![FlashVote logo]

Survey Results: Website Improvements

🏛 Survey Info - This survey was sent on behalf of the City of South San Francisco to the FlashVote community for South San Francisco, CA.
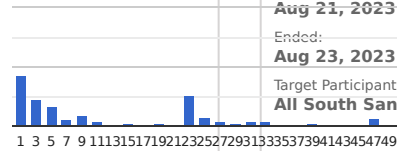
These FlashVote results are shared with local officials

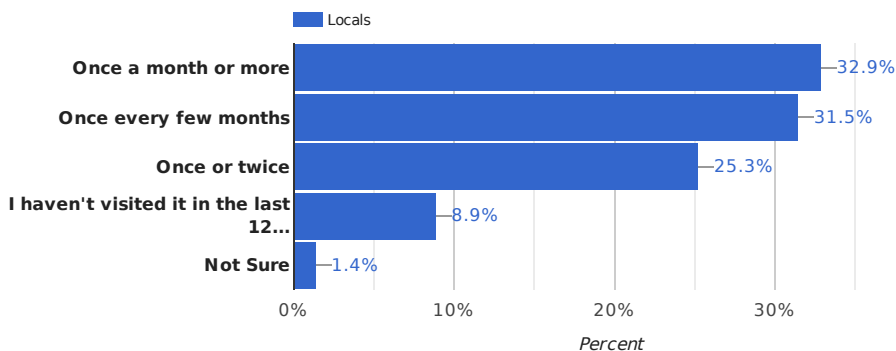|			
166 **Total Participants** 163 of 353 initially invited (46%) 3 others Margin of error: ± 8%	Applied Filter: **Locals only** Participants for filter: **146**	**Response Time (hours)** 1 3 5 7 9 11131517192123252729313335373941434547 49	Started: **Aug 21, 2023 11:06am PDT** Ended: **Aug 23, 2023 11:06am PDT** Target Participants: **All South San Francisco**

Q1 Over the last 12 months, about how often have you visited the City of South San Francisco website (www.ssf.net)?

(146 responses by)

Options	Locals (146)
Once a month or more	32.9% (48)
Once every few months	31.5% (46)
Once or twice	25.3% (37)
I haven't visited it in the last 12 months	8.9% (13)
Not Sure	1.4% (2)

Locals

- Once a month or more — 32.9%
- Once every few months — 31.5%
- Once or twice — 25.3%
- I haven't visited it in the last 12... — 8.9%
- Not Sure — 1.4%

0%   10%   20%   30%

Percent

Q2 Have you ever found it hard to find information or accomplish a goal when you visited the website?

(135 responses by)

Options	Locals (135)
No	46.7% (63)
Not Sure/Never visited the website	11.9% (16)
Yes, and I had a hard time with:	41.5% (56)

No	46.7%
Not Sure/Never visited the website	11.9%
Yes, and I had a hard time with:	41.5%

0%   10%   20%   30%   40%   50%

Percent

located online details new commission
link relevant updates plans
information city rec looking
work busy
registration schedules lot things
info
permits code live meet getting
specific event contact building
figure council park
well department search police
report hours
recreation make calendar street feature tree class

find

Finding what committees are in SSF, days they meet, and how to join/when they are accepting apps

getting information on pruning trees not belonging to me but to a neighbor

Parks & Rec

things are categorized in confusing ways

Finding details about the various departments, their schedules, and their processes.

Search box does not seem to yield relevant posts, even though I have located them by hunting!

It doesn't offer a lot of details. I know the program exist, but I need to know more.

I was looking good at contractor and building codes and business info

project plans

I don't remember

Yes, couldn't find the survey about the new Bike lane and Bus stop ramps between Spruce and Country

how to report parking concern

Finding specific staff PHONE NUMBER

Finding how to communicate with city officers.

Finding municipal code

calendar was not updated for events, some departments were not updated as well

Navigating through to find information about police, public works

It took me awhile to figure out where the Park and Rec online sign in

Parking notifications as well as city tree fungus notifications

searching results are not accurate

Permits, parks

Finding contact information in different city departments

A lot of things

Online class registration, pool hours

finding how to log in for a council meeting

Can't find uptodate organization chart

Having to download report PDFs linked to council/commission agendas, rather than open in browser

Figuring out who to call

Finding applicable codes

The intranet has no information.

Accessing council live stream

Master fee schedules, similar level items

Finding updated event information

Getting to park and rec registration

searching the website to find a specific resource

finding board members

how to get a tour of new police station

calendar of events

The search feature

Finding city events

Too much information on the home page, too busy, making it harder to find information

finding city council meeting zoom links

Finding information I wanted

finding an address to write to city leaders

LOCATING INFORMATION I'M LOOKING FOR

Trying to find out more details on something I read about

Finding relevant information about hours or where to go

Find link to council live meetings and commissions meeting minutes aren't updates

Building department info

street/curb problem and flooding of front yard

Q3   Think about the last time you visited the City website, what were you trying to do? (Choose ONE)

(130 responses by)

Options	Locals (130)
I have never visited the website	3.8% (5)
Pay a bill or fee	0.8% (1)
Report a problem	10.0% (13)
Reserve/rent a public facility or park	3.8% (5)

Options	Locals (130)
Find information on City Services (meetings/agendas, documents, contact info, job opportunities, services, etc.)	58.5% (76)
Find assistance/resources (housing, legal, food)	1.5% (2)
View crime statistics	0.8% (1)
Apply for a license or permit	4.6% (6)
Other:	16.2% (21)

■ Locals

I have never visited the website	3.8%
Pay a bill or fee	0.8%
Report a problem	10.0%
Reserve/rent a public facility or park	3.8%
Find information on City Services...	58.5%
Find assistance/resources (housing,...	1.5%
View crime statistics	0.8%
Apply for a license or permit	4.6%
Other:	16.2%

0%   20%   40%   60%

Percent

records remember council christopher
got swim course fun looked
survey public info adult meeting recall
link park rec event drop
locations books fall mentioned
reserve class enroll haven
library research
movie schedule
agenda register city dates corrupt
exercise music system like
pickleball times registration information
previously calendar behavior official

finding swimming classes
Course schedule and Library info
find out the agenda of a city council meeting
Find dates, times, and locations for fun City events like Movie in the Park.
researching Park and Rec
Don't recall
Looking for a survey, previously mentioned, got the link from Christopher E.

Park and Rec classes

Register for Parks and Rec classes

register for a class/drop in pickleball

Register for swim class

Enroll in fall music classes

Class registration

Adult exercise classes

research corrupt city official behavior

Looked for City Calendar of events.

Find a city event

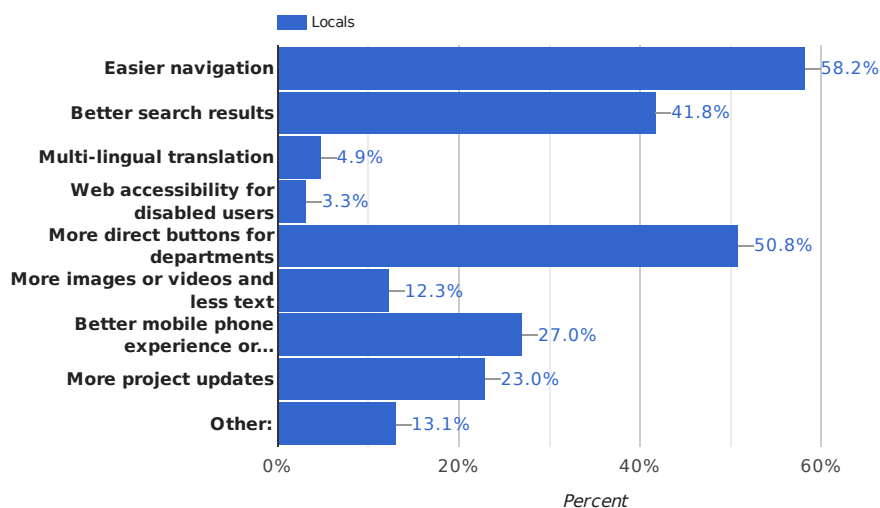Parks & Rec information

I can't remember

Register for classes park and rec

Register for parks and rec classes

Q4   Which of the following changes, if any, would improve our website the most? (You can choose up to FOUR, if any)

(122 responses by)

Options	Locals (122)
Easier navigation	58.2% (71)
Better search results	41.8% (51)
Multi-lingual translation	4.9% (6)
Web accessibility for disabled users	3.3% (4)
More direct buttons for departments	50.8% (62)
More images or videos and less text	12.3% (15)
Better mobile phone experience or performance	27.0% (33)
More project updates	23.0% (28)
Other:	13.1% (16)

Locals

Easier navigation	58.2%
Better search results	41.8%
Multi-lingual translation	4.9%
Web accessibility for disabled users	3.3%
More direct buttons for departments	50.8%
More images or videos and less text	12.3%
Better mobile phone experience or...	27.0%
More project updates	23.0%
Other:	13.1%

0%   20%   40%   60%

Percent

menu department clearer reply documents give data use doesn engage text nice page access busy deeper ssf drop event find sent information home seeclickfix know city person content calendar much complete works seems dar look updates receive consolidated going

More visually appealing website
Deeper more complete content. More text documents.
never visited site
knowing which department to look under for what I need
Clearer and consolidated information on all city events through the calendar
Would like to see crime statistics by neighborhood
the drop down menu is annoying
Access to SeeClickFix data
more detailed event info, rather than a pdf of the event's flyer that we used to find the webpage
direct access to city departments
It would be nice to receive a reply on sent messages, otherwise, it seems person doesn't give a dar
None
I just use engage ssf works find
More current Event updates
The home page is too busy - too much going on, but the navigation menu and drop-down menu is great!
More content and things that are community contributed or engaged.

Q5 Any other comments or suggestions for improvements to navigation or other changes that would help make the City's website more useful to you?

(30 responses by)

SSF has wonderful services and programs, and there is a ton of good information on the website. However, the website does not do your offerings justice, as it is clunky and looks dated. Information is often embedded many layers deep, making it hard to find what you are looking for.

I contacted a department (don't recall which one but I'm sure you can figure out) to find out about property lines. The lady that replied was very vague in her reply with absolutely now empathy at all. I should have saved the email to provide it. She had the glamorous title but not helpful at all, not realizing she is a city employee that should be assisting South San Francisco residents.

Links from the development construction map to the appropriate planning documents/presentations for each numbered project.

None I can think of right now.

None

more services info, food pantry, free shots, more on the classes offered for free. more advanced notice, not tomorrow is movie night in paradise valley. Calendar should be updated for at least 4 months out.

There should be a button on there to communicate if you are going to miss a class, rather than have to send an email

More modern design that showcases the city's strength. The current site design is a bit drab.

Search engine directions are misleading and confusing. Missing my yellow pages!

None at this time, thanks.

More content around how to become more engaged, contribute, and share feedback.

More direct email addresses for city staff, there are times that you want a record of your conversation, or the resolution to a problem. I realize that email is time consuming, but it would be helpful to have that type of correspondence option available.

Monthly summaries of what's going on in each department

Better calendar of events and meetings

Make it easier to see the Council Agenda and watch the council meetings.

Have reports open in browser instead of downloading pdfs

A flow chart for common and slightly less common city requests so we know who to contact

Appreciate all you do and wish to learn more about how to get around and navigate the new building.

Too much staff and really very little help

Please let employees/the public know what is happening in the city.

Drop down too fast, obscures reading and navigation

a lot of "page not found" links - get rid of them.

The communication handwork call

City Calendar should be on the main menu

Navigation that is like the City of Austin TX's website.

This is the 2nd time I'm completing this survey.

I know all that familiar with it. I moved here about 15 months ago and I was trying to familiarize myself with the city services, etc. To tell you the truth, I can't really remember particularly about when I visited the site.

Update the UI! it looks like its from the 90s.

Yes update it with real pictures and updates of events.... Rsvp or registration to events should be easier and website should have more Spanish language content!!

make all inquiries or emails be responded by a person with their e-mail or phone number, instead of a canned reply or answer