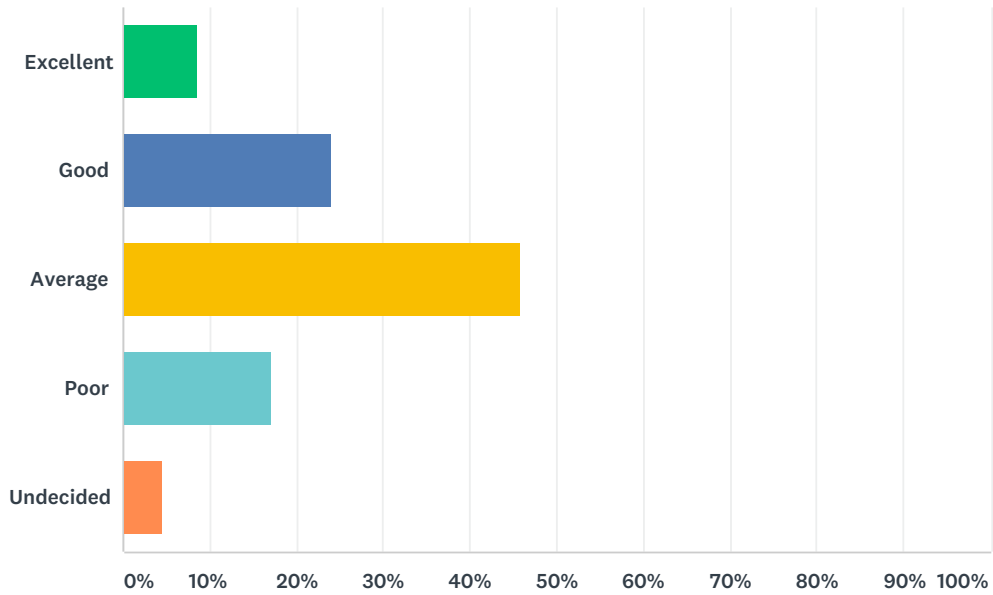
Answered: 175 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	5.14%	9
Good	21.14%	37
Average	45.14%	79
Poor	25.71%	45
Undecided	2.86%	5
TOTAL		175

Q7 Please rate the City website on overall look (design).

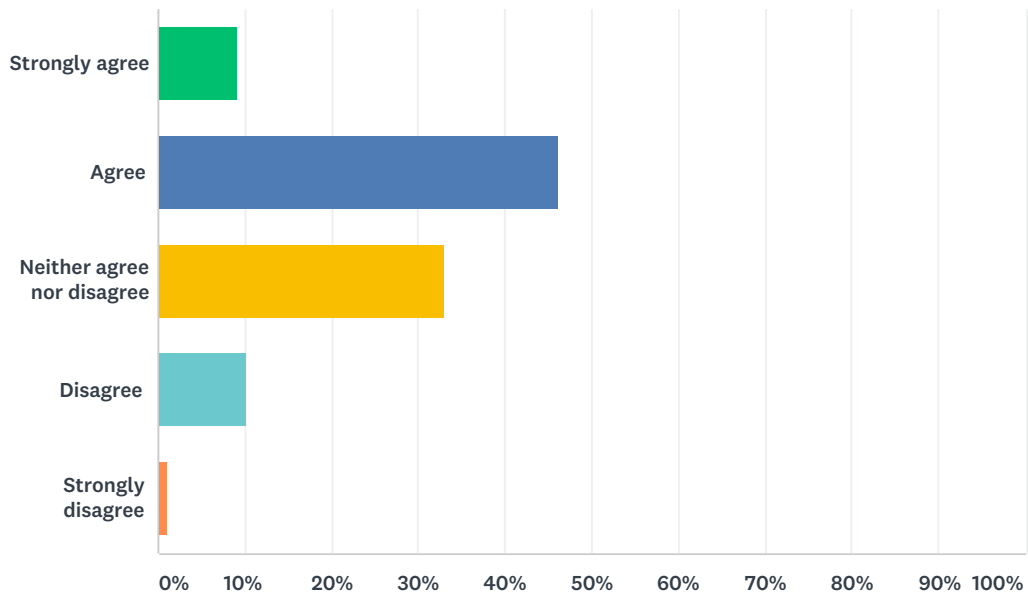
Answered: 175 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	8.57%	15
Good	24.00%	42
Average	45.71%	80
Poor	17.14%	30
Undecided	4.57%	8
TOTAL		175

Q8 The information on the website is clearly written and easy to understand.

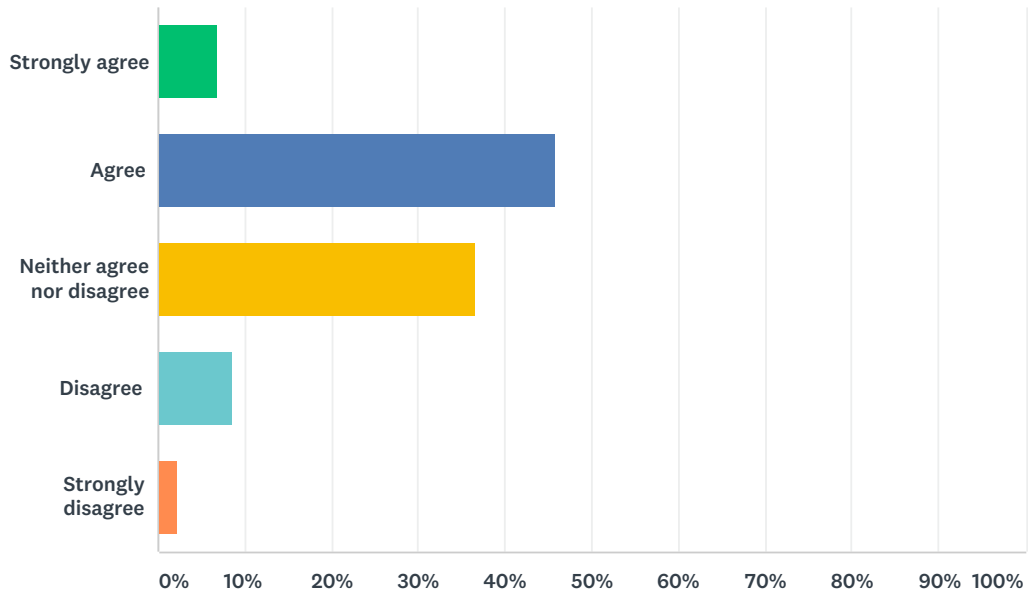
Answered: 175 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	9.14%	16
Agree	46.29%	81
Neither agree nor disagree	33.14%	58
Disagree	10.29%	18
Strongly disagree	1.14%	2
TOTAL		175

Q9 The information on the website is kept up to date and current.

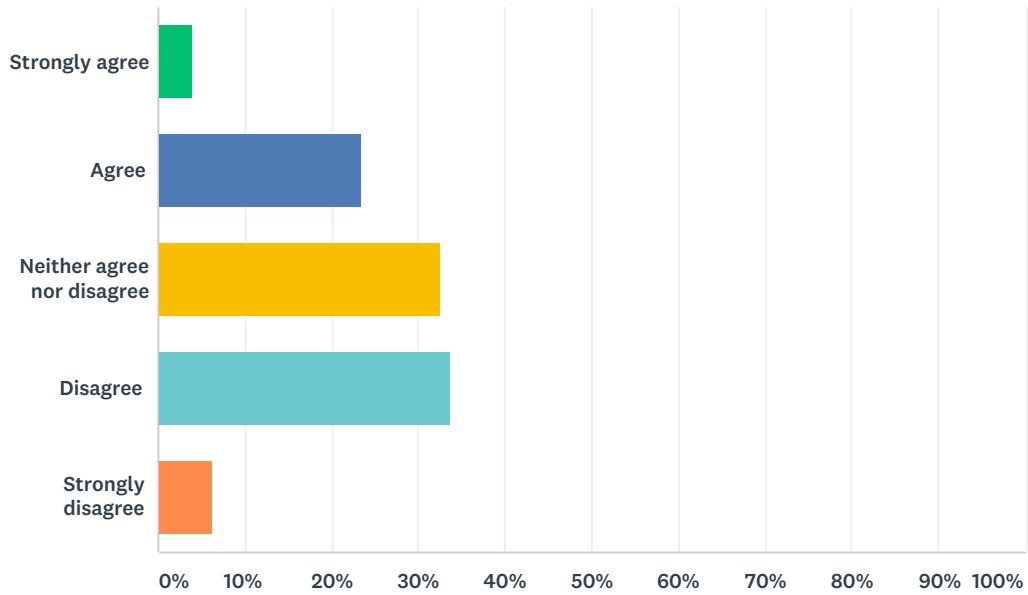
Answered: 175 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	6.86%	12
Agree	45.71%	80
Neither agree nor disagree	36.57%	64
Disagree	8.57%	15
Strongly disagree	2.29%	4
TOTAL		175

Q10 It is easy to find information on the website.

Answered: 175 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	4.00%	7
Agree	23.43%	41
Neither agree nor disagree	32.57%	57
Disagree	33.71%	59
Strongly disagree	6.29%	11
TOTAL		175

Q11 Do you have any other comments about how we can improve our website?

Answered: 87 Skipped: 88

#	RESPONSES	DATE
1	it should have a better search functionality within the site	6/12/2019 6:41 AM
2	Please put on the home page all upcoming public meetings and short billers points of what is to be covered and a link to the full agenda	5/10/2019 5:59 AM
3	No	5/9/2019 1:05 PM
4	None at this time	5/9/2019 8:10 AM
5	Include forums for discussion. Not everyone wants to use facebook.	5/9/2019 5:49 AM
6	Website version on a computer is much better than the Phone website. The website as it appears on a cell phone is quite difficult to navigate and takes a long time to use. I wish it was easier to find weekly meetings and events without clicking through to multiple places. I wish more information was on the cover page of the website.	5/9/2019 4:07 AM
7	why change? Does Warrenville have some money burning a hole in its pocket?	5/6/2019 5:20 AM
8	Make it take up the entire screen. The font is small and there is a lot of unused space on the page. Have a scrolling community events section which scrolls current events in the city.	5/6/2019 4:27 AM
9	None	5/6/2019 3:36 AM
10	I think its just fine, leave it.	5/6/2019 2:06 AM
11	My only hope is that navigation improves. My interest is mainly on community events. Trying to search, at times, is cumbersome.	5/5/2019 7:09 AM
12	Your site has always seemed difficult to navigate and nothing is straightforward. You click on something then it takes you to a place you didn't want to go. You end up back at the beginning starting over. It has always seemed convoluted. A total redesign would be beneficial with less navigational issues to find the answer to a simple thing.	5/4/2019 11:25 AM
13	I got completely lost in finding what I was looking for about newsletters. The new design may be good for a young, mobile phone user, but I had no idea where to look for anything. It was very confusing.	5/4/2019 4:18 AM
14	Make sure your website is created with a responsive design, be it a progressive web app or a single page app - either way, the website will perform really nicely and look great for a long time.	5/2/2019 5:19 AM
15	Your searches don't find the information a lot of the time, even though it's there. Needs to exude some excitement!!!	5/1/2019 5:59 PM
16	Would you please send out copies of city Council meeting agendas beforehand via text or email... I always get a link but no message... Please send it out at least a week in advance so people can prepare. This builds trust in the citizenshi would you please send out copies of city Council meeting agendas before hand via text or email... I always get a link but no message... Please send it out at least a week in advance so people can prepare. This builds trust in the Residents of the community. Thank you for all your hard work on this!	5/1/2019 6:55 AM
17	N/A	4/30/2019 4:14 PM
18	No	4/30/2019 3:02 PM
19	Maybe have more info on places and things to do for families.	4/28/2019 7:20 AM
20	Put the acorn back on.	4/28/2019 2:34 AM
21	Simplify!	4/26/2019 1:11 PM
22	The whole overall website looks dated.	4/26/2019 11:53 AM

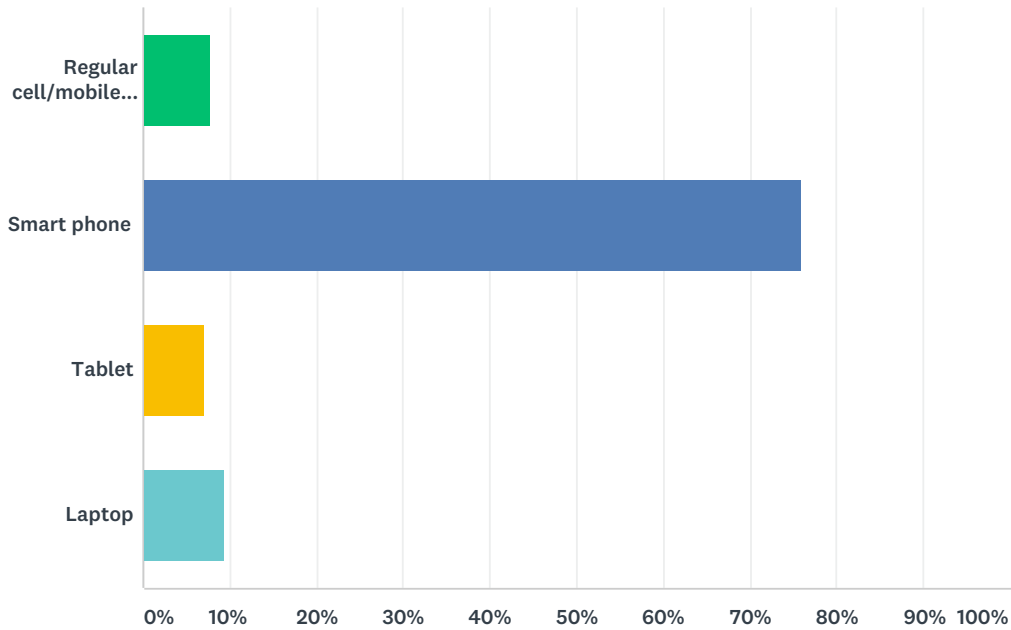
23	Having a "Special Events" tab would be great, and perhaps encourage more participation!	4/26/2019 10:01 AM
24	Keep information up-to-date, ahead of current date for future events.	4/26/2019 4:42 AM
25	No	4/26/2019 4:21 AM
26	The search feature isn't as intuitive as I would like. I often have to change my search parameters to find what I want.	4/26/2019 4:05 AM
27	A standalone City of Warrenville App would be nice.	4/25/2019 10:42 AM
28	Sometimes I don't know which heading to look under and end up looking under two different ones before I find my answer.	4/25/2019 1:57 AM
29	No	4/24/2019 6:02 PM
30	Make navigation more intuitive	4/24/2019 4:49 PM
31	Make it more obvious how to find necessary forms to print out.	4/24/2019 4:13 PM
32	Put more photos and history. Profile some families that have grown up in warrenville. So many stay in the city over generations. Allow me to pay park district fees online.	4/24/2019 3:58 PM
33	I think the website is great the way it is .I really don't know why or how you could improve a website that is already that great	4/24/2019 3:49 PM
34	Increase the amount of information available and make it easier to find.	4/24/2019 3:37 PM
35	Make the statements Bold and colorful state the point, make it pop	4/24/2019 3:22 PM
36	When I open the site, I don't even recognize the pictures as Warrenville. It looks like some other city. The city museum is the only image that I recognize. I have no idea where the statue is at or which office building is featured. Regarding ease of use, often I am not sure of exactly what terminology I should use to look for resources on the site, which is more of a user issue than a site issue. I'm not sure how to make this more user friendly when looking for city information	4/24/2019 12:59 PM
37	Improve the mobile website	4/24/2019 12:41 PM
38	No	4/24/2019 12:11 PM
39	Please allow mobile browser water bill pay.	4/24/2019 11:52 AM
40	Updated Info and Ease of Navigation	4/24/2019 9:42 AM
41	No	4/24/2019 5:25 AM
42	Maybe publicity (mayor's newsletter, mailer....) telling about the website. Why would I need or want to look at it??? Does it give me more information that I would need or want? Election, candidate info, coyote awareness, info about local businesses..... We no longer have a local newspaper so it is difficult to know what's going on.	4/23/2019 12:30 PM
43	No	4/22/2019 3:19 PM
44	I don't believe the bronze sculpture, "For Which It Stands" is easily associated with the American Flag behind the children. The Albright Studio building grabs the viewer's eye. Make the flag more prominent with the children.	4/22/2019 8:19 AM
45	Create a better search engine	4/22/2019 1:00 AM
46	Add more specific and relevant content about the current thinking of the city and the directions of its plans	4/21/2019 5:11 AM
47	Some things are easier to find than others. Not sure why we are spending 10's of thousands on a new website with all of the other spending going on.	4/21/2019 3:43 AM
48	Doesn't matter what I think. City government is going to do whatever they please.	4/20/2019 3:15 PM
49	There is a lot of valuable I formation available, but it is not organized in a way that is easily navigable. I would love it if I could pay my water bill online.	4/20/2019 11:09 AM
50	Not at this time	4/20/2019 5:54 AM
51	Searches do not seem to work well. For example, I was looking for info about trash pickup and had to browse for it manually.	4/19/2019 11:33 AM
52	Keep it up to date	4/19/2019 7:16 AM

53	N/A	4/19/2019 2:50 AM
54	Not really my field but know navigation was harder than it should be.	4/19/2019 1:09 AM
55	The website looks very dull and uninteresting. Also, the box that flashes information on the home page (lower right area) flashes the info too fast to read.	4/18/2019 6:39 PM
56	It really needs a complete overhaul and it needs to be useable on a cell phone.	4/18/2019 4:41 PM
57	I don't think it needs a redesign. Save taxpayer \$\$.	4/18/2019 4:29 PM
58	Having the ability to pay your water bill online would be a welcomed improvement.	4/18/2019 3:32 PM
59	Looks nice. ut let's not lose sight	4/18/2019 3:11 PM
60	none	4/18/2019 3:02 PM
61	It's a good website and I can find what I want most times.	4/18/2019 1:42 PM
62	Just seems a little outdated and has a need of a "facelift,"	4/18/2019 12:40 PM
63	No	4/18/2019 12:24 PM
64	I do not use the site enough to provide useful input	4/18/2019 12:09 PM
65	No	4/18/2019 12:01 PM
66	It's not terribly difficult to navigate, but I bet with some revamping it would make it better and easier.	4/18/2019 11:50 AM
67	Can't always find the info I'm seeking	4/18/2019 11:39 AM
68	Holiday garbage pick up or storm damage stick pick up are two other pieces of information that I look for on the city web site.	4/18/2019 11:36 AM
69	Your website is okay. Why spend \$\$ on revamping a website? Instead, you could spend \$\$ on providing additional services around communication and features.	4/18/2019 11:25 AM
70	When posting items on the website it would be better if the items could be dispersed to each location that it pertains to. Forms and Documents/Other web pages	4/18/2019 11:00 AM
71	No	4/18/2019 10:53 AM
72	Like that it has information about projects around the city, and other governance items.	4/18/2019 10:50 AM
73	Improve the search tools, Separate minutes of meetings from agendas.	4/18/2019 10:34 AM
74	Please make sure to keep the ability to use an RSS feed. I have linked all of the different feeds into my RSS feed account and it's great to stay informed on what is happening with the city without having to search for it. Thank you!	4/18/2019 10:21 AM
75	I don't use the website because it doesn't answer any useful question. I always call the city and ask. They employees you answer the phone are top notch, but the the website is useless for simple questions like "who are the members of the Pedestrian and Bicycle committee?" The (current) website would be a lot better if is just said "Call the city, you'll get your answers faster."	4/18/2019 10:12 AM
76	No	4/18/2019 10:08 AM
77	It's difficult to find phone numbers for people. It's not easy to find department info either Easier links to event info would be appreciated	4/18/2019 10:07 AM
78	Overall the site works for my needs. I have used it to download forms needed for construction. I have also used it to find the contact information for various people. Keep it up to date with great information and I will be happy.	4/18/2019 8:32 AM
79	Include a better search tool, clear and up to date calendar of events in the city	4/18/2019 8:23 AM
80	Very hard to find information on the current website.	4/18/2019 7:40 AM
81	N/a	4/18/2019 7:37 AM
82	A calendar of events would be great and could give local business an opportunity to advertise	4/18/2019 7:35 AM
83	Website needs an update....finding information is possible but could be stream lined.	4/18/2019 7:30 AM

84	Get rid of the paper forms. Dog registration, water bills, different claim form are all examples of printed forms that could just be entered on the website. Printing and bringing forms in is very inconvenient and inefficient.	4/18/2019 7:30 AM
85	The website itself is a vast improvement from that of the one it replaced in 2013. Many cities have fallen into the same look and fad of whatever the popular design is at the time of buying a new site design. Many of these sites are just rehashed copies from other cities. while that is not bad, it is big business to sell contracts and canned sites to municipalities and other organizations. Please shop around when finding a reputable designer. If possible look for something local. The DuPage Sheriffs dept is rolling out a community app that allows you to send in information via an app. crimes, issues, and other things while receiving community alerts. It would be nice to have something like this where you could take a picture of say, a bad sidewalk that is raised up, or streetlight with a power cover off. Or any of the other issues the city has and be able to easily and quickly report the problem, rather than of course going to Joe Wareville and complaining and having Emily tell them to contact city hall.	4/18/2019 7:20 AM
86	Make sure to test the new page with, phones, and tablets of different types. I'm using an iPad gen 3.	4/18/2019 7:03 AM
87	some of the tabs could have less listed under them to make it easier to locate information.	4/18/2019 6:58 AM

Q12 What type of mobile device do you PRIMARILY use?

Answered: 170 Skipped: 5

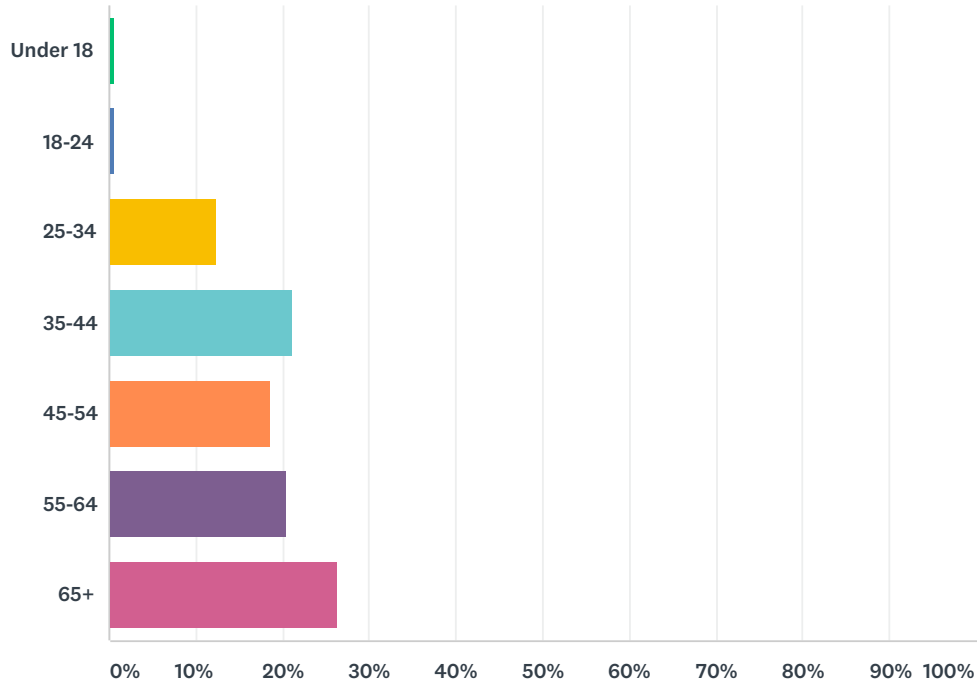


ANSWER CHOICES	RESPONSES	
Regular cell/mobile phone (not a smartphone)	7.65%	13
Smart phone	75.88%	129
Tablet	7.06%	12
Laptop	9.41%	16
TOTAL		170

#	OTHER (PLEASE SPECIFY)	DATE
1	desktop	5/6/2019 5:20 AM
2	Desktop	5/4/2019 11:25 AM
3	desktop	5/3/2019 2:28 PM
4	Android Samsung 9+	4/24/2019 3:22 PM
5	All but regular cell phone	4/21/2019 5:11 AM
6	I access the City Website via a desktop computer	4/18/2019 10:34 AM
7	I primarily use a smart phone, however for the city website it is a computer.	4/18/2019 10:21 AM

Q13 What is your age?

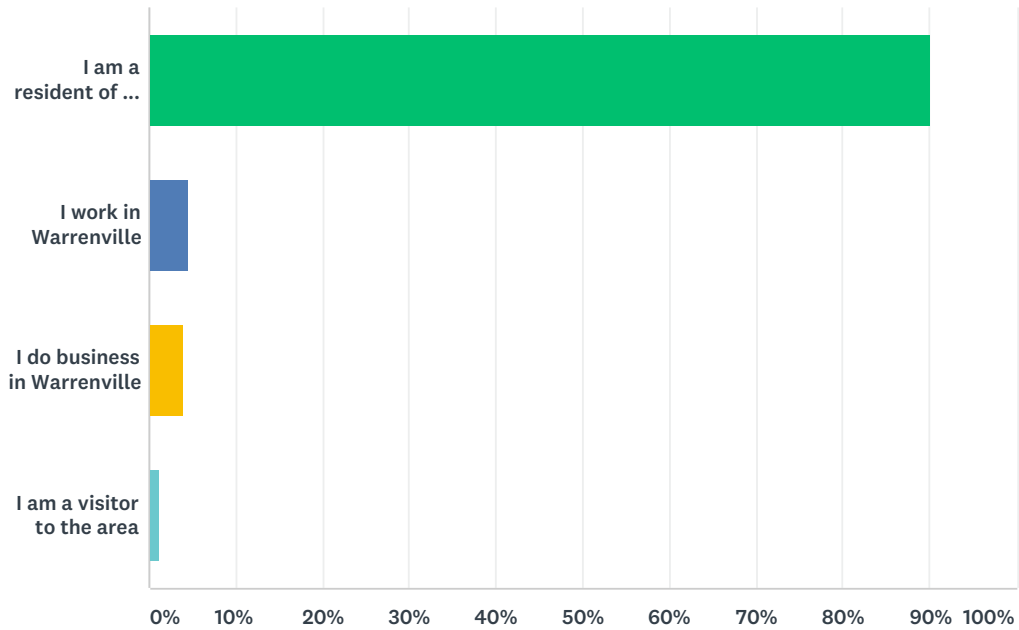
Answered: 171 Skipped: 4



ANSWER CHOICES	RESPONSES	
Under 18	0.58%	1
18-24	0.58%	1
25-34	12.28%	21
35-44	21.05%	36
45-54	18.71%	32
55-64	20.47%	35
65+	26.32%	45
TOTAL		171

Q14 Please select the choice that best describes you.

Answered: 173 Skipped: 2



ANSWER CHOICES	RESPONSES	
I am a resident of the City of Warrenville	90.17%	156
I work in Warrenville	4.62%	8
I do business in Warrenville	4.05%	7
I am a visitor to the area	1.16%	2
TOTAL		173

#	OTHER (PLEASE SPECIFY)	DATE
1	I also own a business in Warrenville.	5/1/2019 6:55 AM