

FlashVote helps you make a difference in your community

# Survey Results: Website Usage

**Survey Info** - This survey was sent on behalf of Town of Oro Valley to the FlashVote community for Oro Valley, AZ.

**These FlashVote results are shared with local officials**

603

**Total Participants**

602 of 897 initially invited (67%)  
1 other  
Margin of error: ± 4%

Applied Filter:  
**Locals only**

Participants for filter:  
**533**

**Response Time (ho...**

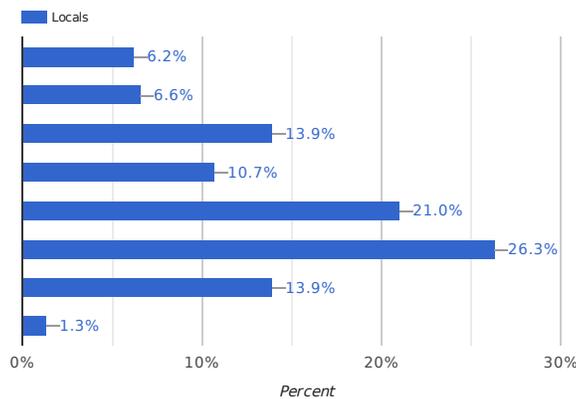
Started:  
**Nov 6, 2019 10:36am**

Ended:  
**Nov 8, 2019 10:31am**

Target Participants:  
**All Oro Valley**

**Q1** Over the last 12 months, about how often have you visited the Town of Oro Valley’s website (www.orovalleyaz.org)?  
(533 responses by locals)

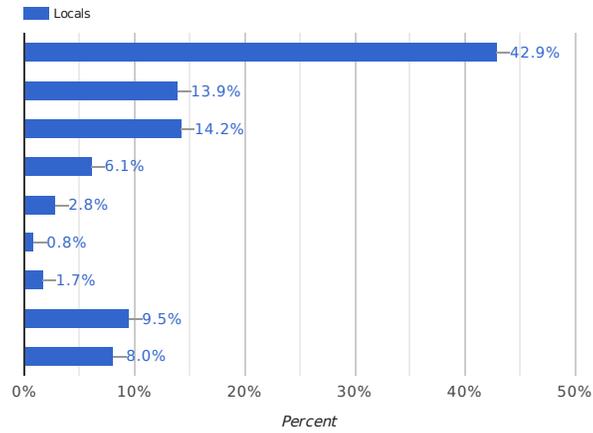
Options	Locals (533)
More than once a week	6.2% (33)
Once a week	6.6% (35)
Every few weeks	13.9% (74)
Once a month	10.7% (57)
Every few months	21.0% (112)
Once or twice in 12 months	26.3% (140)
I didn't visit the site in the last 12 months	13.9% (74)
Not Sure	1.3% (7)



**Q2** Think about the last time you visited the Town’s website. What were you trying to do?  
(527 responses by locals)

Options	Locals (527)
Find information about a meeting or event	42.9% (226)
Find information about a construction project or road closure	13.9% (73)

Options	Locals (527)
Find info about a Parks & Recreation program or facility	14.2% (75)
Find contact information	6.1% (32)
Pay a bill	2.8% (15)
Apply for a permit	0.8% (4)
Submit a question or concern to AskOV	1.7% (9)
I have never visited the website	9.5% (50)
Other:	8.0% (42)



electionregarding meetinginforms look  
 bill ov results  
 check  
 see  
 council  
 question job permit townwebsite usefacebook infofind ask  
**water**

Find hardness level of my water.

Check on my water bill

Newsletter

honestly do not remember ?

Enroll in citizen's academy.

To see if anything useful there; nope.

Look for election results

Police contact info

hours for concealed weapon permit fingerprints

look up my water bill. was not successful

Water Utility info

Find info about election results

Reporting a road in need of repair.

ask a water bill question

updates

Job opportunity

I did not visit OV website.

View a meeting

General information and looking for what is new!

Water use

Asking a question about a permit.

Gather info regarding real estate

Answer a flash vote

Voting results

Election Results

info on serving on a board

Water Utility information

OV Water

Find information regarding an OV ordinance regarding leashing dogs

exploring the water service project that informs us if a water problem

Police and crime info

Find info on all the sources of OV revenues, including what comes from Pima County

To find out about parks in the area

Listen to commission and council meeting

storm water fee info

Because the only website I knew about was on Facebook & I don't do Facebook

Watch a Town meeting live.

I want to complain about the poor job of street resurfacing in our neighborhood

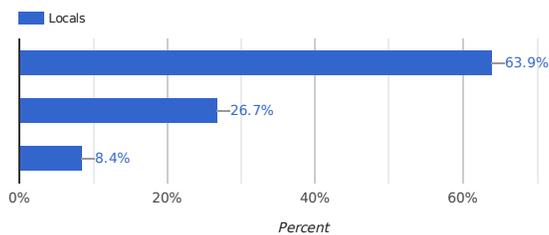
look for work

Record request. AskOV is go-between to depts & a roadblock. Town clerk not much better.

### Q3 What was the outcome of your last visit to the Town's website?

(476 responses by locals)

Options	Locals (476)
I found/did what I needed easily	63.9% (304)
I found/did what I needed, but it was difficult	26.7% (127)
I was not able to find/do what I needed, and I was trying to:	8.4% (40)





Find hardness level of my water.

honestly do not remember ?

Find the senior citizen center

Look up building permits. Everywhere else I've lived, they are part of public record.

location of all dog parks in area

get a permit for my yard sale signs

Find election results.

I found my answer on Pima County's sewer site

I found it, but not easily, was not difficult though

adjust water bill/pay forward

I was looking for Parks and Recreation Advisory Board meeting location and time. Never found it. I

Police information

Find out how much \$\$\$ the Golf Courses are LOOSING

Got a call back from permit group. Very helpful.

determine the agenda of a council executive meeting

Reserve a park cabana, so I went in person to 3 diff. Locations u til I succeeded in reservation.

I voted

find endowment information

Tired to find out what event notice signs on the streets were related too

see if I needed a permit and the cost of same for a neighborhood event

Still working on trying to find budget details on revenues; may have to walk in to town hall

Looking for details on my current Oro Valley Water Bill - site fails to direct towards actual bill

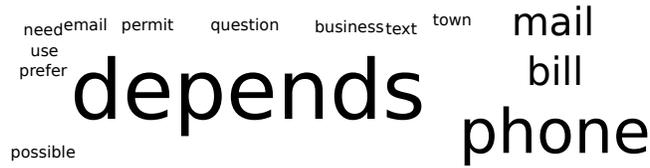
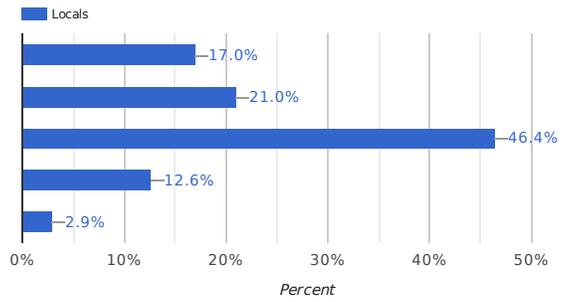
Info on Nakoma Sky property.

NA

**Q4** How do you most prefer to do business with the Town? (For example, paying a bill, asking a question, or applying for a permit)

(524 responses by locals)

Options	Locals (524)
Phone	17.0% (89)
Email	21.0% (110)
Online	46.4% (243)
In person at a Town facility	12.6% (66)
Other:	2.9% (15)



paying a bill - mail, asking question - phone, applying for permit - in person

Mail

use technology as much as possible and appropriate, but still have ability to talk to a person

depends, use all above depending on what I am doing

have not had to seek help with the Town recently

I am a town employee

Text

pay bills online; if need specific information, then phone

It depends on the business. Mail, email or phone are usually preferred, if possible.

I'd prefer not to

Text

Depends on the type of business

To lump paying a bill in the same question as getting a permit does not make sense.

By phone, email, or in person depending on what I need.

**Q5** Any other comments or suggestions that would help make the Town's website more useful to you?  
(76 responses by locals)



No suggestions

The city's website should be visually attractive and representative of the spectacular views we enjoy along with the ease of migrating to the appropriate venue that we desire. Once that venue is reached, it should be user friendly in order to drill down to the specific area/issue we were

seeking.

I am burned out of apps, social media. To drive and walk in is more fun! I am now 58 need to get out and enjoy life! I try to stay away from the computer! Get my job and turn it off!

Less Clutter.

Advertise the FREE prescription drug program

More user friendly and a really good search function built in. I have had to google search into things when the towns website search has come up with nothing.

I appreciate all of the information available. There's a learning curve involved initially, but that would be true of any website with dense material. Thanks for the effort put into keeping it current. I know that takes commitment and time.

If you identify a unique use for it, it may become useful.

Easy to use for information

Have noticed a lot of good improvements to the town website.. keep up the great work!

post what the board is doing so citizens are not in the dark and caught by surprise. Need to be more open about what the board is doing

Publish new projects and locations, permits, closures of businesses, new ownership.

An updated website would be wonderful!

No.

nope

A good map of hiking trails with where to park

Take the excess "glop" off of the website. Keep the calendar link on the main page, and make it easy to access quickly.

I don't know about the website, but these questions are truly not good ones. Especially the second question. I think I have used the webpage to most things mentioned, but you only allow one answer. Its obvious you are pointing the results of these polls in a direction you wish not as they should go.

open digital access to the public of records such as property plats, permits activity, etc.

not at this time

Search bar is very helpful in finding what I'm looking for.

Web site is well done and easy to navigate.

No Comment

Ensure we know when there are new news items to review.

A little better indexing.

Publish a navigation manual

I found it very helpful when I needed it...but only go to it when I need something specific. I don't check it on a regular basis.

direct input to elected officials

I tend to find the "Projects" section a bit of a mess divide it up into roads, housing, business, parks perhaps.

Love your "Ask Oro Valley" service!

None at this time

In general, it is pretty good

N/A

Very upset about the wasted money on golf courses

I have a lot of paint and oils that I want to get rid of. Announce when, where,.... that I can turn it in.

Make financial information and budgeting, along with council decisions more easily found.

Knowing how to get instant information on line is very important. I don't remember if you can link events to calendars but that would be a great tool.

I'm on the Town's mailing distribution list, so I automatically receive notifications of meetings, etc.

I think the website is pretty well done. Easy to find things

works fine for us

No further comments

The Town produces a number of critical documents, of which some have produced recognition with regional and national organizations. A centralized repository of those documents, audits, financial statements, strategic plans and other reports would enable users to quickly and efficiently locate pertinent information on the Town's operations.

I often want to view recordings of Council meetings but find getting to them from the home page is not too direct. Provide a more direct link from the home page.

I appreciate the Town's website. Keep it up!

Have a tutorial for the council to learn how to reduce taxes.

Make it easier to use
The website needs a major overhaul. It doesn't feel "21st century."
The viewing of the City Council meetings does not work on tablet or phones. It works great on the desktop computer though.
it is hard to know which dept has the information I might need. maybe better search feature.
I also "Liked" the Town of Oro Valley on FB. Unfortunately, it does not come up in my feed very often so I need to think about checking it. I find that items on FB may remind or encourage me to check for more detail on the website.
I like being able to watch meetings without leaving home.
Been here 10 years & didn't know the city had a web site. Maybe a topic about the web site and it's uses mailer to the residents would be helpful.
Have no-cost ACH payment options for paying my water bill. The OV water company is the only bill I have that I have to pay a fee to pay my bill without auto payments.
Tell the Town council to stop betraying the citizens of OV who voted them in, by subsidizing a golf course for a select few.
In these times we try to spend so much time online. I am now against this online stuff. I rather come in and see a person. But then I am only one in thousands. So I find myself not knowing much about what's going on. Online is becoming no fun. And why not just walk in pay a bill. Oh well, mostly go online to visit the construction stuff.
Text reminders for events
no
For now, improve the Oro Valley water website to provide links to an actual bill.
Difficult to find Town Council meeting streaming online live.
Great website.
Stop the building. More wild space. Get rid of golf courses.
Navigation is poor! Site Map. Better search.
Prominent summaries of Council actions and up to date info regarding financial advisory committee actions/recommendations.
Continue to review the website to make it more user friendly.
Answers would be helpful.
I like to access information through links on social media.
no
The town employees, the council, all seem to want to better our community. However, I cannot help but notice the many parked vehicles, (some utility) that require maintenance and insurance and do not seem to be in service. This is true of the overmanned police department. It is not uncommon to see three police vehicles, usually large SUV's driven by a single officer, questioning some vagrant. What does this look like? And why is this allowed to happen?
From it's early days until now, the Town's web site has not been user friendly. Go on the site and type in General Plan as if you wanted to look at the General Plan. You can't get there from here!!!!
Better search returns
Some services offered by various agencies (ex. Police) are buried under the Police section, to where it takes 4-5 clicks to find the info, with a lot of guessing where to find it.
make the lookup, searches, and info related based on the info posted on signs. like posted notices of rezoning or other hearings as an example. Make finding stuff easy for some who is NOT a city employ
Advance notice of changes in traffic flow is great !! Keep it up!!
Can you please make a box to click on where you can send the whole council an email without having to list each one separately.
recall the mayor and council
The search feature is pathetic. Simple documents cannot be located via search. For example, you must go to Documents to find CEDS & Budgets. Searching for Project names or subjects in meeting area of site & using Search for the project name often yield nothing. It shouldn't be that difficult for an average citizen to find something.

[Get FlashVote for your community.](#)

[Have a sign-up code?](#)

[About](#)

[How It Works](#)

[FAQ](#)

[Privacy](#)

[Feedback](#)

[Contact](#)

[Terms of Service](#)

[Info for Governments](#)

Share FlashVote with others:

