European Polytechnic Institute, Ltd.

Branch of study: Electronic computers

APPLICATION ANALYSE WEB SITES OF TOWN OTROKOVICE

(Bachelor thesis)

Author: Petr ŠTĚPÁNÍK

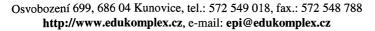
Supervisor: Ing. Miloš ZATLOUKAL

Otrokovice, November 2007

Page n. 3: Declaration

Evropský polytechnický institut, s.r.o.

1. soukromá vysoká škola na Moravě





Student(ka) Petr Štěpáník tř. Odboje 868 765 02 Otrokovice

Zadání bakalářské práce

Vážený studente, vážená studentko,

jako téma Vaší bakalářské práce ve studiu oboru Elektronické počítače Vám zadávám

Aplikační analýza webových stránek města Otrokovice

Osnova: 1. Úvod

- 2. Webdesign
- 3. Historie webdesignu
- 4. Teorie
- 5. Bezbariérový web
- 6. Legislativa
- 7. Popis webových stránek města Otrokovice
- 8. Návrhy úprav obsahové změny
- 9. Návrhy úprav vzhledové změny
- 10. Shrnutí
- 11. Závěr

Bakalářská práce bude zpracována pro: Město Otrokovice

Tento dokument je součástí Vaší bakalářské práce.

V Kunovicích 17. prosince 2007

S pozdravem

Evropský polytechnický institut,

s. r. o. Osvobození 699 686 04 KUNOVICE

Oldřich Kratochvíl Honorary professor, Ing., Dr.h.c. rektor

I declare, that I worked on my bachelor thesis independently, with Ing. Miloš Zatloukal supervision. In the bibliography I cited all applied sources.

Otrokovice, November 2007 Petr Štěpáník I would like to thank my supervisor Ing. Miloš Zatloukal for his patience and effekctive and methodical help. Otrokovice, November 2007 Petr Štěpáník

CONTETNTS

1	IN	TRODUCTION	
2	W	EB DESIGN	8
3		HE HISTORY OF WEB DESIGN	
4	T	HEORY	11
•	4.1	WEB DESIGN	
5		CCESSIBILITY	
3	5.1	CODE VALIDITY	
,		EGISLATION	
6		HE DESCRIPTION OF THE MUNICIPAL WEBSITE OF OTROKOVICE	
7		HE DESCRIPTION OF THE MININGLARY WEBSTED OF STATES	
8	S		
	8.1	HOW UP-TO-DATE IS THE OTROKOVICE WEBSITE	26
	8.2	LANGUAGE VERSIONS	29
	8.3	COMPREHENSIBILITY AND CLARITY	31
9	S	UGGESTED CHANGES – CHANGES TO APPEARANCE	33
	9.1	Links	33
	9.1	COLOURS	33
	9.3	VALIDITY OF THE WEB PAGES	37
1		CONCLUSION	
-		RESUME	
1			
BIBLIOGRAPHY41			
PICTURES			42
		NDIX	
- 4	1	1111 A	

1 INTRODUCTION

Browsing web pages on the Internet is a very enjoyable activity, but it can be, at the same time, a great source of useful information. Although the want and need of information may be different in every one of us, everybody "gets stuck" on the Internet from time to time. Making full use of the enormous information source which this modern medium has become is certainly beyond human capacities. That is why people make purposeful choice of their sources and decide where to look for the data they need. If we, for example, use the search engine Google.com and key in the word "bush", within seconds we get 185,000,000 relevant links listed by the search engine. It is then up to us to choose from them. In this case it only takes one or two clicks to find out whether the linked pages deal with a tropical shrub or with the president of the USA. And we choose our direction according to our interests.

So much of an introduction seems necessary to indicate the undisputed advantages of information technology and its versatility. Further on I would like to demonstrate its useful services in an institution such as a town council although its advantages and usefulness have only been hinted at.

I started working for the Town Council in Otrokovice (Municipal Authority) three years ago. Already at that time there were ongoing discussions about the need to intensify the town's self-presentation with topics ranging from promotional pens and calendars to a new design of the existing website. There were a lot of requirements for the web pages but their formulations were too vague and expectations too high. It took almost two years to specify the objectives, the form and the content of the new website. As I personally received a great many suggestions both from the employees of the Authority, and from the citizens of Otrokovice, as well as from IT specialists from other towns and municipalities, I am now able to look back and analyze which of these propositions have been successfully incorporated in the website and which, on the other hand, have not. It is my interest in photography and design, combined with the fact that Otrokovice is my hometown, that made me choose a field of work from which my town should undoubtedly benefit.

My bachelor thesis deals mainly with web design and ways of increasing intuitiveness of the municipal website of Otrokovice. The fact that web presentation is currently becoming a dominant marketing tool has lead me to the ideal of suggesting possible changes to both content and form of the web pages representing our Authority on the Internet. Obviously, this is not meant as criticism of the designers of the existing website but merely as a suggestion of possible alternatives.

The town of Otrokovice launched its new website in July 2006. The original website was reconstructed "from grass-root level up". The result is very good indeed and the town's self-presentation has benefited greatly from it. In comparison to the original web pages, the design of the new website is cleaner, better arranged and more modern. It is also more respectable in appearance than the original version, which was simply unable to compete with other websites especially in terms of its form, i.e. its outside appearance. The new version certainly presents an improvement. I undertake to analyze this new version and show its critical points as well as its positive features.

2 WEB DESIGN

Web design aims at producing the structure and appearance of web pages using XHTML and CSS technologies as well as static picture files (PNG, GIF, JPG). Sometimes other technologies are used to ensure a higher level of interactivity, such as JavaScript, SVG, Flash, or Java applets.

There are numerous criteria of assessment when evaluating the quality of the final website. Some of them are clear arrangement, user-friendliness and accessibility for users with disabilities (e.g. blind people using a voice reader, colour-blind people or people with other sight deficiencies), semantics of the source code or compliance with valid standards.

Unfortunately many web *developers*' chief interest is graphic art, and therefore they pay too much attention to the appearance of a web page ignoring such questions as how users will find that page. On the other hand, SEO (Search Engine Optimization) consultants tend to be obsessed with the functionality of a website – i.e. how much traffic is generated and how high is the conversion ratio. SEO requires a lot of retarding elements, such as long and illegible texts full of keywords, bullet point lists and many textual links. Graphic designer often flood web pages with too many objects, which irritates users because such pages take long to load and complicates searching for such a page using a search engine. Good quality web pages are a reasonable compromise between these two approaches to web design.

3 THE HISTORY OF WEB DESIGN

At the present time, the Internet is a very popular and very widely used tool for disseminating information and for human communication. However, its main functionalities are meant to be a lot more that just providing entertainment to the user. The Internet is designed to educate, to help people study, to provide the daily newspaper in electronic form, to enable the looking up of facts in encyclopaedias, to inform about new publications, etc. The Internet makes available various musical works, interesting photographs, travel and weather information, as well as information about computers. Travel agents and other companies and businesses use the Internet to offer their services and products. But it was not always like this.

Tim Berners-Lee founded the World Wide Web in 1991, when he published his first web pages and thus became the first web designer. The WWW was based on hypertext using existing e-mail links. At first, web pages were written in the basic mark-up language HTML which gave the pages their structure and enabled hypertext links. Simplifying the opening of other pages made these pages different from all forms of communication existing at that time.

Later, as the Web and web design evolved, HTML (Hypertext Mark-up Language) became more complex and flexible. As an example one can mention tables, which were originally used to present spreadsheet data, but were also utilized as an invisible framework for page layout. Inevitably, since the introduction of cascading style sheets (CSS) tables fell out of use and became obsolete. Web design then underwent further changes and kept developing as new technologies like server-side scripting using databases such as CGI, PHP, ASP.NET, ASP, JSP and Cold Fusion, and new designer standards were introduced.

More changes to the appearance of web pages were caused by the introduction of the Macromedia Flash technology to the already interactive scene. This situation equipped web designers with numerous new tools and, of course, offered users various new interactive features. However, Flash is not as open a format as HTML and is much more restrictive. To load correctly, the pages require the use of appropriate plug-in modules and, moreover, they do not contain some of the usual elements of user interface (e.g. the "Back" button).

One of the relatively new technologies is Remote Scripting, which enables dynamic use of web pages without the necessary Flash add-ons. Another important technology is AJAX, although it is not a fully developed standard yet. Clearly, there are a lot of different dynamic web technologies currently used.

4 THEORY

4.1 Web Design

The theory of web design could fill endless books, which would always be interesting and would always provide readers with new information. This is caused by the specific psychology of the world of IT, or, better, the psychology of users. As has been said above, some web designers do not try to find the fine line between "skin-deep beauty" and practical functionality of web pages as a source of information. With regard to the topic of this work, I will try to present an unbiased view and it is my aim to discover that fine line and make every effort to describe it. It should be explained why you pick up a leaflet which lands in you post box as junk mail and you just cannot help thinking that the price quoted for a coat simply *is* very good and that the coat is a "must". And you must have it as soon as possible. And you plan a trip to the supermarket in question for tonight...

This is not say that the design of that leaflet is all but it is true that it works wonders. Why does 399.00 seem to be "in the region of 300" while 401.00 would be four hundred? (Tomáš Baťa, the famous citizen of Zlín and shoemaker to the world, used to know—and use—this very well.) This part of the picture will look best out of focus, that one should have sharpness and brightness enhanced. The price should look as round as possible and always be placed at the golden section, just as those reflections on a car bonnet. Such attractions are ...—truly attractive.

The same is true for web pages. When you find your web page using a search engine (no matter how easily – that will be dealt with later) and click on the link, you have a clear idea what you are looking for - e.g. just a telephone number for somebody from the Property Management Department to make an appointment about council flats. A professional web designer designs the pages in a way which ensures that this telephone number is easy to find but at the same time tempts the visitor to take part in an opinion poll about a new roundabout or to read a full article about the International Film Festival.

The aim should be to keep the visitor on you pages for as long as possible because you primarily want to promote your organization (or Authority as the case may be). Your second reason is to show paid advertisements of third parties (both commercial and not-for-profit) which have an advertising contract with you.

However, it needs to be made clear that "to keep ... as long as possible" should in no way equivalent to holding visitors up. Let us think of an imaginary conversation between a citizen looking for a telephone number and a web page made by a web designer with such inclination:

W: "Do you wish to look up a telephone number?"

N: "Yes" (click)

W: "Click here."

N: (click)

W: "Please enter the name of the department where the person works."

The visitor (held up in the above way) does spend more time on the web pages but even a supreme graphic appearance of such pop-up windows could not compensate for the outrage caused by them.

It is obvious that we want to influence and motivate visitor in ways which are not manipulative and blackmailing. Communication such as "If you really want the number, click here" is common on warez pages (pages dealing with illegal software, hacking and cracking). Given the rate of software piracy in the Czech Republic, the authors of pages like these know that they will not face any problems as their visitors willingly click in return for saving the money they would otherwise pay for legal software. This, however, is not the topic of my thesis.

4.1.1 The Seven Rules for Web Design:

- 1. Being able to do something does not mean having to do it
- 2. The exception proves the rule
- 3. The judge and jury are the end-users
- 4. A web designer should always try to gain the broadest possible knowledge and experience
- 5. Modesty is the best policy
- 6. You cannot please everybody
- 7. Try to be up-to-date about specifications and standards [1]

Add 2.

One must accept the fact that it is not possible to use all technologies and every graphic trick in every website. On the other hand, just because some of them are disapproved of does not mean they are unusable. In the course of development of web design no rules have been made about how to use these different technologies. Everything depends on the author. One might even perceive web design as a form of art. No one tells an artist which brush to use. — an interesting parallel to draw when considering our field of study.

Add 5.

There is always room for improvement. There will always be someone better than you. Do not rest on laurels. And try to be honest about your mistakes.

Add 6.

You simply cannot please everybody. Different age groups, different social groups, just like visitors of different sexes have different views of what is a "number one website".

Add 7.

A web designer should have access to knowledge and tools as modern as possible. Especially technical knowledge and knowledge of standards should be used as effectively as possible. Web tools should be used as the designer sees reasonably fit.

Before a website is designed careful consideration is needed as to its overall appearance as well as its effect on visitors. A bank whose web pages have the design of an 11-year-old girl's blog would not attract you enough to so much as ask for information on current accounts. The design of such pages should project a respectable image of stability. (A student's blog would probably be a mixture of ideas and moods, with backgrounds and "mottos" changing every day and ranging from witty and optimistic ones to dark and frighteningly pessimistic.)

After formulating the initial overall idea, all the visual elements are to be revised with regard to ease of use and practical functionality. One has always keep in mind the aspects mentioned above: what should be the first to attract visitors' attention, which parts should be put away from sight, which are less important and therefore can be written in smaller font, etc. It is obvious that sophisticated design should add to intuitiveness of the pages (here the problem borders on the question of arrangement of data in the proposed website map). A good example is the use of the so-called ideograms (pictures which the human brain processes faster than written text).

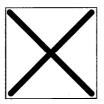


Fig. 1 Ideogram

5 ACCESSIBILITY

There are several basic questions to ask.

What, as a page designer, you never know:

- Which browser your reader uses
- What size is the space where a documents loads
- What is the user's colour scheme setting
- What text size the reader uses
- Is the downloading of graphics and multimedia content and/or the running of scripts or applets enabled

As the above list clearly shows, it is advisable to take into account all the aspects and never to force users to use any "optimum" settings.

What a user with sight deficiency needs:

- High-contrast colours
- Textual navigation
- Pages making sense even with all modern features including graphics disabled [2]

The human population contains a lot of people suffering from health disabilities (minor sight deficiencies rank among them), who in certain areas of life need support and tolerance from others. The world of IT should be no exception. The use of Internet can often help them overcome their handicap as it provides them with a great deal of information which would otherwise be inaccessible. Working from home or entering into communication with other people there does not present a great problem.

If a website is readily accessible for handicapped visitors, its usability for common users increases as well.

A handicap does not simply mean a health problem. It can very well be the equally overlooked technical deficiency. It is no exception that users do *not* have the "latest fashion in computers" – the latest CPU, screen and graphic card, the maximum RAM available or the latest broadband Internet access. Many people enter a second-hand computer shop saying "We just want a PC for the Internet." and it becomes a great opportunity for the shop to get rid of old machines. Or you might nostalgically refuse to

dispose of your old Pentium II with 64 MB of RAM and a 14" screen. Let me demonstrate such a handicap on an example taken from point XY on web blogging and on ideograms. If you choose a photograph or a piece of your own graphic art and you want to make your pages accessible to users with a handicap like this, the photograph should be as small as possible (the image will then take less time to load on a slow Internet connection). Ideograms and other pointers should likewise be designed with regard to such (more than a few) users. In case a visitor has disabled graphics support, it is advisable to put in their place captions (ideally such that explain the un-loaded graphics). Any user of a PDA or mobile phone with Internet access will be grateful for thus designed web pages as these users often disable loading images or use higher compression in order to save time and money.

Image: foto - Jeseníky

Fig. 2 - Correctly designed caption

Fig. 3 – Incorrectly designed caption

Excessive use of Flash and ActiveX can be seen as another problem. If a visitor has these technologies disabled in his or her browser, or completely unsupported by it, web pages will not load correctly or may not load at all.

The main advantages of website accessibility can be summarized as follows:

- Complex and clear navigation
- Independence of equipment used to access the website
- Pages understandable to search engines mean higher numbers of visitors
- Comprehensible and well-organized contents mean users do not get lost in the website
- Usability guaranteed on a PDA, mobile phone or TV set

People with disabilities usually access web pages in the following four ways:

- 1. Voice output (screen reader) equipment that reads out the contents of a web page
- 2. Braille output
- 3. Screen magnifiers the function of a magnifying glass enlarging portions of the screen
- 4. Other ways (as part of common application software) settings enhancing user convenience. Lower resolution, ignoring text sizes and text colours defined by the author.

I have asked Petra Zlámalová, a university student who suffers from a sight deficiency, to assist me in describing problems of accessibility of websites as well as solutions to them. The following are some of the questions I needed answers for:

1. Before further questions in this questionnaire I need to know what specific kind of sight deficiency you suffer from.

Gained total blindness in both eyes.

- 2. Do you use the Internet? If the answer is yes, which Internet services do you use most frequently? (browsing web pages, e-mail, instant messaging, etc.)
- Browsing web pages
- Electronic mail
- On-line communication (Skype, ICQ)
- Membership in discussion groups and mailing lists
- Services of "Knihovna digitálních dokumentů" (Digital Documents Library)
- Communication through my university website (Students' Information System etc.)
- 3. In what ways do you access web pages? (voice output, Braille output, magnifiers, another application or assistant system)
- Voice output
- Screen reader
- Touch output (Braille line)
- 4. What is your own experience? Do you think that most web pages are created according to the rules of accessibility?

Many web designers do not think about users with sight disabilities at all. However there has been some improvement thanks to Blind Friendly Web project, which was started by a very competent IT expert working for TyfloCentrum. His ideas have received a lot of publicity, e.g. at the Invex Trade Fair (in Brno, Czech Rep.) and other trade fairs of the same kind. Nevertheless, moving graphics, unsuitable advertisements and graphic passwords (e.g. when creating an electronic mailbox) still cause problems.

5. In your own experience of browsing Czech and foreign websites, do you think that the number of accessible websites in this country differs from abroad? (If the answer is yes, could you specify how?)

I do not have a lot of experience of visiting foreign websites, so I cannot be objective. However, I remember being surprised by a French version of an international Internet server, where I wanted to create a mailbox. I came across a notice saying that if a user is for some reason unable to read a graphic password, they should contact the appropriate help desk for immediate assistance in the creation of a mailbox.

6. Do you think that websites of state-run organizations should be designed in accordance with the rules of accessibility?

Yes, I do think that such pages should be designed as accessible as more and more people use them as Internet services become more and more widespread. People with any kind of disability would benefit greatly from the possibility to access information, download important forms and complete them in electronic form from the comfort of their homes, etc. If such pages are inaccessible, I view it as a discriminating approach.

7. Could you visit the municipal website of Otrokovice (www.otrokovice.cz) and describe your impression: if it is accessible, whether or not there are problems finding you way around them, looking for information (e.g. when trying to deal with a common situation in life – Application for rented accommodation) and/or other normal activities of a visitor.

The website is quite well organized with occasional graphics (banners) which the voice reader does not read clearly or which has a caption missing. Information can be found relatively easily although fast search failed (problems with the server occurred and the connection was terminated).

8. Is there anything that this website clearly lacks from the point of view of accessibility?

Captions for banners.

9. Do you give permission to publish your name and your answers to questions in my bachelor thesis Application Analysis of the municipal website of Otrokovice?

Yes, I do.

5.1 Code Validity

Today it is taken for granted that the source (HTML/XHTML) code of any web pages is correct and complies with one the W3C guidelines (most frequently HTML 4.01 or XHTML 1.0).

5.1.1 W3C - World Wide Web Consortium

The main task of this international alliance, which dates back to 1994, is to monitor the development of Internet standards. Before W3C was founded, there were many non-standard procedures and methods supported by some web browsers but unsupported by others, which made web design very complicated. W3C has therefore aimed at interoperability, i.e. the ability of different systems and clients to cooperate.

W3C is a consortium comprising several hundred commercial companies and academic organizations with paid membership. This money has been for example used to create standards XHTML, XML, CSS or DOM, or to run a validation service – a tool used for quick checking if a web page conforms to specifications. W3C is also interested in web pages accessibility. [3]

However, even pages which have passed validation may not be correctly designed to the HTML standard.

6 LEGISLATION

The term "legislation" as used in this thesis means legally binding requirements for the contents of websites, specifically the websites of the towns of the Czech Republic (state and local administration).

No. 106/1999 Coll. [4] requires the following contents:

Full official name

Reason for and way of founding

Organizational structure

in PDF or JPG format

Contacts:

Personal contacts (telephone numbers and e-mail addresses)

Acceptance of electronic submissions

Bank account information

IČ (Identification Number)

DIČ (VAT Registration Number)

Budget

information on approved and amended budget

Applying for information

place and method of applying for information

O. Acceptance of applications and other submissions

where to file an application or complaint, submit a proposal, suggestion or another request, or where to receive a ruling

Remedies

place, term and method of appealing against rulings by the obliged subject of law, including specific listing of requirements the requestor must meet as well as a description of procedures and rules which must be adhered to in this respect

2. Forms

names of forms and information on where and how to acquire them

Guidelines to solutions for various situations in life

(currently under preparation and amendment)

4. The most important regulations

an outline of legal regulations, applicable to the obliged subject of law and most frequently used in its proceedings and decisions, which constitute the right to request information and relate to other rights of citizens in communication with the obliged subject of law, including information as to where and when these regulations are available for reference

- 15. List of fees for providing information
- 16. Annual reports in accordance with Act No. 106/1999 Coll. for a minimum of two preceding years, informing about the body's activities in the area of providing information
- 17. Budget, allowance and other organizations
 a list of all the budget, allowance, subordinated, controlled or other organizations
 established by the obliged subject of law and/or in any manner regularly linked to
 the budget of the obliged subject of law
- 18. Publication of information provided the publishing of the information provided according to Cl. 5 Section 3 of Act No. 106/1999 Coll.
- Record of announcements
 announcements made according to Act No. 159/2006 Coll. On the Clash of Interest

7 THE DESCRIPTION OF THE MUNICIPAL WEBSITE OF OTROKOVICE

The website is located at www.otrokovice.cz. The date of the last update to be reflected in this thesis is 7th May 2007. When you enter this URL into a browser (the pages do not indicate any optimization for any specific browser), you are welcomed by a panoramic montage photograph of Otrokovice at the top with imbedded language selection. The website is divided by a very pleasing-to-the-eye horizontal menu and a horizontal menu on the left. Below this is an interactive event calendar and supported links. In the middle of the page, with the most up-to-date at the top, one will find the current news and the news from the town hall, the town and its surroundings. To the right of this section are the contacts, opinion poll, weather forecast (for two days ahead), recommended links and links to the town's organizations.

The horizontal menu serves as the so-called fast link which will take you (without the need to search the full vertical menu tree) to the home page, e-post room, official notice board, Clause 106 information, e-orders, questions and website map. Apart from a verbal description, every link is also represented by an icon (Fig. 4). Above the menu is a bar with the current date, day of the week, search box and RSS feed. (RSS is a family of XML formats designed to read new articles on web pages and, more generally, to syndicate web content.)



Fig. 4 Horizontal menu

The vertical menu divides the contents of the website into sectors, or points of interest, which branch further into a tree structure (Fig. 5). These points are Media Service, Town and its Surroundings, Municipal Authority, Municipal Documents, Elected Bodies, I need..., Municipal Police, Education, Welfare, Health Care, Environment, Free Time, and Elections. All of these sectors are further divided into subsections (see Appendix A).



Fig. 5 Vertical menu

The Calendar is a very practical aid if you look for links to cultural, sports or other undertakings. Anything from the psycho-thriller that is on at the Otrokovická Beseda, to a football match, to a children's event at DDM Sluníčko can be found here. The Calendar enables looking for events not only by the date but also according by the period and venue as well as using keywords. After the search the result is always shown in the central column instead of the current news giving all the details such as what kind of event it is and where and when exactly it is held.



Fig. 6 Calendar of events (bottom left) and search results

Contacts and the Opinion Poll are placed in a column on the right. The Contacts section provides the telephone number for the Authority's operator, a fax number and also an email address. Visitors find here the office hours (together with a link to the specific page) as well as an official warning to citizens about the use of a surveillance system in the town. Below is the Opinion Poll section which always presents one of the current topical questions.

The Weather Forecast and the Web Camera: These two sections are situated in the first column bellow the Opinion Poll. The weather forecast covers two days ahead and is updated daily. The web camera situated on the top floor of the third building of the Authority a part of 3. května square, the first and second buildings of the Authority and a part of the Střed estate. When clicked, the camera image opens a new window together with a warning that not all browsers are supported. Before you can see anything, you are asked to install an ActiveX element which is necessary for higher-quality picture. The image presented by the web camera is updated every 5 seconds, which makes it a very upto-date coverage. The new window also enables you to further improve image quality after logging in and entering registration details found on the same page. At the moment the login is "otrokovice" as is the password. After logging in the same window presents the possibility to view the images in higher resolutions: Quality – Medium, Standard, Good, Detailed, Excellent.

At the bottom of the page are the webmaster's contact and the login area for the authorized access section. This section will not be discussed at this point, as it is inaccessible to the general public. It is designed for section administrators (e.g. Education, Records and Administration, etc.) who use it to add news or update their department's documents. This will be mentioned later on.

The rest of the space is filled with supported and recommended links to government ("gov") and municipal organizations.

8 SUGGESTED CHANGES – CHANGES TO CONTENTS

The following part of the thesis deals with several suggested specific changes and alterations to the current version of the web pages. In the text I make references to some of the points stated above.

Another way of keeping a visitor on you website is providing current and up-to-date information. If a website is to work as a sensible and reliable service to citizens, it has to be up-to-date at all times. A feeling of this can be added by using a script showing the current date and, possibly, time. If you find a website where the "last updated" date of a news page says 12/12/2006 (today's date is 14/07/2007), it makes you lose your interest in such "news".

8.1 How up-to-date is the Otrokovice website

8.1.1 Current News - Specific Points

It has been said earlier that the municipal website of Otrokovice contains references to the current date and weather conditions and has a field for the current news as part of the home page. This section is updated in a very professional manner — you can find several news items every day. They are mostly articles provided by the town's PR Officer but some of them are written by other authorized employees of the town hall. The added photographs arouse curiosity and make the pages interesting for visitors.

Current News – Summary: The presentation is very well organized, the contents are interesting and up-to date, and the additional photographic images are purposeful and emphasize the content of the articles.

8.1.2 How up-to-date is the Otrokovice website

If a visitor arrives at the website with a specific purpose in mind, the Current News section has the potential to divert their attention to other matters but definitely does not make them forget their original intentions.

The website should, consequently, be up-to-date throughout because it is designed to do more than just attract superficial attention (current news, opinion polls, etc.). This is *very*

important in a town hall website. Let's assume you need some information on how to apply for a grant for one-off event. When you find the instructions (in the Education and Culture Department tab), you can open them directly in a new window, from which it can be printed easily. The document also contains information about the person responsible for its correctness as well as the necessary contact details. There is also the "last updated" or "last checked" date.

These items are very useful indeed because they show that the documents are worked on and that the town hall insists on the website being thoroughly up-to-date.

In this case, unfortunately, the document was last updated more than two years ago. The "last updated" date says 31/01/2005. On reading the document you find out that the organizational part responsible for it does not exist any longer (as of today, the Authority has the *Department* of Education and Culture ("odbor"), not a division ("oddělení") – see Appendix B). Also the person responsible for the document does not work at the Authority any more (see Appendix B).

Information untrustworthy in a similar manner is presented, for example, in the Property Management Department's instructions for the sale of land by natural persons ("Prodej pozemku – fyzická osoba"). The last update check is dated 20/05/2007 (see Appendix C), which makes these instructions four years old. All the documents of this department (Application for rented accommodation, Sale of land by legal bodies, Land lease to natural persons and legal bodies) carry the same "last checked and updated" date.

The Welfare Department's section, for instance, present the very opposite: all the documents are fully up-to-date and update dates are all in 2007, with some of them in May. This is very positive.

As long as the website is meant to assist the public, to provide a means for communication with the Authority and, to an extent, make mutual contacts simpler, the presented information has to be "live". A document which was revised by a clerk (as the visitor finds out) four years ago can by no means be a trustworthy source of information. In this case the citizen will (at least) have to phone the Authority or to personally collect the document in question. This unfortunate situation essentially undermines the convenience, trustworthiness and comfort of the service provided.

The information about the date when a document was last updated or checked only serves its purpose if a visitor to the website finds it completely trustworthy. For the owner of the website, on the other hand, it serves as a "nagging" reminder. If, for some reason, a website cannot be regularly updated, such references visible to visitors should be avoided. It is enough to use the information internally in a way that is not publicly accessible.

A form of this attitude is to be found for example in the Environment Department's section, where the article on cutting down trees ("Kácení stromů – ovocné i ostatní rostoucí mimo les") in the "last updated" field reads "The information can be obtained by phone at 577 680 414, Ms. Kaňovská" ("Příslušné informace je možno získat na tel. čísle 577 680 414 Ing. Kaňovská"). This, on the one hand, is a solution to the problem, but on the other hand it works against the motto of the entire website – "Information Portal". People look for information on the portal to be able to avoid standing in queues, dealing with clerks and making phone calls. If you need to confirm a piece of information found on the Internet and are directed to a place other than the Internet, all that you have read so far becomes meaningless. After reading a full page of text explaining the correct steps to a successful solution you reach the final sentence that makes you realize that things can, after all, be different. Or that you have to telephone a specific clerk, explain your situation and only then find out whether the information provided by the text was at all useful.

In the Road Department's section of useful documents the same telephone contact reference reads: "The information can also be obtained from other sources and/or in different form. Phone 577 680 286, Ms. Štěpáníková" ("Příslušné informace můžete získat také z jiných zdrojů nebo v jiné formě, a to: Telefonicky na čís.: 577 680 286, ing. Štěpáníková"). There are two basic differences between this and the example taken from the Environment Department. First, the telephone contact is to be used only if the document does not provide the information you need (not if you have doubts about how up-to-date it is). Second, unlike Ms. Kaňovská, Ms. Štěpáníková left several years ago and does not work at the Authority any more.

Up-to-date Information – Summary: On the surface the website looks very up-to date. The current date is shown, the news section presents new information (even items with today's date), there is notice about a future closure of the Authority, and the weather section informs about the weather conditions for two days ahead. When looking for specific

details, though, one finds discrepancies, out-of-date information or references to sources outside the Internet.

Recommendation: Pay special attention to keeping the web pages really up-to-date, not only at first sight. It may also be suggested to hide the "last updated" item in documents and show it only internally. Either way, it must be understood that currency is of utmost importance. Citizens would be irate if they arrived at the town hall and found out that they had downloaded and filled in a form which lost validity three years ago.

8.2 Language Versions

At the beginning of my description of the website I mentioned the feature where visitors choose which language version they want to see. There are three versions available: Czech, English and German. Links are given in the target language so the inscription is "Deutsch", not "German" ("Němčina"). Thus the website fulfils the condition that for visitors looking for a particular language version the link to it must already be in the appropriate language. Are there any accessibility problems then? Some of them are listed below.

Language Problems

Nowadays, foreign languages are taught at primary school as part of the compulsory curriculum.

One may easily believe that problems of this kind are on the decrease. However, an optimum situation with no problems is only possible if the full text of the website is presented in foreign languages. If, for example, the majority of information on a website were in Czech and my mother tongue were Italian, I would encounter a very difficult situation. Especially if I knew from a search engine that a keyword – a name, for instance – were really present on the website. The essential fact is how much of the information the owner of the website decides to provide in important foreign languages.

The awkward situation pictured above is exactly the problem of the website of Otrokovice. Let us imagine that you are an Italian person looking for Petr Štěpáník. All the information that is available is presented in a language which you do not understand. When you look

again more carefully, you find the links to other language versions at the top of the page. You happily click "English" and some English pages load. Yes, *some English pages*, not an English version of the website. Unfortunately the town of Otrokovice does not provide language versions of its website, but completely different set of web pages with different contents, albeit in a similar design. In other words, after switching to English you do not find the information about Petr Štěpáník translated into English because you do not find it at all. This is potentially very confusing for foreign visitors looking for specific information.

For the sake of completeness: the pages in English and German contain information about history and the town of Otrokovice itself. If this is not the information you specifically look for, reaching these pages will lead to confusion rather than interest and provision of information.

Why have I used the word confusion twice? This is why: You look for a word and you find it on a website that seems to be concise and up-to-date although you do not understand the language. Because of your impression you expect to get the same amount of information in a version published in a language you speak. You move to that language version and find pages that at least on the surface resemble the original. What is more, they really contain a greater part of the text in English (or German). However, the vertical menu, which in the Czech version consists of fourteen items, has only four parts here. The horizontal menu by contrast is identical with the Czech original but because of the limited extent of the foreign-language versions it cannot be entirely functional and many of the links are dead. Every item of the menu is present together with its ideogram but the links do not work. This situation combined with imperfect translations (see Appendix D) will undoubtedly leave a visitor thinking that the foreign language version is still under construction and the requested information is not available yet. What happens if you arrive at a website in, say, Korean, load a version in your mother tongue and find out that it is partly non-functional? Despite the un-translated parts you will surely be pleased that your mother tongue has not been ignored but if you do not find the information you need here, you will quickly forget about this incomplete website and will never come back again. What you will remember and recommend to others - is the website which finally provides the requested information. Language Versions – Summary: Contrary to what the links suggest, there are no real language versions of the website. The translation is insufficient. No one reading the English or German pages will understand this: "Fotografie se připravuje, najdi na webu, najdi na mapě" ("Photographs under preparation, find on the Internet, find in a map.")

Recommendation – Produce a true foreign language version (with an identical amount of information and in identical form as the original Czech version). If for some reason this is not possible, the English and German pages should be linked to the Czech website in a way which is different from standard links to foreign language versions. Such link should also be provided in the language of the linked pages. Another solution (not very convenient, though) could be to leave the pages as they are and add a notice saying that it is not an equivalent foreign language version but merely information about the town and its surroundings. This would save a visitor a lot of fruitless searching and consequent frustration. Only the first solution fully addresses the presented problems of accessibility to foreigners, the "blind" menu and the incomplete translations. If the resulting pages are not to serve as an identical language version, it is necessary to remove from the menu the ideograms which point to non-existent further pages. Also, the website contents should be shown only in the chosen language. The current situation is unacceptable.

8.3 Comprehensibility and Clarity

The website, as has been said before, is complex and well organized. When browsing it, one meets the same intuitiveness as was encountered on the home page. This is true for all the pages without any problematic exceptions. The menu structure is so readily understandable enough that even people not familiar with the business of running a town gets a clear enough picture. On the whole the system is comprehensible and information can be retrieved from it without excessive navigation. One reservation might concern the vertical menu where under Municipal Authority one finds a list of Departments and Divisions. Most of them have understandable, self-explanatory names with the only exception of "PaM" (short for "Personální a Mzdové" – "Personnel and Pay").

Information published as required by law is accessible as text content of the pages.

Even on the very first visit users get a clear picture about the kind of website they have arrived at (this does not concern the foreign language versions of the website) and what sort of information to expect here. The home page describes the purpose of the website.

Summary – Comprehensibility and Clarity: The web pages are understandable even to first-time visitors. On the whole they are very intuitive.

Suggested Solutions – The website needs only minor changes and corrections (e.g. changing "PaM" to "Personální a Mzdové").

Changes to contents are outside the scope of this work as well as beyond my professional capabilities. Each department/division manages its own documents, instruction manuals and contact pages. The contents provided correspond to the areas of work done in these organizational parts of the Authority.

9 SUGGESTED CHANGES – CHANGES TO APPEARANCE

The outer appearance of the website has been described in point xy. On the whole, the design of the web pages is very appealing and gives them a modern look without compromising respectability. The website gives an impression of complexity and restrained elegance.

9.1 Links

The pages look nice but only if you perceive through human eyes. From the point of view of accessibility predominant use of text mode is positive as thus designed pages are more attractive for visitor suffering from sight deficiencies Unfortunately the menus make use of JavaScript and the web camera uses ActiveX.

If you examine the website more thoroughly, you will find out that the reason for using text mode was that this way the pages load without the need to install any additional browser plug-ins. This can be seen as an attempt at accessibility.

The horizontal menu uses ideograms (see above), which are appropriate for users without sight deficiencies (or, possibly, with only partial colour blindness). A different situation occurs if a visitor is blind. Blind people use a screen reader and read first horizontally and only later vertically. Sometimes they only scan the pages for direct links. The ideograms here are designed as direct links to specific pages such as E-post Room, Notice Board, etc.

However, when browsing the website using a screen reader, this menu yields the following information:

http://www.otrokovice.cz/newwebotr/aktuality/aktuality_def.aspx?v=1440;http://www.otrokovice.cz/newwebotr/InformaceUrad/epodatelna.aspx?id=ep;http://www.otrokovice.cz/newwebotr/InformaceUrad/uredniDeska.aspx?id=ud;http://www.otrokovice.cz/newwebotr/InformaceUrad/poskytovaniInformaci.aspx?id=pi;http://www.otrokovice.cz/newwebotr/oes/objednavky.aspx?id=no;http://www.otrokovice.cz/newwebotr/InformaceUrad/dotazy.aspx?id=do;http://www.otrokovice.cz/newwebotr/aktuality/mapaStranek.aspx?id=ma;

Instead of the horizontal menu such visitors read the following text:

javascript:TreeView_ToggleNode(ctl00_MyMenu2_MyTreeView_Data,0,document.getEl ementById('ctl00_MyMenu2_MyTreeViewn0'),'r',document.getElementById('ctl00_MyM enu2_MyTreeViewn0Nodes'));javascript:TreeView_ToggleNode(ctl00_MyMenu2_MyTreeView_Data,6,document.getElementById('ctl00_MyMenu2_MyTreeViewn6'),'t',document.getElementById('ctl00_MyMenu2_MyTreeViewn6Nodes'));javascript:TreeView_ToggleNode(ctl00_MyMenu2_MyTreeView_Data,16,document.getElementById('ctl00_MyMenu2_MyTreeViewn16Nodes'));javascript:TreeView_ToggleNode(ctl00_MyMenu2_MyTreeViewn16Nodes'));javascript:TreeView_ToggleNode(ctl00_MyMenu2_MyTreeView_Data,16,document.getElementById('ctl00_MyMenu2_MyTreeViewn16Nodes'));javascript:TreeView_ToggleNode(ctl00_MyMenu2_MyTreeView_Data,16,document.getElementById('ctl00_MyMenu2_MyTreeViewn16'),'t',doc

The horizontal menu is designed in JavaScript. The listing above does not quote the whole menu but only the first three links but it indicates clearly that such a mixture does not help in any way. The only way to find out what is behind each link is to go through all of them one by one.

The website map is designed in the same way so, here too, a screen reader just lists several pages of links. This corresponds to Ms. Zlámalová's objection about missing captions. These menus really need them.

The Calendar of events is designed correctly: its caption contains the date.

A screen reader reads:

15. květen (15 May), javascript: __doPostBack('ctl00\$Calendar2','2691')

Summary – Links: From the point of view of accessibility the current design proves to be a completely insufficient solution. I could once again quote Ms. Zlámalová, who says that she could navigate through the website, but we have to realize that she owns virtually all the possible output devices – which is not always the case with users with disabilities. If, for example, only Braille output is used, the menus (both horizontal and vertical) become unusable.

Suggested Solution – Apart from the text of a link itself some screen readers also show the text of the parameter "title".

An example of a correctly programmed link conforming to the rules of accessibility:

<P> Úřední deska: </P>

Complicated graphic links, clickable maps, graphic menu created using JavaScript or Flash animations are not really suitable because navigation is done mostly through the keyboard. This is the reason why, in my version of the link, I added the keyboard shortcut "u".

9.2 Colours

On the outside, the municipal website of Otrokovice presents a design which gives an impression of purity and, at the same time, respectability. The layout is solid, well integrated and sophisticated and its appearance is further enhanced by many fine details which visitors do not even notice at first sight (the red chain above the horizontal menu, graphic endings of menu titles, imbedded links to pages in other languages, etc.).

The combination of text colour and background colour or pattern has to create a sufficient contrast. It is designed for visitors who are partially or totally colour blind or suffer from only a minor sight deficiency. In all other cases the text blends with the background and becomes illegible.

The minimum value of brightness difference is 125 points (the maximum value being 255) and 500 points of colour difference (the maximum being 765). The higher the number, the more contrasting the colour combination – and the more legible the foreground becomes against the background. [5]

If you take a closer look at the text used on the pages, you will find out that the text (666666)_H on the white background (ffffff)_H shows enough contrast (153) but a colour difference of only 459, which is insufficient. The text (ccccc)_H and background (666666)_H used in ideograms again form an unsuitable combination. The brightness difference is only 102 and the colour difference only 306, failing to meet both the required values. The

calculation is based on a method described Techniques For Accessibility Evaluation And Repair Tools¹ from W3C.

Another example of and unsuitable choice of colours can be found in eOrders, where the text is black (000000)_H and the background colour is dark blue (5b80ac)_H. The brightness difference is 121.953 and the contrast difference is 391. Again, both values fail to meet the required standard. Fig. 7 shows an unsuitable choice of colours as well as a very low-contrast minute text identification of the supplier of the system (bottom right). However, I cannot guarantee that this will be visible in printed form because the contrast is extremely low.

vy Vám bude zobrazeno potvrzení se všemi potřebnými údaji s možností tisku nebo

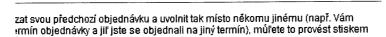


Fig. 7 Ordering system and supplier name

¹ W3C. World Wide Web Consortium [online]. c1994-2007 [cit. 2007-05-15]. Dostupný z WWW: http://www.w3.org.

9.3 Validity of the web pages

I have tested the web pages of www.otrokovice.cz using the validation service interface of W3C (see Appendix E for the results).

As of today, the pages contain 21 mistakes and W3C has marked them as "invalid". All the mistakes are described in Appendix E. Very often they are to connect with incorrect use of JavaScript, but there are also instances of unfinished tags.

If web pages are to load correctly in all browsers, they should not use absolute values of text size. A similar problem can be seen in the vertical menu, where the descriptive text of an item is longer than the designated menu field. Thus the text overruns into the central column designed for the website content.

The website of Otrokovice does not load altogether correctly in other web browsers than Internet Explorer (see Appendix F). The screenshots were taken using the browser Opera 9.02.

Web browser version:

Version 9.02, Build - 8585, Platform - Win32, Operating system - Windows XP, Java - Sun Java Runtime Environment version 1.4, Voice module - Module not loaded, Browser identification Opera/9.02 (Windows NT 5.1; U; cs)

The same problems are encountered if the browser Opera mini 3.0, which serves as a Java application for viewing web pages on mobile phones, is used. Although the pages are divided systematically, the menus show either incompletely or with overruns. (The method of reading is similar to that of screen readers for people with sight deficiencies. This fact has also been confirmed by Ms. Zlámalová.) I was unable to determine why in some instances the menu overruns into sections inaccessible by the browser, and in others it does not load fully.

Summary – Validity: The municipal website in not valid. Viewing in other web browsers than Internet Explorer is incorrect although visitors are not alerted to this fact upon entering the website. The same problems occur if mobile phone-based browsers are used.

10 CONCLUSION

It was my intention to write this bachelor thesis in a style that would be intelligible and readily understandable even to laypeople. I also made every effort to provide a text which could be used as a basis for possible changes and alterations to the existing municipal website. I tried hard to present my findings in a way that would enable even readers equipped with only basic knowledge of the subject to understand why certain sections are seen as below standard, or why specific changes and/or modifications are suggested. This should give the management of the Municipal Authority in Otrokovice a fair opportunity to consider the proposed changes and to decide which of them are useful and desired, and which – in their view – are not.

I believe that the goals set at the beginning of this thesis have been reached and that the descriptions of problematic parts of the website as well as the examples provided have been made as comprehensible as possible.

This work is by no means an assessment of the webmaster's achievement or a comparative test against other similar websites. The author's intention was to point out the fact that some neglected details can cause the visitors various (big and small) problems. This objective has, in the author's opinion, been fulfilled.

Despite all the imperfections mentioned in this work by its too demanding author, it should be said that the municipal website of Otrokovice is a work of good quality and a portal which efficiently serves the public.

Please feel invited to pay a visit: www.otrokovice.cz.

11 RESUME

Any given website, if analyzed, shows a great many flaws and potential errors but on the other hand countless positive points and a lot of evidence of its designer's outstanding work.

At the beginning of this thesis I outlined the basic concepts of web design and of working with websites as well as the history of web pages. Web design was shown not only as a tool for attracting visitors directly through content but also as a means of creating well-organized pages which make the website comprehensible and accessible in itself. Also, I introduced different opinions of web designers: on the one hand there is the somewhat dogmatic insisting on simple, seemingly unattractive but fully valid pages which are "completely up to the standard", while on the other hand some designers prefer complicated composition, maximalism and super-standard control elements. I mentioned the necessity to look for and reach a compromise between these two extreme approaches. A well-balanced compromise brings positive reactions of visitors to such pages.

Another aim of the work was to present, albeit very briefly, the theory of accessibility of web pages. It was demonstrated how disabled users access websites and how they read data from them.

As part of my thesis I included a short questionnaire completed by a blind respondent. It concentrated chiefly on the questions of accessibility but also on state administration and local government websites. There were also references to the functional discrimination which people with sight deficiencies encounter in the field of IT.

I also mentioned in the margin what information the law requires municipal websites to publish.

Drawing on my knowledge about effective imparting of information (gradually and in a structured way, rather than in disconnected fragments), I described the appearance of the website: what impression it makes on visitors as soon as they enter the address www.otrokovice.cz in their browsers, how visitors can navigate through the pages. I pointed out which basic and, on the other hand, advanced functions can be used in the web pages in question.

I also described several suggestions as to changes to content of the website. In this area, the main drawback was the fact that it was out-of-date: unlike the highly current and up-to-the-minute home page, some parts of the website were outdated.

The chapter on language versions revealed that no real language versions are actually available. Apart from the Czech version, the website contains information about the town and its history in English and German. As there are no relevant links to these sections, they are, unfortunately, rather a source of confusion for visitors.

The following part of my thesis dealt with the comprehensibility and clarity of the municipal website of Otrokovice. It can be stated that with the exception of a few negligible imperfections the pages appear clear and understandable. To achieve this, it is necessary for the client to formulate his requirements very exactly, which undoubtedly was the case here.

At the beginning of this thesis I mentioned the importance of accessibility of web pages, especially in state administration and local government. Therefore I tried to analyze the web pages from the point of view of accessibility, too. Municipal pages should by all means conform to the rules of accessibility because it cannot be taken for granted that the town's citizens, its prospective visitors or, for that matter, the global Internet population all have perfect eyesight, the latest computers worth tens of thousands of Czech crowns, or low security settings in their browsers. The thesis mentions output methods both for visitors suffering from total blindness, and for people suffering from colour blindness or low contrast sensitivity, which are very frequent disabilities.

Unfortunately, the website of Otrokovice does not meet the standards of accessibility. Among the many flaws the most serious one is the absence of captions for links, even those accompanied by ideogram. This fact was also mentioned in the above questionnaire.

BIBLIOGRAPHY

Monographic publication, internet sources and consultation

- [1] Adaptic, s. r. o.. Adaptic | Webdesign, tvorba WWW stránek [online]. 2005-2007 [cit. 2007-05-15]. Dostupný z WWW: http://www.adaptic.cz/.
- [2] ECCHER, C. *Profesionální web design : techniky a vzorová řešení*. Praha: Computer Press, a. s, 2005. 401 s. ISBN 80-251-0547-4.
- [3] FortuneCity.com Inc.. Eb hosting, domain names and web design services by FortuneCity [online]. 1997-2007 [cit. 2007-05-10]. Dostupný z WWW: http://www.fortunecity.com/>.
- [4] Zákon č. 106/1999 Sb. o svobodném přístupu k informacím, §5, odst. 1a. Sbírka zákonů 1999, částka 39, str. 2616 (1999).
- [5] ŠPINAR, David. *Přístupnost: Web a weblog věnovaný přístupnosti webových stránek* [online]. 2007 [cit. 2007-01-05]. Dostupný z WWW: http://pristupnost.nawebu.cz/>.

PICTURES

Fig. 1 Ideogram	14
Fig. 2 – Correctly designed caption	16
Fig. 4 Horizontal menu	23
Fig. 5 Vertical menu	24
Fig. 6 Calendar of events (bottom left) and search results	24
FIG. 7 OPDEDING SYSTEM AND SUPPLIER NAME	36

APPENDIX

Appendix A Web-map

Appendix B Document 1

Appendix C Document 2

Appendix D Language mutation

Appendix E Validation

Appendix F Non-correct view on this page.

APPENDIX A

Ģ- I	- <u>Mediální servis</u>				
-	aktuality				
-	<u>tiskové zprávy</u>				
	<u>archiv aktualit</u>				
ļ	^I <u>novinky na webu</u>				
7	<u>Město a okolí</u>				
	– <u>základní informace</u>	1			
ļ	-historie		ē		
	partnerská města				

	<u>městské organizace</u>
	<u>úřady a instituce</u>
	jízdní řády MHD
-	<u>otrokovické noviny</u>
-	<u>fotogalerie</u>
-	regionální vysílání
÷	M <u>ěstský úřad</u>
	-základní informace
***************************************	<u>organizační struktura</u>
1	

	Ī	<u>kancelář starosty</u>
		PaM
	•	<u>školství a kultura</u>
		interní audit
-		<u>krizového řízení</u>
	•	<u>ekonomický</u>
		<u>evidenčně - správní</u>
		<u>majetku</u>
		– <u>právní a přestupkový</u>
	-	<u>sociální</u>
		<u>územní plán a investice</u>
		<u>životního prostředí</u>

		<u>živnostenský úřad</u>
		<u>stavební úřad</u>
	***************************************	<u>silniční hospodářství</u>
		i <u>provozní</u>
***************************************	 	seznam pracovníků
	ļ <u>-</u>	olánek úřadu
-	<u> </u>	<u>iřední deska</u>
	 	<u>podatelna</u>
	-	životní situace
-	-	volná pracovní místa

....komunitní plánování

-¦-- <u>Mapové služby</u> ---<u>mapa města</u> uzemní plán Dokumenty města zprávy a sdělení ---právní předpisy ---<u>vnitřní předpisy</u> ---<u>usnesení rady</u> ---usnesení zastupitelstva

---informace 106/1999 Sb.

7

	<u>rc</u>	ozpočet města			
	<u>ú</u>	zemní plán			
 	Vole	ené orgány			
	‡- Z	Zastupitelstvo m <u>ěsta</u>			
		<u>iednací řád</u>			
	-	<u>složení</u>			
		<u>termíny zasedání</u>			
		<u>výbory</u>			
Ì		! <u>usnesení</u>			

. ∃⊩ <u>Rada města</u> ---<u>jednací řád</u><u>složení</u> ---termíny zasedání komise <u>usnesení</u> Potřebuji si vyřídit ---<u>elektronické objednávání občanů</u> ---<u>sociální oblast</u> osobní doklady ---<u>živnostenský úřad</u>

	stavební řízení
	dopravní agenda
!	matrika, státní občanství
	<u>bydlení</u>
	i <u>školství</u>
	<u>místní poplatky</u>
1	<u>dotace a ocenění</u>
	iúvěr z Fondu rozvoje bydleni
	<u>Městská policie</u>
	<u>Městská policie</u>
	≟ Školství

<u>mateřské školy a jesle</u>
<u>základní školv</u>
<u>střední školy</u>
DDM Sluníčko
- <u>Sociální péče, zdravotnictví</u>
⊪ <u>odbor sociál</u> ní
<u>žívotní situace</u>
m <u>ěstská poliklinika</u>

---<u>lékárny</u>

domov důchodců
I <u>Charita sv. Anežky Otrokovice</u>
- Životní prostředí
<u>odbor životního prostředí</u>
- <u>životní situace</u>
monitoring ovzduší
Naše město v květech a zelení
I <u>rozkvetlé město</u>
्रै <u>Volný čas</u>

---<u>kultura</u>

<u>sport</u>	•	
<u>zábava</u>		
្នុំ- <u>výlety a turistika</u>		
<u> </u>		
<u>Historické památky</u>		
<u>Přírodní zajímavosti</u>		
<u>Turistické trasy</u>		
- <u>Cykloturist.</u> trasy		
- <u>Lvžová</u> ní		
Mapa oblasti		
	£	

--- DDM Sluníčko

<u>městské koupaliště</u>	
<u>rekreační oblast štěrkoviště</u>	
<u>ubytování</u>	
<u>stravování</u>	
··· <u>Volby</u>	
i-informace k volbám	
l <u>výsledky voleb</u>	
Komunitní plánování	
komunitní plánování sociálních služeb	
	1

Euromanažer

APPENDIX B

Žádost o dotaci na jednorázové akce

Základní informace k dané životní situaci

- 1. Dotace mohou být poskytnuty pro aktivity:
- zájmové a kulturní
- práce s mládeží v mimoškolní době

Podrnínky i žádost jsou k dispozici:

v informacích MěÚ Otrokovice

na oddělení školství a kultury MěÚ

na internetových stránkách MěÚ Otrokovice

Za správnost návodu odpovídá útvar:

Městský úřad Otrokovice

oddělení školství a kultury

nám. 3.května 1340

765 23 Otrokovice

tel: 577 680 103

Za správnost návodu odpovídá pan/paní:

Mgr. Marek Obdržálek-vedoucí oddělení školství a kultury

Návod je zpracován podle právního stavu ke dni:

Podmínky nabývají účinností dnem 1.1.2005

Žádost o poskytnutí finančních prostředků na jednorázovou akci dnem 13.12.2004

Kdy byl návod naposledy aktualizován nebo ověřena jeho správnost:

31.1.2005

APPENDIX C

Fyzická osoba

Základní informace k dané životní situaci

Je nutno podat písemnou žádost.

Jakým způsobem můžete zahájit řešení této životní situace:

Žádost je možno podat písemně na adresu MěÚ Otrokovice, odbor majetku, nám. 3. května 1340, 765 23 Otrokovice nebo osobně na podatelně MěÚ Otrokovice.

Kde, s kým a kdy můžete tuto životní situaci řešit:

MěÚ Otrokovice, budova č. 1, odbor majetku, 1. patro, dv. č. 208 - I. Machačová, tel. 577680208.

Jaké doklady a informace musíte mít s sebou:

K žádosti je třeba doložit snímek katastrální mapy se zákresem požadované části pozemku a výpis z katastru nemovitostí na žádaný pozemek. V případě, že žádaný pozemek souvisí s nemovitostí žadatele, je nutné doložit doklad o vlastnictví nemovitosti. Při dotčení práv sousedů musí být doložen jejich písemný souhlas. Pokud o koupi pozemku žádají manželé, musí žádost podepsat oba.

Nejčastější dotazy veřejnosti na toto téma a odpovědi na ně:

Po doložení všech potřebných dokladů je žádost předána k vyjádření příslušným odborům a komisím. Po obdržení jejich stanovisek je předložena k posouzení Radě města Otrokovice. V případě schválení záměru prodat předmětný pozemek, je tento zvěřejněn na Úřední desce MěÚ Otrokovice. Následně je žádost o prodej předložena Zastupitelstvu města Otrokovice ke konečnému rozhodnutí.

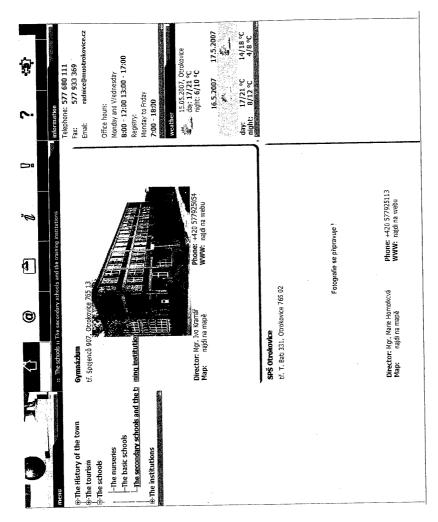
Návod je zpracován podle právního stavu ke dni:

20. 5. 2003

Kdy byl návod naposledy aktualizován nebo ověřena jeho správnost:

20. 5. 2003

APPENDIX D



| |

APPENDIX E

11.1This page is **not** Valid XHTML 1.1!

Below are the results of checking this document for $\underline{\mathsf{XML}}$ well-formedness and validity.

1. Exot Line 13 column 11: there is no attribute "name".

```
<META name="verify-v1"
content="5YAYsmZq7wxjUnMq/5VDgE+v3k3+w1+vNQ5Nb9PEPIU="
/>
```

You have used the attribute named above in your document, but the document type you are using does not support that attribute for this element. This error is often caused by incorrect use of the "Strict" document type with a document that uses frames (e.g. you must use the "Transitional" document type to get the "target" attribute), or by using vendor proprietary extensions such as "marginheight" (this is usually fixed by using CSS to achieve the desired effect instead).

This error may also result if the element itself is not supported in the document type you are using, as an undefined element will have no supported attributes; in this case, see the element-undefined error message for further information.

How to fix: check the spelling and case of the element and attribute, (Remember XHTML is all lower-case) and/or check that they are both allowed in the chosen document type, and/or use CSS instead of this attribute. If you received this error when using the <embed> element to incorporate flash media in a Web page, see the FAQ item on valid flash.

2. Erroi Line 13 column 31: there is no attribute "content".

```
<META name="verify-v1"
content="5YAYsmZq7wxjUnMq/5VDgE+v3k3+w1+vNQ5Nb9PEPIU="
/>
```

3. Line 13 column 79: element "META" undefined.

```
...wxjUnMq/5VDgE+v3k3+w1+vNQ5Nb9PEPIU=" />
```

You have used the element named above in your document, but the document type you are using does not define an element of that name. This error is often caused by:

 incorrect use of the "Strict" document type with a document that uses frames (e.g. you must use the "Frameset" document type to get the "<frameset>" element), 9. Error Line 44 column 119: document type does not allow element "input" here; missing one of "ins", "del", "h1", "h2", "h3", "h4", "h5", "h6", "p", "div", "address", "fieldset" start-tag.

...gxMGRkz+uiRhk5iiL/FNRwq+F9bFgnORU=" />

The mentioned element is not allowed to appear in the context in which you've placed it; the other mentioned elements are the only ones that are both allowed there and can contain the element mentioned. This might mean that you need a containing element, or possibly that you've forgotten to close a previous element.

One possible cause for this message is that you have attempted to put a block-level element (such as "" or "") inside an inline element (such as "<a>", "", or "").

10. Error Line 48 column 16: an attribute value specification must be an attribute value literal unless SHORTTAG YES is specified.

>

11. First Line 48 column 26: NET-enabling start-tag not immediately followed by null end-tag.

This error may occur when there is a mistake in how a self-closing tag is closed, e.g '.../ >'. The proper syntax is '... />' (note the position of the space).

12. Eno. Line 48 column 60: end tag for element "a" which is not open.

The Validator found an end tag for the above element, but that element is not currently open. This is often caused by a leftover end tag from an element that was removed during editing, or by an implicitly closed element (if you have an error related to an

element being used where it is not allowed, this is almost certainly the case). In the latter case this error will disappear as soon as you fix the original problem.

If this error occured in a script section of your document, you should probably read this <u>FAQ entry</u>.

13. End: Line 48 column 65: end tag for "br" omitted, but OMITTAG NO was specified.

...ef=newwebotr/aktuality/aktuality.aspx>

You may have neglected to close an element, or perhaps you meant to "self-close" an element, that is, ending it with "/>" instead of ">".

14. Line 48 column 61: start tag was here.

...

15. Line 49 column 9: an attribute value specification must be an attribute value literal unless SHORTTAG YES is specified.

16. Fine 49 column 19: NET-enabling start-tag not immediately followed by null end-tag.

17. Error Line 49 column 49: end tag for element "a" which is not open.

18.	Line 4	9 column	54: end tag for	"br" omit	ted, but	OMITTAG N	IO was
	specified.						

19. Line 49 column 50: start tag was here.

20. Error Line 50 column 9: an attribute value specification must be an attribute value literal unless SHORTTAG YES is specified.

21. Error Line 50 column 19. NET-enabling start-tag not immediately followed by null end-tag.

22. Error Line 50 column 59: end tag for element "a" which is not open.

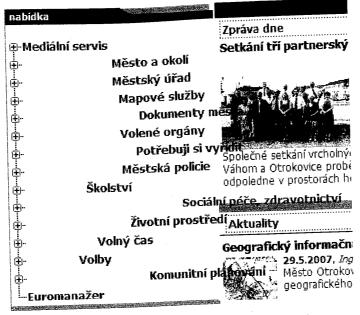
<

23. First Line 50 column 64: end tag for "br" omitted, but OMITTAG NO was specified.

...wwebotr/meuUrad/seznam_pracovniku.aspx> <br

24. Line 50 column 60: start tag was here.

APPENDIX F



Informace pro klienty hodlající využít elektronický c Otrokovice na odboru evidenčně-správním ∳-Městský úřad ∯-Mapové služby Objednávání ⊕Dokumenty města Monitoring ᢤ-Volené orgány otrebuji si vyridit

Prostřednictvím této stránky Vám zpřístupňujeme moduly umc

prostřednictvím této stránky Vám zpřístupňujeme moduly umc

přistření možnosti Vaší obsluhy na Městském úřadě Otrokovice,
května 1341, Otrokovice, a to v těchto agendách: ģ-Potřebuji si vyřídít -sociální oblast evidence obyvatel
 občanské průkazy
 cestovní doklady
 registr řidičů -osobní doklady –živnostenský úřad - registr motorových vozidel --stavební řízení Elektronický objednávkový systém je v provozu v úřední hodi vydává klientům listky k obsluze a následně je vyzve k přisluši jsou staré maximálně 120 vteřin. --dopravní agenda –matrika, státní občanství --bydlení Úřední hodiny pro veřejnost: --školství 13:00 - 17:08:00 - 12:00 hodin ---místní poplatky Pondělí 8:00 + 11:00 hodin -dotace a ocenění Literý. 13:00 - 17:08:00 - 12:00 hodin‱úvěr z Fondu rozvoje bydle∯tředa neúřední den Čtvrtek 8:00 - 11:00 hodin ∰-Městská policie Pátek ..Školství Kromě přímého objednávání do vyvolávacho systému na konl snadno získáte aktuální informace o počtu lidí čekajících ve frc 🕁-Sociální péče, zdravotnictví . Ė⊷Životní prostředí Nyni můžete využít tyto služby WebCall: ∰-Volný časi Kolik lidí čeká na obsloužení ve frontě? ∳-Volby