






1. How frequently do you visit this website?

		Response Percent	Response Count
This is my first time		10.0%	12
A few times each year		36.7%	44
A few times each month		31.7%	38
A few times each week		15.8%	19
Every Day		5.8%	7
		answered question	120
		skipped question	2

2. What is the PRIMARY reason you come to this site?

	Response Count
	118
answered question	118
skipped question	4

3. Do you find what you need?

		Response Percent	Response Count
Yes, always		10.5%	12
Usually		48.2%	55
Sometimes		34.2%	39
Rarely		5.3%	6
Never		1.8%	2
answered question			114
skipped question			8

4. If you did not find any or all of what you needed, please tell us what information you were looking for.

	Response Count
	62
answered question	62
skipped question	60






5. How up-to-date is the content on our website?

		Response Percent	Response Count
Extremely up-to-date		1.8%	2
Very up-to-date		33.3%	38
Moderately up-to-date		49.1%	56
Slightly up-to-date		9.6%	11
Not at all up-to-date		6.1%	7
answered question			114
skipped question			8



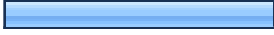


6. How easy is it to navigate our website?

		Response Percent	Response Count
Extremely easy		5.3%	6
Very easy		28.9%	33
Moderately easy		34.2%	39
Slightly easy		17.5%	20
Not at all easy		14.0%	16
answered question			114
skipped question			8

7. How professional is the look and feel of our website?

		Response Percent	Response Count
Extremely professional		5.1%	6
Very professional		24.8%	29
Moderately professional		44.4%	52
Slightly professional		17.9%	21
Not at all professional		7.7%	9
answered question			117
skipped question			5

8. How visually appealing is our website?

		Response Percent	Response Count
Extremely appealing		2.6%	3
Very appealing		16.2%	19
Moderately appealing		40.2%	47
Slightly appealing		21.4%	25
Not at all appealing		19.7%	23
answered question			117
skipped question			5

9. How useful are the following parts/ pages of the City's website:




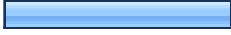



	Always useful	Usually useful	Somewhat useful	Not useful	Never visited	Rating Average	Response Count
Resident Information	10.8% (12)	38.7% (43)	27.9% (31)	4.5% (5)	18.0% (20)	2.68	111
Visitor Information	3.7% (4)	27.8% (30)	29.6% (32)	12.0% (13)	26.9% (29)	2.32	108
Business Information	3.7% (4)	25.0% (27)	25.9% (28)	14.8% (16)	30.6% (33)	2.25	108
City Council & Mayor	11.0% (12)	33.0% (36)	29.4% (32)	1.8% (2)	24.8% (27)	2.71	109
City Manager	10.1% (11)	29.4% (32)	24.8% (27)	5.5% (6)	30.3% (33)	2.63	109
Assessor	14.7% (16)	28.4% (31)	17.4% (19)	3.7% (4)	35.8% (39)	2.84	109
City Clerk	9.3% (10)	30.6% (33)	19.4% (21)	4.6% (5)	36.1% (39)	2.70	108
Community Development	5.8% (6)	21.2% (22)	27.9% (29)	5.8% (6)	39.4% (41)	2.44	104
Dog Warden	5.7% (6)	10.5% (11)	17.1% (18)	4.8% (5)	61.9% (65)	2.45	105
Emergency Management	4.7% (5)	10.4% (11)	13.2% (14)	6.6% (7)	65.1% (69)	2.38	106
Finance Department	7.5% (8)	15.0% (16)	19.6% (21)	3.7% (4)	54.2% (58)	2.57	107
Fire Department	6.6% (7)	14.2% (15)	16.0% (17)	4.7% (5)	58.5% (62)	2.55	106
Human Resources	5.7% (6)	13.2% (14)	17.0% (18)	4.7% (5)	59.4% (63)	2.49	106
Human Services	4.8% (5)	12.5% (13)	14.4% (15)	3.8% (4)	64.4% (67)	2.51	104
Parking Commission	1.9% (2)	9.6% (10)	17.3% (18)	10.6% (11)	60.6% (63)	2.07	104

Planning & Development	3.8% (4)	17.0% (18)	26.4% (28)	10.4% (11)	42.5% (45)	2.25	106
Police Department	7.4% (8)	16.7% (18)	17.6% (19)	7.4% (8)	50.9% (55)	2.49	108
Public Works	12.0% (13)	25.9% (28)	19.4% (21)	2.8% (3)	39.8% (43)	2.78	108
Recreation	4.7% (5)	17.9% (19)	27.4% (29)	5.7% (6)	44.3% (47)	2.39	106
Registrar of Voters	3.8% (4)	15.1% (16)	18.9% (20)	7.5% (8)	54.7% (58)	2.33	106
Rose City Senior Center	4.8% (5)	11.4% (12)	8.6% (9)	5.7% (6)	69.5% (73)	2.50	105
Treasurer	2.8% (3)	5.7% (6)	13.2% (14)	8.5% (9)	69.8% (74)	2.09	106
Youth & Family Services Bureau	2.8% (3)	10.4% (11)	13.2% (14)	6.6% (7)	67.0% (71)	2.29	106
Zoning Division	3.8% (4)	17.1% (18)	21.0% (22)	9.5% (10)	48.6% (51)	2.30	105



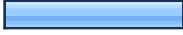


Other (please specify) 3

answered question	112
skipped question	10

10. Compared to other government websites, is our site quality better, worse, or about the same?

		Response Percent	Response Count
Much better		5.4%	6
Somewhat better		9.8%	11
Slightly better		10.7%	12
About the same		33.9%	38
Slightly worse		19.6%	22
Somewhat worse		10.7%	12
Much worse		9.8%	11
answered question			112
skipped question			10







11. How likely are you to recommend our website to others?

		Response Percent	Response Count
Extremely likely		11.2%	13
Very likely		26.7%	31
Moderately likely		26.7%	31
Slightly likely		12.1%	14
Not at all likely		23.3%	27
answered question			116
skipped question			6

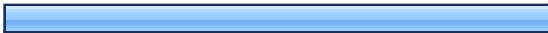



12. Please add any comments you have for improving the website. We welcome suggestions on specific areas for improvements, features you would like to see added to the site, and examples of what you consider good websites.

	Response Count
	48
answered question	48
skipped question	74

13. What is your age?

		Response Percent	Response Count
Under 26		4.3%	5
26-34		14.8%	17
35-44		13.9%	16
45-54		25.2%	29
55-64		29.6%	34
65+		12.2%	14
	answered question		115
	skipped question		7

14. Please click all that apply

		Response Percent	Response Count
I am a resident of Norwich		81.8%	90
I am a Norwich business owner		21.8%	24
I work in Norwich		36.4%	40
I am an employee of the City of Norwich		10.0%	11
answered question			110
skipped question			12