
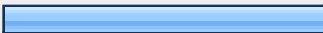


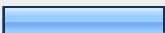
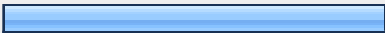




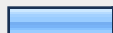
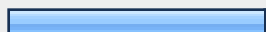

Portsmouth Town Web Site











1. In the past year, how often have you gone to the Portsmouth Town web site (www.portsmouthri.com) ?			
		Response Percent	Response Count
Never		11.5%	18
Less than once per month		49.4%	77
More than once per month		29.5%	46
More than once per week		9.6%	15
More than once per day		0.0%	0
		<i>answered question</i>	156
		<i>skipped question</i>	2

2. When you have visited the web site, how easily were you able to find the information you were looking for?			
		Response Percent	Response Count
It was normally very easy to find.		24.5%	35
It was often very difficult to find		58.7%	84
I often could not find it at all		16.8%	24
		<i>answered question</i>	143
		<i>skipped question</i>	15

3. How likely would you be to use a mobile device (e.g., blackberry, smart phone, etc.) to access the web site?			
		Response Percent	Response Count
I would use a mobile device most of the time		0.7%	1
I would use a mobile device frequently		16.6%	25
I would use a mobile device, but infrequently		23.8%	36
I would probably not use a mobile device		58.9%	89
		Comments?	22
		answered question	151
		skipped question	7




4. When you have visited the web site, what types of information have you been looking for? (Check all that apply)			
		Response Percent	Response Count
Meeting schedules/agendas		68.0%	100
Town Council minutes		45.6%	67
Town contacts/phone numbers/e-mails		68.0%	100
Town budget information		32.0%	47
Town Planning documents		31.3%	46
Town ordinancesTown office/facility schedules		55.8%	82
Other (please specify)		36.1%	53
		answered question	147
		skipped question	11

5. How important is it to have a modern, easy to use, informative web site for the town?			
		Response Percent	Response Count
not very important		0.6%	1
somewhat important		15.6%	24
very important		39.6%	61
exceptionally important		44.2%	68
		<i>answered question</i>	154
		<i>skipped question</i>	4

6. How effective do you believe the current town web site is in serving your needs? (10 = highest, 0 = lowest)			
		Response Percent	Response Count
10		0.7%	1
9		0.0%	0
8		8.4%	12
7		10.5%	15
6		11.9%	17
5		20.3%	29
4		7.0%	10
3		17.5%	25
2		9.8%	14
1		10.5%	15
0		3.5%	5
		<i>answered question</i>	143
		<i>skipped question</i>	15

7. Please rank how important the following information/functions would be on town web site? (1 = MOST IMPORTANT, RANK MULTIPLE ANSWERS IN THE SAME COLUMN)

	1 = most important	2	3	4	5	6	7	8	9	10 imp
Access the Web Site from a portable device (e.g., blackberry, smart phone, etc.)	5.6% (8)	9.0% (13)	8.3% (12)	6.3% (9)	16.0% (23)	4.2% (6)	9.0% (13)	5.6% (8)	5.6% (8)	1
Interact with the Town via Facebook, Twitter, etc.	9.4% (13)	4.3% (6)	5.8% (8)	7.2% (10)	13.8% (19)	3.6% (5)	5.8% (8)	8.0% (11)	13.8% (19)	1
Contact information for town officials/boards/committees	56.2% (82)	15.8% (23)	15.1% (22)	2.7% (4)	5.5% (8)	0.7% (1)	1.4% (2)	0.0% (0)	1.4% (2)	0.
Ability to contact (e-mail) town officials directly from the site	52.7% (77)	19.9% (29)	10.3% (15)	2.1% (3)	4.8% (7)	2.7% (4)	0.7% (1)	2.1% (3)	2.1% (3)	2.
Blog (to provide anonymous feedback)	12.0% (17)	9.2% (13)	16.2% (23)	9.2% (13)	14.8% (21)	4.9% (7)	4.9% (7)	4.2% (6)	5.6% (8)	1
Future Meeting information (dates/times/places/agendas)	62.1% (90)	13.1% (19)	5.5% (8)	4.8% (7)	4.8% (7)	2.1% (3)	2.1% (3)	0.7% (1)	2.1% (3)	2.
Meeting minutes	42.0% (60)	14.7% (21)	9.1% (13)	7.7% (11)	14.0% (20)	2.8% (4)	3.5% (5)	2.1% (3)	2.1% (3)	0.
On-Demand Videos of Town Council Meetings	16.8% (24)	10.5% (15)	12.6% (18)	14.7% (21)	13.3% (19)	5.6% (8)	5.6% (8)	5.6% (8)	4.2% (6)	8.4
Official documents (charters, ordinances, etc.)	40.8% (60)	20.4% (30)	10.2% (15)	6.8% (10)	11.6% (17)	4.1% (6)	0.7% (1)	2.7% (4)	1.4% (2)	1.
On-Line electronic payments (taxes, fees, etc.)	38.5% (55)	19.6% (28)	8.4% (12)	4.9% (7)	6.3% (9)	3.5% (5)	4.9% (7)	2.8% (4)	2.1% (3)	8.4
Breaking News/Information	45.1% (65)	20.1% (29)	11.1% (16)	3.5% (5)	6.9% (10)	2.8% (4)	1.4% (2)	2.8% (4)	1.4% (2)	4.
Others that would b										

8. How much would a full-feature upgraded Town web site reduce the need for you to physically go to Town Hall to conduct business or get documents?			
		Response Percent	Response Count
It would greatly reduce my need to visit Town Hall to conduct business of get documents		59.4%	82
It would be a convenience, but I would still prefer to go to Town Hall for some business		29.0%	40
I would probably still go to Town Hall for most business I do now		11.6%	16
		<i>answered question</i>	138
		<i>skipped question</i>	20

9. Please tell us how an upgraded web site would help you personally.		
		Response Count
		56
		<i>answered question</i>
		56
		<i>skipped question</i>
		102