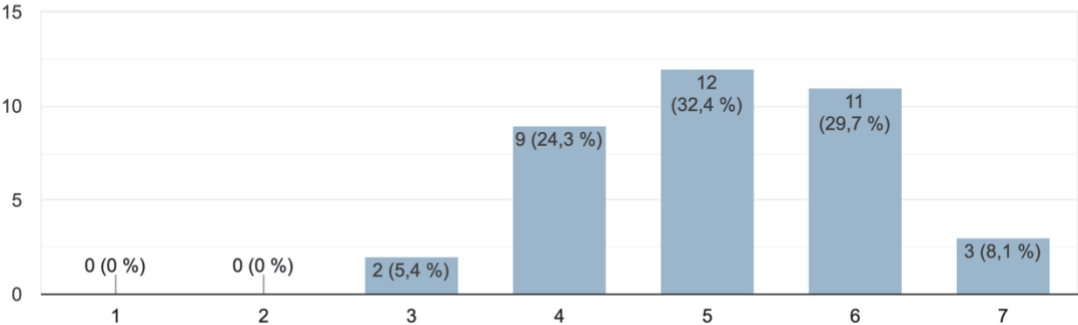


Résultats du sondage site web / Website Survey Results

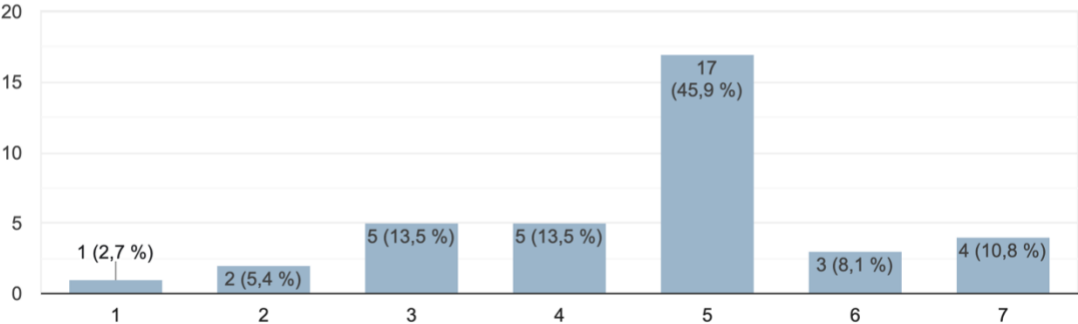
1. Comment évalueriez-vous votre expérience générale avec notre site web actuel ? / How would you rate your overall experience with our current website?

37 réponses



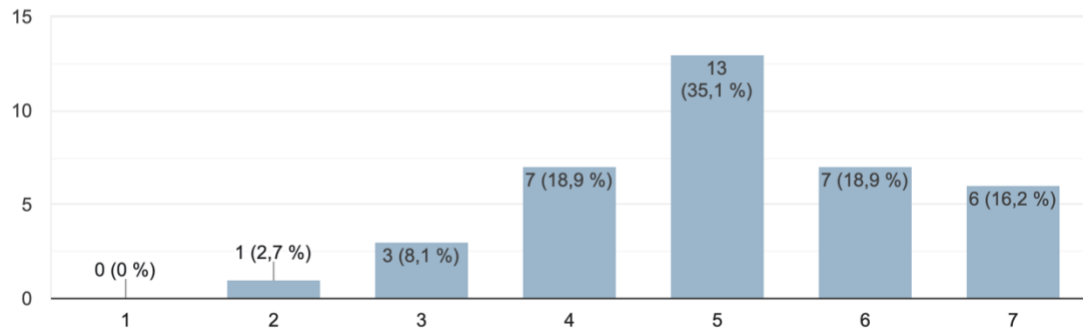
2. Quelle est la facilité avec laquelle vous trouvez l'information dont vous avez besoin sur notre site web actuel ? / How easy is it to find the information you need on our current website?

37 réponses



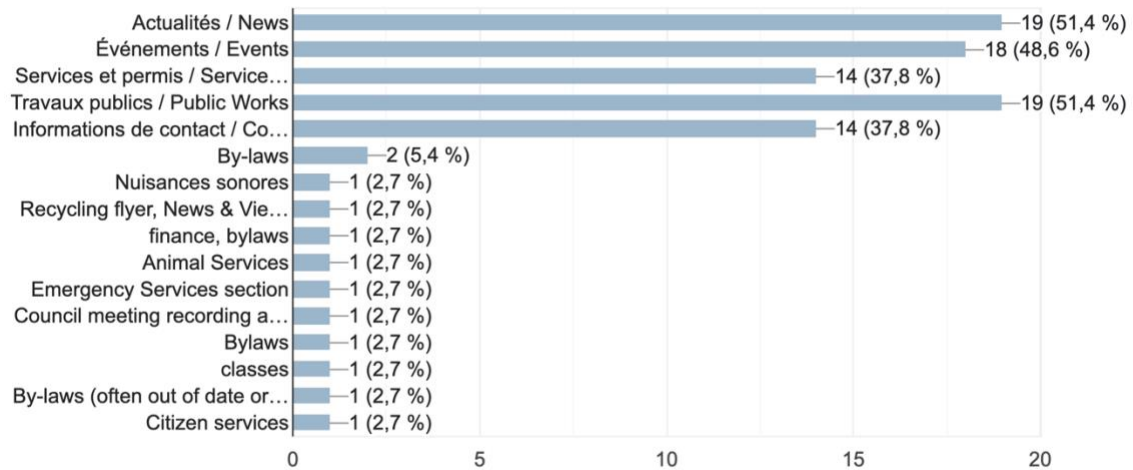
3. Comment évalueriez-vous le design et l'attrait visuel de notre site web actuel ? / How would you rate the design and visual appeal of our current website?

37 réponses



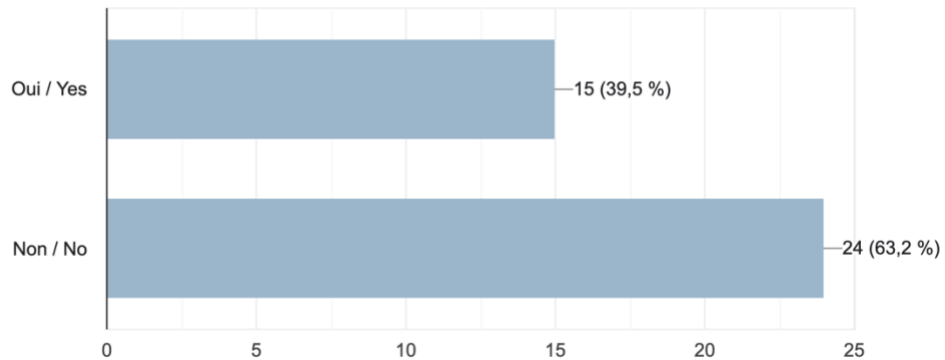
4. Quelles sections du site web actuel visitez-vous le plus fréquemment ? / Which sections of the current website do you visit most frequently?

37 réponses



5. Avez-vous rencontré des problèmes lors de l'utilisation de notre site web actuel ? / Have you encountered any issues while using our current website?

38 réponses



Si vous avez coché Oui, décrire les problèmes rencontrés / If you checked Yes, please describe the issues you have encountered:

16 réponses

Search results r confusing

Infos sur permis plutôt difficile à trouver, des fois. Mais textes et graphiques assez bien. Les nuisances sonores sont sûrement une information que plusieurs gens recherchent, il serait pertinent de mettre ce segment de l'avant.

Sometimes hard to find documents quickly. Bookmarking specific pages helps

The search function lacks flexibility - if you don't know the exact keyword to find something, or the section in which it might be found, it can take a long time

Available information may not always have clear and direct access to it.

I would suggest putting the animal bylaw in the same page as the animal control and animal services information. Label the page Animal Services. I would suggest putting lost and found animals on the City Animal Services page and social media platforms. I would also suggest putting links to Canin du Suroit (Animal Shelter contractor), links to wildlife rehabilitation centres (Le Nichoir, Squirrel Land, Refuge Nymous, etc) and Sauvetage Animaux (all species). Put links to www.coyotewatchcanada.com for coyote

information. Also put links to vegan restaurants to promote a plant based diet.

The English wording and grammar are not always correct. The placement of categories is not always intuitive.

Do not find website user friendly.

There were problems due to "cookie" acceptances. Repeatedly asked for each section with some only willing to accept more cookies and no rejection of cookies.

I typically find expired or cached information when using the search bar.

Finding information

Information either not updated, out of date, incomplete, or on wrong page. Search function not always optimal. Often it's not the structure of the web page that is an issue but info not updated, or occasionally on wrong page.

Trouver les règlements municipaux est difficile

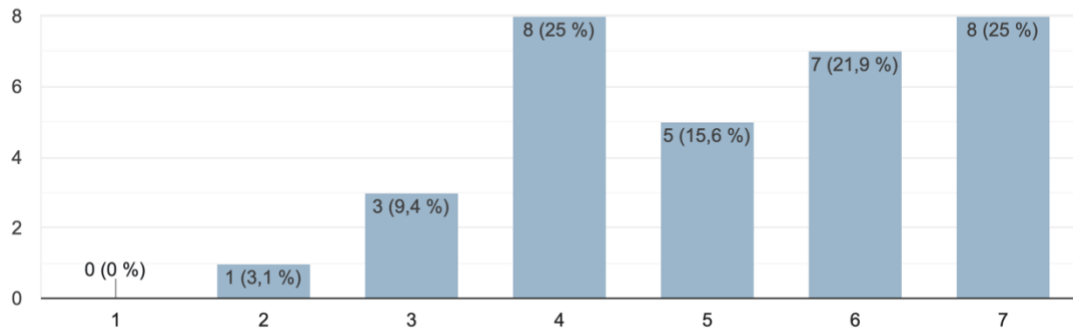
Just looking for info about what can/cannot be recycled and it is evident the page (<https://www.baie-durfe.qc.ca/en/citizen-services/page/recycling>) is out-of-date.

I find the website to be excellent for everything except for finding events and schedules and activities. For instance, trying to find a fireworks schedule, or a rain day rescheduling. Trying to find seasonal activity schedules, etc. If I follow links sent out by your emails, I have no problem. But trying to proactively locate those particular Things like summer concert schedules, etc. is the one glaring notable weakness of the otherwise great website. Thank you for reaching out to everybody with this survey and an opportunity for improvement.

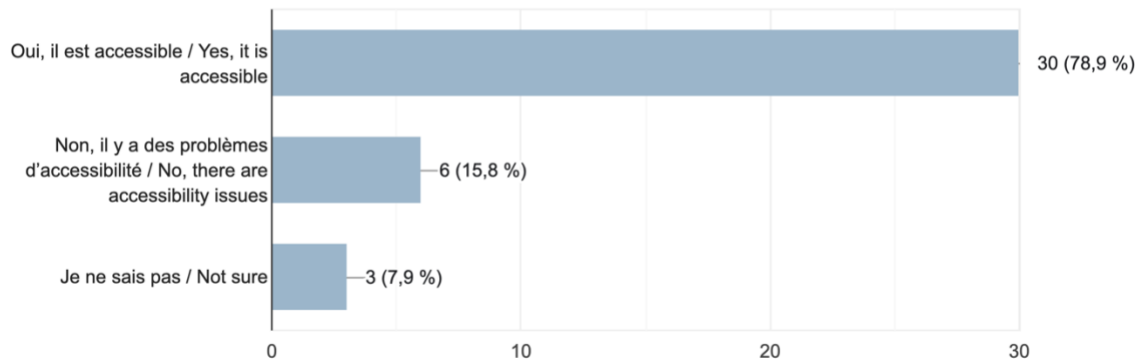
Have a wonderful winter.

The limit on searching is very annoying

6. Comment évalueriez-vous le fonctionnement de notre site web actuel sur les appareils mobiles (téléphones/tablettes) ? / How well does our current website work on mobile devices (phones/tablets)?
32 réponses



7. Trouvez-vous notre site web accessible ? / Do you find our website accessible?
38 réponses



Si vous avez coché Non ou Je ne sais pas, quelles améliorations d'accessibilité suggèreriez-vous pour le nouveau site web ? / If you checked No or Not sure, what accessibility improvements would you suggest for the new website?

5 réponses

More direct links

I would suggest clear categories at the top, no popups, less visual clutter, and put the bylaws on the page they belong with (animal bylaw on animal services page for example.)

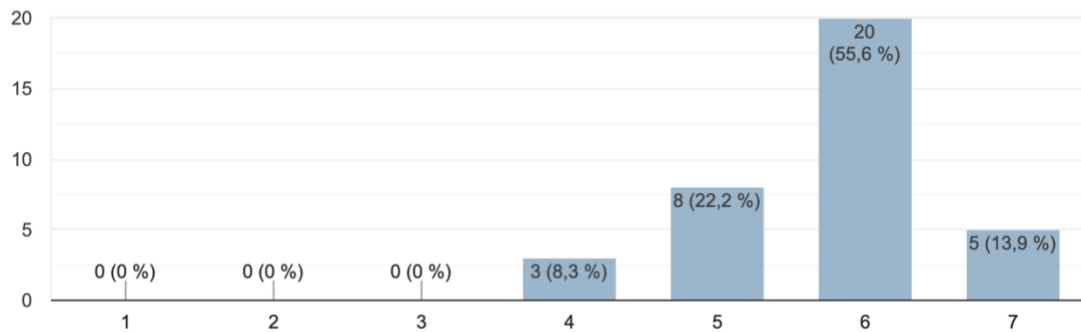
Due to the blocking because of only being willing to accept essential cookies it became blocked and I gave up so I was unable to rate it truthfully. We also did wish to sign on to Google request.

It's navigation and labeling is very unclear.

Anything colour coded such as the collection calendar is not useable by the 10+% of the male population who are colour blind

8. Comment évalueriez-vous la vitesse de notre site web ? / How would you rate the speed of our website?

36 réponses



9. Quelles fonctionnalités aimeriez-vous voir sur le nouveau site web? Avez-vous des suggestions ou des éléments spécifiques à inclure? / What features would you like to see on the new website? Do you have any suggestions or specific elements to include?

17 réponses

we should allow water meter readings to be registered on line.

City's bi laws , current decisions made to be in a category easy to find and read

A calendar of events instead of searching through postings

If you're able to count clicks to what documents people are accessing often, might try to include that in the FAQ section dynamically.

(1) Better search tools (2) It sometimes lacks important information while keeping entries that are long out of date - more work to do to keep it current.

I would love to see an Animal Services page that has photos of animals found and brought to Canin du Suroit. People should have a form to submit information about lost pets on the website. There should be data openly available about how many animals Public Security or Canin du Suroit pick up, and how many are reclaimed, etc. I would like links to animal shelters and wildlife refuges like Nymous's Refuge, Le Nichoir, Squirrel Land, etc. I would also like the information and advocacy group Coyote Watch Canada linked. www.coyotewatchcanada.com. They are working on making their website bilingual. Please also put

the animal bylaws on the animal services page. Currently animal control and animal services and the animal bylaws are all on separate pages. One page, Animal Services, should have all this information on it.

Add the Emergency Measures Committee under Town Committees. Have an "I want to" page with links to the appropriate pages, e.g., "I want to place a notice on the electronic bulletin board," "I want to obtain a permit", etc.

More town history, links to town history, links to town history with Government of Quebec. A search bar where one can search and get the information quickly rather than looking through menus. Have the same news on the website that is on the screen across from Maxi; often I see things on the screen that I want to know about but I drive by so fast I cannot read them. Then I look for them on the website and can't find them. Maybe have more stuff from the News & Views on the website.

Highlight important things on first page

When trying to view one site, there was just one sentence with no information.

My answer could be much longer, top of mind is SEO capabilities, the search bar function does not direct you properly (if you're on Wordpress it's deteriorating) labeling of how to navigating to certain topics and categories is unclear compared to benchmark for websites (also when looking at other municipalities websites)

The information needs to be reorganized and relabeled so that it makes sense to people who are using it. I would recommend doing a card sorting activity and some testing of a new model. I would also recommend doing an accessibility review of the site which would be more effective than asking people if it's accessible. This survey relies on people to remember the site and what they've done and people's memories aren't great. I would recommend looking at what Google analytics might provide in terms of information about traffic to the site. Work with someone who has UX expertise to do the research and help you develop the new model for your site.

Site de la bibliothèque plus élaborée ainsi que plus d'informations sur les actualités.les concerts et les expositions,spectacles

Bylaws need to be on the correct pages and organized a bit better. Other pages like Environment is lacking info. Since many of the general citizen events are funded partly but not organized by the town (e.g. CA or other) it would be useful to have a page indicating such events (like BdU days, or similar). Timely updating also an issue. Link to LIVE web streaming (WEBTV) of council meeting not updated in time for council meeting start, or link to WebTV Archive to listen to recording takes time to update. Link to second question period for council meeting needs to be available for start of meeting. Often issue is more one of quality or timely info than one of function.

It would be helpful if pages were dated so that I could see how up-to-date the information is.

Blind bidding system for government contracts

Make access to bylaws simpler. Include all with a simple search. Get rid of the categories

10. Y a-t-il autre chose que vous aimeriez partager concernant votre expérience avec le site web actuel ou vos attentes pour le nouveau site web ? / Is there anything else you would like to share about your experience with the current website or your expectations for the new website?

14 réponses

there should be a mail box for the council

L'horaire des activités sportives est un peu difficile à trouver durant les périodes d'inscription

Non.

You've done a lot over the years to improve this and it shows.

If the town website were to be integrated with an online citizens "forum" and use was made of "blog" features then less reliance would have to be made of social media which uses algorithms to determine who sees which posts. Make the site more interactive.

I want Animal Services to be one multi purpose page that is alphabetically first and prominent on the website.

The website is good, but the use of English language is sometimes awkward and needs proofreading. The new website could be more intuitive, with sections that are easier to find.

We cannot really rate the site since there are some problems reducing access to information but also creating tracking and potential trolling by third parties. .

The website needs to be more engaging and information that is most important to residents should be easily accessible and quick to access. I would suggest looking at visits and web traffic to which pages to determine what is most important to residents.

I expect the new website to have an improved menu structure and labels that reflect how residents think of the information.

Pas pour l'instant

Review the quality and timeliness of the information as well as how it is organized. E.g. on bylaws Taxation bylaws mostly in Finance, some in General. Draft bylaws page has approved bylaws at times and at times Draft bylaw not posted on time. Certain topics need to be expanded and updated. Please keep the Development page (projects) - hugely informative and past mayor did not feel it was needed - however it is key to inform us of major projects.

Avoir une possibilité d'envoyer un avis, question ou plainte en-ligne.