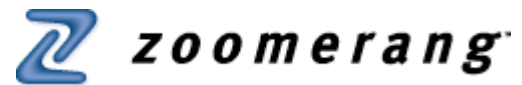


City of Dublin Residents Survey 2010 - LAUNCHED



Results Overview

Date: 4/27/2010 7:25 AM PST

Responses: Completes

Filter: No filter applied

57. TECHNOLOGY In what way can the City of Dublin use technology to enhance services to the community?

#	Response
1	In my opinion, go back to the old days when we had no cars, electricity, computers, telephones. We need to educate people on how they can help themselves to make the community better. We can't have the government take care of us all the time - we the people should be able to take care of ourselves and help the City of Dublin move forward. It's time we start living the life the hard way to keep our community clean and safe.
2	increase communication
3	They use them for those that subscribe.
4	Hire someone else in the schools to oversee the technology better than what is currently going on. It totally stinks
5	I am not sure -- continue to look for new ways to enhance this
6	build the wifi network that could be accessible by all Dublin residents and corporations. Good source of revenue as well
7	I remember reading something years ago about the possibility of a city-wide WiMAX plan. I don't know if that proved to be technically infeasible, or if it was only for businesses or city services, but it sounded like an interesting concept.
8	Having podcasts of city council, school board, and other city meetings available either live or as soon as the meeting concludes would be beneficial.
9	More information on the web. Self service. E-alert. Online chart or discussion forum/bulletin.
10	possibilities are endless
11	Make the tax form application more user friendly. Allow residents who do not pay dublin city taxes to still submit thier tax filings electronically. It doesn't makes sense that I can if I pay here but I can't if I don't. You still make me fill out a form every year and mail it. Either that or don't make me file if I don't pay takes here.
12	email and text alerts.
13	Upper Arlington had Senior Call which utilizes technology to check on seniors. Really nice free program. Would be nice to have in Dublin
14	This survey is a great example of doing something with technology. It's too bad it wasn't tested well enough. I have been unable to answer multiple questions due to the radio buttons deselecting previous questions as I answer the later questions.
15	Ensure that communities have multiple options for TV service. Example ... why is AT&T U-verse not available in a new subdivision such as Tartan Ridge?
16	WiFi available to all residents and especially in all parks and community areas.
17	More traffic control on Bridge St and around Dublin Rd/Brand Rd roundabout

18	Not sure
19	Provide WiFi service to neighborhoods.
20	The City is always at the front of this issue. It is impressive. The notifications and information provided are tremendous.
21	High speed broadband WiFi citywide
22	This is a poor question - not sure what you are asking.
23	e blasts
24	I like the new phone messages and the ability to get updates via our Web page. Do you use Facebook?
25	Use more solar power.
26	I think they're doing a great job. Excellent website.
27	Create Smart phone application/s
28	Ability to submit tax forms online. More dynamic information online. Most is currently static information. Ability to submit questions/concerns online. Provide citywide Wi-Fi free for residents.
29	community WiFi
30	Make e-mail and texting updates even more available to the citizens. Everybody has a cell phone, a emergency community update could be sent via text message. New programs could be sent via e-mails.
31	Provide WiMax service for the City. At the very least provide free WiFi at community centers and public places where applicable.
32	Telephone broadcasts and Internet/e-mail services are appreciated.
33	enhance on-line interaction
34	Email is a great tool to disseminate all types of information
35	Website is difficult to use, City wide wireless access -- I want lower taxes
36	get the city wi-fi up
37	Encourage energy conservation - E.G. allow some outside clothes drining. Housald dyer consume huge amounts of energy. Te biggest cost in most houtholds
38	Provide broadband that is less expensive than Time Warner or provide alternatives to Time Warner. PLEASE.
39	wi-fi is a good program
40	Don't know.
41	More e-mail alerts to our phones or Twitter on traffic jams/wrecks and upcoming events
42	traffic control cameras
43	nothing
44	You do a great job now!
45	free wi-fi
46	I think this is one of our stronger assets in this community.
47	City-wide wireless access
48	provide free wi-fi to Dublinites
49	wi fi throughout community

50	I think Dublin handles this well.
51	email what is going on and feedback options
52	good job already
53	not sure
54	Pretty good in that regard.
55	Use Blogs, FaceBook, Twitter for resident discussion and interactions with staff
56	city wide and open access (public access) to WI-FI
57	Don't know
58	I think the City of Dublin is doing a great job providing websites that work for the community.
59	City wide wi-fi and more online access to services.
60	Stay with current projected plan and implement
61	I'm sure there are many ways, but technology is NOT the answer to everything, and City Manager places way too much emphasis on this
62	None comes to mind
63	Citywide wireless
64	City wide wifi
65	I would encourage more ongoing electronic feedback from the community regarding the various aspects covered in this survey and other topics. The data might have to be evaluated differently but it would be more communication and it might be more current.
66	Continue to find better technologies to provide City of Dublin information to residents (smartphone access sites, etc.)
67	Outstanding job done in this communities economic efforts particularly in developing job creating in environmental friendly industries such as wind turbines along the Plain City region.
68	insure.
69	emails on trash and leave pickup
70	Dublin Entrepreneurial Center was great addition. Continue to promote it.
71	Better communicate city WiFi internet program to residents. Gas aggregation service has been a rip off with IGS.
72	Text message and/or email notification on school closings, reminders like trash day rescheduled for holidays?
73	Regular email updates or newsletters to interested residents.
74	Don't know
75	Televised monthly town meetings with city Manager and computerized question and answers.
76	This is something small, but it would be great to know if outdoor swim lessons are canceled via your web site rather than having to call into a phone that's always busy!
77	Communicate more about leaving brown yard waste bags the day before collection - many put them out a week before - it really looks bad!
78	I don't know
79	Already doing ok.

80	FREE city wide Wifi
81	better e-mail communication
82	wifi
83	Do more with computers to enhance services to the city
84	Continue website and wi-fi services.
85	Free Wi-Fi
86	A workable WiFi system with good coverage would be great.
87	Nothing
88	Community wide wi-fi
89	already doing a good job
90	texting of concerns to citizens. dublin is very tech oriented city... this is something that would be helpful such as road closures etc... emergency info etc.
91	Provide a residential Wi-Fi service, free if possible.
92	I would assume using valued long-lasting materials would be a benefit - even it may initially cost more; Technologically advanced pumps may reduce need for water towers; Directly contact groups of upcoming issues;
93	Monthly e-mails telling us what is going on - new programs, etc.
94	No need to spend wasteful tax payer dollars. I heard of some sophisticated kiosk going into downtown dublin to give visitors guidance to the shops in the area. I heard this amount to be extravagant. With simple things like this, save the money and do something VERY simple. Downtown Dublin is not that large.
95	allow solar panels on rooftops
96	Technology is primarily important to West Dublin. East Dublin has crucial needs for basics - water, sewer, bike paths, safe crossings on foot anything west of Riverside.
97	Establish a tech education center and small business development center
98	Investigate technology that helps traffic flow when emergency vehicles are traveling.
99	I am VERY impressed with Dublin Police use of Twitter. The Dublin Web site is excellent and I refer to it often (at least every week).
100	Increase emails to inform people about what is going on in Dublin.
101	Leverage Email alerts for crime watch notifications, emergency road closures, planned power outages, etc.
102	GET MORE STREET LIGHTING. MOST OF THE STREETS ARE DARK.. COULD INCREASE CRIME.
103	Keep updating your website to make it more and more user friendly.
104	Continue to apply for grants
105	become a part of Facebook (if not already); provide email reminders of activities to Dublin residents who wish to receive them. Create a community blog that residents can communicate on.
106	wifi
107	City wide free wifi. Faster and easier ways to connect and communicate with the City services.
108	don't know
109	community wide e-mails and texts
110	Offer wireless internet so we can avoid using Time Warner

111	Make more residents aware of city's web site and what it offers.
112	Don't know.
113	Provide internet access to the entire community. I am sure there are many others.
114	get att uverse up in Muirfield north of glick. more wifi hotspots
115	Use the automated phone message system more
116	wi-fi (which is already pretty strong)
117	I think the City is doing a pretty job on this front. You could stop printing the rec center booklet quarterly--just have residents look it up on the web.
118	n/a
119	The City website is already fantastic. It should be advertised on signs at the City's gateways.
120	Allow ALL residents to file taxes electronically. We currently can't because we both work in Columbus.
121	think the City provides adequate technology.
122	Get docs and dentists to have web sites where people can go and schedule their own appointments, order up their precriptions. I also think we should have a community-wide effort to encourage people to prepare a health plan outline to take to doc's office. Dublin could put a few examples up on line for people to follow. I have my own and when I take them to my doc appointments, I am constantly praised for doing the right thing. I know the Marysville Presbyterian Church is getting every member of the church to make a medical profile. Check with them and their model. It is a good one. There can be options but people really need these plans and perhaps you could have forms on line that people could download and fill in on their own computers. Lets use our technology for something really important. Obama has been psuhing for a national plan but we, as a community should be way ahead and also be an example for others to follow. Please organize this quickly. It won't take too much time. I did my own health file in short order. YOU would need to mske simple spread sheets for people to list the medications they take, for example because people do not know how to organize that information so it is most helpful to doctors. Maybe this could e a comboned community project with the New Dublin Methodist hospital. Lets be the first in the nation to do this.
123	wi-fi connections making sure we have no more pwer surges from AEP
124	Promptly post and update information on the city's internet sites. For example, if their are weather related closures they should be listed right on the city's home page.
125	don't know
126	use text-alerts for crime notification, major happenings or events in the city.
127	Free/cheap wireless internet for city residents.
128	facebook fan page?
129	WiFi
130	dublin schools website needs to be better and more user friendly
131	Study Scandinavian countries - Sweden in particular.
132	Overall currently doing a great job!
133	I don't know.
134	N/A
135	to install city water in all homes
136	Provide information on crimes that have occurred, find witnesses to such. Inform residents of road construction projects. inform residents of new ordinances or old ones that aren't being followed correctly.

137	Use the program where we receive partial payment for the amount of items we recycle vs. trash. There was an effort in the West, where the scan the cans and then the customer receives a check in the mail quarterly/twice a year. This could incent more folks to recycle.
138	The telephone system for relaying information is great. I am not aware of anything else the city can do.
139	continue the police and/or service automated phone call program, or increase this if necessary or feasible
140	Update the website. While it has significant content, look, feel and navigation need some work
141	E-mail warnings to residents of neighborhoods that are experiencing increases in property crimes/vandalism
142	not sure
143	email alerts on news
144	unsure
145	free wi fi through out the entire city
146	I think they do a good job already
147	Not sure.
148	REminders regarding Parks and Recreation programs coming up. E-blasts from DCRC on programs and activities.
149	quit using it so you don't badger me electronically multiple times per day
150	n/a
151	1. this type of surveys should be available every year 2. more people know about the city's programmes, more feedback city can get
152	Text (SMS) various alerts and warnings, such as tornado warnings. Enable city-wide wi-fi at a reduced cost since it would ride on city-required infrastructure.
153	WiFi in Avery/Darree so the Socccer parents can work while our kids practice. Other parks like Coffman would help also.
154	More use of e-mail to alert citizens of issues, etc. Some of us refuse to use Twitter.
155	I think Dublin just needs to stay at the top!
156	Reporting missed pick ups of trash, recycle or yard waste
157	Incorporate better technology to move traffic more effectively.
158	Internet WiFi available in more areas. Post future plans and projects in a more accessible place on the Dublin website.
159	More Wi Fi hot spots.
160	no thoughts
161	You do a good job of it. When called, you respond favorably. All people really want is a pleasant response and action when they have a problem or a question about how something works. The Resident Guide is excellent and my experience with the city employees has been excellent as well. Don't waste my tax money on more technology, just keep doing what you are doing, and if it takes more employees, hire them.
162	Our dream -free city wide wi-fi paid by taxes.
163	Online access whenever possible.
164	Webcams for road traffic and conditions A better interactive map via website displaying all the bike paths
165	Use reverse 911 messaging to warn of major community emergencies

166	Not sure....
167	city wide wi-fi
168	not sure
169	free wifi in public areas
170	Think the city is doing a good job.
171	Be sure the entire corporate limits have free wifi
172	free wifi, email updates,
173	Remind households that do not recycle explain why we need their help and ask why they are not recycling get Dublin Citizens to sign up for ei-mails on Dublin (They are great) Do a summary of Community awareness of our Gov't leaders out side of Dublin Inform Dublin Residents on who their State rep.is /State Senator /County Commisniniers US rep./ Ohio Senator/ and list phone numbers. (Township ReP.s)
174	Offer free community Wi-Fi.
175	I would love to see Dublin's wireless net extended free to residents within a certain radius. Unlikely, I realize. I am very proud Dublin is one of the very few designated "Intelligent" communities. We use our technology well.
176	No opinion at this time.
177	Keep it simple. Technology is fun stuff but uses more electricity and resources. It is quickly outdated (and needs to be replaced/ upgraded and thrown away).
178	web based initiatives, facebook, twitter
179	provide Wi-Fi for residential use
180	not sure
181	Community wide Wi-Fi. Look for grants and programs to offset costs.
182	not sure
183	solar & wind turbines to power city buildings. Hire more IT staff to increase usefulness of online services
184	i think you do a great job but i'm not too technically savvy!
185	n/a
186	I like the e-mail notifications. Perhaps more information shared this way would enhance.
187	Don't know.
188	Don't know.
189	stop using print media to direct user to internet sources. Let the internet be the directory to non print information.
190	Free Wi-Fi to all residents
191	nothing noted
192	not aware of any off hand
193	Continue to evolve as opportunities arise.
194	Don't know
195	Want competition in cable providers, particularly competition for Time Warner.
196	Email alerts. Development of neighborhood association web or blog sites to enhance neighbor to neighbor communication.

197	Compared to most communities, you are pretty good. It would be nice if the tax forms would do the math rather than be simply fill in. Electricity is still spotty, but better than last year. Outage monitoring and interaction with the PUCO should be continued citywide
198	no opinion
199	Expanded parks info. I am participate more if I had a better map and more info. Emails to remind of programs would be good. You may already be doing that.
200	don't know
201	I think the website is already very useful - keeping that information current and accessible.
202	Improve the on-line income tax filing. It is a terrible procedure.
203	don't know. One thing i do support is still include traditonal methods such as flyers, bulletin postings, newspapers, mailings etc.
204	provide secure wireless internet access in city buildings
205	Build a better website, I use it extensively, and still have problems finding and speaking to the correct person. How about a Dublin I-phone style ap? To advertise Irish-fest, Volunteer opportunities, nature ed?
206	have 911 call boxes at city parks: glacier would be a good example
207	don't know
208	Not sure.
209	I would be open to more of a newsletter that is pushed on key issues, events, etc. It may exist, but I am not aware. Timing of street lights might be good (some intersections are VERY slow for no reason).
210	WiFi
211	I think phone, text, and email is already being used for information. It would be nice to be able to renew DRC online versus going in each year.
212	Allow for services (ie. chipper, street cleaning, block party trailers, etc.) to be reserved/scheduled on line.
213	Use more renewable energy, such as wind and solar.