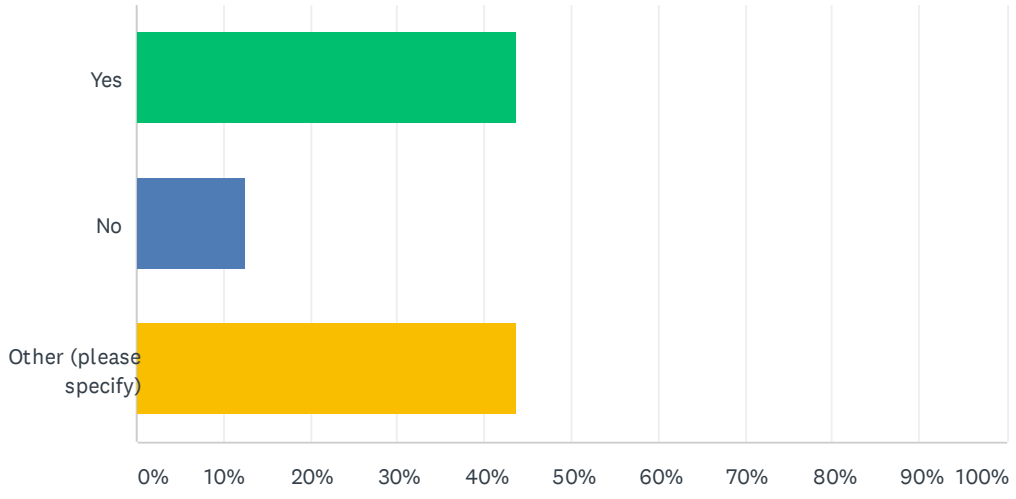
Q1 What is your name and jurisdiction?

Answered: 16 Skipped: 0

#	RESPONSES	DATE
1	Village of Woodlawn	5/3/2021 12:40 PM
2	Tammy Reasoner, Amberley Village	5/3/2021 12:03 PM
3	Rachel Murray, Communications Coordinator, City of Blue Ash	5/3/2021 11:54 AM
4	West Chester Township	5/3/2021 9:42 AM
5	Springfield Township	4/30/2021 4:01 PM
6	Moeller/Madeira	4/30/2021 3:37 PM
7	Pierce Township	4/30/2021 3:31 PM
8	Nate Henderson Village of Indian Hill	4/30/2021 3:30 PM
9	Lori Thompson, Madeira	4/30/2021 3:29 PM
10	City of Montgomery	4/30/2021 1:38 PM
11	Mike Nie - Green Township	4/30/2021 1:30 PM
12	Jennifer Kaminer, Village of Faifax	4/30/2021 1:29 PM
13	Angela S. Wasson. City of Monroe	4/30/2021 1:28 PM
14	John Lewis - Washington Township, Montgomery County	4/30/2021 1:23 PM
15	Brian Uhl City of Springdale	4/30/2021 1:20 PM
16	Joanee Van Pelt - Mariemont	4/30/2021 1:17 PM

Q2 Has your jurisdiction's website recently been upgraded?

Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	43.75%	7
No	12.50%	2
Other (please specify)	43.75%	7
TOTAL		16

#	OTHER (PLEASE SPECIFY)	DATE
1	Currently in progress	5/3/2021 12:03 PM
2	Last updated in 2017 I believe	4/30/2021 4:01 PM
3	About four years ago	4/30/2021 3:37 PM
4	2018 if you call that recent	4/30/2021 3:29 PM
5	No, but working on it soon	4/30/2021 1:30 PM
6	New vendor in 2017	4/30/2021 1:28 PM
7	No, but we will be actively looking for a new vendor later this year. We've looked at Municode and CivicPlus as our two top contenders.	4/30/2021 1:20 PM

Q3 If recently upgraded, what was the total cost to do so?

Answered: 13 Skipped: 3

#	RESPONSES	DATE
1	$9,200.00	5/3/2021 12:40 PM
2	$6000	5/3/2021 12:03 PM
3	n/a	5/3/2021 11:54 AM
4	$19,000.00	5/3/2021 9:42 AM
5	Approx $40,000 paid over 3 years if I remember correct. We created 3 websites at once. Township, ArtsConnect and Grove Event Center	4/30/2021 4:01 PM
6	$15,370 initial cost and $5,400 for annual support	4/30/2021 3:37 PM
7	We had a PR person who was paid by the hours she worked, not sure of the hours. I now update the website daily.	4/30/2021 3:31 PM
8	$36,090	4/30/2021 3:30 PM
9	don't recall	4/30/2021 3:29 PM
10	4,000	4/30/2021 1:38 PM
11	N/A	4/30/2021 1:30 PM
12	$13,500 for upgrade/redesign.	4/30/2021 1:28 PM
13	$6,000/yr	4/30/2021 1:23 PM

Q4 Which content management system does your jurisdiction use (eGov, CivicPlus, Revize, etc)?

Answered: 15 Skipped: 1

#	RESPONSES	DATE
1	Revize	5/3/2021 12:40 PM
2	eGov	5/3/2021 12:03 PM
3	Revize	5/3/2021 11:54 AM
4	Granicus	5/3/2021 9:42 AM
5	Civic Plus	4/30/2021 4:01 PM
6	Revize	4/30/2021 3:37 PM
7	None - we create our own forms on our website	4/30/2021 3:31 PM
8	WordPress	4/30/2021 3:30 PM
9	Revize	4/30/2021 3:29 PM
10	ProudCity	4/30/2021 1:38 PM
11	eGov. EcLink was recently sold to Munission who has a broader line of capabilities. Old system is WordPress. They have another system that they claim is well liked by clients that we will be evaluating	4/30/2021 1:30 PM
12	eGov	4/30/2021 1:29 PM
13	CivicPlus	4/30/2021 1:28 PM
14	CivicLive (Intrado)	4/30/2021 1:23 PM
15	eGov	4/30/2021 1:17 PM

Q5 What type of analytics can the content management system perform?

Answered: 12 Skipped: 4

#	RESPONSES	DATE
1	Google's	5/3/2021 12:40 PM
2	Google Analytics	5/3/2021 12:03 PM
3	We use Google Analytics	5/3/2021 11:54 AM
4	tracks service requests and responses through the website, but typically use Google Analytics for user data.	5/3/2021 9:42 AM
5	Analytics are not the focus of Civic Plus. There is a back end to learn what people are searching for/devices they use/ key word searches etc. Rec Ttack is really the main CMS and is not analytic heavy. Civic Plus is more about look, ease of use for the resident, management by multiple people. There are additional purchases that make reporting possible and the product stronger. (CivicRec, CivicHR etc)	4/30/2021 4:01 PM
6	Contact Lori Thompson, Assistant City Manager for this information. lthompson@madeiracity.com	4/30/2021 3:37 PM
7	None	4/30/2021 3:31 PM
8	We leverage Google Analytics	4/30/2021 3:30 PM
9	Google Analytics	4/30/2021 1:38 PM
10	Do not use.	4/30/2021 1:30 PM

11	search words, page views, how long spent on page/site	4/30/2021 1:28 PM
12	Integration with google analytics	4/30/2021 1:23 PM

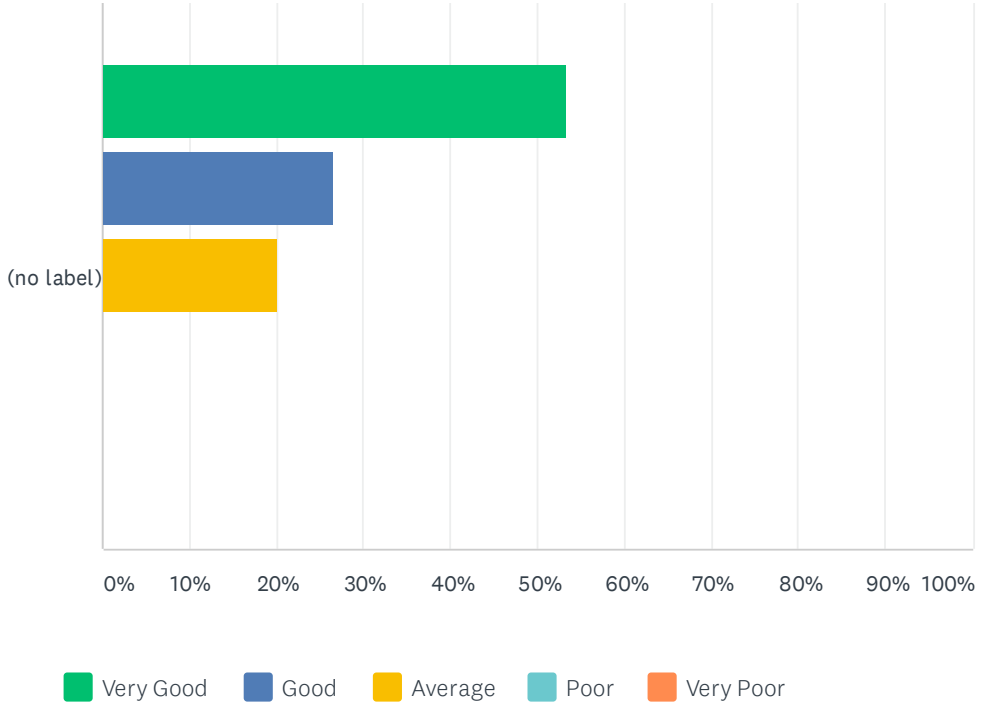
Q6 What type of features does your website have (online permitting, online bill pay, etc)?

Answered: 14 Skipped: 2

#	RESPONSES	DATE
1	Traditional	5/3/2021 12:40 PM
2	Online tax payment, Citizen Action Line, online tax submission	5/3/2021 12:03 PM
3	We don't use all of the services, but Granicus offers online bill pay, form processing and building, surveys, electronic notifications, service requests, scheduling.	5/3/2021 9:42 AM
4	CivicRec allows for online registration of classes. ONline bill pay is an extra charge and we are not using it currently. Report a Concern allows for residents to report pot holes, high grass etc. DOes not integrate with iWorQ which would be nice to have.	4/30/2021 4:01 PM
5	No	4/30/2021 3:37 PM
6	We accept online employment applications, right of way permits, public records requests, and we are create new forms for our parks.	4/30/2021 3:31 PM
7	Service requests (trash/brush), directory contact form, forms and publications, bulletin subscription. Online bill pay through a separate service.	4/30/2021 3:30 PM
8	we are pretty basic - mostly just info and some forms (ie, volunteer interest, vacation watch, etc.) Working to integrate permit system and website to allow for online permit submission. Not there yet though	4/30/2021 3:29 PM
9	Bill pay, service center, forms	4/30/2021 1:38 PM
10	Citizen submissions of complaints and requests. Payment for reservations on another site. Hope to integrate payment more efficiently	4/30/2021 1:30 PM
11	Online pay for citations	4/30/2021 1:29 PM
12	Online bill pay, online permitting, notifications	4/30/2021 1:28 PM
13	using pre-existing solutions for many "features" that the website redirects to	4/30/2021 1:23 PM
14	online reservations, public records, links to watch meetings etc.	4/30/2021 1:17 PM

Q7 How would you rate the company's overall customer service levels?

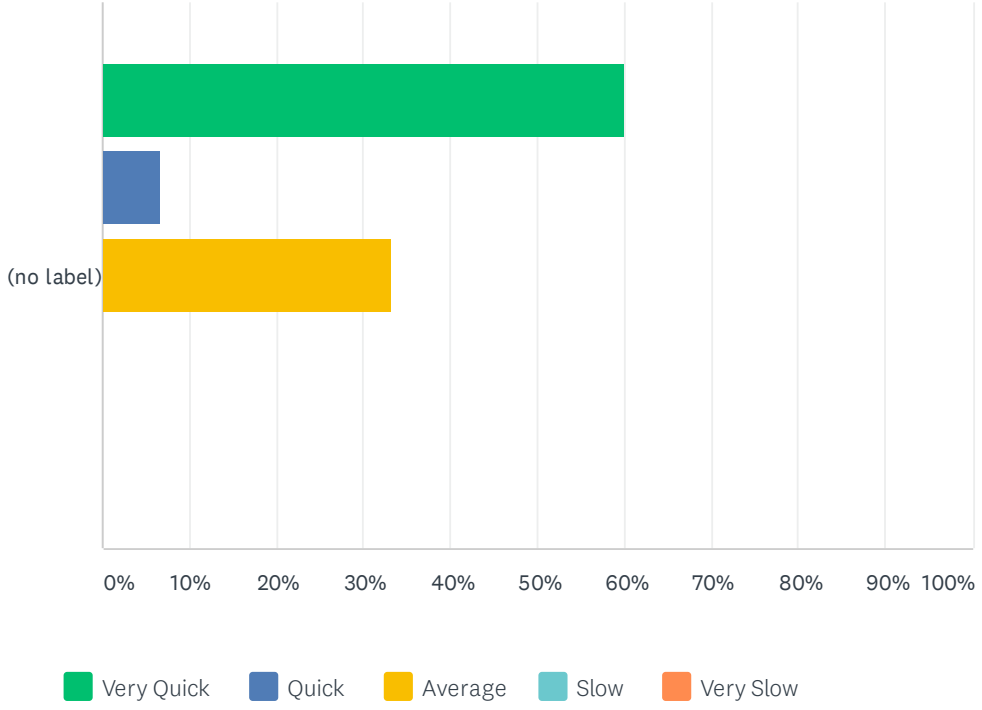
Answered: 15 Skipped: 1



	VERY GOOD	GOOD	AVERAGE	POOR	VERY POOR	TOTAL	WEIGHTED AVERAGE
(no label)	53.33% 8	26.67% 4	20.00% 3	0.00% 0	0.00% 0	15	1.67

Q8 How quick are they to respond to issues and/or training needs?

Answered: 15 Skipped: 1



	VERY QUICK	QUICK	AVERAGE	SLOW	VERY SLOW	TOTAL	WEIGHTED AVERAGE
(no label)	60.00% 9	6.67% 1	33.33% 5	0.00% 0	0.00% 0	15	1.73

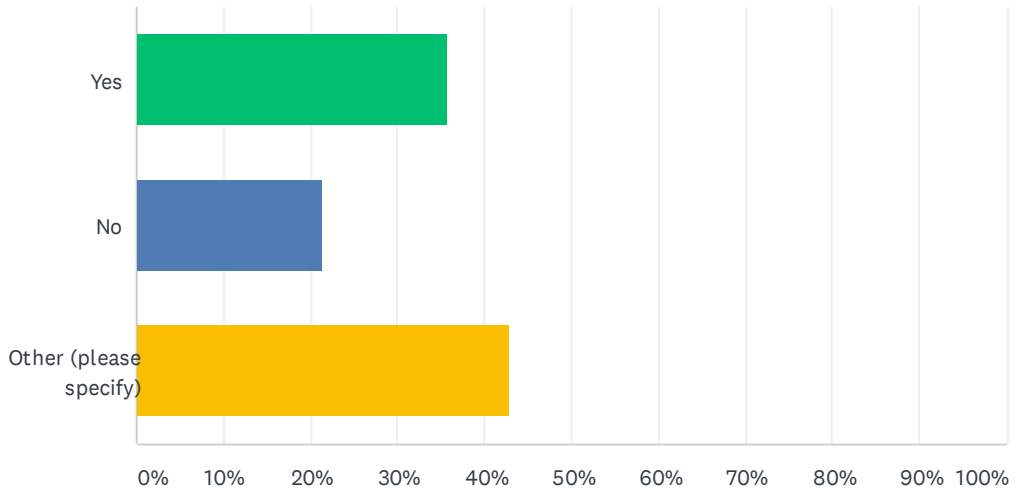
Q9 Is your website able to be customized to your specific needs or are you restricted to pre-made templates?

Answered: 15 Skipped: 1

#	RESPONSES	DATE
1	Customized	5/3/2021 12:40 PM
2	We are currently customizing it.	5/3/2021 12:03 PM
3	very customizable - with training	5/3/2021 11:54 AM
4	there are some templates that can be used, but there are opportunities for customization as well	5/3/2021 9:42 AM
5	module based - not templates	4/30/2021 4:01 PM
6	We can customize all content and pages. very pleased with the format.	4/30/2021 3:37 PM
7	We maintain our own website	4/30/2021 3:31 PM
8	Mostly customizable	4/30/2021 3:30 PM
9	customizable	4/30/2021 3:29 PM
10	It can be customized	4/30/2021 1:38 PM
11	Mostly templates, but they will modify as we request.	4/30/2021 1:30 PM
12	Mostly premade templates at the choice of council some years ago; recent discussions of new council is to upgrade the site with some more customized options such as online bill pay for tax dept, other fees.	4/30/2021 1:29 PM
13	Pre-made templates; however, they are still somewhat customizable.	4/30/2021 1:28 PM
14	Design was customized to our needs, and then templates were made off of that design to keep consistency throughout the site.	4/30/2021 1:23 PM
15	customized	4/30/2021 1:17 PM

Q10 Does your website platform offer an electronic newsletter feature?

Answered: 14 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	35.71%	5
No	21.43%	3
Other (please specify)	42.86%	6
TOTAL		14

#	OTHER (PLEASE SPECIFY)	DATE
1	extra cost. We tried it and I do not recommend their newsletter platform	4/30/2021 4:01 PM
2	We use Cerkl for our newsletter	4/30/2021 3:31 PM
3	Users can subscribe to our newsletter/bulletin from our website	4/30/2021 3:30 PM
4	No, but we have not asked for it. Sure they could do it if we asked, and we may. Right now we rely on social media where we have a lot of engagement.	4/30/2021 1:30 PM
5	Yes. We have not used that feature yet.	4/30/2021 1:28 PM
6	unsure	4/30/2021 1:23 PM

Q11 If not, do you use an outside service (such as Constant Contact or Mailchimp, etc)?

Answered: 8 Skipped: 8

#	RESPONSES	DATE
1	Constant Contact	5/3/2021 12:03 PM
2	Constant Contact	5/3/2021 11:54 AM
3	West Chester uses Cerkle for electronic news delivery. We prefer the customization is allows customers and has seamless integration into our website.	5/3/2021 9:42 AM
4	Cerkl	4/30/2021 4:01 PM
5	We just switched from Constant Contact to Mailchimp	4/30/2021 3:30 PM
6	The website integrates with our Mailchimp account.	4/30/2021 1:38 PM

7	No.	4/30/2021 1:30 PM
8	We use constant contact.	4/30/2021 1:23 PM

#1

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 30, 2021 1:13:26 PM
Last Modified: Friday, April 30, 2021 1:17:15 PM
Time Spent: 00:03:49
IP Address: 216.196.183.67

Page 1

Q1

What is your name and jurisdiction?

Joanee Van Pelt - Mariemont

Q2

Yes

Has your jurisdiction's website recently been upgraded?

Q3

Respondent skipped this question

If recently upgraded, what was the total cost to do so?

Q4

Which content management system does your jurisdiction use (eGov, CivicPlus, Revize, etc)?

eGov

Q5

Respondent skipped this question

What type of analytics can the content management system perform?

Q6

What type of features does your website have (online permitting, online bill pay, etc)?

online reservations, public records, links to watch meetings etc.

Q7

How would you rate the company's overall customer service levels?

(no label) **Very Good**

Q8

How quick are they to respond to issues and/or training needs?

(no label) **Very Quick**

Q9

Is your website able to be customized to your specific needs or are you restricted to pre-made templates?

customized

Q10

Does your website platform offer an electronic newsletter feature?

Respondent skipped this question

Q11

If not, do you use an outside service (such as Constant Contact or Mailchimp, etc)?

Respondent skipped this question

#2

COMPLETE

Collector:	Web Link 1 (Web Link)
Started:	Friday, April 30, 2021 1:16:38 PM
Last Modified:	Friday, April 30, 2021 1:20:03 PM
Time Spent:	00:03:25
IP Address:	198.24.109.194

Page 1

Q1

What is your name and jurisdiction?

Brian Uhl
City of Springdale

Q2

Has your jurisdiction's website recently been upgraded?

Other (please specify):
No, but we will be actively looking for a new vendor later this year. We've looked at Municode and CivicPlus as our two top contenders.

Q3

If recently upgraded, what was the total cost to do so?

Respondent skipped this question

Q4

Which content management system does your jurisdiction use (eGov, CivicPlus, Revize, etc)?

Respondent skipped this question

Q5

What type of analytics can the content management system perform?

Respondent skipped this question

Q6

What type of features does your website have (online permitting, online bill pay, etc)?

Respondent skipped this question

Q7

How would you rate the company's overall customer service levels?

Respondent skipped this question

Q8

How quick are they to respond to issues and/or training needs?

Respondent skipped this question

Q9

Is your website able to be customized to your specific needs or are you restricted to pre-made templates?

Respondent skipped this question

Q10

Does your website platform offer an electronic newsletter feature?

Respondent skipped this question

Q11

If not, do you use an outside service (such as Constant Contact or Mailchimp, etc)?

Respondent skipped this question

#3

COMPLETE

Collector:	Web Link 1 (Web Link)
Started:	Friday, April 30, 2021 1:15:12 PM
Last Modified:	Friday, April 30, 2021 1:23:27 PM
Time Spent:	00:08:14
IP Address:	12.69.182.2

Page 1

Q1

What is your name and jurisdiction?

John Lewis - Washington Township, Montgomery County

Q2 **Yes**

Has your jurisdiction's website recently been upgraded?

Q3

If recently upgraded, what was the total cost to do so?

$6,000/yr

Q4

Which content management system does your jurisdiction use (eGov, CivicPlus, Revize, etc)?

CivicLive (Intrado)

Q5

What type of analytics can the content management system perform?

Integration with google analytics

Q6

What type of features does your website have (online permitting, online bill pay, etc)?

using pre-existing solutions for many "features" that the website redirects to

Q7

How would you rate the company's overall customer service levels?

(no label) **Good**

Q8

How quick are they to respond to issues and/or training needs?

(no label) **Quick**

Q9

Is your website able to be customized to your specific needs or are you restricted to pre-made templates?

Design was customized to our needs, and then templates were made off of that design to keep consistency throughout the site.

Q10

Does your website platform offer an electronic newsletter feature?

Other (please specify):
unsure

Q11

If not, do you use an outside service (such as Constant Contact or Mailchimp, etc)?

We use constant contact.

#4

COMPLETE

Collector:	Web Link 1 (Web Link)
Started:	Friday, April 30, 2021 1:20:07 PM
Last Modified:	Friday, April 30, 2021 1:28:13 PM
Time Spent:	00:08:05
IP Address:	216.196.183.170

Page 1

Q1

What is your name and jurisdiction?

Angela S. Wasson. City of Monroe

Q2

Has your jurisdiction's website recently been upgraded?

Other (please specify):
New vendor in 2017

Q3

If recently upgraded, what was the total cost to do so?

$13,500 for upgrade/redesign.

Q4

Which content management system does your jurisdiction use (eGov, CivicPlus, Revize, etc)?

CivicPlus

Q5

What type of analytics can the content management system perform?

search words, page views, how long spent on page/site

Q6

What type of features does your website have (online permitting, online bill pay, etc)?

Online bill pay, online permitting, notifications

Q7

How would you rate the company's overall customer service levels?

(no label) **Very Good**

Q8

How quick are they to respond to issues and/or training needs?

(no label) **Very Quick**

Q9

Is your website able to be customized to your specific needs or are you restricted to pre-made templates?

Pre-made templates; however, they are still somewhat customizable.

Q10

Does your website platform offer an electronic newsletter feature?

Other (please specify):
Yes. We have not used that feature yet.

Q11

If not, do you use an outside service (such as Constant Contact or Mailchimp, etc)?

Respondent skipped this question

#5

COMPLETE

Collector:	Web Link 1 (Web Link)
Started:	Friday, April 30, 2021 1:17:48 PM
Last Modified:	Friday, April 30, 2021 1:29:27 PM
Time Spent:	00:11:39
IP Address:	216.68.204.86

Page 1

Q1

What is your name and jurisdiction?

Jennifer Kaminer, Village of Faifax

Q2

Has your jurisdiction's website recently been upgraded?

No

Q3

If recently upgraded, what was the total cost to do so?

Respondent skipped this question

Q4

Which content management system does your jurisdiction use (eGov, CivicPlus, Revize, etc)?

eGov

Q5

What type of analytics can the content management system perform?

Respondent skipped this question

Q6

What type of features does your website have (online permitting, online bill pay, etc)?

Online pay for citations

Q7

How would you rate the company's overall customer service levels?

(no label) **Good**

Q8

How quick are they to respond to issues and/or training needs?

(no label) **Average**

Q9

Is your website able to be customized to your specific needs or are you restricted to pre-made templates?

Mostly premade templates at the choice of council some years ago; recent discussions of new council is to upgrade the site with some more customized options such as online bill pay for tax dept, other fees.

Q10 **Yes**

Does your website platform offer an electronic newsletter feature?

Q11 **Respondent skipped this question**

If not, do you use an outside service (such as Constant Contact or Mailchimp, etc)?

#6

COMPLETE

Collector:	Web Link 1 (Web Link)
Started:	Friday, April 30, 2021 1:22:58 PM
Last Modified:	Friday, April 30, 2021 1:29:56 PM
Time Spent:	00:06:57
IP Address:	66.117.198.210

Page 1

Q1

What is your name and jurisdiction?

Mike Nie - Green Township

Q2 Other (please specify):
No, but working on it soon

Has your jurisdiction's website recently been upgraded?

Q3

If recently upgraded, what was the total cost to do so?

N/A

Q4

Which content management system does your jurisdiction use (eGov, CivicPlus, Revize, etc)?

eGov. EcLink was recently sold to Munission who has a broader line of capabilities. Old system is WordPress. They have another system that they claim is well liked by clients that we will be evaluating

Q5

What type of analytics can the content management system perform?

Do not use.

Q6

What type of features does your website have (online permitting, online bill pay, etc)?

Citizen submissions of complaints and requests. Payment for reservations on another site. Hope to integrate payment more efficiently

Q7

How would you rate the company's overall customer service levels?

(no label) **Very Good**

Q8

How quick are they to respond to issues and/or training needs?

(no label) **Very Quick**

Q9

Is your website able to be customized to your specific needs or are you restricted to pre-made templates?

Mostly templates, but they will modify as we request.

Q10

Does your website platform offer an electronic newsletter feature?

Other (please specify):
No, but we have not asked for it. Sure they could do it if we asked, and we may. Right now we rely on social media where we have a lot of engagement.

Q11

If not, do you use an outside service (such as Constant Contact or Mailchimp, etc)?

No.

#7

COMPLETE

Collector:	Web Link 1 (Web Link)
Started:	Friday, April 30, 2021 1:35:54 PM
Last Modified:	Friday, April 30, 2021 1:37:35 PM
Time Spent:	00:01:40
IP Address:	216.68.27.226

Page 1

Q1

What is your name and jurisdiction?

City of Montgomery

Q2 **Yes**

Has your jurisdiction's website recently been upgraded?

Q3

If recently upgraded, what was the total cost to do so?

4,000

Q4

Which content management system does your jurisdiction use (eGov, CivicPlus, Revize, etc)?

ProudCity

Q5

What type of analytics can the content management system perform?

Google Analytics

Q6

What type of features does your website have (online permitting, online bill pay, etc)?

Bill pay, service center, forms

Q7

How would you rate the company's overall customer service levels?

(no label) **Very Good**

Q8

How quick are they to respond to issues and/or training needs?

(no label) **Very Quick**

Q9

Is your website able to be customized to your specific needs or are you restricted to pre-made templates?

It can be customized

Q10 **No**

Does your website platform offer an electronic newsletter feature?

Q11

If not, do you use an outside service (such as Constant Contact or Mailchimp, etc)?

The website integrates with our Mailchimp account.

#8

COMPLETE

Collector:	Web Link 1 (Web Link)
Started:	Friday, April 30, 2021 3:26:29 PM
Last Modified:	Friday, April 30, 2021 3:29:14 PM
Time Spent:	00:02:44
IP Address:	76.190.87.50

Page 1

Q1

What is your name and jurisdiction?

Lori Thompson, Madeira

Q2

Has your jurisdiction's website recently been upgraded?

Other (please specify):
2018 if you call that recent

Q3

If recently upgraded, what was the total cost to do so?

don't recall

Q4

Which content management system does your jurisdiction use (eGov, CivicPlus, Revize, etc)?

Revize

Q5

What type of analytics can the content management system perform?

Respondent skipped this question

Q6

What type of features does your website have (online permitting, online bill pay, etc)?

we are pretty basic - mostly just info and some forms (ie, volunteer interest, vacation watch, etc.) Working to integrate permit system and website to allow for online permit submission. Not there yet though

Q7

How would you rate the company's overall customer service levels?

(no label) **Very Good**

Q8

How quick are they to respond to issues and/or training needs?

(no label) **Very Quick**

Q9

Is your website able to be customized to your specific needs or are you restricted to pre-made templates?

customizable

Q10

Does your website platform offer an electronic newsletter feature?

Yes

Q11

If not, do you use an outside service (such as Constant Contact or Mailchimp, etc)?

Respondent skipped this question

#9

COMPLETE

Collector:	Web Link 1 (Web Link)
Started:	Friday, April 30, 2021 3:22:10 PM
Last Modified:	Friday, April 30, 2021 3:30:21 PM
Time Spent:	00:08:11
IP Address:	216.196.229.222

Page 1

Q1

What is your name and jurisdiction?

Nate Henderson
Village of Indian Hill

Q2

Has your jurisdiction's website recently been upgraded?

Yes

Q3

If recently upgraded, what was the total cost to do so?

$36,090

Q4

Which content management system does your jurisdiction use (eGov, CivicPlus, Revize, etc)?

WordPress

Q5

What type of analytics can the content management system perform?

We leverage Google Analytics

Q6

What type of features does your website have (online permitting, online bill pay, etc)?

Service requests (trash/brush), directory contact form, forms and publications, bulletin subscription. Online bill pay through a separate service.

Q7

How would you rate the company's overall customer service levels?

(no label) **Good**

Q8

How quick are they to respond to issues and/or training needs?

(no label) **Average**

Q9

Is your website able to be customized to your specific needs or are you restricted to pre-made templates?

Mostly customizable

Q10

Does your website platform offer an electronic newsletter feature?

Other (please specify):
Users can subscribe to our newsletter/bulletin from our website

Q11

If not, do you use an outside service (such as Constant Contact or Mailchimp, etc)?

We just switched from Constant Contact to Mailchimp

#10

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 30, 2021 3:27:26 PM
Last Modified: Friday, April 30, 2021 3:31:01 PM
Time Spent: 00:03:35
IP Address: 69.61.162.234

Page 1

Q1

What is your name and jurisdiction?

Pierce Township

Q2 **Yes**

Has your jurisdiction's website recently been upgraded?

Q3

If recently upgraded, what was the total cost to do so?

We had a PR person who was paid by the hours she worked, not sure of the hours. I now update the website daily.

Q4

Which content management system does your jurisdiction use (eGov, CivicPlus, Revize, etc)?

None - we create our own forms on our website

Q5

What type of analytics can the content management system perform?

None

Q6

What type of features does your website have (online permitting, online bill pay, etc)?

We accept online employment applications, right of way permits, public records requests, and we are create new forms for our parks.

Q7

How would you rate the company's overall customer service levels?

(no label) **Average**

Q8

How quick are they to respond to issues and/or training needs?

(no label) **Average**

Q9

Is your website able to be customized to your specific needs or are you restricted to pre-made templates?

We maintain our own website

Q10

Does your website platform offer an electronic newsletter feature?

Other (please specify):
We use Cerkl for our newsletter

Q11

If not, do you use an outside service (such as Constant Contact or Mailchimp, etc)?

Respondent skipped this question

#11

COMPLETE

Collector:	Web Link 1 (Web Link)
Started:	Friday, April 30, 2021 2:40:19 PM
Last Modified:	Friday, April 30, 2021 3:36:39 PM
Time Spent:	00:56:19
IP Address:	76.190.87.50

Page 1

Q1

What is your name and jurisdiction?

Moeller/Madeira

Q2

Has your jurisdiction's website recently been upgraded?

Other (please specify):
About four years ago

Q3

If recently upgraded, what was the total cost to do so?

$15,370 initial cost and $5,400 for annual support

Q4

Which content management system does your jurisdiction use (eGov, CivicPlus, Revize, etc)?

Revize

Q5

What type of analytics can the content management system perform?

Contact Lori Thompson, Assistant City Manager for this information.

lthompson@madeiracity.com

Q6

What type of features does your website have (online permitting, online bill pay, etc)?

No

Q7

How would you rate the company's overall customer service levels?

(no label) **Good**

Q8

How quick are they to respond to issues and/or training needs?

(no label) **Very Quick**

Q9

Is your website able to be customized to your specific needs or are you restricted to pre-made templates?

We can customize all content and pages. very pleased with the format.

Q10 **Yes**

Does your website platform offer an electronic newsletter feature?

Q11 **Respondent skipped this question**

If not, do you use an outside service (such as Constant Contact or Mailchimp, etc)?

#12

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 30, 2021 3:49:52 PM
Last Modified: Friday, April 30, 2021 4:01:04 PM
Time Spent: 00:11:11
IP Address: 70.61.148.147

Page 1

Q1

What is your name and jurisdiction?

Springfield Township

Q2

Has your jurisdiction's website recently been upgraded?

Other (please specify):
Last updated in 2017 I believe

Q3

If recently upgraded, what was the total cost to do so?

Approx $40,000 paid over 3 years if I remember correct. We created 3 websites at once. Township, ArtsConnect and Grove Event Center

Q4

Which content management system does your jurisdiction use (eGov, CivicPlus, Revize, etc)?

Civic Plus

Q5

What type of analytics can the content management system perform?

Analytics are not the focus of Civic Plus. There is a back end to learn what people are searching for/devices they use/ key word searches etc. Rec Ttack is really the main CMS and is not analytic heavy. Civic Plus is more about look, ease of use for the resident, management by multiple people. There are additional purchases that make reporting possible and the product stronger. (CivicRec, CivicHR etc)

Q6

What type of features does your website have (online permitting, online bill pay, etc)?

CivicRec allows for online registration of classes. ONline bill pay is an extra charge and we are not using it currently. Report a Concern allows for residents to report pot holes, high grass etc. DOes not integrate with iWorQ which would be nice to have.

Q7

How would you rate the company's overall customer service levels?

(no label) **Very Good**

Q8

How quick are they to respond to issues and/or training needs?

(no label) **Very Quick**

Q9

Is your website able to be customized to your specific needs or are you restricted to pre-made templates?

module based - not templates

Q10

Does your website platform offer an electronic newsletter feature?

Other (please specify):
extra cost. We tried it and I do not recommend their newsletter platform

Q11

If not, do you use an outside service (such as Constant Contact or Mailchimp, etc)?

Cerkl

#13

COMPLETE

Collector:	Web Link 1 (Web Link)
Started:	Monday, May 03, 2021 9:35:41 AM
Last Modified:	Monday, May 03, 2021 9:41:43 AM
Time Spent:	00:06:02
IP Address:	216.68.226.226

Page 1

Q1

What is your name and jurisdiction?

West Chester Township

Q2

Has your jurisdiction's website recently been upgraded?

Yes

Q3

If recently upgraded, what was the total cost to do so?

$19,000.00

Q4

Which content management system does your jurisdiction use (eGov, CivicPlus, Revize, etc)?

Granicus

Q5

What type of analytics can the content management system perform?

tracks service requests and responses through the website, but typically use Google Analytics for user data.

Q6

What type of features does your website have (online permitting, online bill pay, etc)?

We don't use all of the services, but Granicus offers online bill pay, form processing and building, surveys, electronic notifications, service requests, scheduling.

Q7

How would you rate the company's overall customer service levels?

(no label) **Very Good**

Q8

How quick are they to respond to issues and/or training needs?

(no label) **Very Quick**

Q9

Is your website able to be customized to your specific needs or are you restricted to pre-made templates?

there are some templates that can be used, but there are opportunities for customization as well

Q10

Does your website platform offer an electronic newsletter feature?

Yes

Q11

If not, do you use an outside service (such as Constant Contact or Mailchimp, etc)?

West Chester uses Cerkle for electronic news delivery. We prefer the customization is allows customers and has seamless integration into our website.

#14

COMPLETE

Collector:	Web Link 1 (Web Link)
Started:	Monday, May 03, 2021 11:38:47 AM
Last Modified:	Monday, May 03, 2021 11:54:11 AM
Time Spent:	00:15:23
IP Address:	216.196.128.138

Page 1

Q1

What is your name and jurisdiction?

Rachel Murray, Communications Coordinator, City of Blue Ash

Q2

Has your jurisdiction's website recently been upgraded?

No

Q3

If recently upgraded, what was the total cost to do so?

n/a

Q4

Which content management system does your jurisdiction use (eGov, CivicPlus, Revize, etc)?

Revize

Q5

What type of analytics can the content management system perform?

We use Google Analytics

Q6

What type of features does your website have (online permitting, online bill pay, etc)?

Respondent skipped this question

Q7

How would you rate the company's overall customer service levels?

(no label) **Average**

Q8

How quick are they to respond to issues and/or training needs?

(no label) **Average**

Q9

Is your website able to be customized to your specific needs or are you restricted to pre-made templates?

very customizable - with training

Q10

Does your website platform offer an electronic newsletter feature?

No

Q11

If not, do you use an outside service (such as Constant Contact or Mailchimp, etc)?

Constant Contact

#15

COMPLETE

Collector:	Web Link 1 (Web Link)
Started:	Monday, May 03, 2021 12:01:03 PM
Last Modified:	Monday, May 03, 2021 12:02:59 PM
Time Spent:	00:01:55
IP Address:	69.61.243.170

Page 1

Q1

What is your name and jurisdiction?

Tammy Reasoner, Amberley Village

Q2

Has your jurisdiction's website recently been upgraded?

Other (please specify):
Currently in progress

Q3

If recently upgraded, what was the total cost to do so?

$6000

Q4

Which content management system does your jurisdiction use (eGov, CivicPlus, Revize, etc)?

eGov

Q5

What type of analytics can the content management system perform?

Google Analytics

Q6

What type of features does your website have (online permitting, online bill pay, etc)?

Online tax payment, Citizen Action Line, online tax submission

Q7

How would you rate the company's overall customer service levels?

(no label) **Very Good**

Q8

How quick are they to respond to issues and/or training needs?

(no label) **Very Quick**

Q9

Is your website able to be customized to your specific needs or are you restricted to pre-made templates?

We are currently customizing it.

Q10

Does your website platform offer an electronic newsletter feature?

No

Q11

If not, do you use an outside service (such as Constant Contact or Mailchimp, etc)?

Constant Contact

#16

COMPLETE

Collector:	Web Link 1 (Web Link)
Started:	Monday, May 03, 2021 12:37:31 PM
Last Modified:	Monday, May 03, 2021 12:39:34 PM
Time Spent:	00:02:03
IP Address:	76.190.109.130

Page 1

Q1

What is your name and jurisdiction?

Village of Woodlawn

Q2

Has your jurisdiction's website recently been upgraded?

Yes

Q3

If recently upgraded, what was the total cost to do so?

$9,200.00

Q4

Which content management system does your jurisdiction use (eGov, CivicPlus, Revize, etc)?

Revize

Q5

What type of analytics can the content management system perform?

Google's

Q6

What type of features does your website have (online permitting, online bill pay, etc)?

Traditional

Q7

How would you rate the company's overall customer service levels?

(no label)	**Average**

Q8

How quick are they to respond to issues and/or training needs?

(no label)	**Average**

Q9

Is your website able to be customized to your specific needs or are you restricted to pre-made templates?

Customized

Q10 Does your website platform offer an electronic newsletter feature?	**Yes**
Q11 If not, do you use an outside service (such as Constant Contact or Mailchimp, etc)?	**Respondent skipped this question**