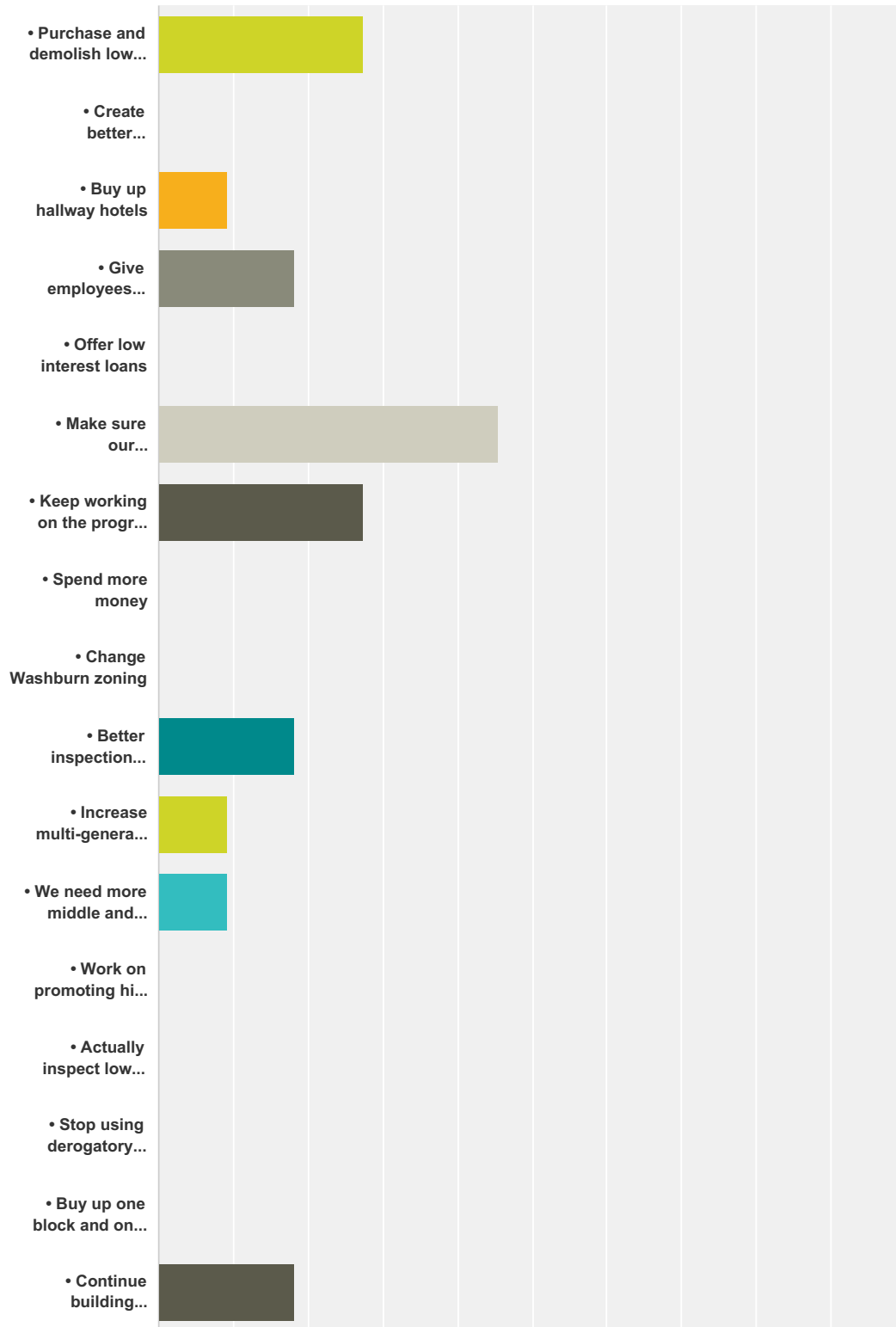
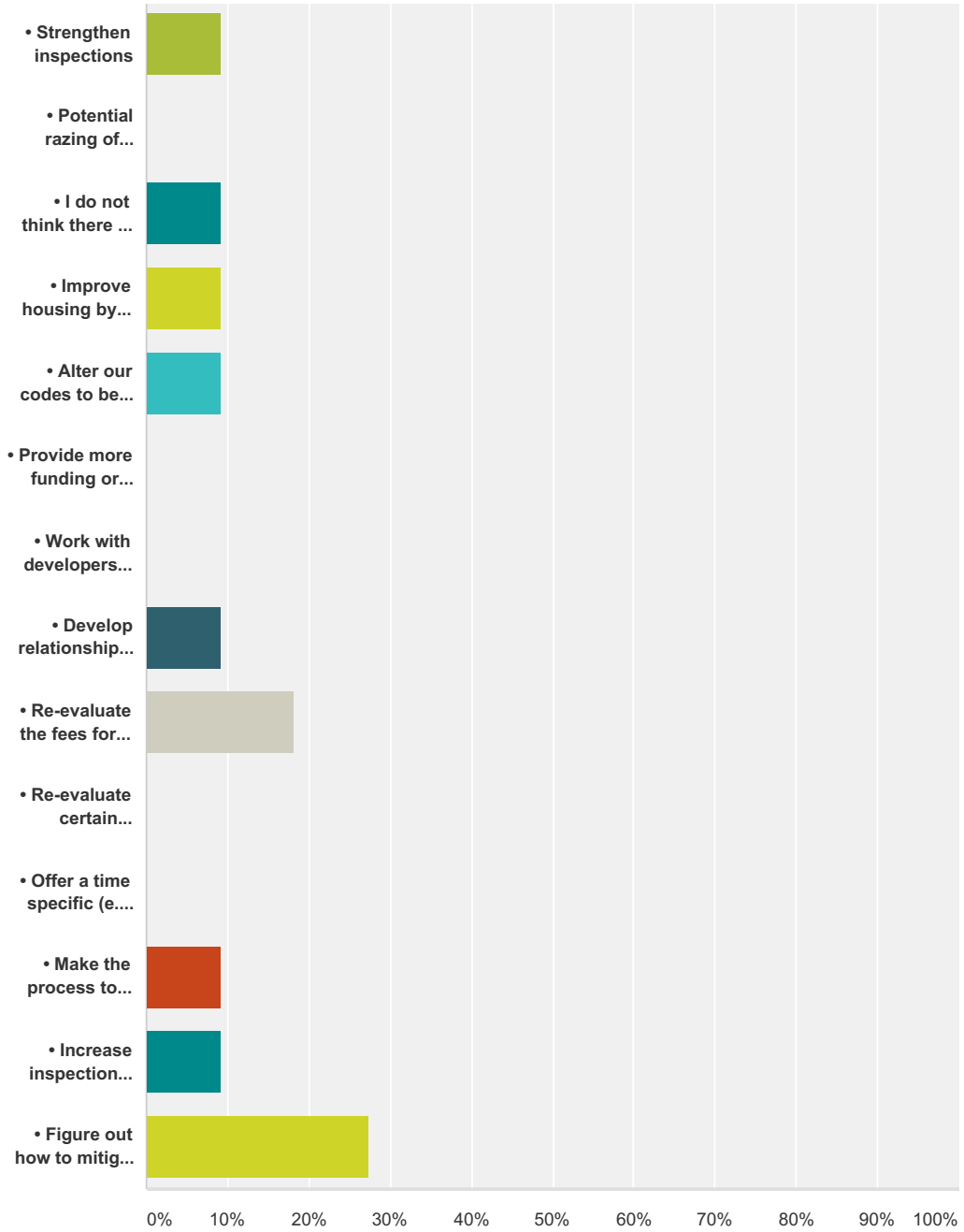


Q1 Q1. Choose your top three responses to the question: What can we do right now to improve housing with preference toward mixed use development and redevelopment?

Answered: 11 Skipped: 0



City of La Crosse



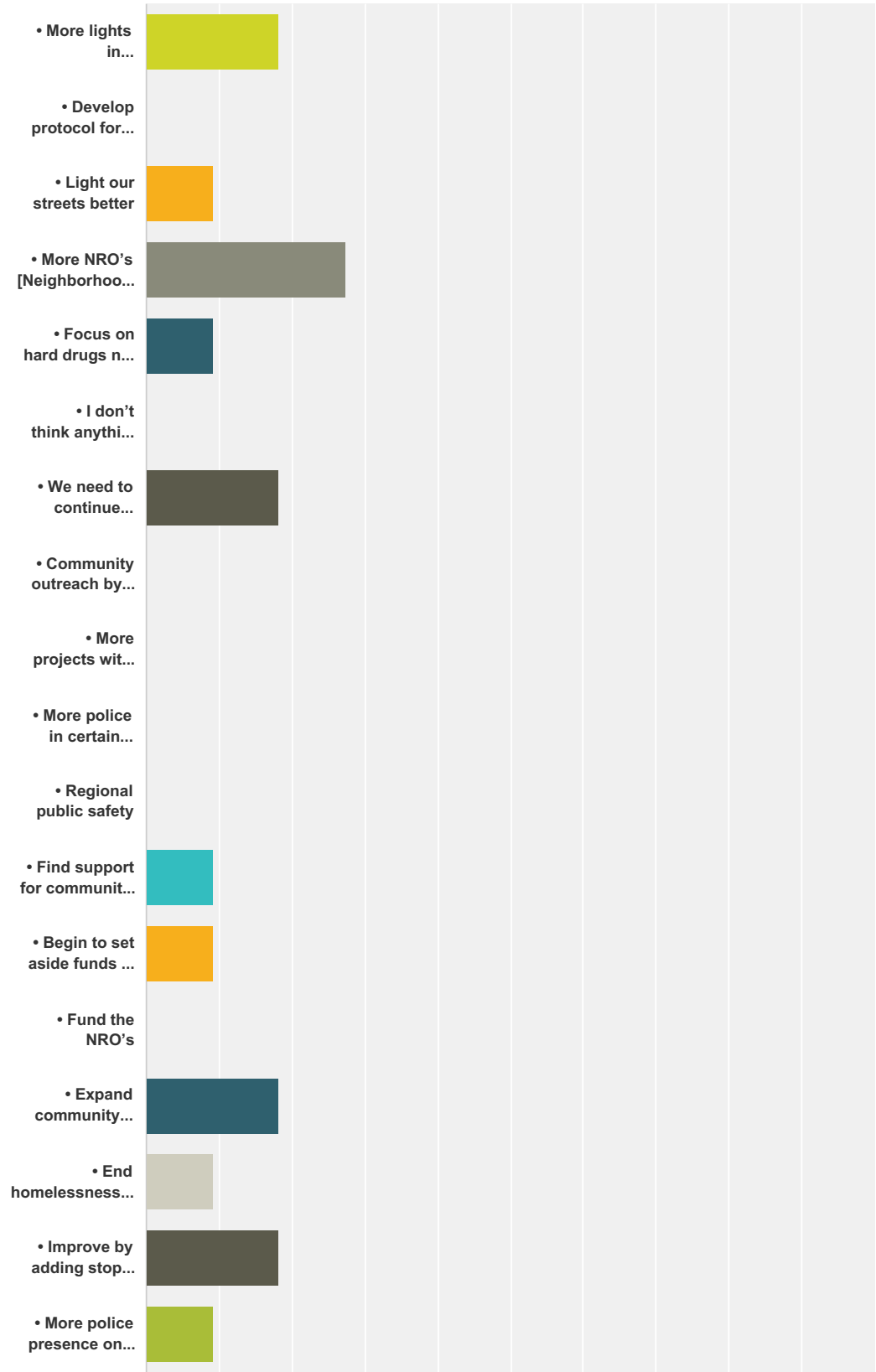
Answer Choices	Responses
• Purchase and demolish low value housing	27.27% 3
• Create better neighborhood services with food, recreation, entertainment, meeting places	0.00% 0
• Buy up hallway hotels	9.09% 1
• Give employees incentives to live in the City/older neighborhoods	18.18% 2
• Offer low interest loans	0.00% 0
• Make sure our neighborhoods are safe or remain safe	45.45% 5
• Keep working on the programs in place	27.27% 3

City of La Crosse

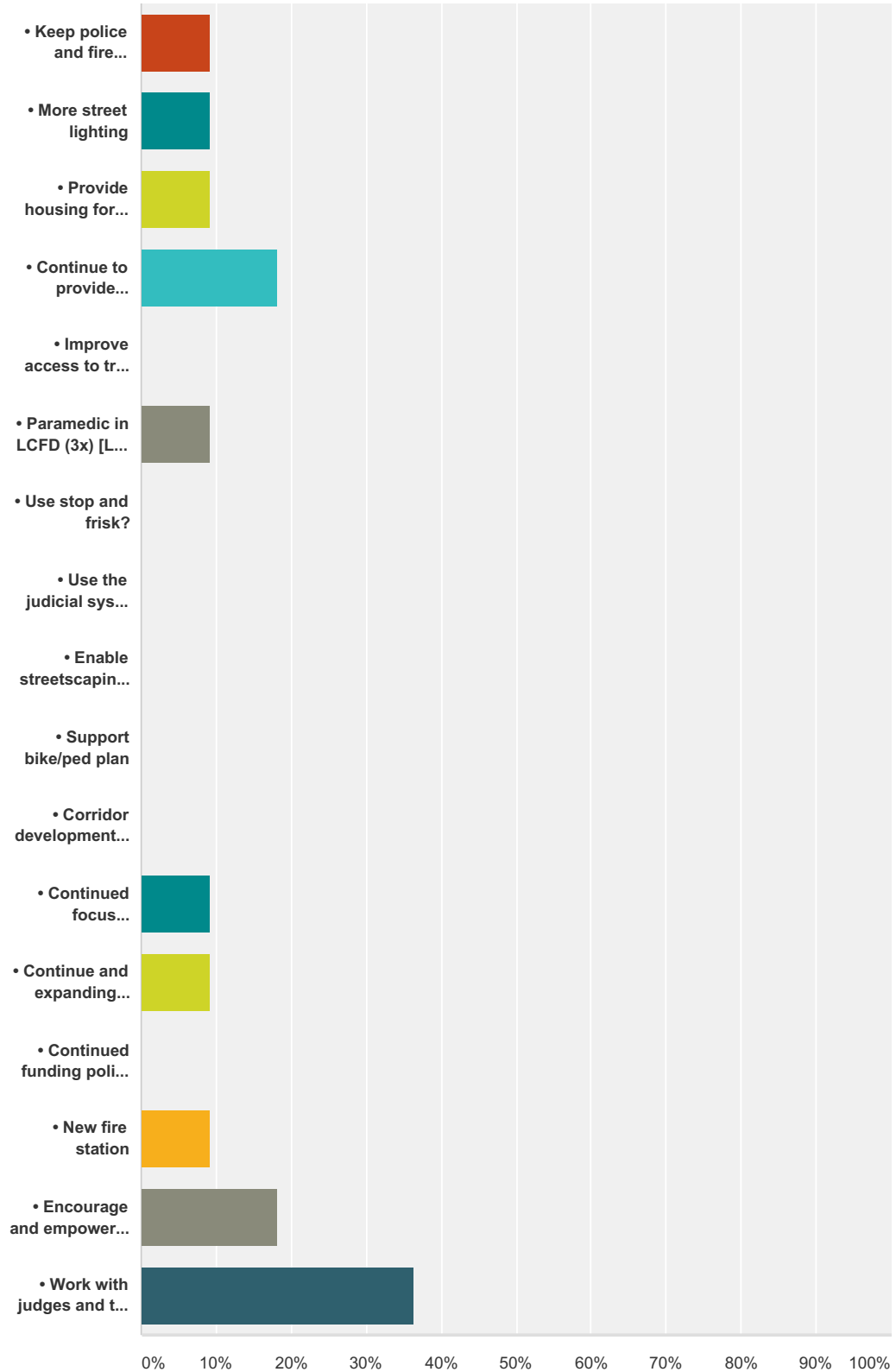
• Spend more money	0.00%	0
• Change Washburn zoning	0.00%	0
• Better inspection follow up – maintenance, weeds, garbage	18.18%	2
• Increase multi-generational rental development	9.09%	1
• We need more middle and upper income housing	9.09%	1
• Work on promoting high quality rental properties to lower income families	0.00%	0
• Actually inspect low quality rental housing in areas with high student populations/low-income populations	0.00%	0
• Stop using derogatory language/stigmatizing tenants/renters in official meetings	0.00%	0
• Buy up one block and one house at a time in bad neighborhoods and rebuild houses ourselves. I know we are working on this but let's just do it, go all in within our most blighted area and put our money there. What good will all these parks do if we aren't improving the housing stock around them?	0.00%	0
• Continue building partnerships with private developers	18.18%	2
• Strengthen inspections	9.09%	1
• Potential razing of properties – make this action more public	0.00%	0
• I do not think there is anything we can do other than all we currently are. Downtown is booming and our neighborhoods beginning to revitalize from the city center out. We are doing very well!	9.09%	1
• Improve housing by enforcement of current codes	9.09%	1
• Alter our codes to be more flexible	9.09%	1
• Provide more funding or incentives	0.00%	0
• Work with developers within and without the city	0.00%	0
• Develop relationships with large employers who wish to have employees reside in the city	9.09%	1
• Re-evaluate the fees for home construction and repair projects	18.18%	2
• Re-evaluate certain covenants and restrictions to encourage development	0.00%	0
• Offer a time specific (e.g. one year) exemption from increased taxation to encourage specific redevelopment	0.00%	0
• Make the process to remove obsolete housing for replacement more streamlined and exempt from public controversy (e.g. Gundersen vs. PPH)	9.09%	1
• Increase inspection efforts – rental, commercial, code issues, residential on purchase	9.09%	1
• Figure out how to mitigate flood issues – i.e. upstream (bluff) improvements etc.	27.27%	3
Total Respondents: 11		

Q2 Q2. Choose your top three responses to the question:What can we do right now to improve public safety?

Answered: 11 Skipped: 0



City of La Crosse



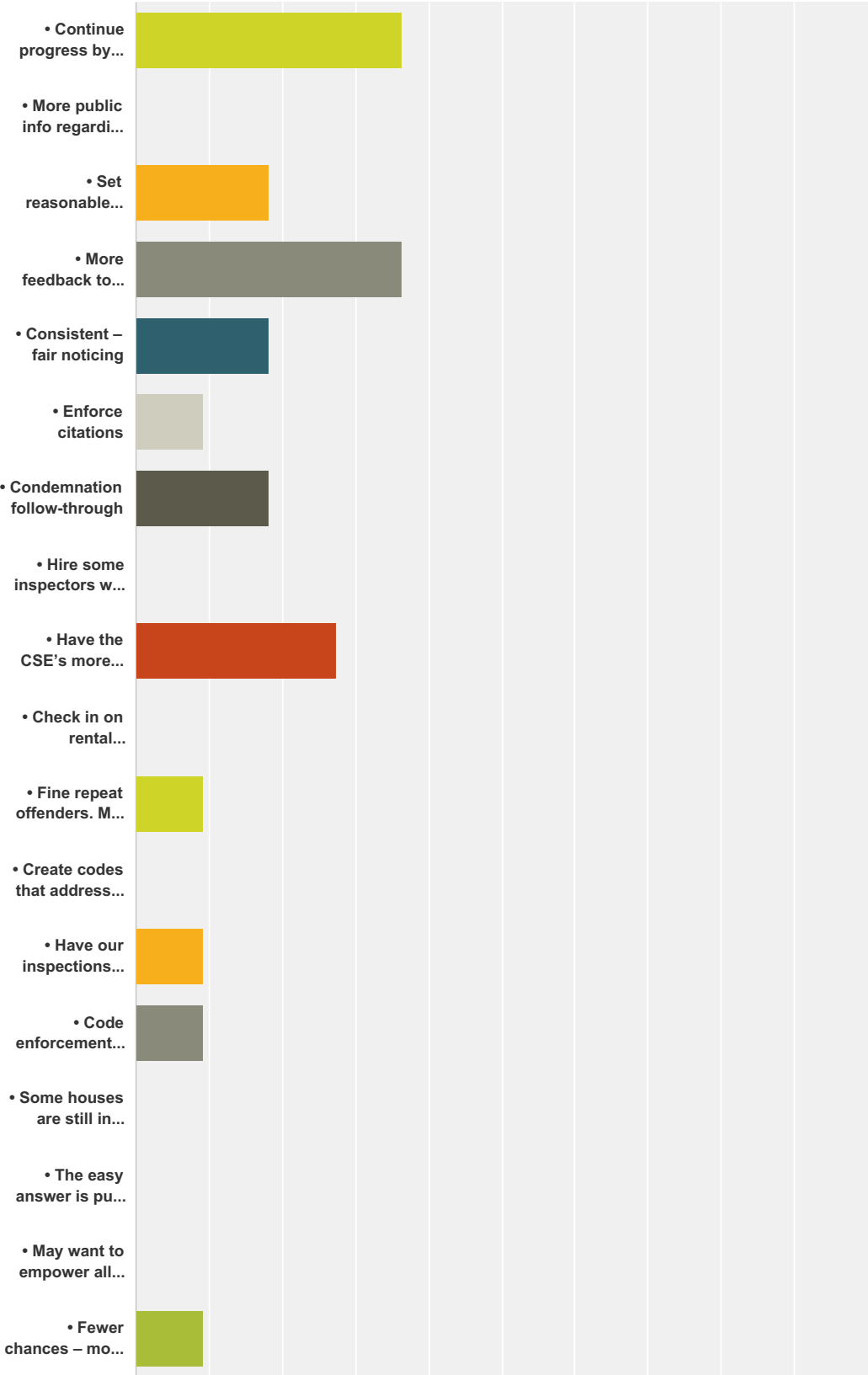
Answer Choices	Responses
• More lights in neighborhoods with lower quality housing and more safety concerns	18.18% 2
• Develop protocol for public demonstrations/displays of hate speech or content which may be threatening to individuals with marginalized identities	0.00% 0
• Light our streets better	9.09% 1

City of La Crosse

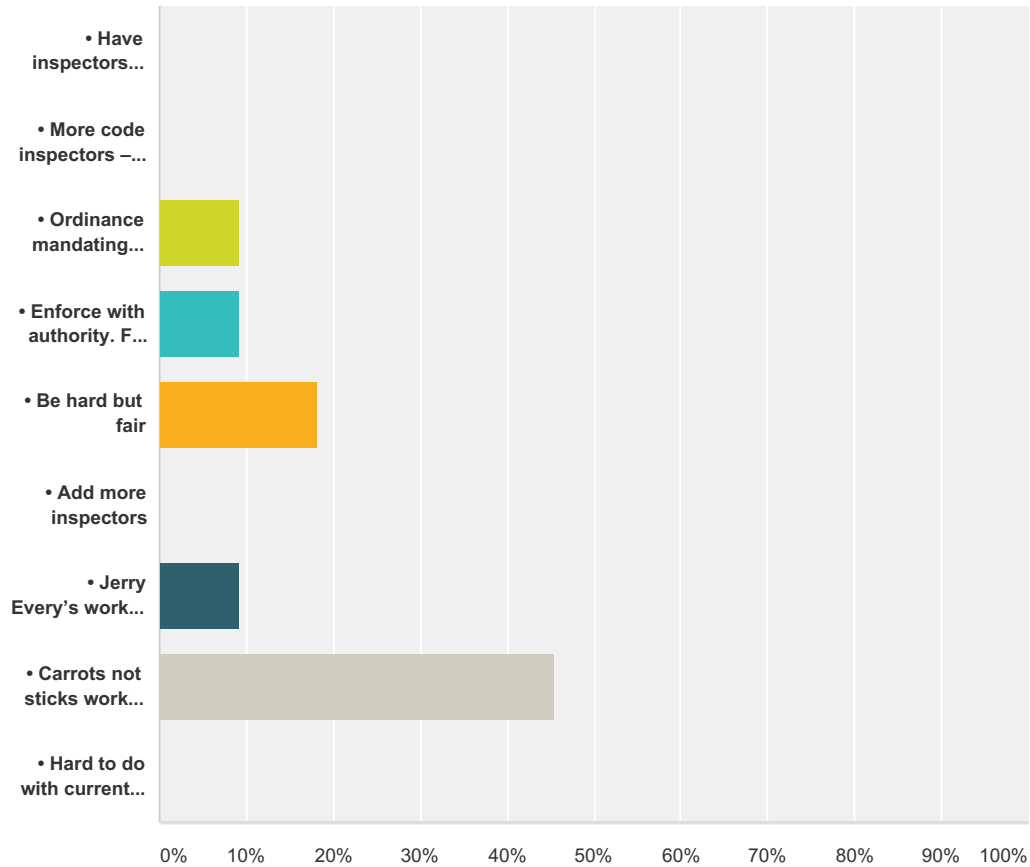
• More NRO's [Neighborhood Resource Officers]	27.27%	3
• Focus on hard drugs not marijuana	9.09%	1
• I don't think anything beyond current efforts in one day	0.00%	0
• We need to continue community involvement and neighborhood engagement by police	18.18%	2
• Community outreach by fire department could be enhanced	0.00%	0
• More projects with the street lighting	0.00%	0
• More police in certain areas	0.00%	0
• Regional public safety	0.00%	0
• Find support for community policing	9.09%	1
• Begin to set aside funds for new fire station	9.09%	1
• Fund the NRO's	0.00%	0
• Expand community policing to more of the patrol force	18.18%	2
• End homelessness and add methadone clinics. To the homeless question – we build a dormitory. This is not sober living. This is a place where drunks and addicts and people with mental illness will be sheltered and provided with basic dignity.	9.09%	1
• Improve by adding stop signs when requested not by charging to have them implemented	18.18%	2
• More police presence on weekend and night shifts	9.09%	1
• Keep police and fire departments at full strength	9.09%	1
• More street lighting	9.09%	1
• Provide housing for homeless – get them off the streets	9.09%	1
• Continue to provide neighborhood street lighting	18.18%	2
• Improve access to train station	0.00%	0
• Paramedic in LCDF (3x) [La Crosse Fire Department]	9.09%	1
• Use stop and frisk?	0.00%	0
• Use the judicial system to lock up repeat offenders	0.00%	0
• Enable streetscaping where needed	0.00%	0
• Support bike/ped plan	0.00%	0
• Corridor development (safe elements)	0.00%	0
• Continued focus crack-down on drugs and drug culture	9.09%	1
• Continue and expanding neighborhood policing presence	9.09%	1
• Continued funding police and new potential grants	0.00%	0
• New fire station	9.09%	1
• Encourage and empower neighborhood patrols and neighborhood watches with an element of NPO involvement	18.18%	2
• Work with judges and the judicial system to “crack down” on those involved in negative behavior – insisting on community service and restitution	36.36%	4
Total Respondents: 11		

Q3 Q3. Choose your top three responses to the question:What can we do right now to improve code enforcement?

Answered: 11 Skipped: 0



City of La Crosse



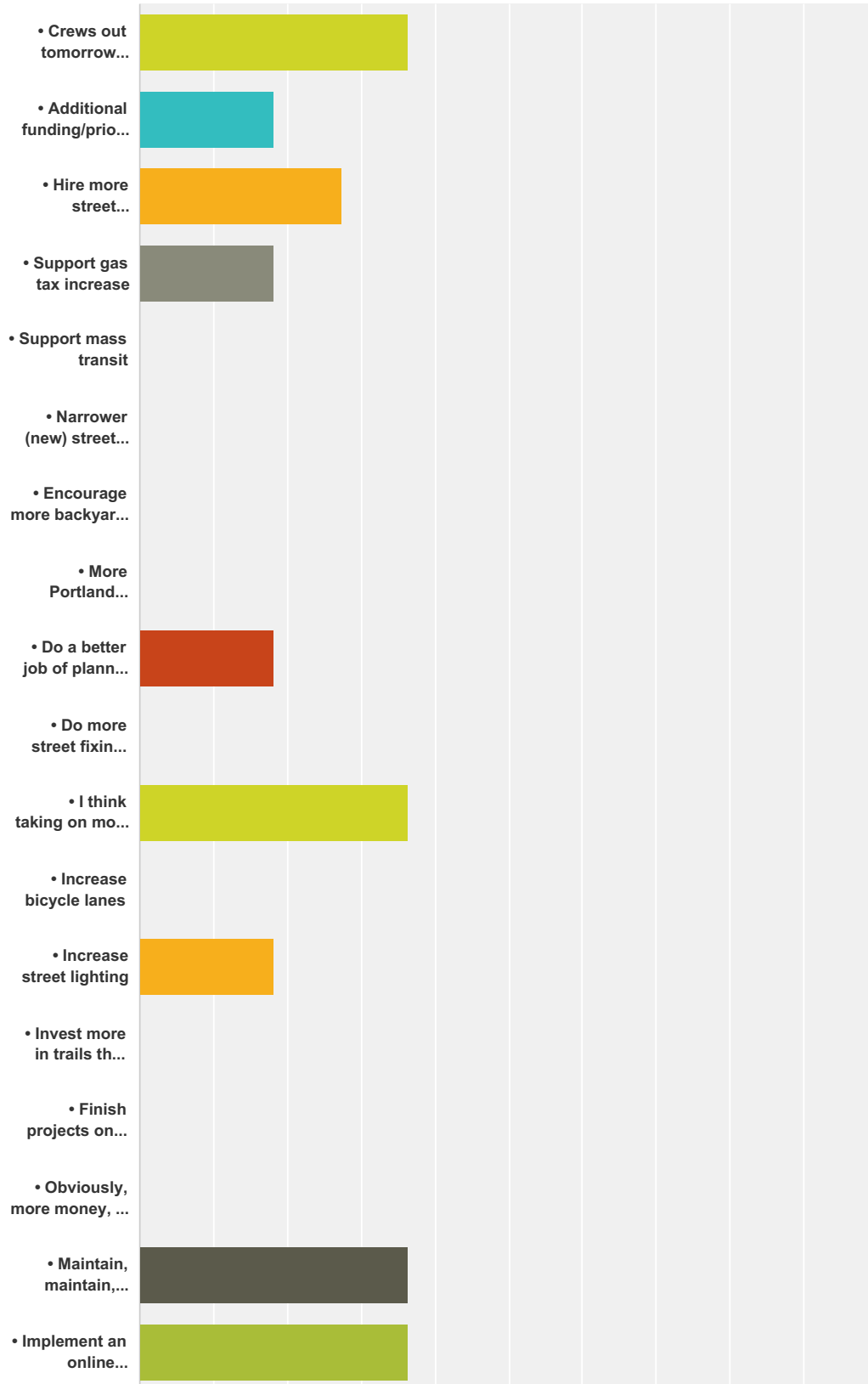
Answer Choices	Responses
• Continue progress by identifying specific performance measures, i.e. decrease the number of properties with violations, reduce number of visits/amount of time to correct violations	36.36% 4
• More public info regarding successes	0.00% 0
• Set reasonable department expectations	18.18% 2
• More feedback to council member who report code violations	36.36% 4
• Consistent – fair noticing	18.18% 2
• Enforce citations	9.09% 1
• Condemnation follow-through	18.18% 2
• Hire some inspectors who are not buddies of the landlords	0.00% 0
• Have the CSE's more proactive as eyes of the neighborhoods	27.27% 3
• Check in on rental properties! Hold landlords accountable ☐ protect vulnerable populations!	0.00% 0
• Fine repeat offenders. Make them comply by hitting their wallets.	9.09% 1
• Create codes that address property in dire need of repairs	0.00% 0
• Have our inspections department at full staff with more staff	9.09% 1
• Code enforcement need to do better	9.09% 1
• Some houses are still in need of repair – inspection not enforcing enough	0.00% 0

City of La Crosse

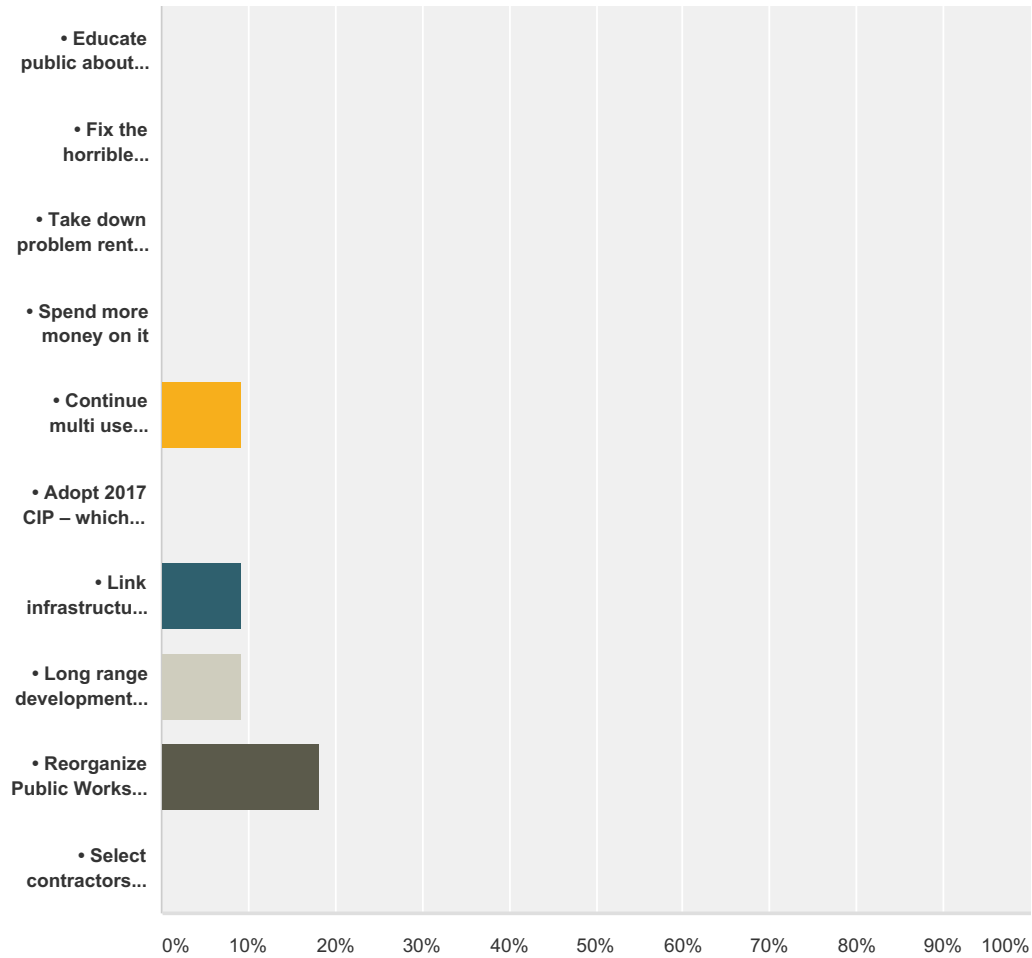
• The easy answer is put more inspectors on the streets to allow action instead of reaction	0.00%	0
• May want to empower all city employees to actively report issues if not already doing so	0.00%	0
• Fewer chances – more enforcement	9.09%	1
• Have inspectors drive around city looking for violations	0.00%	0
• More code inspectors – staff that cruise looking for problems	0.00%	0
• Ordinance mandating sprinklers in new construction (residential)	9.09%	1
• Enforce with authority. Fix the problem.	9.09%	1
• Be hard but fair	18.18%	2
• Add more inspectors	0.00%	0
• Jerry Every's work with the Parks Department has been very successful with lawn code enforcement. While much different with building codes, there are parallels. Can certain aspects of this program be applied to other areas of enforcement?	9.09%	1
• Carrots not sticks work best. Educate property owners and tenants about our expectations. Yes, that includes aesthetics. [Send] friendly letters directing deficiency correction notices with follow ups of "correction coaches" who work with individuals to address compliance. Require written timeline/plan of action for individuals who cannot meet simple compliance. Couple with "compliance coach" consultation.	45.45%	5
• Hard to do with current people in charge of our state. Better communication maybe.	0.00%	0
Total Respondents: 11		

Q4 Q4. Choose your top three responses to the question: What can we do right now to improve streets and infrastructure?

Answered: 11 Skipped: 0



City of La Crosse



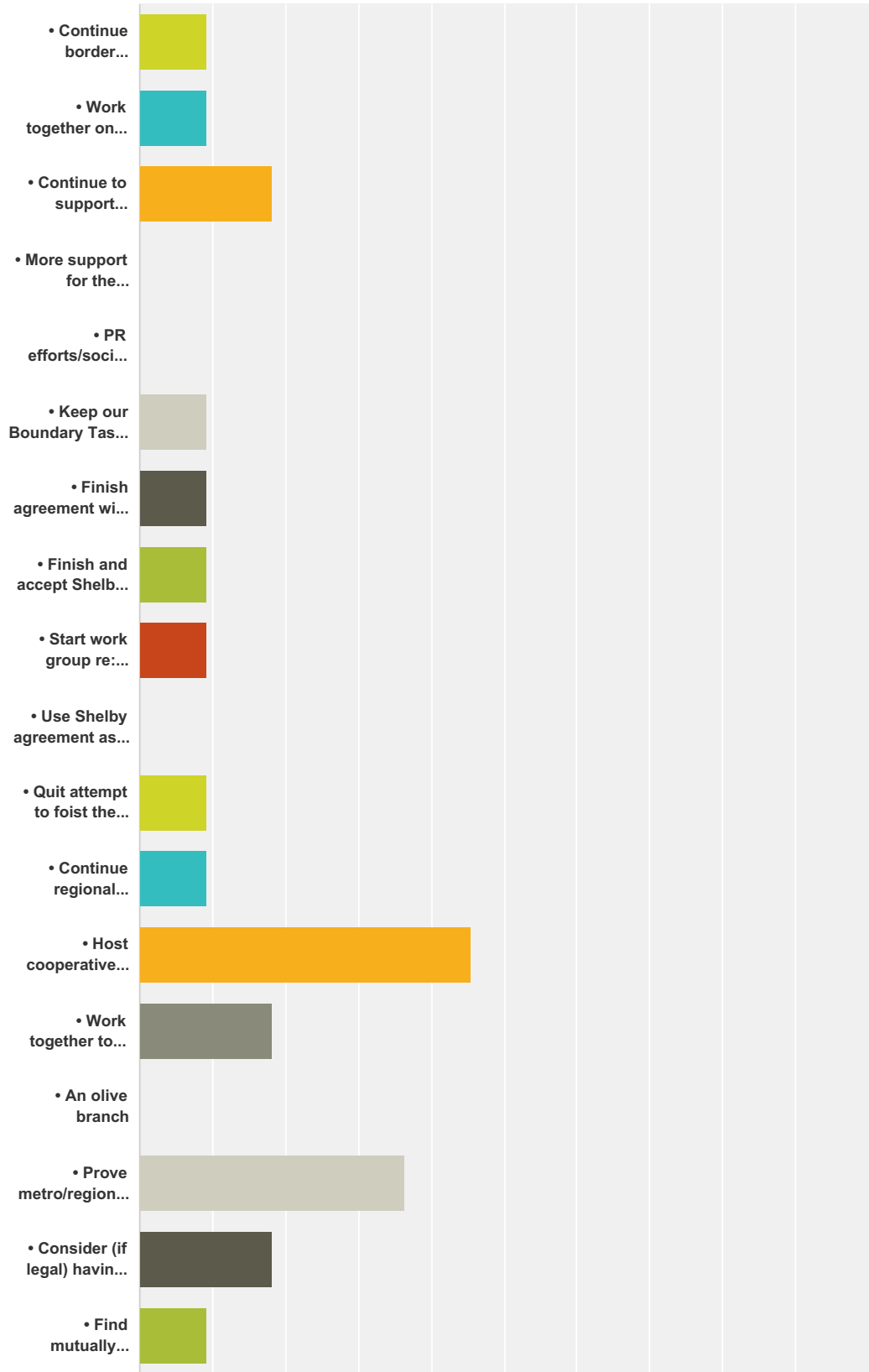
Answer Choices	Responses
• Crews out tomorrow filling potholes! In addition an immediate effort to replace all missing signage including street markers and repainting all street markings i.e. cross walks, bike lanes, etc. All done, all at once, then continue regular maintenance.	36.36% 4
• Additional funding/priority to streets has already been getting some attention. More priority emphasis before new CIP budget.	18.18% 2
• Hire more street department workers. Get back to pre-Act 10 staffing levels.	27.27% 3
• Support gas tax increase	18.18% 2
• Support mass transit	0.00% 0
• Narrower (new) streets and narrower width so less maintenance	0.00% 0
• Encourage more backyard beautification	0.00% 0
• More Portland concrete	0.00% 0
• Do a better job of planning projects so that larger areas are done instead of piecemeal. Hire professional contractors instead of making work for part-time city workers.	18.18% 2
• Do more street fixing by increasing the number of streets	0.00% 0
• I think taking on more streets for 2017 is a "great" start for us – we are thinking in the right direction	36.36% 4
• Increase bicycle lanes	0.00% 0
• Increase street lighting	18.18% 2

City of La Crosse

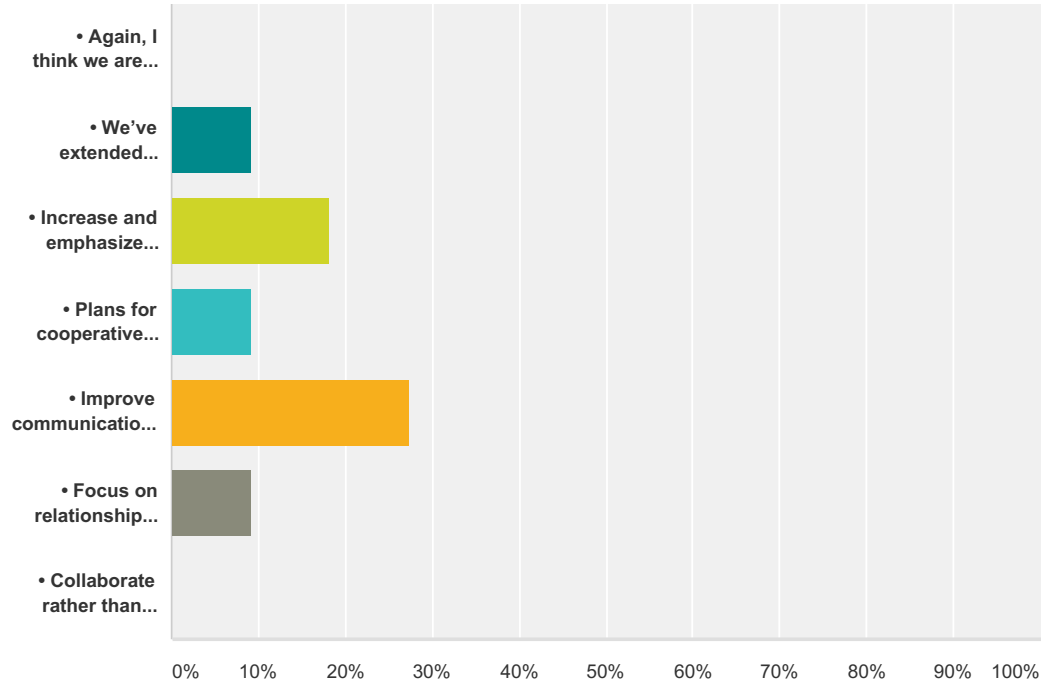
• Invest more in trails that value natural resources like the marsh and bluffs	0.00%	0
• Finish projects on time	0.00%	0
• Obviously, more money, but what about rebuilding an internal street repair team that worked year round	0.00%	0
• Maintain, maintain, maintain, not replace, replace, replace	36.36%	4
• Implement an online reporting system (e.g. there is a pothole at XYZ location)	36.36%	4
• Educate public about non-city maintained roadways	0.00%	0
• Fix the horrible potholes	0.00%	0
• Take down problem rental housing and build new	0.00%	0
• Spend more money on it	0.00%	0
• Continue multi use trails and bike lanes	9.09%	1
• Adopt 2017 CIP – which includes significant new resources for streets/infrastructure	0.00%	0
• Link infrastructure with revitalization efforts	9.09%	1
• Long range development strategies	9.09%	1
• Reorganize Public Works Department to handle additional work	18.18%	2
• Select contractors needed to assist with work	0.00%	0
Total Respondents: 11		

Q5 Q5. Choose your top three responses to the question:What can we do right now to develop/improve regional relationships?

Answered: 11 Skipped: 0



City of La Crosse



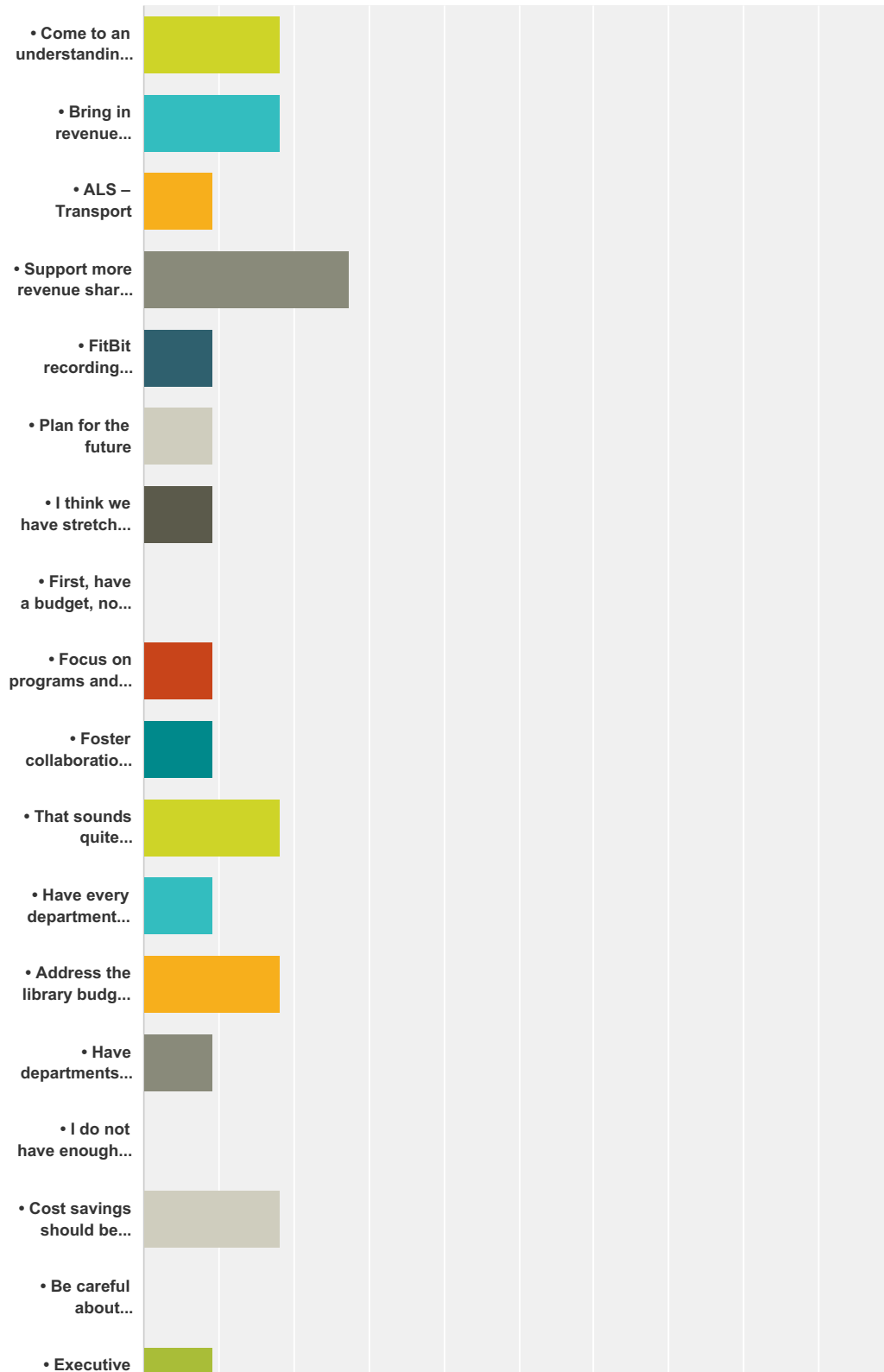
Answer Choices	Responses
• Continue border agreements	9.09% 1
• Work together on projects that benefit both/all groups	9.09% 1
• Continue to support boundary task force efforts	18.18% 2
• More support for the Boundary Agreement Task Force	0.00% 0
• PR efforts/social media/campaign to explain issues such as the library changes without causing other municipalities to feel salty	0.00% 0
• Keep our Boundary Task Force armed with actual deals that they can negotiate. Give them carrots and give them sticks too.	9.09% 1
• Finish agreement with Shelby. Advertise the cooperation with Shelby. Use this as a springboard for future agreements.	9.09% 1
• Finish and accept Shelby agreement	9.09% 1
• Start work group re: library services	9.09% 1
• Use Shelby agreement as template for future	0.00% 0
• Quit attempt to foist the library on the county	9.09% 1
• Continue regional boundary process	9.09% 1
• Host cooperative governmental summit annually	45.45% 5
• Work together to solve each other's problems	18.18% 2
• An olive branch	0.00% 0
• Prove metro/regional governments and services benefit everyone	36.36% 4
• Consider (if legal) having a social get together with all regional local elected officials to discuss areas of common concern with an eye towards areas in which we can work together to solve common issues. Just getting to know each other as LEO's would be beneficial.	18.18% 2
• Find mutually beneficial strategies for each neighboring community	9.09% 1
• Again, I think we are moving in the right direction with our talks. However, we may have to be willing to be a little more friendly on some projects.	0.00% 0

City of La Crosse

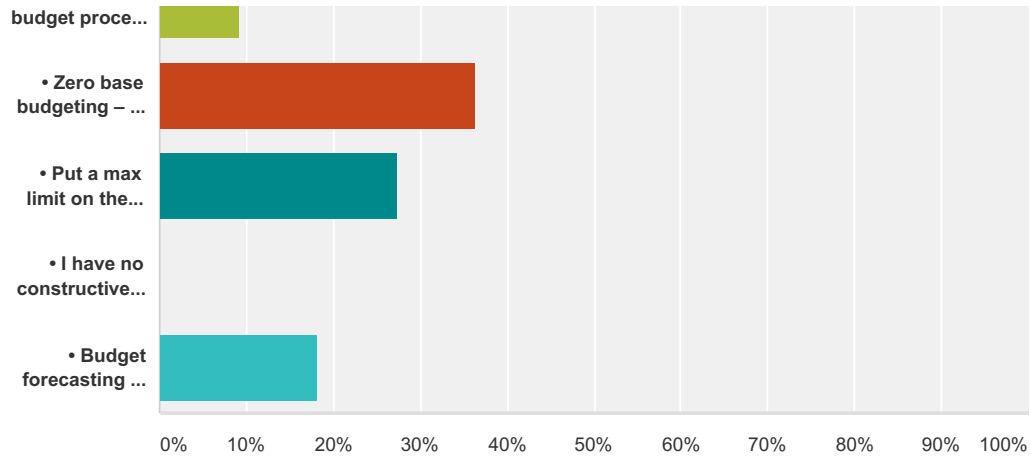
• We've extended ourselves – apparently must prepare sales purchase for other units of government	9.09%	1
• Increase and emphasize city's values	18.18%	2
• Plans for cooperative safety and cooperative public works	9.09%	1
• Improve communication with our neighbors. Work together no apart. Don't stop communicating.	27.27%	3
• Focus on relationships between City [of La Crosse] and City, Village, and Towns versus city-county. It takes two interested parties to come together and it's clear the county isn't interested.	9.09%	1
• Collaborate rather than dictate.	0.00%	0
Total Respondents: 11		

Q6 Q6. Choose your top three responses to the question: What can we do right now to develop budget planning to include performance measures and cost savings?

Answered: 11 Skipped: 0



City of La Crosse

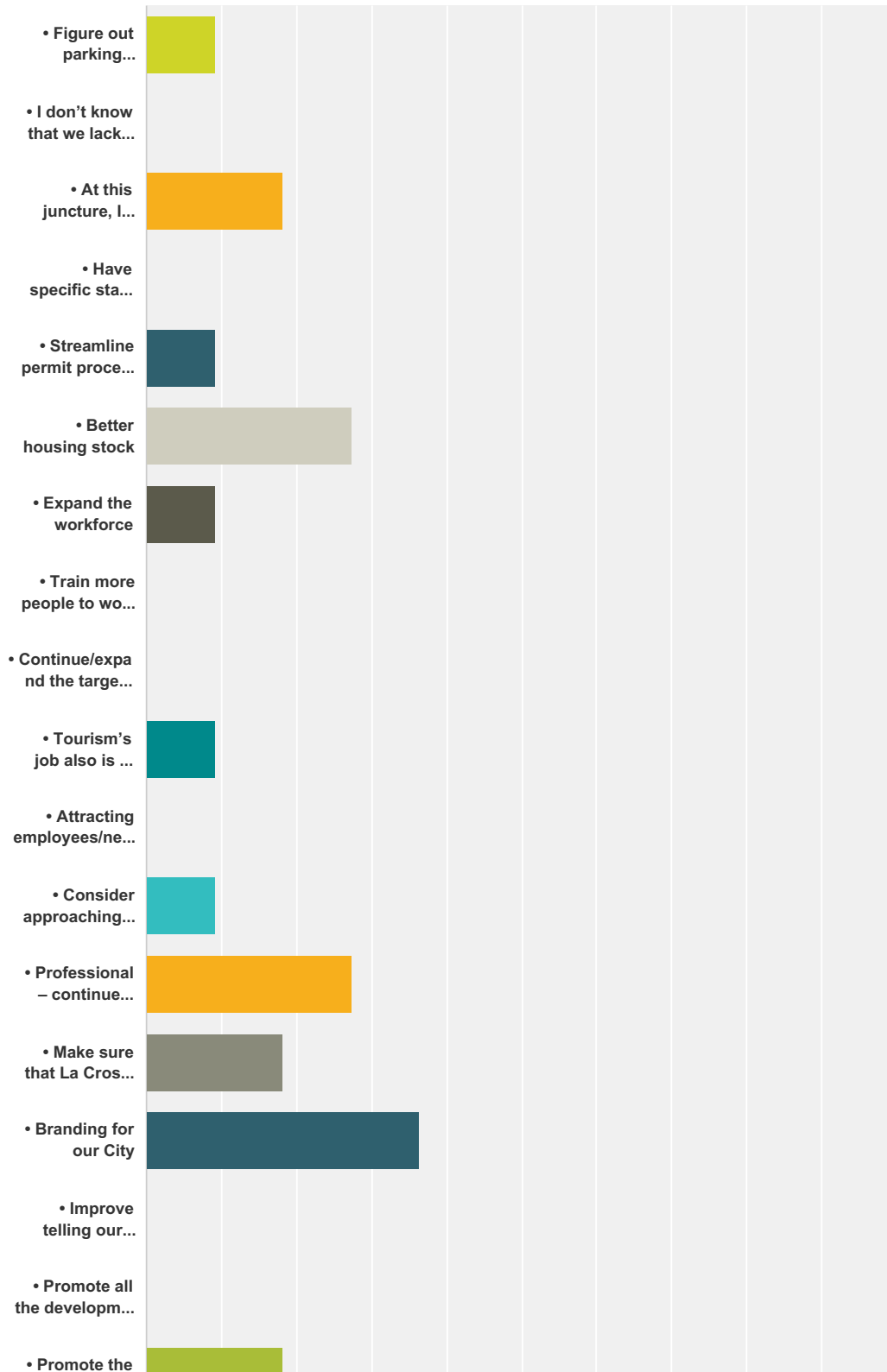


Answer Choices	Responses
• Come to an understanding between the council and all City officials and employees that we will not consider any projects outside of the operating budget – capital budget items, TIF construction, etc. – without detailed solution to any operational questions and necessary consideration of operation budget and employee impact	18.18% 2
• Bring in revenue increase	18.18% 2
• ALS – Transport	9.09% 1
• Support more revenue sharing from the state	27.27% 3
• FitBit recording programs linked to insurance programs	9.09% 1
• Plan for the future	9.09% 1
• I think we have stretched the departments about as far as they can go. Put inspection in smaller vehicles would be a good start.	9.09% 1
• First, have a budget, not a rehash plus 5%	0.00% 0
• Focus on programs and services not departments	9.09% 1
• Foster collaboration among departments in developing spending	9.09% 1
• That sounds quite subjective; however, it seems that performance measures as stated by department are always a measure. For cost savings: perhaps a percentage “rewards” issued to the employees who suggest and implement it may serve to find new ways to save money.	18.18% 2
• Have every department suggest long and short term goals	9.09% 1
• Address the library budget (2x average per capita)	18.18% 2
• Have departments report progress to Council at monthly planning meetings	9.09% 1
• I do not have enough expertise to advice any action	0.00% 0
• Cost savings should be rewarded to employees for suggestions. Council as a whole should also offer suggestions. Some staff rejects input from council.	18.18% 2
• Be careful about performance measures. Budget discipline is important; we are doing well.	0.00% 0
• Executive budget process is fine. We should draft two year budgets to do a better job at planning.	9.09% 1
• Zero base budgeting – not be bound to “how we’ve always done it”	36.36% 4
• Put a max limit on the number of studies we commission per year. We have great department heads whom we pay decently. Let’s cut studies.	27.27% 3
• I have no constructive thoughts about this at this time	0.00% 0

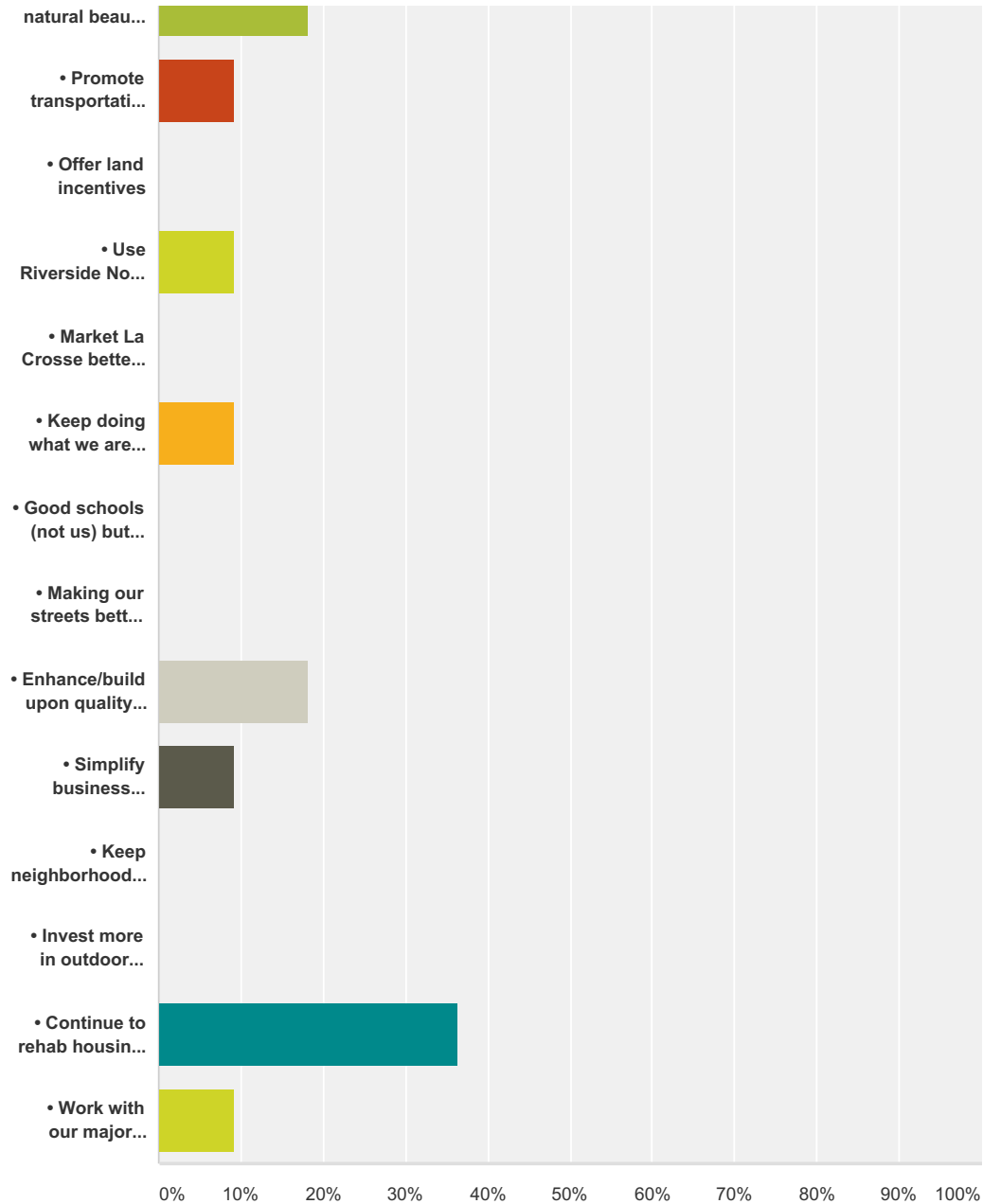
• Budget forecasting – perhaps at planning meetings (long-range)	18.18%	2
Total Respondents: 11		

Q7 Q7. Choose your top three responses to the question: What can we do right now to attract employers, both manufacturing and professional?

Answered: 11 Skipped: 0



City of La Crosse



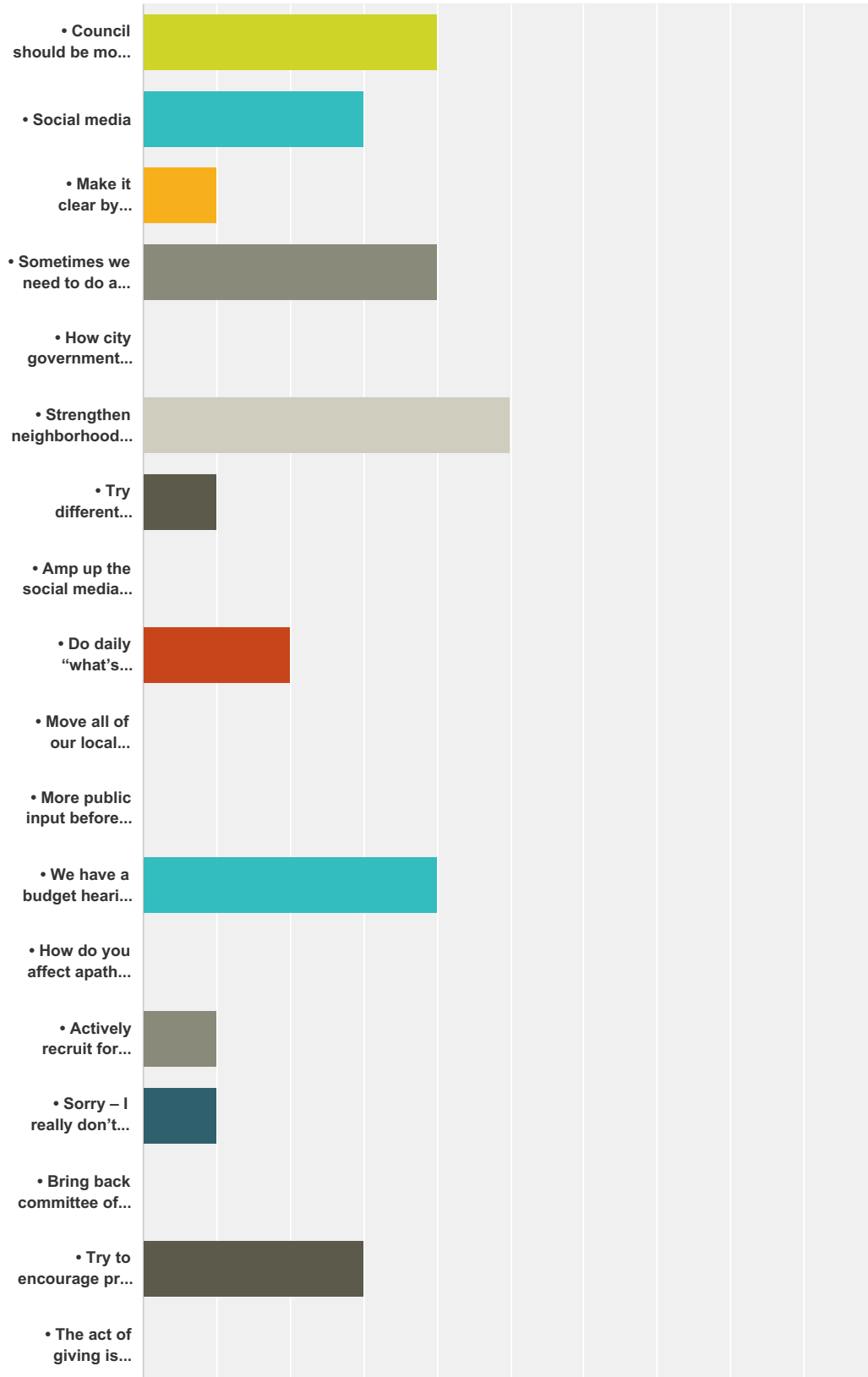
Answer Choices	Responses
• Figure out parking downtown OR enhance public transit to make more desirable business locations accessible to potential employees/residents	9.09% 1
• I don't know that we lack employers, but access to capital for small business grants is one of the best ways to create jobs and assist small business startups.	0.00% 0
• At this juncture, I feel the greater question needs to be "what can we do to attract quality employee-citizens that will ensure our attractiveness and viability to employers?" Nationwide it seems a race to do so.	18.18% 2
• Have specific staff assigned to retention and recruiting (perhaps using LADCO money)	0.00% 0
• Streamline permit process, streamline funding process, streamline services process	9.09% 1
• Better housing stock	27.27% 3
• Expand the workforce	9.09% 1

City of La Crosse

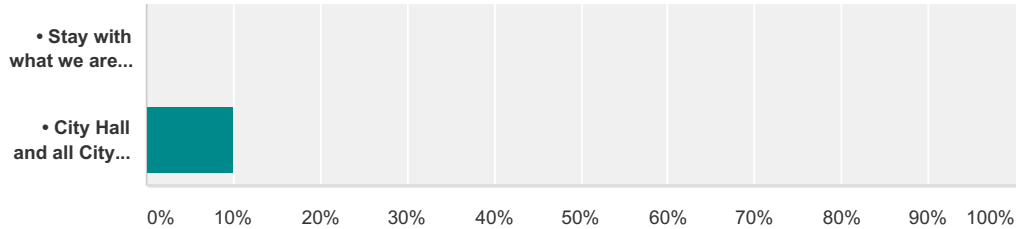
• Train more people to work instead of being unemployed	0.00%	0
• Continue/expand the targeted programs with Western	0.00%	0
• Tourism's job also is to attract and show off our city to attract new professionals	9.09%	1
• Attracting employees/new residents is THE #1 challenge	0.00%	0
• Consider approaching current manufacturers in the city who may have unused property/building to see what we can do if anything to assist them in making property available to new manufacturers	9.09%	1
• Professional – continue neighborhood redevelopment and regional cooperation to enhance living spaces for mid-level positions	27.27%	3
• Make sure that La Crosse is safe, clean, and growing	18.18%	2
• Branding for our City	36.36%	4
• Improve telling our story to media, etc. to create reputation of a great employer	0.00%	0
• Promote all the development ongoing within the city	0.00%	0
• Promote the natural beauty of the area	18.18%	2
• Promote transportation access	9.09%	1
• Offer land incentives	0.00%	0
• Use Riverside North with incentives to locate here	9.09%	1
• Market La Crosse better. "God's Country"	0.00%	0
• Keep doing what we are doing – trails, parks	9.09%	1
• Good schools (not us) but helps	0.00%	0
• Making our streets better is also a good start	0.00%	0
• Enhance/build upon quality of life (hiking, biking, etc.)	18.18%	2
• Simplify business application process	9.09%	1
• Keep neighborhood/downtown investments	0.00%	0
• Invest more in outdoor activities – trails, water sports, etc.	0.00%	0
• Continue to rehab housing stock	36.36%	4
• Work with our major employers to help them	9.09%	1
Total Respondents: 11		

Q8 Q8. Choose your top three responses to the question:What can we do right now to improve community engagement?

Answered: 10 Skipped: 1



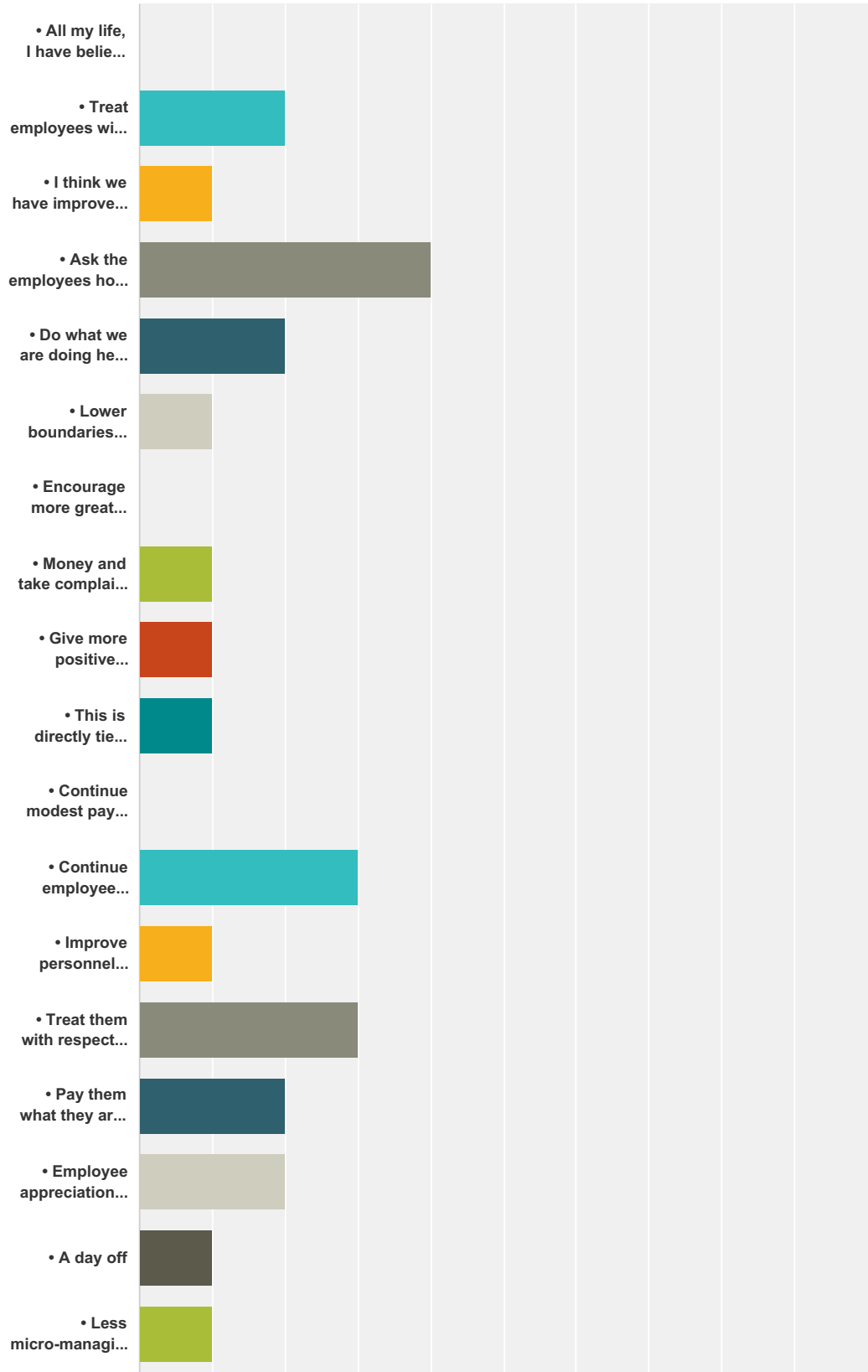
City of La Crosse



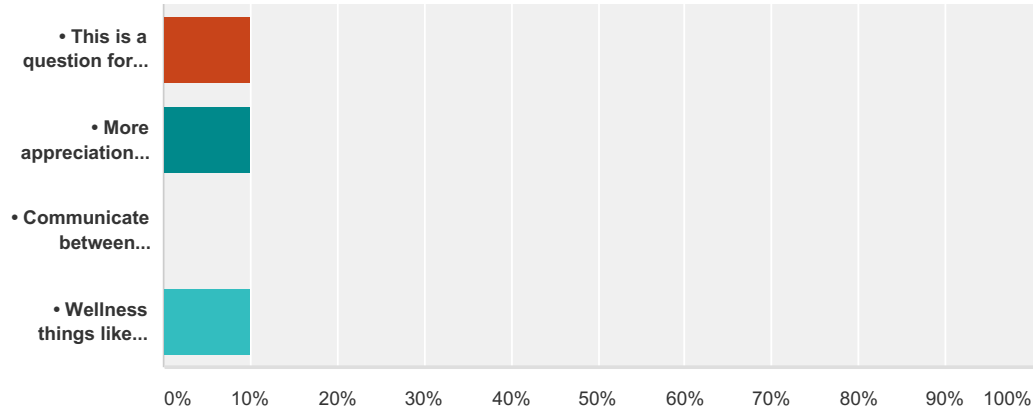
Answer Choices	Responses
• Council should be more visible at community events, functions, breakfasts, city sponsored programs, etc.	40.00% 4
• Social media	30.00% 3
• Make it clear by whatever means that we want it	10.00% 1
• Sometimes we need to do a better job of letting our community know – I suggest an online newsletter for the public to access. Should be from the Mayor and Council.	40.00% 4
• How city government works mini class at WTC	0.00% 0
• Strengthen neighborhood organizations	50.00% 5
• Try different approaches than what we currently do. Maybe do a monthly letter to the Tribune explaining what is going on and a place to meet and discuss issues	10.00% 1
• Amp up the social media – make public comments more easy to access by using Twitter/Instagram/Snapchat and compiling citizen input in a centralized way. The app is a good start	0.00% 0
• Do daily “what’s happening in La Crosse” updates that come straight from City Hall and have a snappy, abbreviated bite of content that is relevant to residents	20.00% 2
• Move all of our local elections to fall elections. I don’t know if this is legal, but it is wise. Community engagement starts at the doors of voters/citizens. You ever knock doors in January and February?	0.00% 0
• More public input before items get to the standing committees.	0.00% 0
• We have a budget hearing every year. I’d like to see annual or twice annual listening session for council. Or explore idea.	40.00% 4
• How do you affect apathy? Perhaps a City Hall driven segment in broadcast media, free from political spin? Perhaps not.	0.00% 0
• Actively recruit for City boards and committees	10.00% 1
• Sorry – I really don’t have a real answer for this – we have to be open and honest I guess	10.00% 1
• Bring back committee of the whole	0.00% 0
• Try to encourage pride in their home/La Crosse	30.00% 3
• The act of giving is rewarding	0.00% 0
• Stay with what we are doing	0.00% 0
• City Hall and all City facility open house as a celebration and informational gathering for La Crosse itself. Could include any number of family friendly and entertainment options covering all different tastes – all welcome with no holds barred	10.00% 1
Total Respondents: 10	

Q9 Q9. Choose your top three responses to the question:What can we do right now to improve employee relationships?

Answered: 10 Skipped: 1



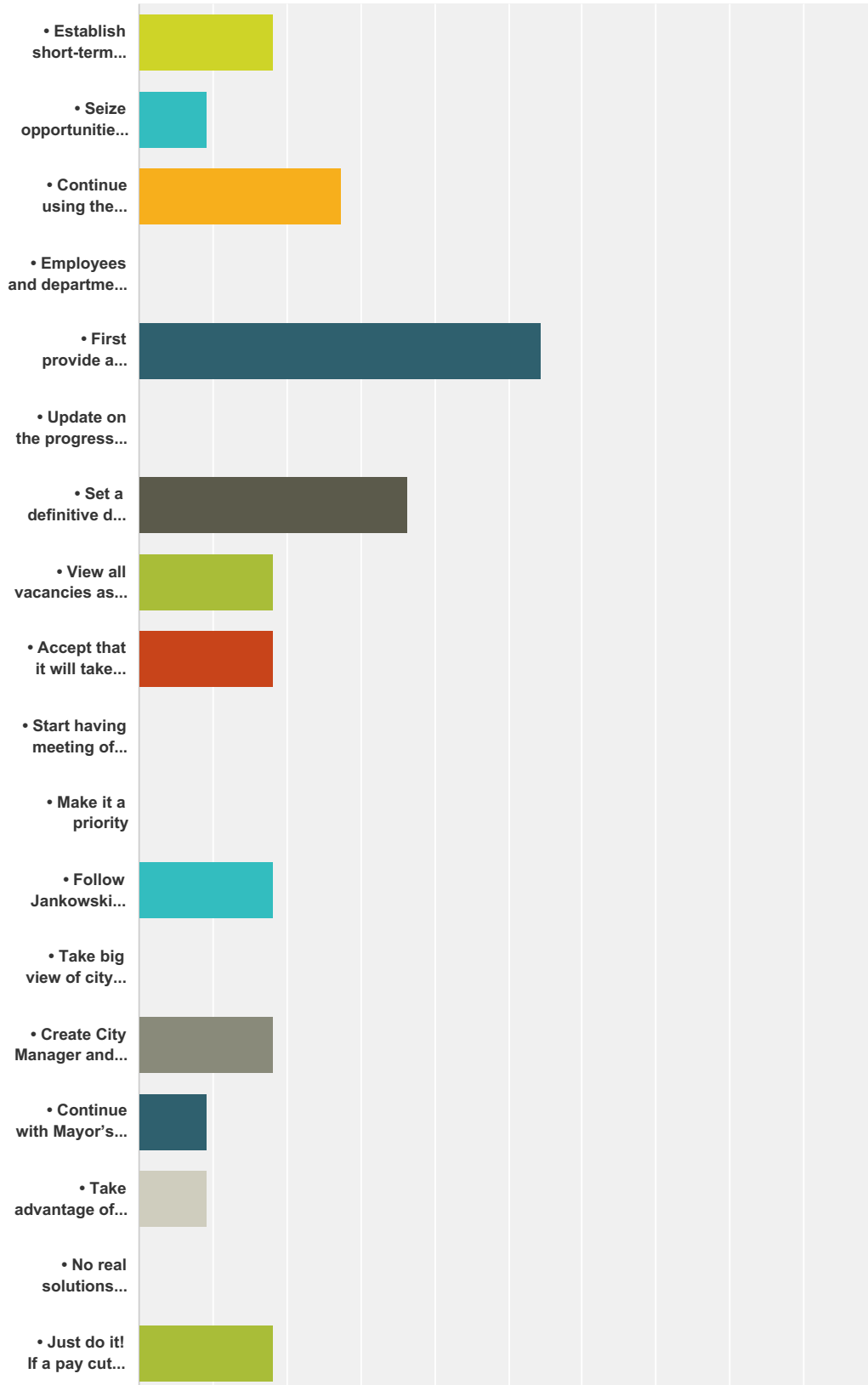
City of La Crosse



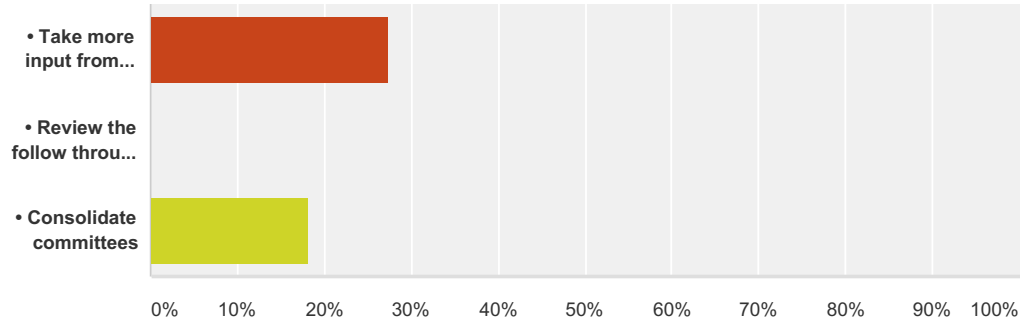
Answer Choices	Responses
• All my life, I have believed in an honest day's work for an honest day's pay. I have never confused my co-workers for my intimate friends. Somehow we, as a society, have lost that point of reference.	0.00% 0
• Treat employees with respect...	20.00% 2
• I think we have improved by having HR – have department potlucks, breakfasts, etc. need to remind them how important they are – have Christmas get-togethers, etc.	10.00% 1
• Ask the employees how to do that	40.00% 4
• Do what we are doing here tonight with all City employees. Develop priorities with exempt and nonexempt from top to bottom, then collectively determine how you/we are doing	20.00% 2
• Lower boundaries between departments so all-City workers versus department workers	10.00% 1
• Encourage more great efforts from HR building on great stuff	0.00% 0
• Money and take complaints seriously – department heads or a laborer treat concerns the same way	10.00% 1
• Give more positive feedback	10.00% 1
• This is directly tied to communication	10.00% 1
• Continue modest pay increases	0.00% 0
• Continue employee engagement and improvement	30.00% 3
• Improve personnel situation at La Crosse Center catering	10.00% 1
• Treat them with respect and value their contribution. Tell them so! Thank them for doing a good job.	30.00% 3
• Pay them what they are worth. Give them good and fair leaders/department heads.	20.00% 2
• Employee appreciation event(s)	20.00% 2
• A day off	10.00% 1
• Less micro-managing certain things on our end	10.00% 1
• This is a question for department leaders. By the time we usually hear about bad relationships it involves firing people and lawsuits.	10.00% 1
• More appreciation in meetings for the work staff do, also basic respect – for example, council members should not say "you talk too much" or interrupt a staff member during their report	10.00% 1
• Communicate between departments (physically walk up or down a floor and talk, not via email)	0.00% 0
• Wellness things like fitness classes	10.00% 1
Total Respondents: 10	

Q10 Q10. Choose your top three responses to the question: What can we do right now to finish administrative reorganization?

Answered: 11 Skipped: 0



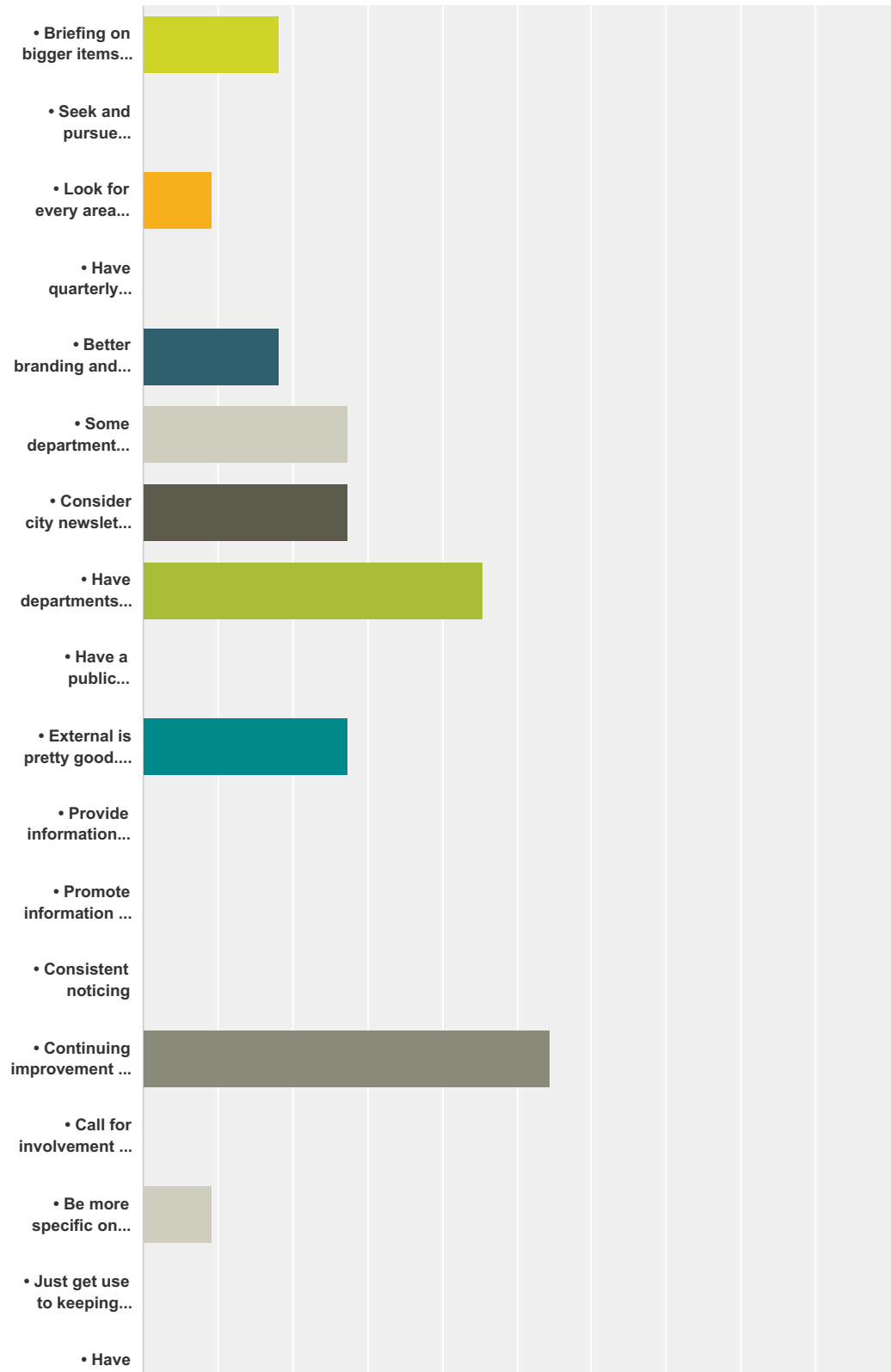
City of La Crosse



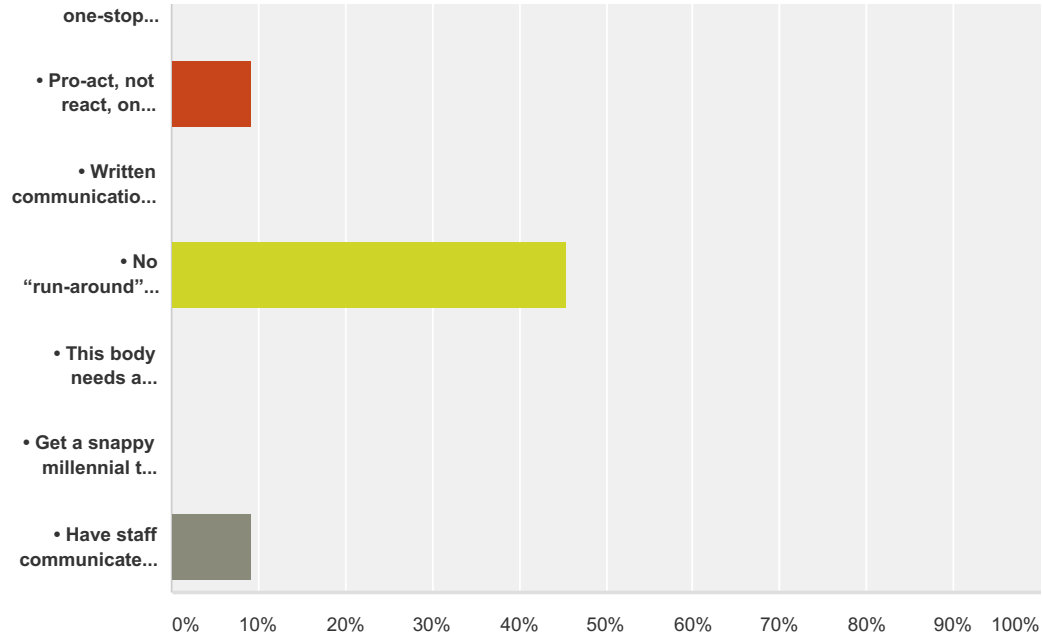
Answer Choices	Responses
• Establish short-term goals to ensure hitting a number of our targets outlined in re-org	18.18% 2
• Seize opportunities that arise	9.09% 1
• Continue using the "overlap study" from last summer to promote efficiency and eliminate redundancy	27.27% 3
• Employees and department heads tell us what they think	0.00% 0
• First provide a status report. We've implemented about 39% of the many recommendations from the reinvention report. Council needs to be much more involved.	54.55% 6
• Update on the progress. Why hasn't this been done?	0.00% 0
• Set a definitive date to have the reorg finished. Plan how to achieve that goal – then do it.	36.36% 4
• View all vacancies as potential opportunities	18.18% 2
• Accept that it will take time	18.18% 2
• Start having meeting of executive committee with focus on lean	0.00% 0
• Make it a priority	0.00% 0
• Follow Jankowski recommendation for "sub Mayor" level managers	18.18% 2
• Take big view of city functions and allow more flexibility	0.00% 0
• Create City Manager and make Mayor part-time	18.18% 2
• Continue with Mayor's plan on public works. Council dropping to 13 another good move.	9.09% 1
• Take advantage of opportunities. This will never be finished.	9.09% 1
• No real solutions except follow the study and get it done	0.00% 0
• Just do it! If a pay cut or termination is required, so be it. As an employer, the city needs to focus on business, not preservation of people/positions for sentimental reasons.	18.18% 2
• Take more input from Council members	27.27% 3
• Review the follow through from planning session	0.00% 0
• Consolidate committees	18.18% 2
Total Respondents: 11	

Q11 Q11. Choose your top three responses to the question:What can we do right now to improve internal and external communications?

Answered: 11 Skipped: 0



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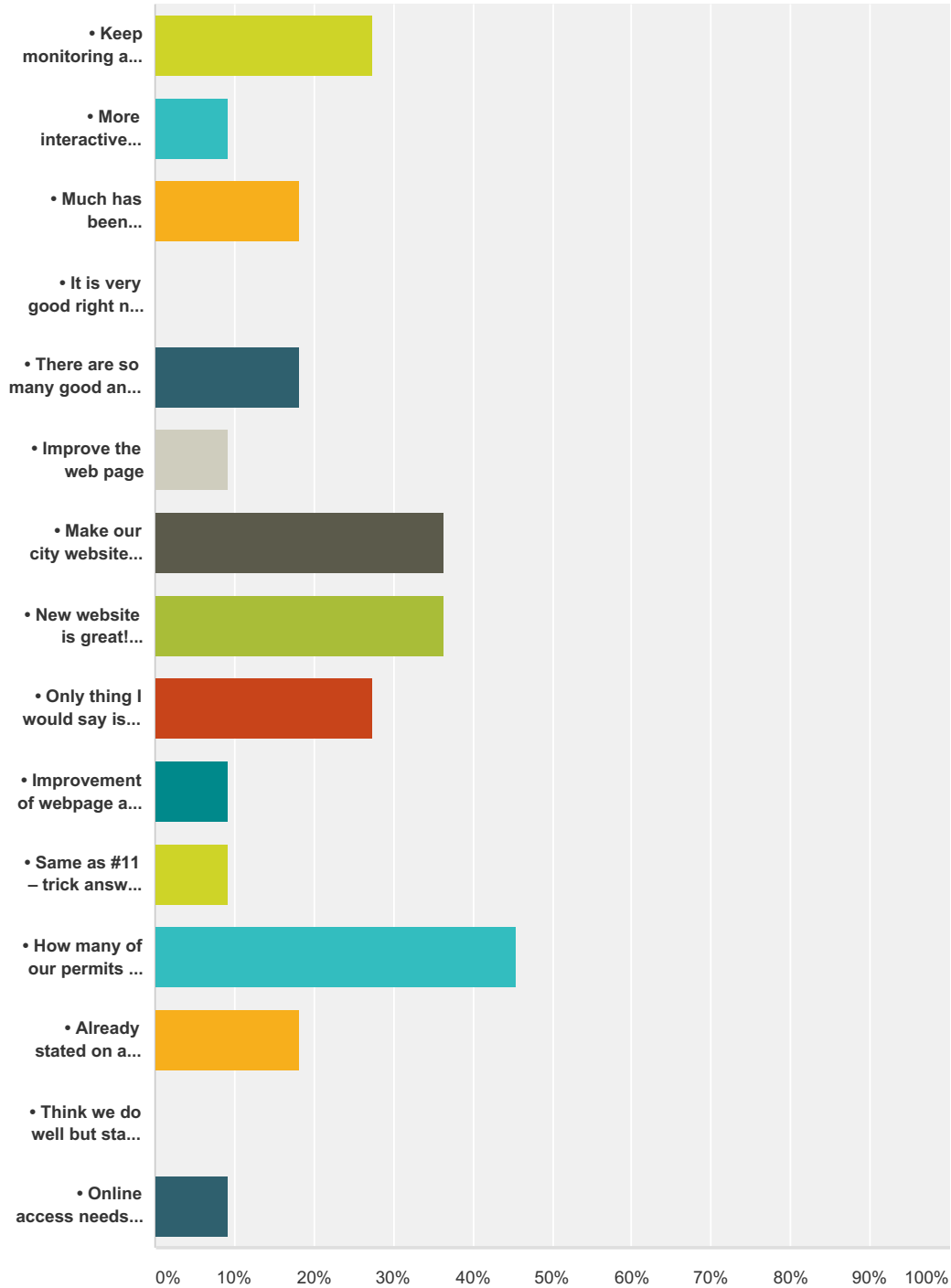
Answer Choices	Responses
• Briefing on bigger items on the horizon before they hit	18.18% 2
• Seek and pursue opportunities to address media, especially when bigger issues/closed session	0.00% 0
• Look for every area publication and publish common source information (website, etc.) for people to be able to find agendas and other city business and news stories. Any and all ways to get the word out needs to be considered.	9.09% 1
• Have quarterly department meetings	0.00% 0
• Better branding and feeding news media information	18.18% 2
• Some department staff feels they do not need to let council members know what is happening in their districts (phone calls or emails save a lot of angst)	27.27% 3
• Consider city newsletter for citizens	27.27% 3
• Have departments inform CM when issues arise in district (just CC communication)	45.45% 5
• Have a public relations firm/staff	0.00% 0
• External is pretty good. Internal council members need to be better informed regarding impending major decisions.	27.27% 3
• Provide information desk	0.00% 0
• Promote information to as to how to access the meetings on TV	0.00% 0
• Consistent noticing	0.00% 0
• Continuing improvement of city website	54.55% 6
• Call for involvement and ideas from citizens (all media)	0.00% 0
• Be more specific on city council resolution captions	9.09% 1
• Just get use to keeping people informed (share information). Be more trusting.	0.00% 0
• Have one-stop counter in lobby to handle frequent citizen contact	0.00% 0
• Pro-act, not react, on issues by promoting public education and discussion of issues	9.09% 1

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• Written communication for policy vs privileged needs to be posted as well as zz council emailed	0.00%	0
• No "run-around" the council member of the district tolerated. Any action in a district should be cc'ed (at least) to council member.	45.45%	5
• This body needs a training on respectful interactions in a group setting — bring in a counselor, take a council planning meeting, teach folks how to not talk over or disrespect one another (this is a strong issue in smaller commission meetings)	0.00%	0
• Get a snappy millennial to run our twitter feed (#councilmeeting2nite)	0.00%	0
• Have staff communicate with other staff face to face and loop all parties involved on emails	9.09%	1
Total Respondents: 11		

Q12 Q12. Choose your top three responses to the question:What can we do right now to improve public online access?

Answered: 11 Skipped: 0



Answer Choices	Responses
• Keep monitoring and updating the website	27.27% 3

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• More interactive website	9.09%	1
• Much has been accomplished. Keep migrating more services, payments, etc. to website/MyLAX app	18.18%	2
• It is very good right now. Citywide WiFi would be great if we could afford it	0.00%	0
• There are so many good and user-friendly websites. Our site is built like a house – by committee (a camel!). I suggest enlisting a web designer who designs retail oriented sites. The instincts of a user friendly retail site design will greatly improve our website.	18.18%	2
• Improve the web page	9.09%	1
• Make our city website more user friendly and make it easier to navigate through	36.36%	4
• New website is great! Possibly some tweaking. Drop-downs are confusing to some. Some deeper, department-related pages could be tweaked for public info. But otherwise much improved.	36.36%	4
• Only thing I would say is make sure it's kept up to date, which I believe it is.	27.27%	3
• Improvement of webpage and app. Kiosks in lobby, libraries for input.	9.09%	1
• Same as #11 – trick answer. Use any means available to show and tell people how to access our website. Phone app, alternative publications, radio stations, etc.	9.09%	1
• How many of our permits and other applications can be filed online? The answer should be “almost all”.	45.45%	5
• Already stated on a previous card – social media. Make it snappy, easy to understand and action-based.	18.18%	2
• Think we do well but state and fed need to step up	0.00%	0
• Online access needs to be changed in some areas. Very difficult to find some information, should be a click away. Have asked, no changes made.	9.09%	1
Total Respondents: 11		