



## WASHTENAW COUNTY

### FINANCE DEPARTMENT

#### Purchasing Division

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**April 13, 2016**

### Addendum #2

RFP No.                      7036 – Website Design, Development, and Hosting Services

Due Date:                      Thursday, May 5, 2016 @3:00 pm EST

#### Non Mandatory Pre Conference Phone Call Notes:

Web conference call 4/6/2016

To look at our current employee website go to <https://employee.ewashtenaw.org>. The login of webrfp with the password of “washtenaw” will remain valid until May 5, 2016.

Some people were able to get the Lync meeting to work and some weren't.

Background – We've hosted our websites for 15 years. Want to merge [ewashtenaw.org](http://ewashtenaw.org), [14adistrictcourt.org](http://14adistrictcourt.org), and [washtenawtrialcourt.org](http://washtenawtrialcourt.org). You are welcome to propose updating our current Plone CMS (and take on hosting) or propose a new CMS. We have a growing number of visitors using mobile so responsive design is very important.

Question: Would you want your employee site responsive as well?

A. Yes

The sites generally work, they are not terrible on mobile, but they are not responsive. Please introduce yourself when you ask a question.

Vendors on the line:

Visual Compass

Acquia

Blake Group LLC

CivicLive

CivicPlus

Revize

Wildcard (wildcardcorp.com)

Iconma

Media Genesis

Vision Internet

Question: The RFP says there are 3000 pages to migrate – do you have a target number of pages you'd like to migrate?

Answer: Pricing page asks for pricing for the first 500 pages and then pricing by 100s after that. In a perfect world we'd like everything to go. The 3000 is kind of a guess based on analytics. If you can propose a way to approach potential bloat we'd like to hear it. We have newsy home pages and we know some of those older articles can go. All of our minutes and agendas are also web content so if you have a separate way to handle minutes and agendas we'd like to hear that too.

Question: Would you like content navigation consulting included in the response?

Answer: Yes, that would be helpful. Working with us, the main team, and some of our larger departments, especially. We would expect that you would meet with us and our key departments and help us get our content better organized.

Brenda and Andy – Another thing we are looking for in the proposals is more on departmental home pages. I counted up 15 departments that would like their own homepage, but we don't want every department to have their own different look. We're looking for ideas on how to handle these. We have five elected officials, two courts, parks, and public health and how do you handle it when everyone

wants to be important but the site is supposed to be cohesive. Some departments need to draw in customers, others need to just give information. We allow a little home page-ness on eWashtenaw. Departments can change their top picture and/or the side rotating collection. Various parts of our site have broken over the years and our current top picture is the summer picture because we weren't able to get it changed over to fall or winter.

Parks editor – Our target is different than the standard dept. 500,000 visitors per year. We try to draw them in and give information on the web. Our biggest push is mobile capabilities.

Andy – The parks page has done a good job of making the pages inviting within our framework, but when you get to some pages that have lots of buttons that may not work so well. Responsive design is key. 20% of our traffic will be parks during the summer. We want people to know things without having to call. Events and updates – a calendar where you can sign up for an event might be nice (though the parks use RecTrac and have sign ups for official offerings through that).

Parks editor – What you can't see on our page right now is the alerts section. I need the ability to have alerts just for parks – as an example, when we had a water main break and no water in the building we put up an alert that the recreation center was shut down for the day. It becomes a priority to put park specific alerts up when needed – we change the phone message and put it on FaceBook, but we want to keep that ability in a new system.

Question – Do you see the potential for a mobile application?

Answer: at Parks, yes. Would love an app with trail maps.

Andy – Approach to apps is targeted.

Brenda – I will add the park editor's alert requirement to the RFP functional requirements. Something else I forgot to put into the functional requirements is that if an event is cancelled, we still need the event to show up in any calendar of events with the word "cancelled." We can't have the event just disappear. We use this as our official list of meetings because our paper is only published on Thursdays and Sundays. The navigation for our calendar of events is currently broken unless you use compatibility mode in Internet Explorer.

Sheriff Editor – we aren't trying to get customers, but we do try to keep people up to date on what is happening. The main thing for me is to make it easy to publish articles and pictures. Also the YouTube videos that we post.

Parks editor – usability has deteriorated over the years and you need to know how to write some HTML now to use what we've got.

Brenda and Andy – We put out a survey on our website. I will add that to the addendum too. We have about 170 respondents. It's been up since last summer so we will share that.

Andy – We also host websites for 11 townships villages. From a high of about 20 that we hosted for cities, villages, and townships we still have 9 that we host. We let them know that we’ve gone out for an RFP and that we will not be able to continue the free model. They will be shopping around for other options. If you could take a look at those and give ballpark estimates. We would not be paying for them through the County but we would like to make it so that pricing can be extended to them. (List of hosted sites: <http://vil-bartonhills.org/>, <http://www.vil-manchester.org/>, <http://twp-bridgewater.org/>, <http://www.twp-freedom.org/>, <http://www.twp-lima.org/>, <http://twp-lodi.org/>, <http://www.twp-manchester.org/>, <http://www.superior-twp.org/>, <http://www.twp-york.org/>). We find there are great benefits to being on the same platform, but we just can’t host anymore).

Parks editor: With our current system we have the ability to create URLs that are shortened since some of ours are incredibly long. We would like to be able to continue to use those.

Andy – Yes, we have that in the RFP. We’d like to be able to continue to create URLs such as parks.ewashtenaw.org or ewashtenaw.org/divinepark (or whatever) to take you to a specific page. That’s just much easier than the long URLs.

Brenda – The other thing that has come up in our discussions is that we’ll most likely be changing our URL to washtenaw.org and we’ll have washtenawcounty.org. We’ve convinced the Convention and Visitors Bureau to give those to us so our eWashtenaw logo is no longer required on any design.

Andy – There will be a complete rebranding needed since the eWashtenaw swoosh will not longer be used. If you have ever done rebranding like this please highlight that because we would like to know.

Brenda – We have a section called “Most Requested” that I have to update once a month. It would be nice if such a thing could be automated in some way. Of Interest is the area where the board or someone else says “Put this on the home page”

Question: Do you have any branding documents available?

Answer: At this point we are open to anything. If we are getting rid of the swoosh we don’t really have anything other than our County seal. We are totally open to new looks.

Andy – We’ll provide a link to the Parks and Sheriff’s logos, the County seal and its meaning.

Brenda – For this RFP I’m not looking for a design at the moment you turn in your bid. I’m looking at the first part as seeing what features are available in your CMS. After we make a decision based on the features we’ll have many more people than the ones on this phone call involved in talks about what kind of site they want to move to. I see a lot of sites that are prettier and more and more advertising the area. We joke that we need a mountain because we don’t have one to put on our home page, but we can put the mill or fields or things like that. For the RFP I’m not looking for a design, but an approach to how you would develop a design.

Question: Intranet – are you wanting the vendor to host that or keep it on your server? Or is it more of a password protected area of the site?

Answer – That’s a good question because it is tightly integrated with our active directory so having it onsite is nice. If it was hosted by us I would put in the caveat that it be hosted on Windows and not Linux. We just don’t have anyone left that can maintain the Linux servers. If it was hosted here I would want the vendor to regularly upgrade and do the patches that are required.

Andy – We use active directory and we do integrate with that for giving permissions to edit so that is nice. We have AD onsite and we’re also federated to the cloud with Microsoft, but I don’t know how that works. It’s nice that people don’t have to know a separate password for the site.

Brenda – I don’t know how it could be done, but it’s really nice that we don’t have to maintain a separate list of who can see the employee website because it’s automatic – as soon as you leave the County you lose access. We made it so retirees can access the employee site and we made it so it’s based on your date of birth, your employee number, and the last four digits of your social security number because we have the info available and our helpdesk doesn’t get inundated with calls from retirees. They just need to click on the “forgot your password” link and reenter that information to reset their own password.

Our employee zone is a separate application and we’ll have a link to it on the new employee site.

The staff directory is very important to us too. We connect to a database that is used for our ticketing system for the help desk so we don’t have to maintain people’s name in yet another area. It knows my location and phone number because of its connection to the ticketing system (Tririga).

Question: Are you looking for the vendor to migrate everything from the intranet or are their classified pages that you wouldn’t want the vendor to touch?

Andy – The majority of the information is public information. It’s union contracts, how we do our work, etc. The protected stuff is behind the employee zone. Anything you can get to with the login Brenda gave you is what would be migrated. The directory would probably not be migrated. Policies and procedures are on the site as web pages or PDFs and if you have ideas on a way to handle those that would be good too. It’s not secure information, but discretion is needed for some.

Question: How many of the forms are fillable forms?

Answer: We don’t have a lot of PDF fillable forms. A lot of the things that say they’re forms are Word documents. We do have Plone forms which can send emails. We are interested in what capabilities are offered for forms. We also use FormStack for some forms because you do get the data into a database. If someone offered a really great CMS and the forms weren’t so great and people voted to go with that CMS I would expand the use of FormStack.

Question – Do you have analytics on the Intranet site?

Answer: I’ll put them on the addendum too.

We are locked down. Our employees are stuck on IE10. We are moving to IE 11 this summer, but employees can also use Chrome. We don't like them to set it as their default browser.

Question: With the majority of the visitors coming from search engines what kind of keyword optimization are you looking for?

Answer – As I understand it search engines are more interested in the actual words on the page more than key words. My favorites are that the corrections division changed to the jail because people are looking for people in jail and not in corrections and Community Support and Treatment Services uses words like depression or other things that people would be searching for. I look at that as a content issue, but if the CMS has tools to help with that that would be great.

Question: List of 3<sup>rd</sup> party applications that you'd like to integrate?

Answer: Integrate is a strong word. We have links that go out to various applications. We have a full GIS suite so we just map to it. Parks uses RecTrac and they link to that too. Ours deeds system is its own application and so is signing up for Parks classes. We try to put the same look on some of them and sometime it works.

Question: Do you envision a train the trainer process to reach all 100 editors?

Answer: Give us pricing for 100. And pricing for 35. We can train our top users and then work to train the others.

There is a constant turnover in staff so we will always have train the trainer.

Question: I noticed a log in on the Parks site. What kind of data will we be bringing over to the new system.

Answer: That is separate from the website. That is RecTrac. So you won't be bringing users into the website.

We have a list server. Some CMS's incorporate signing up for things into the CMS so people on the listserve may be brought in. Ypsilanti just moved to a new site with CivicPlus. They had a listserve that people had used to sign up for newsletters and we helped them export the email address from the list serve and they were imported into CivicPlus and they now manage their subscriptions through the website. If you have a mailing functionality within the CMS then yes, some people would have data they would want to import from lists. We will be keeping Lyris so it's not a requirement.

Parks editor: We would like to be able to publish nicer looking emails.

Andy – We strive for simplicity in web editing. Our publishing workflow is very simple. An editor makes a change or adds a page and publishes it and that's it. Our current CMS has the ability for things to go into different review categories and when we went live we had those in place and we quickly realized that the reviewer didn't add much value. Our work process at this point is "You're a trusted web editor do a

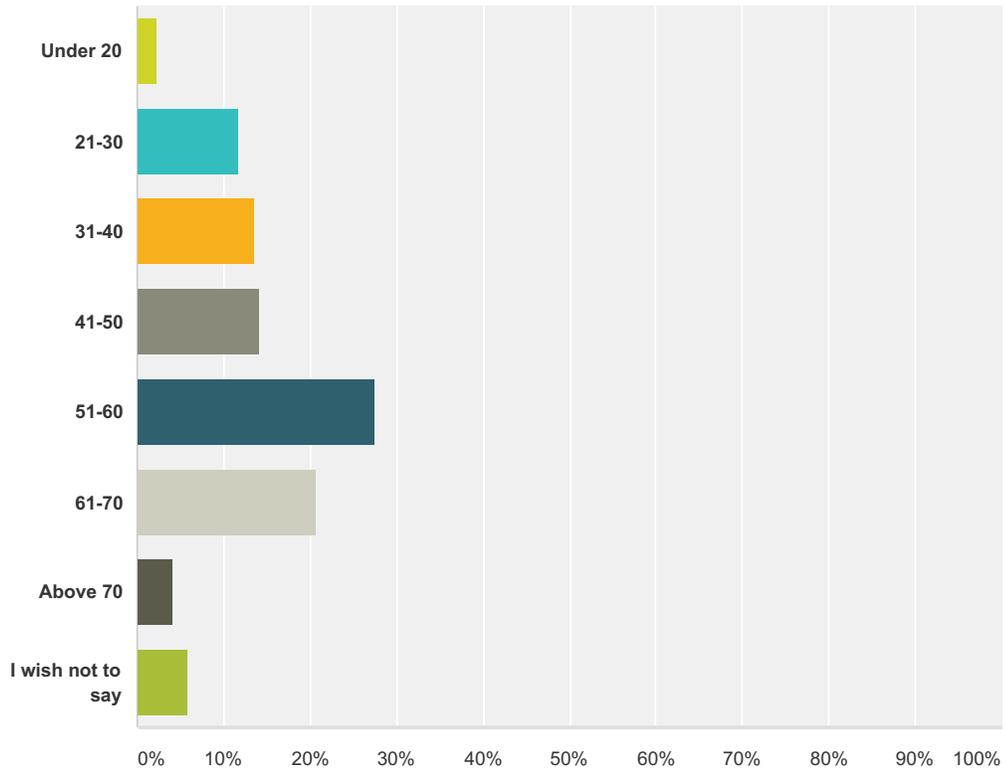
good job.” There are some areas where they would like to be able to limit editors to smaller sections of the site.

At this point the phone call started to get a lot of interference so we ended it quickly.

The following pages are the results of a survey currently on the [ewashtenaw.org](http://ewashtenaw.org) website.

### Q1 To start with, what is your age?

Answered: 170 Skipped: 2



Answer Choices	Responses
Under 20	2.35% 4
21-30	11.76% 20
31-40	13.53% 23
41-50	14.12% 24
51-60	27.65% 47
61-70	20.59% 35
Above 70	4.12% 7
I wish not to say	5.88% 10
<b>Total</b>	<b>170</b>

# Survey for Washtenaw County Website

## Q2 Why did you visit this website today?

Answered: 165 Skipped: 7

#	Responses	Date
1	Setting up a picnic for families with children who have disabilities	4/13/2016 1:32 PM
2	Housing	4/6/2016 1:21 PM
3	recycling	4/6/2016 10:43 AM
4	Looking for information about tax delinquent properties	4/5/2016 3:12 PM
5	Medication. Class	4/2/2016 1:06 AM
6	water and septic insp.	3/30/2016 9:13 AM
7	Reference Information	3/28/2016 10:35 PM
8	Information for a visit	3/28/2016 9:17 AM
9	check hours of operation for Deeds office	3/25/2016 10:20 AM
10	Review permit information/ Inspection Results	3/23/2016 2:45 PM
11	information regarding 24-hr liquor license application review	3/23/2016 10:01 AM
12	looking for someone.	3/22/2016 7:54 AM
13	look for information about prosecutions	3/20/2016 11:18 PM
14	i reserved the woodlands pavillion	3/18/2016 5:38 PM
15	Information about Washtenaw Alive	3/16/2016 7:52 AM
16	looking for a inmate	3/15/2016 7:55 PM
17	To find office hours, so I can drop off Bridge/Medicaid paperwork.	3/11/2016 3:50 PM
18	Information regarding a rec center	3/11/2016 12:36 PM
19	To find information about PACE	3/10/2016 3:12 PM
20	Wanted to see primary election results. Other counties has theirs posted.	3/9/2016 5:53 PM
21	need additional information regarding ballot proposal	3/9/2016 8:30 AM
22	to find out information on sending books to an inmate.	3/9/2016 12:29 AM
23	checking subdivision lines	3/8/2016 3:59 PM
24	To find voting hours for the primary election on March 8, 2016	3/7/2016 10:45 PM
25	Election information	3/7/2016 11:38 AM
26	Get info on management of household batteries.	3/6/2016 4:08 PM
27	To get information on an inmate	3/3/2016 12:47 PM
28	looking for phone number for registrar of deeds	3/2/2016 11:28 AM
29	want to buy an Independence Lake annual pass online	2/28/2016 9:21 AM
30	find assistance	2/25/2016 8:13 PM
31	Trying to find out building hours of operation. Could not find them.	2/25/2016 7:26 PM
32	Job opportunity	2/24/2016 8:20 PM
33	to look for classes advertised at MLM Center	2/24/2016 6:35 PM
34	work	2/23/2016 10:55 AM
35	research	2/22/2016 4:18 PM

## Survey for Washtenaw County Website

36	To pay for my annual pass renewal	2/21/2016 11:37 PM
37	I am trying to find a TOS repaort	2/21/2016 11:59 AM
38	election information	2/19/2016 2:42 AM
39	Was looking for previous arrest information	2/13/2016 7:34 PM
40	find agent	2/12/2016 4:04 PM
41	Interest in Dental care	2/11/2016 3:01 PM
42	Trying to find out why I did not get a tax bill	2/10/2016 11:30 AM
43	I am supposed to go to poll worker training on Feb 25, 2016 and was trying to find the location, verify my registration and time.	2/9/2016 2:36 PM
44	jobs	2/8/2016 8:20 PM
45	To vote for ice sculpture	2/7/2016 10:47 PM
46	county regulations	2/5/2016 8:05 PM
47	Was attacked on my job in public	2/4/2016 4:06 PM
48	New to working in this county and wanted to learn about the community.	2/4/2016 9:36 AM
49	Try to get a fax number to WIC. Called NO HUMAN AVAILABLE	2/1/2016 10:55 AM
50	gather information for work	2/1/2016 8:40 AM
51	I am looking for a maps of the parks in washtenaw county	1/29/2016 3:00 PM
52	Searching for contact information	1/27/2016 12:17 PM
53	I use it for my job	1/26/2016 8:48 AM
54	looking for job search resources	1/25/2016 6:16 AM
55	report a food born illness	1/24/2016 8:27 PM
56	tax forclosed properties	1/23/2016 7:27 PM
57	training	1/22/2016 10:43 AM
58	to register for the Winter event at Independence Lake	1/21/2016 3:03 PM
59	information on 1/20/16 town hall	1/21/2016 10:45 AM
60	boat rental independence lake where?	1/20/2016 4:37 PM
61	to see if Washtenaw does e recording of documents	1/15/2016 9:54 AM
62	Access to CMH Board minutes (however they are not access able to the public)	1/13/2016 11:32 AM
63	job search	1/11/2016 1:49 PM
64	To get info on Servsafe classes	1/7/2016 7:10 PM
65	to pay my taxes	1/7/2016 2:57 PM
66	review deed	1/7/2016 1:44 PM
67	To find out specifically where to go to file my notary bond and take the oath.	1/6/2016 4:02 PM
68	to get contact information for CMH	1/4/2016 4:17 PM
69	renew dog park permit	1/1/2016 11:09 AM
70	Just checking it out	12/28/2015 1:41 PM
71	Sharon Short Hills hike today with Faye Stoner	12/27/2015 1:03 PM
72	Checking my e-mail	12/22/2015 2:44 PM
73	yes	12/16/2015 2:25 PM
74	to seek information regarding a historic property	12/15/2015 10:25 AM
75	looking for my workers email address	12/14/2015 12:19 PM

## Survey for Washtenaw County Website

76	get property tax bill	12/13/2015 10:11 PM
77	to review provider trainings	12/12/2015 12:42 PM
78	lyme disease information	12/11/2015 12:49 PM
79	register for Matwork Pilates class	12/7/2015 7:50 PM
80	Looking for a place to swim	12/2/2015 9:52 PM
81	need to understand more before I put my opinion!!	12/2/2015 4:19 PM
82	looking for an email address for an employee	12/2/2015 1:41 PM
83	looking for job postings	11/18/2015 10:47 PM
84	to see if my son is in jai	11/17/2015 5:46 PM
85	looking for a single map that would show all the parks in Washtenaw county	11/15/2015 4:12 PM
86	To check for hiking trails free of hunting	11/15/2015 10:52 AM
87	Wanted election results from yesterday 11/3/15	11/4/2015 11:43 AM
88	Find results of yesterday's elections	11/4/2015 8:28 AM
89	Check stub	11/2/2015 2:32 PM
90	Recording Fees	10/29/2015 3:59 PM
91	work related purposes	10/28/2015 6:57 AM
92	a girlfriend	10/27/2015 11:56 AM
93	Facility hours	10/25/2015 11:18 AM
94	wedding venue	10/24/2015 11:53 PM
95	Love this spot and possibly one of our kids would get married there.	10/24/2015 5:07 PM
96	for information about upcoming elections	10/24/2015 11:21 AM
97	seeking employment	10/24/2015 10:22 AM
98	To determine who to contact.	10/23/2015 6:04 PM
99	looking for drain maps	10/22/2015 10:20 AM
100	Gain Info	10/19/2015 11:30 AM
101	Disposal of paints	10/16/2015 4:02 PM
102	Want to recognize a deputy who saved my life by getting me out of a domestic violence situation	10/16/2015 9:15 AM
103	FOIA	10/12/2015 4:40 PM
104	looking into a membership	10/12/2015 12:00 PM
105	Contact information	10/12/2015 10:25 AM
106	looking for business hours.	10/11/2015 6:21 PM
107	Wedding Ceremony Searching	10/5/2015 8:26 PM
108	looking to rent room for baby shower	10/4/2015 9:58 AM
109	to find address for Goodrich Preserve including street number	10/3/2015 11:56 AM
110	questions about same sex marriage	9/30/2015 9:16 AM
111	For job purpose.	9/28/2015 11:53 PM
112	VITAL INFORMATON	9/28/2015 9:48 AM
113	job	9/27/2015 8:07 PM
114	To find out the dates of the fall schedule	9/26/2015 4:52 PM
115	Need to recycle home toxics	9/25/2015 7:47 AM
116	Pollen count	9/22/2015 10:33 PM

## Survey for Washtenaw County Website

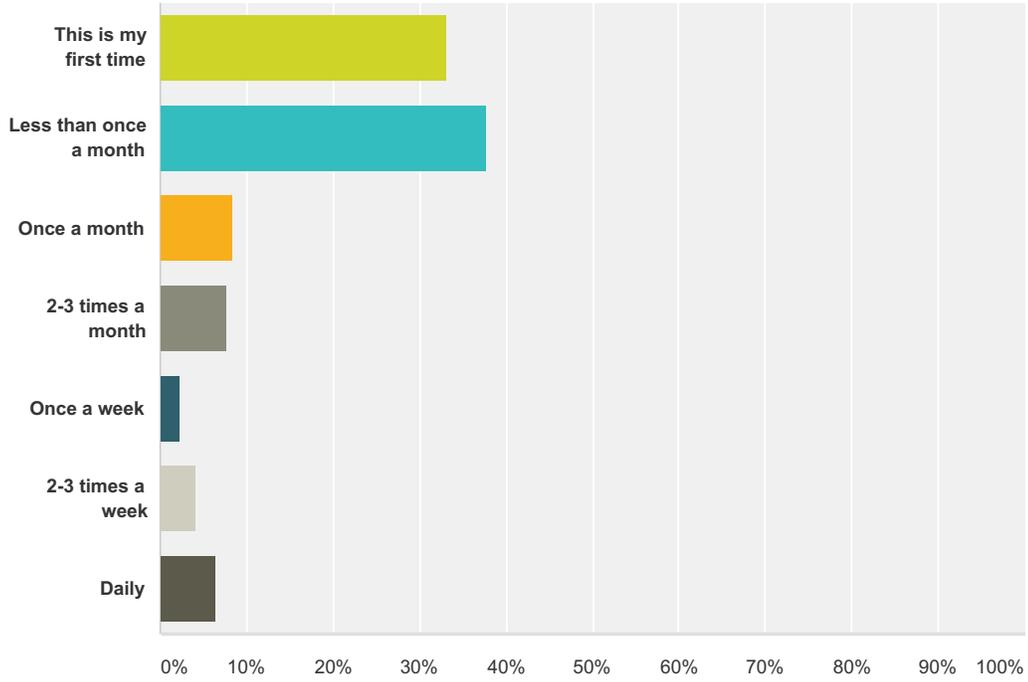
117	For a project for work, looking for statistics	9/21/2015 11:25 AM
118	Dog park info	9/20/2015 2:33 PM
119	view Nov 2015 Primary	9/19/2015 12:28 PM
120	learn about hosting events at Sharon Mills Park	9/19/2015 12:11 PM
121	trying to find information about marriage license	9/17/2015 3:18 PM
122	Looking for a wedding venue	9/17/2015 2:24 PM
123	Looking for Medical Examiner's Yearly Report	9/16/2015 11:42 PM
124	5k on Oct 3	9/10/2015 3:18 PM
125	looking for an event	9/10/2015 12:40 PM
126	trying to track down a birth certificate	9/9/2015 1:44 PM
127	building permit status	9/8/2015 8:21 AM
128	hours for meri lou rec center	9/7/2015 10:02 PM
129	Search for information	9/6/2015 7:52 PM
130	I want to know how to become a corrections officer	9/5/2015 4:59 PM
131	Finding to find walking hiking trails	9/3/2015 3:18 PM
132	get death certificate	9/3/2015 1:17 PM
133	Needed info before visiting with grandkids	9/2/2015 9:35 PM
134	To learn about the Sheriff Explorer program.	9/1/2015 4:15 PM
135	thought it was porn	9/1/2015 3:43 AM
136	To find the price of the park.	8/29/2015 10:00 AM
137	To find information about the Social Services Board	8/28/2015 2:21 PM
138	Planning a group trip to Rolling Hills	8/26/2015 3:16 PM
139	To find resources for a client	8/26/2015 3:14 PM
140	Career Postings	8/26/2015 10:08 AM
141	article linked to it	8/25/2015 3:22 PM
142	looking for a house	8/24/2015 2:30 PM
143	Find Chelsea solid waste facility hours.	8/22/2015 12:06 PM
144	Csts	8/20/2015 2:37 PM
145	Info on Mental Health changes-Agency vs Authority	8/13/2015 6:26 AM
146	online reservation of pavillion at Rolling Hills	8/12/2015 4:36 PM
147	For program & services information for CSTS	8/12/2015 1:52 PM
148	Look for employment opportunities	8/10/2015 9:48 PM
149	to find the hours of the clerk office	8/7/2015 11:55 AM
150	To find an email address - 10 minutes...haven't found it yet.	8/6/2015 9:43 AM
151	To search for my home deed paid-in-full statement	8/6/2015 5:09 AM
152	County Employee assisting customer using site over the phone	8/5/2015 1:24 PM
153	When office opens	8/4/2015 7:41 AM
154	Elections	8/3/2015 7:36 PM
155	search for inmate relative	8/3/2015 6:48 PM
156	Membership	8/2/2015 3:25 PM
157	Sheriff info	8/1/2015 12:14 AM

## Survey for Washtenaw County Website

158	To find out how I can get my pressure regulator checked, because you don't answer your phone.	7/31/2015 2:04 PM
159	water park hours	7/30/2015 9:02 PM
160	looking for service organizations in washtenaw county	7/30/2015 1:45 PM
161	seeking information	7/29/2015 8:08 PM
162	To look up Lots	7/29/2015 3:33 PM
163	plone editing	7/29/2015 2:57 PM
164	Information on government services	7/29/2015 9:34 AM
165	looking for hours of a government office	7/29/2015 9:06 AM

### Q3 How frequently do you visit eWashtenaw.org?

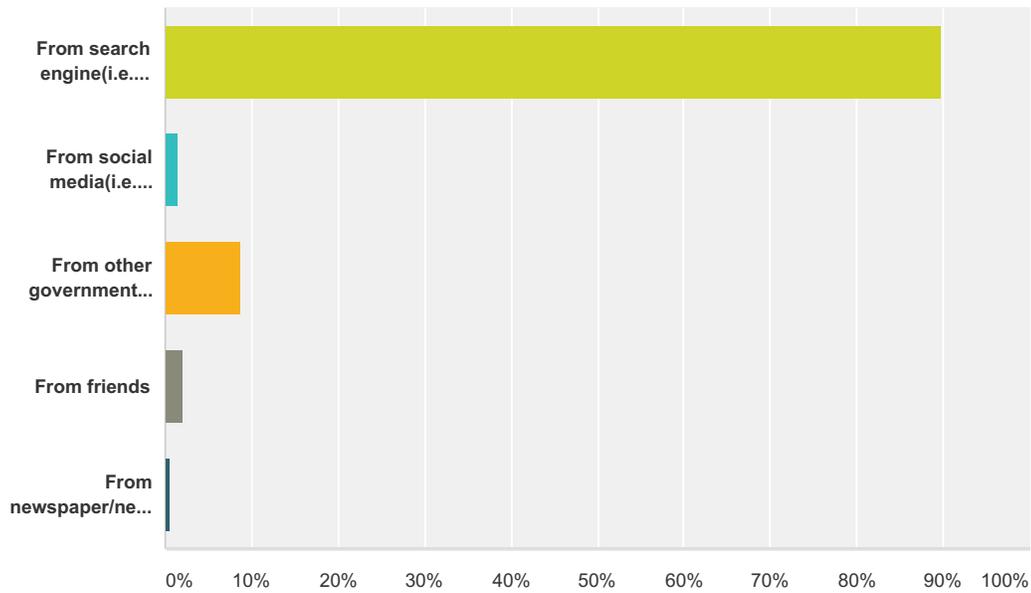
Answered: 169 Skipped: 3



Answer Choices	Responses	Count
This is my first time	33.14%	56
Less than once a month	37.87%	64
Once a month	8.28%	14
2-3 times a month	7.69%	13
Once a week	2.37%	4
2-3 times a week	4.14%	7
Daily	6.51%	11
<b>Total</b>		<b>169</b>

### Q4 How did you get to eWashtenaw.org today? (Check all that apply.)

Answered: 138 Skipped: 34



Answer Choices	Responses
From search engine(i.e. Google, Bing)	89.86% 124
From social media(i.e. Facebook, Twitter)	1.45% 2
From other government agency	8.70% 12
From friends	2.17% 3
From newspaper/news website	0.72% 1
<b>Total Respondents: 138</b>	

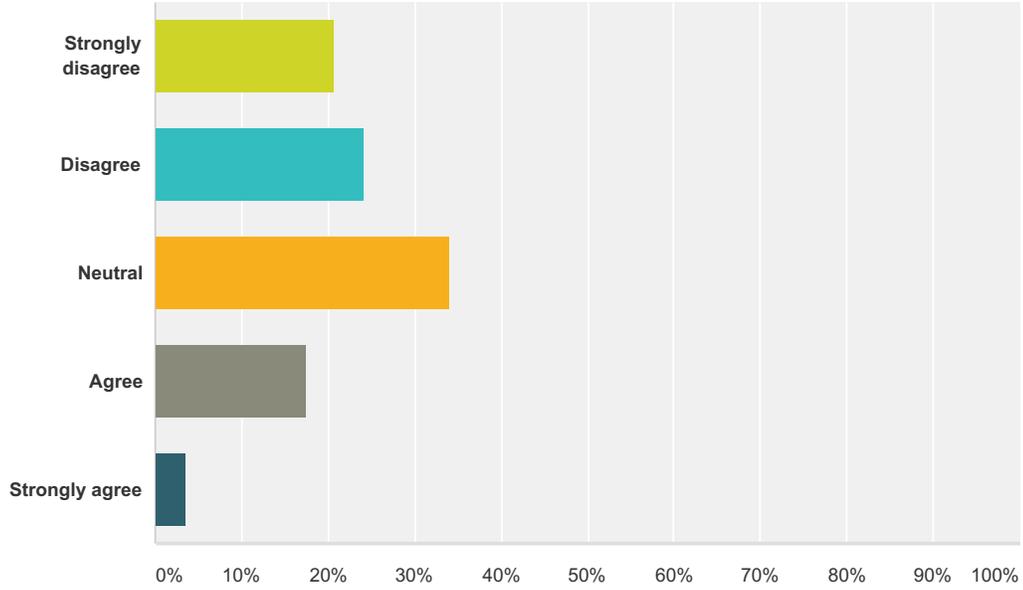
#	Other (please specify)	Date
1	Job	4/2/2016 1:06 AM
2	desperation	2/25/2016 8:13 PM
3	The 'parks.ewashtenaw.org' website is printed on the front of your newsletter.	2/24/2016 6:35 PM
4	multiple	2/11/2016 3:01 PM
5	WIC Does Not answer the phone and could not even leave a message. POOR SERVICE	2/1/2016 10:55 AM
6	twitter	2/1/2016 8:40 AM
7	Been using since it was available	1/26/2016 8:48 AM
8	freshstart	1/25/2016 6:16 AM
9	training paperwork	1/22/2016 10:43 AM
10	email about the event	1/21/2016 3:03 PM
11	program services link	1/21/2016 10:45 AM
12	using the url	1/15/2016 9:54 AM

## Survey for Washtenaw County Website

13	UM Career Fair spreadsheet	1/11/2016 1:49 PM
14	from your desk clerk	12/28/2015 1:41 PM
15	I knew the url.	12/12/2015 12:42 PM
16	The 'parks.ewashtenaw.org' website is printed on the front of your newsletter.	12/7/2015 7:50 PM
17	directly	12/2/2015 1:41 PM
18	link on the UM School of Info website	11/18/2015 10:47 PM
19	Past	11/4/2015 8:28 AM
20	web site is saved my computer.	9/28/2015 11:53 PM
21	Started with the Ann Arbor recycling site	9/25/2015 7:47 AM
22	I was told about this website about 8yr ago.	9/5/2015 4:59 PM
23	duckduckgo.com	9/3/2015 1:17 PM
24	It's my startpage	8/12/2015 4:36 PM
25	Safari	8/6/2015 5:09 AM
26	Bookmark	8/5/2015 1:24 PM
27	Web Address	8/3/2015 7:36 PM
28	The voice mail on the phone suggests it.	7/31/2015 2:04 PM
29	msu extension	7/29/2015 8:08 PM
30	Ann Arbor Board of Realtors	7/29/2015 3:33 PM
31	plone	7/29/2015 2:57 PM
32	typed in address	7/29/2015 9:34 AM

**Q5 How much do you agree or disagree with the following statement: "I am satisfied with eWashtenaw.org."**

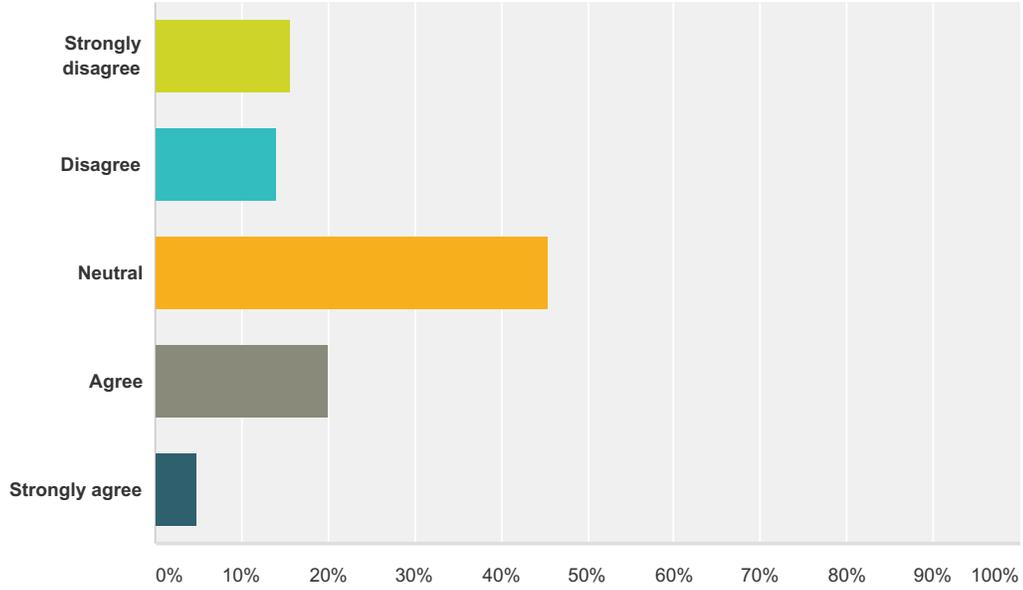
Answered: 165 Skipped: 7



Answer Choices	Responses	
Strongly disagree	20.61%	34
Disagree	24.24%	40
Neutral	33.94%	56
Agree	17.58%	29
Strongly agree	3.64%	6
<b>Total</b>		<b>165</b>

**Q6 How much do you agree or disagree with the following statement: "The design of the eWashtenaw.org is attractive."**

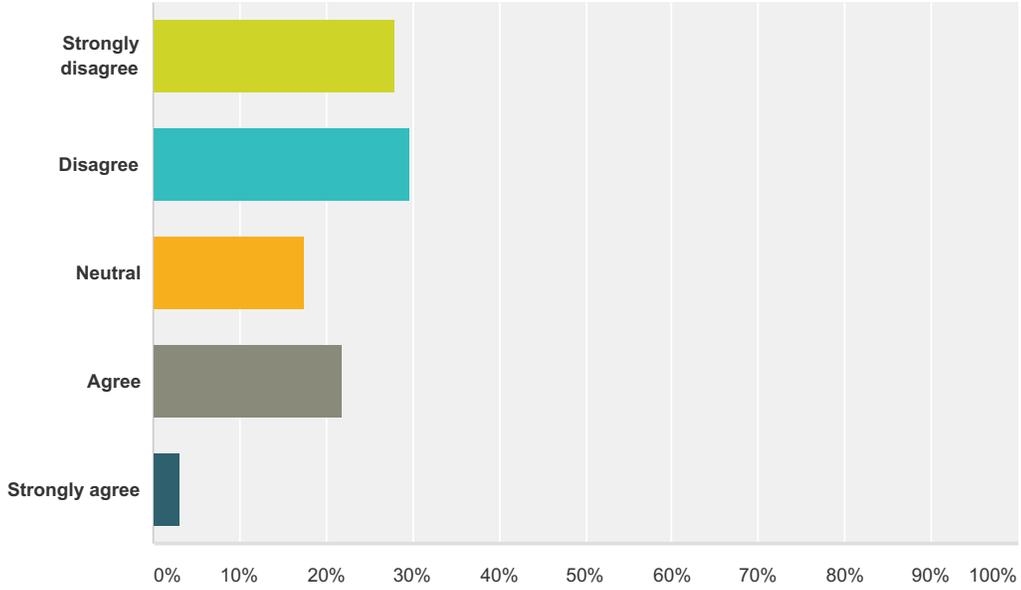
Answered: 165 Skipped: 7



Answer Choices	Responses	
Strongly disagree	15.76%	26
Disagree	13.94%	23
Neutral	45.45%	75
Agree	20.00%	33
Strongly agree	4.85%	8
<b>Total</b>		<b>165</b>

**Q7 How much do you agree or disagree with the following statement: "I could get the information I want on eWashtenaw.org."**

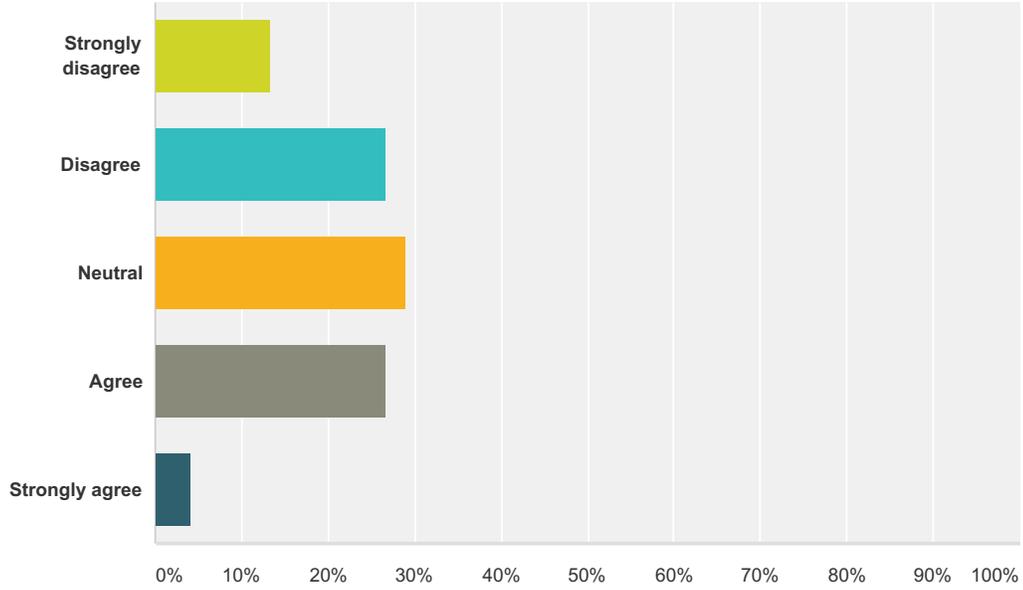
Answered: 165 Skipped: 7



Answer Choices	Responses	
Strongly disagree	27.88%	46
Disagree	29.70%	49
Neutral	17.58%	29
Agree	21.82%	36
Strongly agree	3.03%	5
<b>Total</b>		<b>165</b>

**Q8 How much do you agree or disagree with the following statement: "I could navigate easily on eWashtenaw.org."**

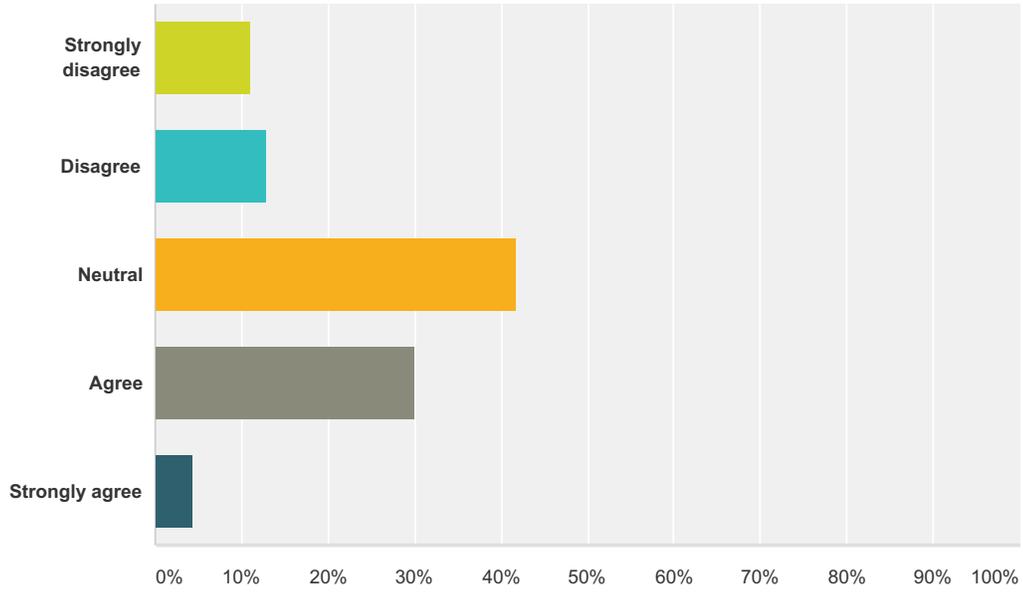
Answered: 165 Skipped: 7



Answer Choices	Responses	
Strongly disagree	13.33%	22
Disagree	26.67%	44
Neutral	29.09%	48
Agree	26.67%	44
Strongly agree	4.24%	7
<b>Total</b>		<b>165</b>

**Q9 How much do you agree or disagree with the following statement: “I find the information on eWashtenaw.org accurate and reliable.”**

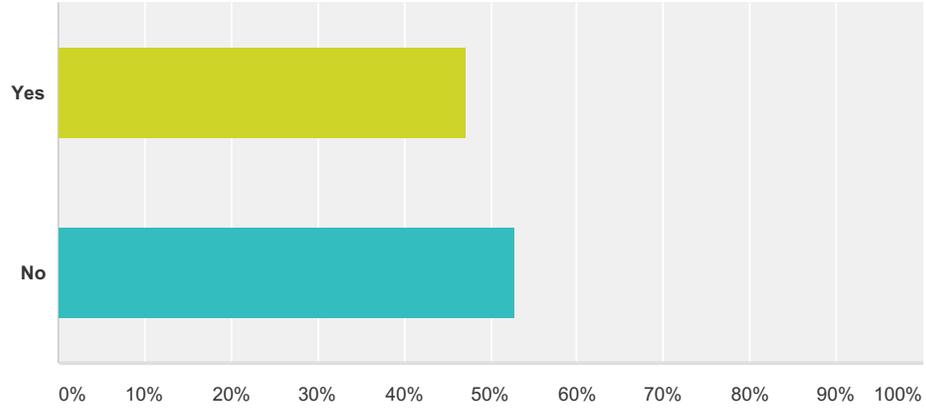
Answered: 163 Skipped: 9



Answer Choices	Responses	Count
Strongly disagree	11.04%	18
Disagree	12.88%	21
Neutral	41.72%	68
Agree	30.06%	49
Strongly agree	4.29%	7
<b>Total</b>		<b>163</b>

### Q10 Have you ever used internal search box feature to help you find information in eWashtenaw.org?

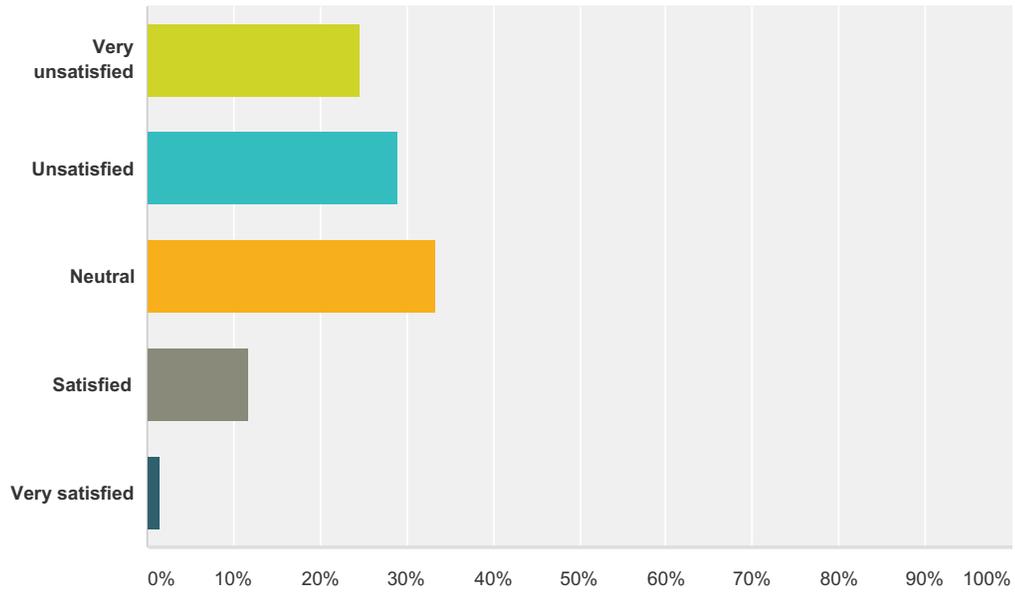
Answered: 163 Skipped: 9



Answer Choices	Responses	
Yes	47.24%	77
No	52.76%	86
<b>Total</b>		<b>163</b>

### Q11 How do you feel about it?

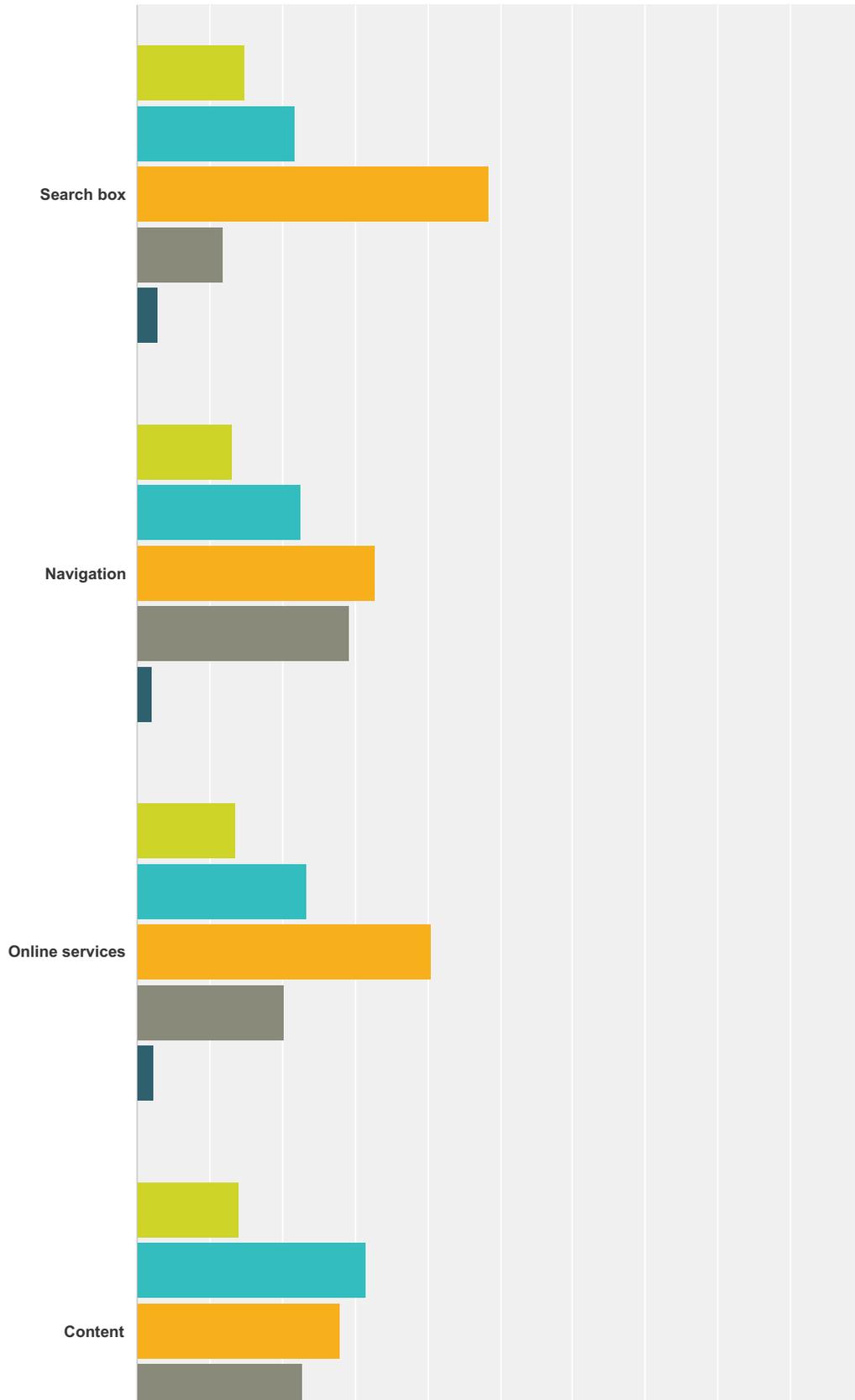
Answered: 69 Skipped: 103



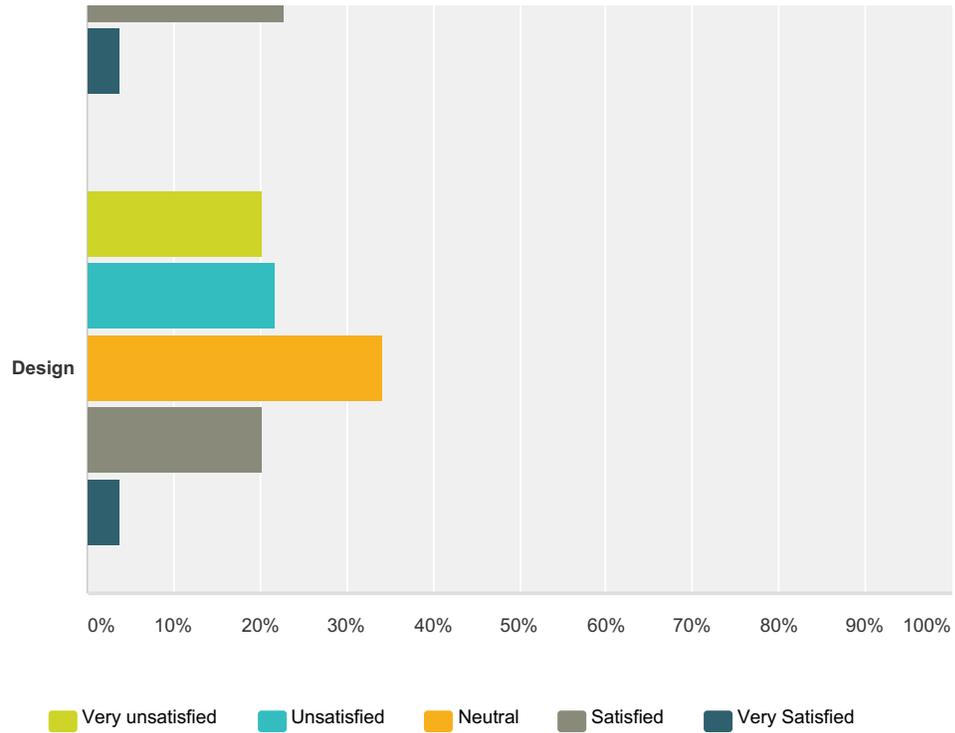
Answer Choices	Responses	
Very unsatisfied	24.64%	17
Unsatisfied	28.99%	20
Neutral	33.33%	23
Satisfied	11.59%	8
Very satisfied	1.45%	1
<b>Total</b>		<b>69</b>

### Q12 What do you think about these features?

Answered: 138 Skipped: 34



## Survey for Washtenaw County Website



	Very unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total
Search box	14.93% 20	21.64% 29	48.51% 65	11.94% 16	2.99% 4	134
Navigation	13.14% 18	22.63% 31	32.85% 45	29.20% 40	2.19% 3	137
Online services	13.53% 18	23.31% 31	40.60% 54	20.30% 27	2.26% 3	133
Content	13.97% 19	31.62% 43	27.94% 38	22.79% 31	3.68% 5	136
Design	20.15% 27	21.64% 29	34.33% 46	20.15% 27	3.73% 5	134

## Survey for Washtenaw County Website

### Q13 What would you like to see improved on eWashtenaw.org?

Answered: 127 Skipped: 45

#	Responses	Date
1	It would be nice if you had maps of the different locations and maps of locations with in the park. Pictures of the playsets would be especially helpful for families with kids with disabilities to be able to make an educated choice about suitability of your accessible play area for their kids. I found information that there is an accessible playground but that's about it.	4/13/2016 1:35 PM
2	Make it more attractive, clear information	4/6/2016 10:44 AM
3	Add a page for a super index of your properties. Also add information on where to send a FOIA	4/5/2016 3:13 PM
4	Too much on homepagr for mobile	4/5/2016 7:30 AM
5	talk to someone	3/30/2016 9:17 AM
6	Easy of navigation. Reorganize pages. Better site design. Our school uses www.SchoolDesk.net for web design, hosting and content management. It is the most affordable package as well as customer designs. Their specialty is School Districts, however, I happen to know they also have small businesses and government offices.	3/28/2016 9:21 AM
7	more pages and less data on each page.	3/25/2016 10:21 AM
8	Tools for contractors to apply for permits, Schedule/ Cancel Inspections and Check status of Inspections. Also, a better way to find jurisdiction for properties	3/23/2016 2:48 PM
9	where fees are mentioned, indicate what forms of payment are accepted and to whom checks should be made out	3/23/2016 10:02 AM
10	A simple search for inmates. this should be simple information. a simple A to Z list of current inmates so people can simply look and see if "john doe" is in the system. this is not rocket science. good example is Boyd county KY's jail webpage. you go to inmate search and it pulls all the inmates up and you type the name you're looking for. easy peasy....	3/22/2016 8:02 AM
11	I think you need to update the design of your website. THere are free wordpress themes you can use to do this. It's easy to set up.	3/20/2016 11:19 PM
12	When I reach the Ypsilanti DHS page, I want to see the office days and hours of business clearly displayed without having to hunt for them. It is very basic, important information.	3/11/2016 3:54 PM
13	Faster posting of election results (use the Oakland county site as a benchmark, Wayne county has their results posted too).	3/9/2016 5:55 PM
14	no surveys	3/9/2016 8:31 AM
15	I would like to be sent to websites that are actually used at this facility. It would be amazing if you put how to send book/magazines to an inmate specific information like how many books size and type. I also think it would be easier to the text at least a font size bigger. the page is not organized. would love to see links on the side. A different set up would be better for the site it is far to cluttered like everything is "squished" at the top. Information such as the safe sleep is great! but needs to "pop" more for people to want to donate to help (I suggest red font) helps get a person to notice Any bright big contrast will help this website. hope this helps have a blessed day.	3/9/2016 12:41 AM
16	return the subdivision lines	3/8/2016 4:00 PM
17	Put the polls hours somewhere easy to see and find as well as in the faq section. After 20 minutes searching I still can't find when polls open or close!	3/7/2016 10:47 PM
18	I would like to see a current picture of the inmate with more personnel info such as height and weight ect. thank you Brenda Poplin	3/3/2016 12:55 PM
19	When I go to the main page for registrar of deeds, the phone number should be on that page. I shouldn't have to hunt for it.	3/2/2016 11:29 AM
20	I would like to be able to buy my annual pass online.	2/28/2016 9:21 AM
21	Details introduced different	2/25/2016 8:16 PM
22	Easy access to the hours of operation	2/25/2016 7:27 PM

## Survey for Washtenaw County Website

23	Job descriptions for summer positions are not available. How to apply for these jobs only should be specific and not related to general work for the county.	2/24/2016 8:21 PM
24	The MLM building closure should be posted on the home page.	2/24/2016 6:36 PM
25	Get rid of Plone	2/23/2016 10:56 AM
26	on your page at <a href="http://www.ewashtenaw.org/government/departments/community_mental_health">http://www.ewashtenaw.org/government/departments/community_mental_health</a> you have a link that says: Get there Washtenaw Recovery. When clicked it redirects to a counseling buisness in aulstralia	2/22/2016 4:20 PM
27	Using it once a year to renew, can't always remember login. Most sites have option to get user id and reset password...not this one that I could see.	2/21/2016 11:39 PM
28	I could not type in the type or address of home that I wanted to get TOS info for. The box would not allow me to type anything. Please fix this	2/21/2016 12:01 PM
29	new fresh design	2/19/2016 2:43 AM
30	There should be the full address of the Osbourne Mill Preserve	2/12/2016 10:52 AM
31	direct email contacts to all services that are answered by the providers	2/11/2016 3:04 PM
32	All of it. I used to use your web site as an example of a very user friendly site. NoLonger the case. Very annoying .	2/10/2016 11:32 AM
33	see the poll worker training dates & locations with a phone number	2/9/2016 2:37 PM
34	It does not translate to Android well. Overlapping text makes selection difficult.	2/8/2016 8:22 PM
35	It said I could vote until Feb 11 but then wouldn't let me vote.	2/7/2016 10:48 PM
36	Need to be able to go back, my d.o.b. Was wrong no way to change it.	2/4/2016 4:09 PM
37	I originally was looking for specific data around substance use in Washtenaw and my search displayed characteristics, which was good information. With that said, I would like to be able to see data around medical need, substance use, etc.	2/4/2016 9:39 AM
38	Give phone numbers that will be answered or you can leave a message on.	2/1/2016 10:56 AM
39	layout and fewer clicks to end destination	2/1/2016 8:41 AM
40	I would like maps and apps which make it easy to local and explore the many parks throughout the county. I am looking for easy access to walking areas	1/29/2016 3:02 PM
41	An employee directory would be helpful. I'm trying to contact some Washtenaw County employees as part of a school assignment, but I can't find any email addresses or direct numbers.	1/27/2016 12:20 PM
42	What the hell happened? It used to work fine. Now so slow it's not usable!!! Locks up, won't load, blanks out, waiting, waiting,waiting!! Yes I'm using Chrome.	1/26/2016 8:52 AM
43	If you put up video, you should have an open source player available. I couldnot play video on my 10.10.8 Mac	1/25/2016 6:19 AM
44	the information I need, chapter 8 of the Affiliation Provider Manual is not accessible without logging in (which is not what my training paperwork tells me - it thinks I can just search for it and find it); I have no login name & password and there is no option to create one	1/22/2016 10:45 AM
45	the program services link that I used requires me to log-in. I need access to things like board meeting packets and other information that should not require this.	1/21/2016 10:47 AM
46	More color, less text. For example, on the Register of Deeds page there is a warning about a prevalent scam. I would like to see color in that section to make it draw my attention.	1/15/2016 9:55 AM
47	This website needs some major improvement of its information architecture!	1/11/2016 1:52 PM
48	The design is awful. Hard to look at, unappealing.	1/7/2016 7:11 PM
49	I would like to use the site to pay my taxes. It will save me quite a drive. I couldn't find the place to do it. Maybe you don't offer it.	1/7/2016 2:58 PM
50	Just don't like the way the site is organized. Hard to find what you want if you don't know what you are looking for. Also this site is very slow to load.	1/7/2016 1:45 PM
51	Include directions on specifically where residents of Washtenaw County wanting to take the Constitutional Oath of Office" to become a Notary must go!!!	1/6/2016 4:04 PM
52	Please add a listing with contact information for 110 N. 4th to the CMH site. This is information to vulnerable people really need.	1/4/2016 4:18 PM

## Survey for Washtenaw County Website

53	make permits available online	1/1/2016 11:10 AM
54	1) The site is impossible to find when you Google it. Please put local Mi Works websites on your Lansing page. 2) Its hard to read white print on gray. 3) Boy, the tri-color presentation sure isn't inviting, sorry. My computer problems stopped my review of your site, so I couldn't answer any of your questions.	12/28/2015 1:48 PM
55	Access to navigation	12/27/2015 1:05 PM
56	I'd like to be able to renew my membership at any time.	12/22/2015 2:45 PM
57	I could not get the information I sought. I clicked on fitness classes, but it did not take me to the schedule or any other information, It took me 20 to find out how to search fitness classes!	12/16/2015 2:27 PM
58	The links to the data associated with each survey site on the HistWeb map do not work. In the past this was due to a cookie blocker, and there used to be instructions as to how to disable that. If that is the reason for the links not working, could you please add those instructions again? There is not much use to the website if one can't access the databases behind the dots on the map. Otherwise I like the site redesign!	12/15/2015 10:30 AM
59	more ways to find what you need	12/14/2015 12:20 PM
60	better search choices	12/13/2015 10:12 PM
61	When I searched for "provider training" I was sent to a login page. There is no registration link on the login page, so I was unable to proceed.	12/12/2015 12:45 PM
62	bring the information up to date	12/11/2015 12:50 PM
63	It would be nice if cancelled classes were posted on the home page.	12/7/2015 7:51 PM
64	Data seems old, not sure I can trust it. It also feels out dated which also makes it hard to trust if it is secure, accurate, etc...	12/2/2015 9:57 PM
65	For all of us to be there people who have disability n the older!! We need to be heard not for the doors to be closed on us!!! And guide us stop judging us!!! For the children help them understand we all on one team!! No labels!!! Here just another door that needs to be opened heard...	12/2/2015 4:29 PM
66	all departments listed in a drop down so they can be found without searching	12/2/2015 1:42 PM
67	Everything	11/18/2015 10:49 PM
68	one county wide map showing all the parks in the county on one map	11/15/2015 4:14 PM
69	Statement of rules - especially is hunting prohibited	11/15/2015 10:53 AM
70	Could not get results at all.	11/4/2015 11:44 AM
71	Have the info. Listed on the tab that should be based on the tabs name	11/4/2015 8:30 AM
72	correct fees to record and UCC information to record. Certification is incorrect.	10/29/2015 4:01 PM
73	The documents in the Register of Deeds office NEED to be viewable. When searching any large corporation, which is part of my job, the volume of documents is huge. To BUY the document to view them is not cost effective and requires a trip to the Register of Deeds Office. Other Counties allow us to view ALL and purchase as needed.	10/28/2015 7:01 AM
74	Easier to use	10/27/2015 11:57 AM
75	needs better pictures of how its set up for a wedding. I have been to the park multiple times so i know its pretty but i want to see how it is set up for a event. also no where on the sight does it say how many people it can hold.	10/24/2015 11:55 PM
76	It be nice if the wedding pics would be able to be viewed individually. Otherwise it's hard to view the pics.	10/24/2015 5:13 PM
77	add link to ward map on all pages in elections department.	10/24/2015 11:22 AM
78	editing for spelling and grammatical errors	10/24/2015 10:23 AM
79	Improve the content by eliminating the boilerplate and providing meaningful information.	10/23/2015 6:07 PM
80	correct dates! A way to recognize an officer who did something good.	10/16/2015 9:16 AM
81	You can't demand that at patron provide a DOB for a FOIA request or be denied completion of the FOIA form. That's ridiculous.	10/12/2015 4:43 PM
82	Up-to-date schedules (ex pool schedule is only valid through 9/27 and today is 10/12)	10/12/2015 12:01 PM
83	would be nice to have your employees return phone calls and stop canceling health insurance for children that we are guardians for. VERY frustrating.	10/11/2015 6:22 PM

## Survey for Washtenaw County Website

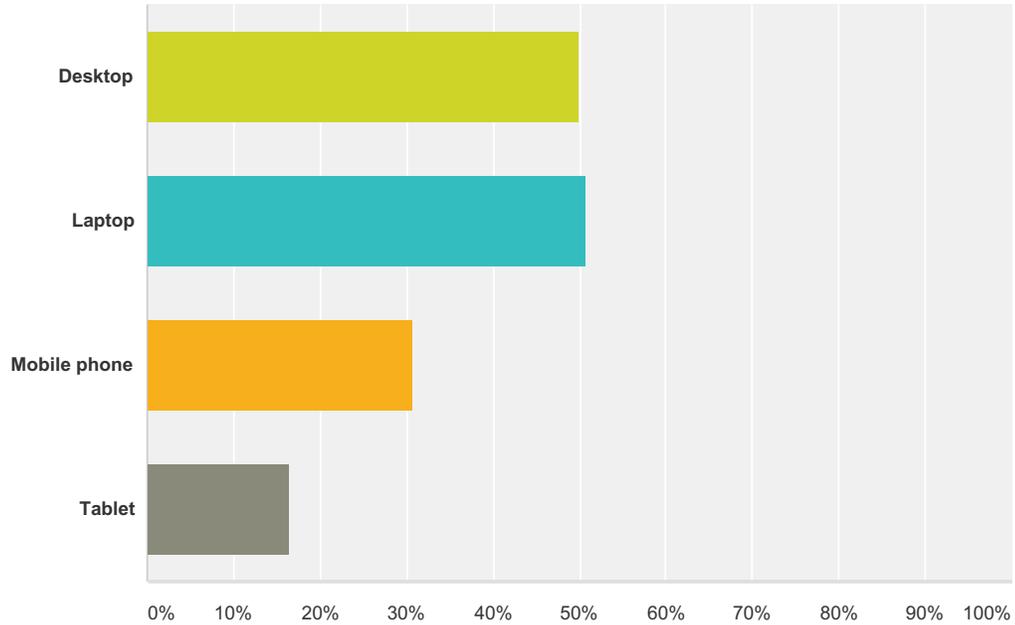
84	The pictures regarding Sharon Mills at <a href="http://www.ewashtenaw.org/government/departments/parks_recreation/sharonmills/photos/contactsheet.html">http://www.ewashtenaw.org/government/departments/parks_recreation/sharonmills/photos/contactsheet.html</a> are way too tiny!	10/5/2015 8:27 PM
85	enlarge picture. way too small	10/4/2015 9:59 AM
86	full address for Goodrich Preserve including street number on Dixboro.	10/3/2015 11:58 AM
87	change the wrong info about same sex marriage on one of your pages	9/30/2015 9:18 AM
88	UNABLE TO LOCATE PHYSICALADDRESS FOR VISIT	9/28/2015 9:50 AM
89	Make obvious information easy to find. Such as the start and end dates of the current schedule!	9/26/2015 4:53 PM
90	Reduce redundancy and multiple ways to accomplish the same thing. For example, search "Home Toxics" on the site and return four choices which give identical information	9/25/2015 8:02 AM
91	Don't really care, it had the content I was looking for. It would be nicer if all of the forms could be filled out online but it's not a big deal.	9/20/2015 2:34 PM
92	Why is the info Only emailed to me? Why not put it on page for me to view without my email?	9/19/2015 12:30 PM
93	the photo gallery doesn't allow you to view bigger pictures than just the thumbnails. A calendar of events for when Sharon Mills is available to rent would be nice.	9/19/2015 12:14 PM
94	You really need a better design and user experience	9/17/2015 3:19 PM
95	the course map is too small to read.	9/10/2015 3:18 PM
96	Everything	9/9/2015 1:47 PM
97	access to econnect	9/8/2015 8:21 AM
98	Information on volunteer opportunities	9/7/2015 10:03 PM
99	Allow the capability to present results of searches sorted by date, most recent first.	9/6/2015 7:54 PM
100	I would like to help redo the website so people would be able to look for info with out getting confused. A lot of people do not know how to use the website. But most people that have a lot of education that make the website but most people that use it don't and you professionals forget about that. My name is Aaronica Warren call me if you want help with the website (734)678-8294.	9/5/2015 5:20 PM
101	Content on this page is repeated three times. Cut and Paste Error <a href="http://www.ewashtenaw.org/government/departments/parks_recreation/parkermill/pr_pkpm.html">http://www.ewashtenaw.org/government/departments/parks_recreation/parkermill/pr_pkpm.html</a>	9/3/2015 3:19 PM
102	while it says you can get a death certificate in person, it does not give location nor address, just a phone number which makes visit to website pointless	9/3/2015 1:18 PM
103	Please put prices on concession food and rental items. Need to know cost to know how much money to bring.	9/2/2015 9:39 PM
104	Better design/aesthetics. More streamlined navigation.	9/1/2015 4:16 PM
105	I would like to be able to find the price of the park.	8/29/2015 10:01 AM
106	The content is not always as clear as it should be.	8/28/2015 2:23 PM
107	Please list whether or not you take credit cards for park admission and parking	8/26/2015 3:17 PM
108	The additional resources have hotlinks to websites that no longer exist. Each page should have a statement "if you believe this service/program is right for you, the next step is...." or something like that.	8/26/2015 3:16 PM
109	None of the Job Posting Sections Would Open Up. Have had trouble with these in the past	8/26/2015 10:10 AM
110	<a href="http://www.ewashtenaw.org/government/departments/environmental_health/recycling_home_toxics/medication_disposal">http://www.ewashtenaw.org/government/departments/environmental_health/recycling_home_toxics/medication_disposal</a> could use a heading/title. Right now, it's simply "-"	8/25/2015 3:23 PM
111	Make it easier (or even possible) to find business hours of Chelsea solid waste facility!!!!	8/22/2015 12:08 PM
112	Search feature. Elimination of outdated material. Advance searching. Ability to organize results like most recent first, etc. Also, give some thought to Navigational structure in a more organized format. Online forms could use some updating. Think 21st century. Kill Java! Very unsecure.	8/13/2015 6:39 AM
113	The online reservation for pavilions and The Lodge at Rolling Hills does not seem to be working today. Thank you	8/12/2015 4:37 PM
114	More meaningful content, easier navigation	8/12/2015 1:55 PM
115	The employment page could not be located once going to the link.	8/10/2015 9:50 PM

## Survey for Washtenaw County Website

116	the hours of all the offices	8/7/2015 11:56 AM
117	Email addresses more available for Sheriff's Office.	8/6/2015 9:44 AM
118	I would like for Safari to be able to find a secure connection so I can open pages and find what I'm looking for.	8/6/2015 5:11 AM
119	More online payment services; more fillable forms. Involve more departments with this to provide better customer service.	8/5/2015 1:26 PM
120	Hours of operation for DHS office	8/4/2015 7:42 AM
121	could not find phone number for the jail	8/3/2015 6:49 PM
122	Adding the membership registration form would be a good idea, and if it is already added, then make it easier to find.	8/2/2015 3:27 PM
123	An actual way to contact someone to get questions answered.	7/31/2015 2:06 PM
124	Water park hours need to be published with park hours. W water park hours need to be published on the front page of the water park section. Water park hight restrictions should be prominent	7/30/2015 9:06 PM
125	i would look at other counties the size of washtenaw and get some ideas, it is very difficult to navigate, i never really find what i am looking for, it is impossible to find email addresses adn phone numbers for people that work in a county building	7/30/2015 1:46 PM
126	don't know	7/29/2015 8:09 PM
127	It should be easier to find the hours of the various offices.	7/29/2015 9:07 AM

**Q14 What kind of devices do you use to visit eWashtenaw.org? (Check all that apply.)**

Answered: 140 Skipped: 32

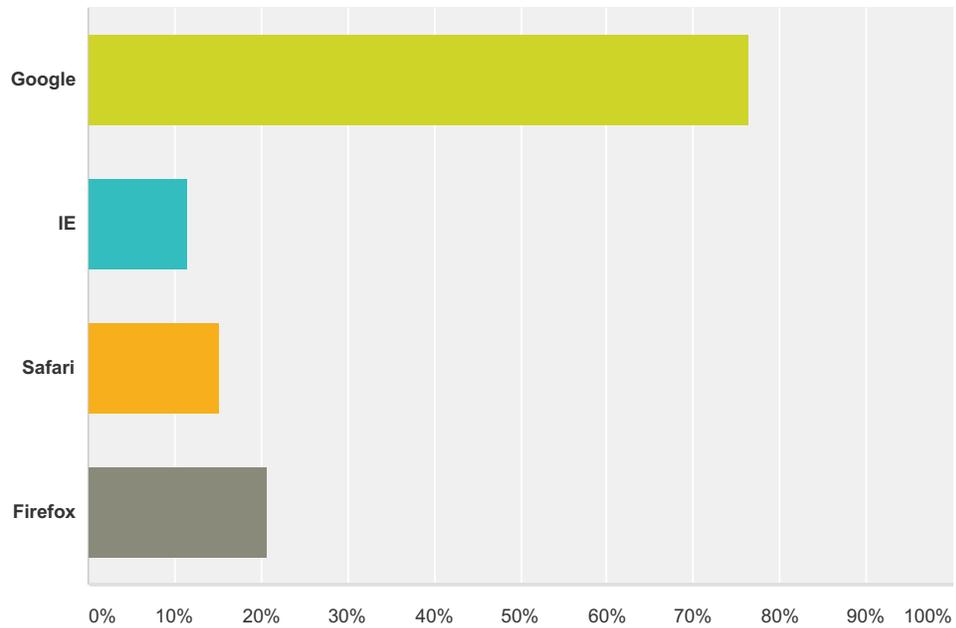


Answer Choices	Responses
Desktop	50.00% 70
Laptop	50.71% 71
Mobile phone	30.71% 43
Tablet	16.43% 23
<b>Total Respondents: 140</b>	

#	Other (please specify)	Date
1	doesn't matter	3/22/2016 8:02 AM
2	google glass. just kidding.	7/29/2015 9:35 AM

### Q15 What kind of browser do you use to visit eWashtenaw.org? (Check all that apply.)

Answered: 131 Skipped: 41

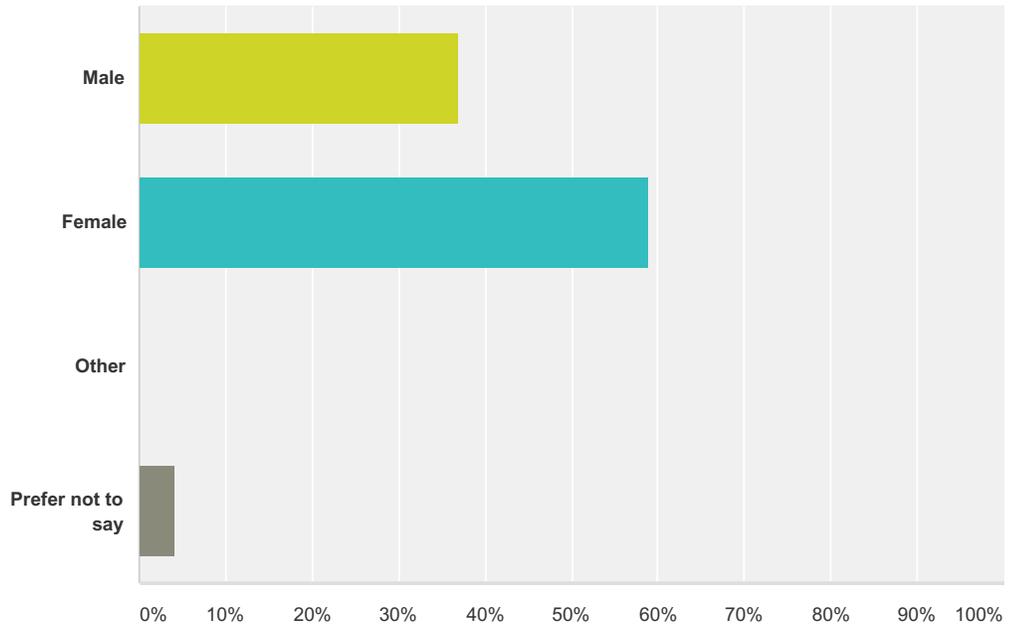


Answer Choices	Responses
Google	76.34% 100
IE	11.45% 15
Safari	15.27% 20
Firefox	20.61% 27
<b>Total Respondents: 131</b>	

#	Other (please specify)	Date
1	Chrome	4/5/2016 3:13 PM
2	doesn't matter	3/22/2016 8:02 AM
3	Chrome	3/11/2016 3:54 PM
4	Chrome	2/28/2016 9:21 AM
5	Whatever is handy.	2/11/2016 3:04 PM
6	this site sucks	2/1/2016 10:56 AM
7	Duck	11/4/2015 8:30 AM
8	Chrome	10/12/2015 4:43 PM
9	Google? Really? Chrome, Chrome, Chrome	8/13/2015 6:39 AM
10	chrome	7/30/2015 9:06 PM

### Q16 Are you:

Answered: 141 Skipped: 31



Answer Choices	Responses	
Male	36.88%	52
Female	58.87%	83
Other	0.00%	0
Prefer not to say	4.26%	6
<b>Total</b>		<b>141</b>