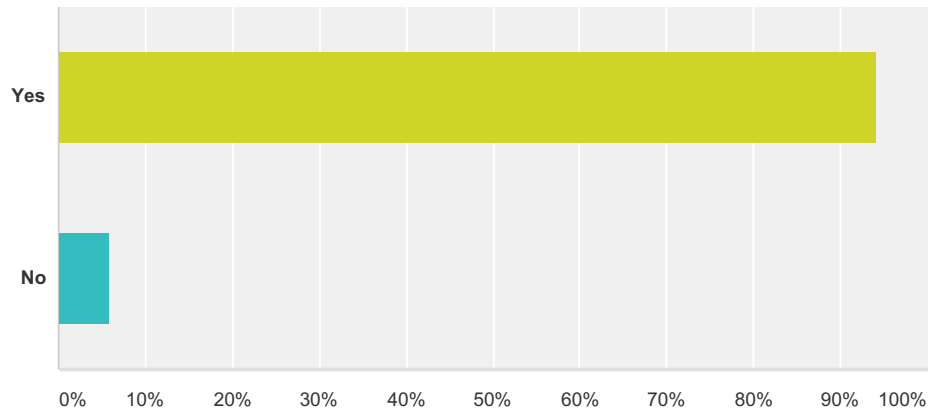


### Q1 Are you a resident of Middleborough?

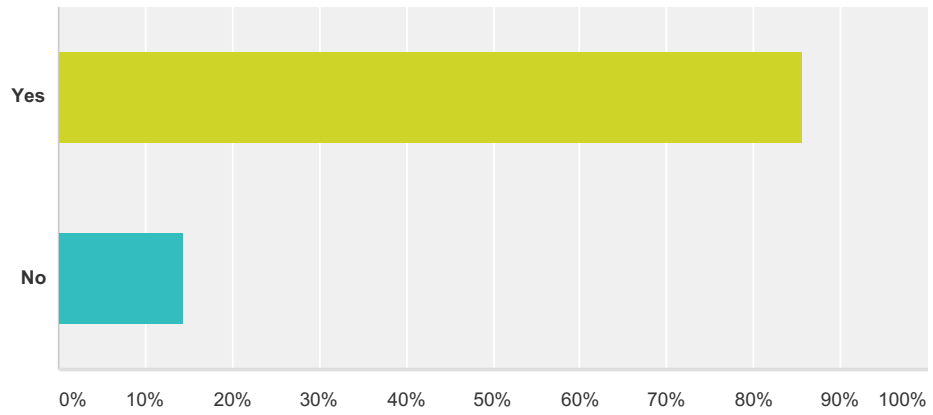
Answered: 306 Skipped: 0



Answer Choices	Responses	
Yes	94.12%	288
No	5.88%	18
<b>Total</b>		<b>306</b>

## Q2 Do you visit the town website?

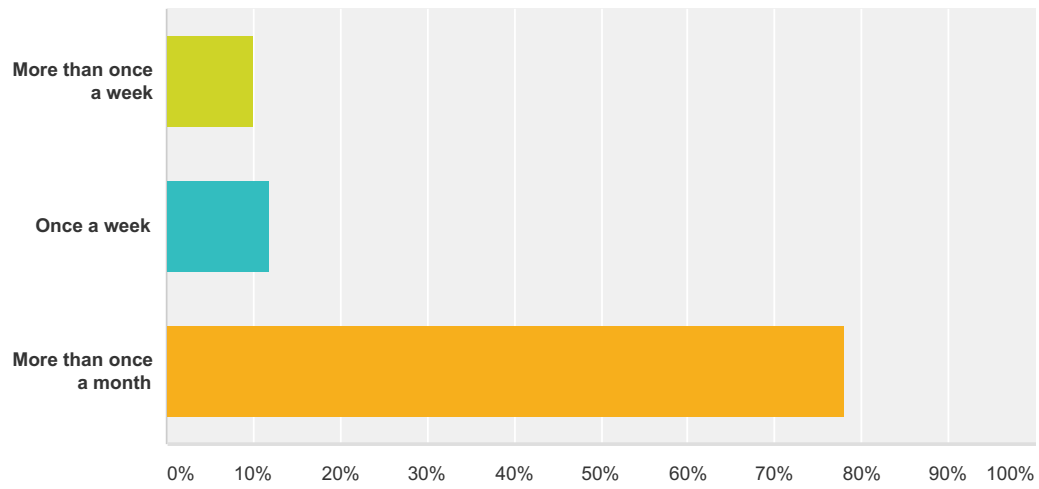
Answered: 306 Skipped: 0



Answer Choices	Responses	
Yes	85.62%	262
No	14.38%	44
<b>Total</b>		<b>306</b>

### Q3 How often do you visit the town website?

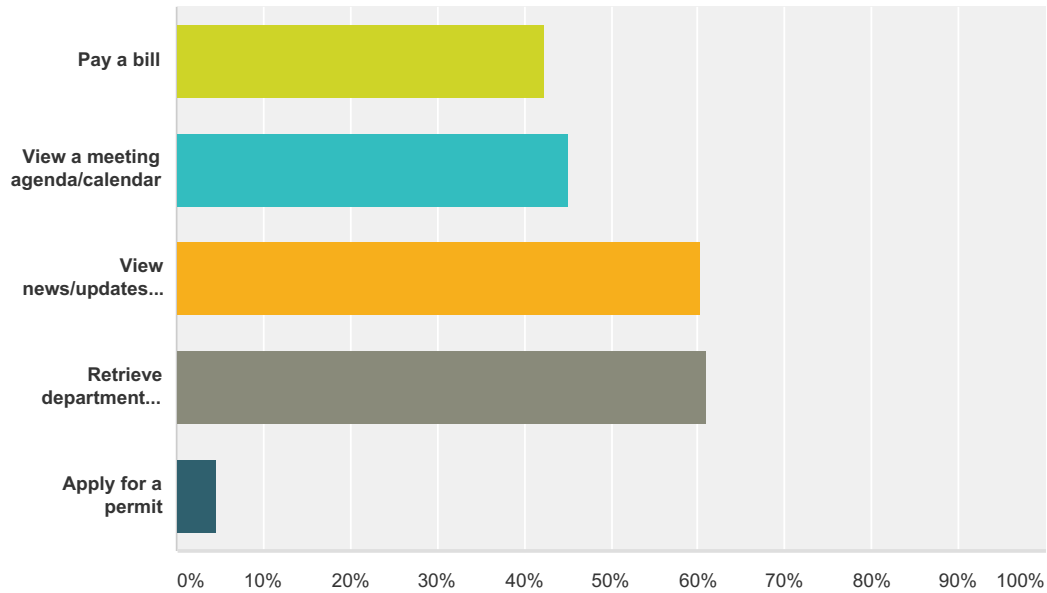
Answered: 151 Skipped: 155



Answer Choices	Responses	
More than once a week	9.93%	15
Once a week	11.92%	18
More than once a month	78.15%	118
<b>Total</b>		<b>151</b>

### Q4 What are the reason(s) you go to the town website? Select all that apply.

Answered: 151 Skipped: 155

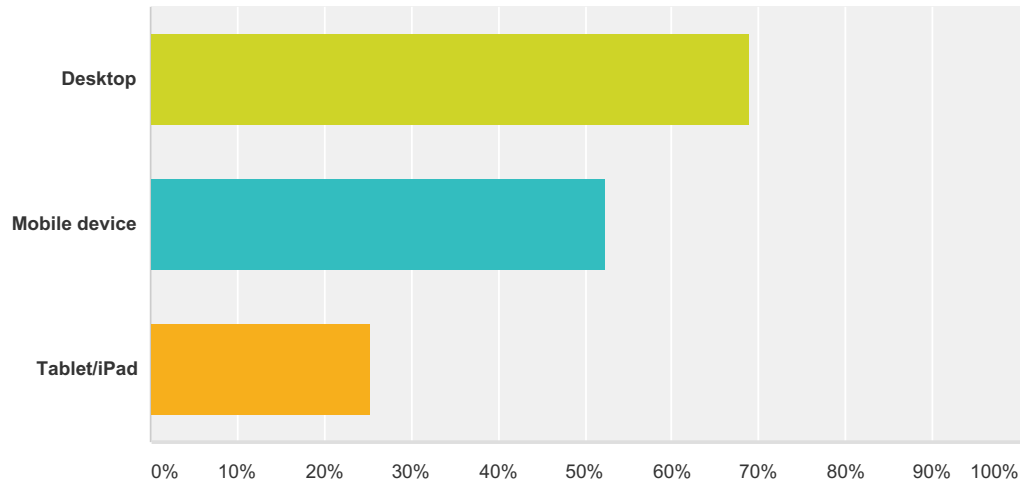


Answer Choices	Responses
Pay a bill	42.38% 64
View a meeting agenda/calendar	45.03% 68
View news/updates/announcements on home page	60.26% 91
Retrieve department contact information	60.93% 92
Apply for a permit	4.64% 7
<b>Total Respondents: 151</b>	

#	Other (please specify)	Date
1	Just to check in. See what's new.	6/27/2017 7:28 PM
2	Public documents/election results/town charter/bylaws	6/22/2017 7:38 AM
3	Check on recycling schedule	6/19/2017 3:16 PM
4	look up information on various topics	6/17/2017 7:24 AM
5	Excise Tax payments	6/17/2017 1:57 AM
6	When our water is dirty, I check to see if the hydrants are being flushed	6/16/2017 11:41 PM
7	look for updates that aren't typically there	6/16/2017 12:57 PM
8	Trash schedule	6/16/2017 10:39 AM
9	Vision appraisal	6/16/2017 9:39 AM
10	Employment opportunities	6/16/2017 9:35 AM

### Q5 How do you view the town website?

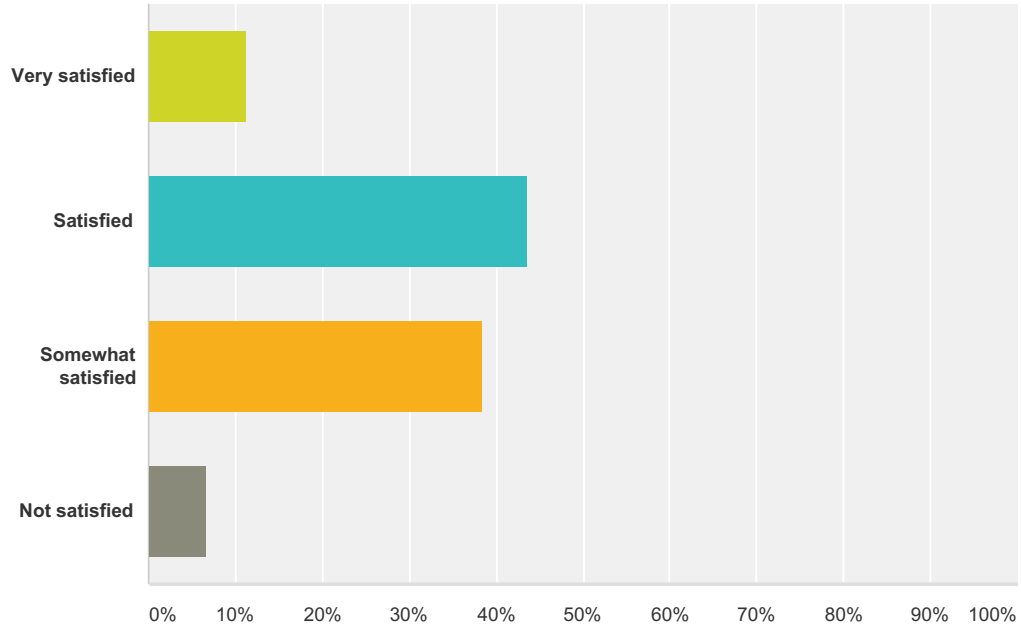
Answered: 151 Skipped: 155



Answer Choices	Responses
Desktop	68.87% 104
Mobile device	52.32% 79
Tablet/iPad	25.17% 38
<b>Total Respondents: 151</b>	

### Q6 How satisfied are you with the information displayed on the town's website?

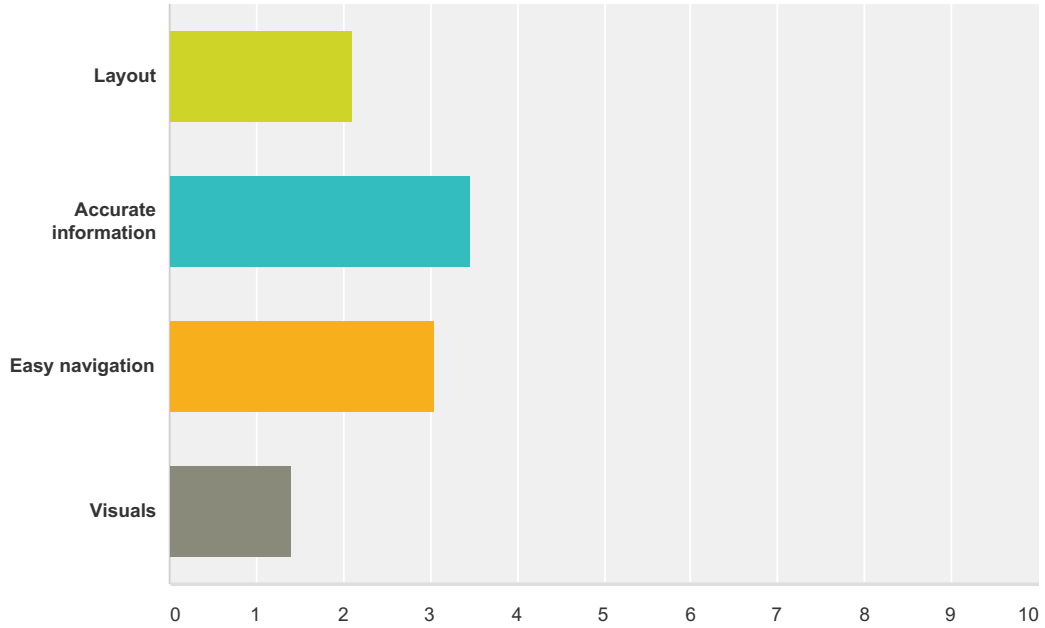
Answered: 151 Skipped: 155



Answer Choices	Responses	
Very satisfied	11.26%	17
Satisfied	43.71%	66
Somewhat satisfied	38.41%	58
Not satisfied	6.62%	10
<b>Total</b>		<b>151</b>

**Q7 What do you find important when visiting the town website? (Most important =1)**

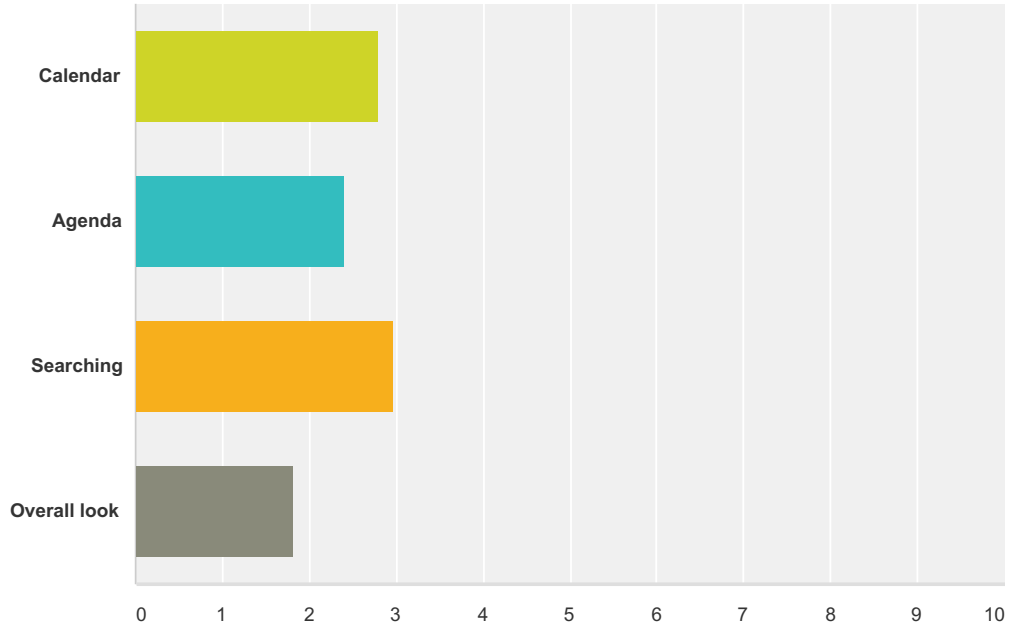
Answered: 151 Skipped: 155



	1	2	3	4	Total	Score
Layout	5.30% 8	17.22% 26	59.60% 90	17.88% 27	151	2.10
Accurate information	64.24% 97	21.85% 33	9.27% 14	4.64% 7	151	3.46
Easy navigation	27.15% 41	56.29% 85	11.26% 17	5.30% 8	151	3.05
Visuals	3.31% 5	4.64% 7	19.87% 30	72.19% 109	151	1.39

**Q8 Rate the features on the town website that you would like to see revised? (Most important =1)**

Answered: 151 Skipped: 155

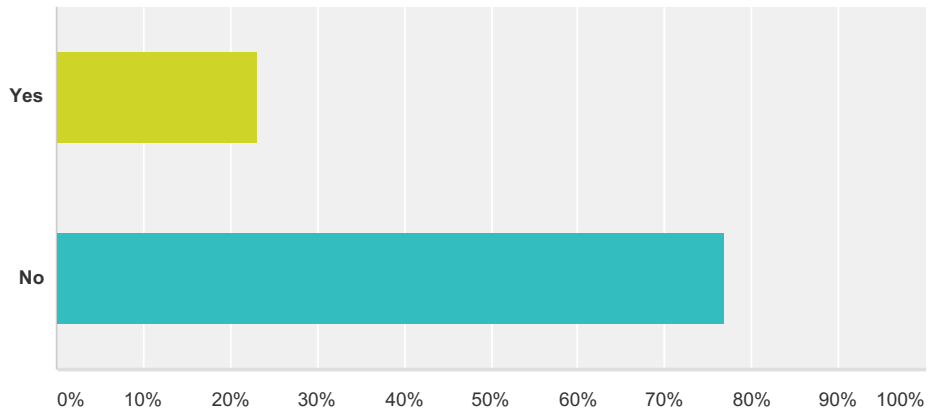


	1	2	3	4	Total	Score
Calendar	31.13% 47	29.80% 45	27.15% 41	11.92% 18	151	2.80
Agenda	13.25% 20	33.11% 50	34.44% 52	19.21% 29	151	2.40
Searching	41.72% 63	23.84% 36	24.50% 37	9.93% 15	151	2.97
Overall look	13.91% 21	13.25% 20	13.91% 21	58.94% 89	151	1.82



### Q9 Do you view streaming videos on the town website?

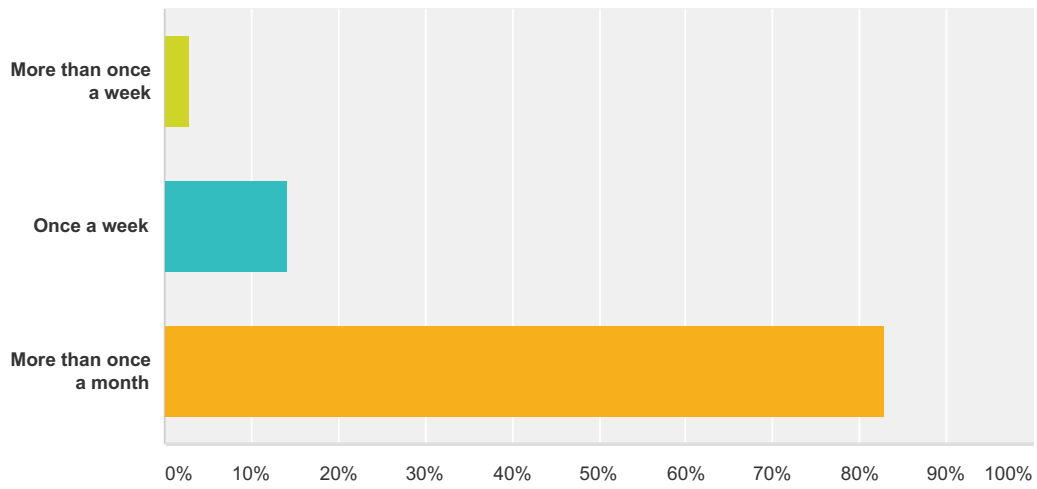
Answered: 151 Skipped: 155



Answer Choices	Responses
Yes	23.18% 35
No	76.82% 116
<b>Total</b>	<b>151</b>

### Q10 How often do you view the streaming of videos on the town website?

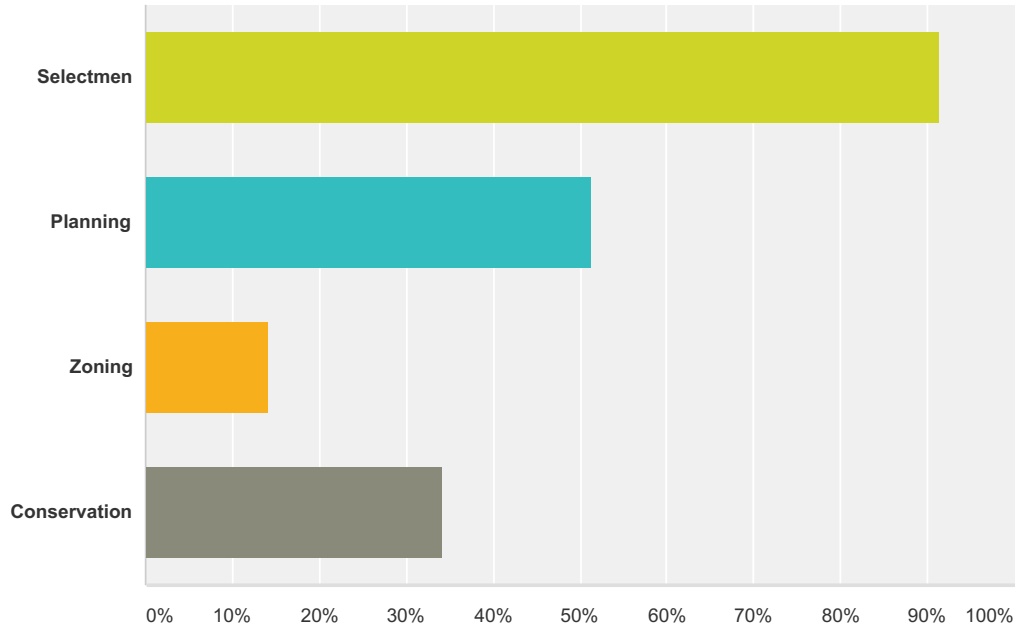
Answered: 35 Skipped: 271



Answer Choices	Responses	
More than once a week	2.86%	1
Once a week	14.29%	5
More than once a month	82.86%	29
<b>Total</b>		<b>35</b>

### Q11 What meetings are you viewing on the town website? Select all that apply.

Answered: 35 Skipped: 271

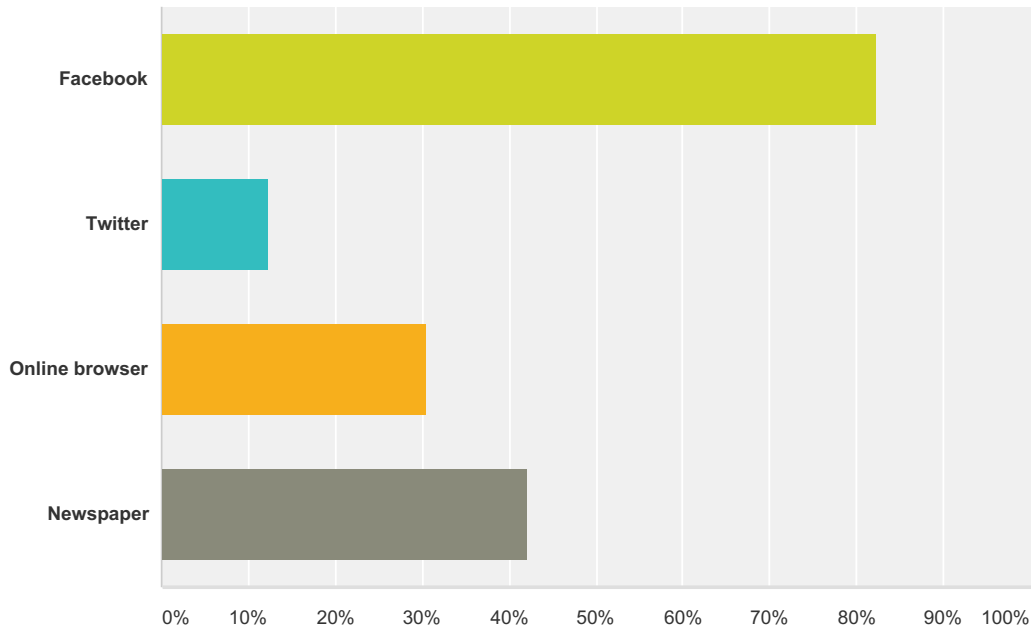


Answer Choices	Responses
Selectmen	91.43% 32
Planning	51.43% 18
Zoning	14.29% 5
Conservation	34.29% 12
<b>Total Respondents: 35</b>	

#	Other (please specify)	Date
1	School committee	6/27/2017 7:03 PM
2	Middleborough Tourism	6/27/2017 12:52 PM
3	Tourism	6/22/2017 7:41 AM
4	Gas & Electric Department (if they were)	6/19/2017 10:05 AM
5	G&E	6/16/2017 7:49 PM
6	COA??	6/16/2017 7:19 PM
7	School events	6/16/2017 12:05 PM

## Q12 How do you receive town information?

Answered: 187 Skipped: 119



Answer Choices	Responses	Count
Facebook	82.35%	154
Twitter	12.30%	23
Online browser	30.48%	57
Newspaper	42.25%	79
<b>Total Respondents: 187</b>		

#	Other (please specify)	Date
1	meetings	6/26/2017 2:35 PM
2	On demand meeting videos on MCCAM's website	6/24/2017 3:27 AM
3	Attending meetings/speaking to town officials	6/22/2017 7:41 AM
4	Attend or watch meetings on town tv	6/21/2017 11:50 AM
5	Mail	6/19/2017 3:17 PM
6	Direct email between departments	6/19/2017 10:05 AM
7	my wife	6/18/2017 8:31 AM
8	Family	6/17/2017 11:59 AM
9	Word of mouth	6/17/2017 6:49 AM
10	town website	6/16/2017 11:41 PM
11	I don't	6/16/2017 3:55 PM
12	Online browser? I don't even know what that means. Do you mean newsfeeds? Websites? Just opening up Chrome and hoping something shows up there magically? What the heck does that option mean?	6/16/2017 2:57 PM
13	google search - online news	6/16/2017 12:58 PM

## Town of Middleborough Website

14	I signed up for emergency calls but never receive them	6/16/2017 12:06 PM
15	scan middleboro	6/16/2017 10:23 AM

## Q13 What interactive features would you like to see included or updated on the town's website?

Answered: 43 Skipped: 263

#	Responses	Date
1	Field cards plot plans	6/27/2017 7:42 PM
2	Tourist type information, things going on nearby and in surrounding towns,	6/27/2017 7:29 PM
3	ldk	6/27/2017 7:03 PM
4	you need to be able to go back on the calendar to look for meetings. Current information needs to be updated on the home page. Department Pages need more information on them and to be current. Overall, the ENTIRE website needs to be redone. I would suggest Civic Plus or VTS	6/27/2017 2:08 PM
5	Bill paying needs to be improved.	6/27/2017 12:52 PM
6	Easier bill pay	6/27/2017 9:15 AM
7	Question: Why are Annual Town Meetings and Special Town Meetings not listed on the Town Calendar? They Should be just like every other posted town meeting.	6/26/2017 2:35 PM
8	Each department, board, and committee should be actively represented on the website. Some already do and others don't. Ideally, each would be represented with a complete list of staff/members, governance documents, notices of upcoming events, and links to meeting videos, agendas and official social media accounts.	6/24/2017 3:27 AM
9	Better search capabilities. Searchable bylaws. List of all committee's, commissions & boards, their members and a mission statement.	6/22/2017 1:40 PM
10	Better placement of CGI town information videos. More visibility for Tourist information (whether it's an incorporated Tourism page or highlighting the discovermiddleborough link). Easy access to new public documents portal with all Committee's agendas/minutes and the annual reports.	6/22/2017 7:41 AM
11	police and fire scanner	6/21/2017 10:34 PM
12	none	6/21/2017 8:42 PM
13	Around the time of the last town meeting, there was an online resource to view the budget. It broke down everything into pie charts and that was helpful. However, a lot of the terms were not defined and some categories were not descriptive. I would like to see that filled in with more detail. Also, if there isn't one, an archive of recordings of committee meetings and live streams of them. Access to democracy is critical, and there are plenty of free services to use to accomplish that goal.	6/21/2017 7:34 PM
14	More streaming video of events.	6/20/2017 10:41 AM
15	More recent events	6/19/2017 1:51 PM
16	Easier navigation via an updated layout (see Virtual Towns and Schools for samples)	6/19/2017 10:05 AM
17	I get so annoyed that every town employee does not have an email and phone number listed. I know who I want to speak with but finding the info is impossible.	6/17/2017 3:27 PM
18	Not as up to date as it needs to be, most info on facebook before the town site	6/17/2017 1:37 PM
19	Not sure what you mean ... Town department sites or links to Facebook pages. Better information about visiting town and "things to do". Make searching for documents easier ie: Selectmen agenda on one page and minutes/new business/etc. buried in the Selectmen department page. Consistency of pages.	6/17/2017 10:25 AM
20	Town manager's Twitter posts should include a short description of the item in addition to a link to Facebook, so you can know whether to click through or not.	6/17/2017 10:05 AM
21	Calendar of events- what's new! What's coming to town.	6/17/2017 7:26 AM
22	Undure	6/16/2017 10:26 PM
23	.not sure	6/16/2017 7:19 PM
24	A	6/16/2017 6:59 PM

## Town of Middleborough Website

25	Pay for dump permits and print them out off the PC etc	6/16/2017 5:54 PM
26	Contact phone numbers/email addresses as a clickable link from smartphone.	6/16/2017 5:38 PM
27	I don't care	6/16/2017 3:55 PM
28	Notice of town meetings more visible.	6/16/2017 3:39 PM
29	Stop using .PDFs for documents. It's 2017 and ridiculous. The town has a website where all information can be nicely formatted and just included. I shouldn't have to click on three links and then download a .PDF just to see a meeting agenda or meeting minutes.	6/16/2017 2:57 PM
30	Connections to what Middleboro has to offer Historic,etc	6/16/2017 2:42 PM
31	Building homes\vets for vets. Would like to start something on it	6/16/2017 2:34 PM
32	more forms, more accurate up to date information... pretty sure I saw a traffic sign by Hannaford last night for a special town meeting... looked on the website and it is not listed as upcoming...	6/16/2017 12:58 PM
33	Access to pay for all permits, links to other town agency websites.	6/16/2017 12:40 PM
34	Searchable, dynamic calendar; better organized agendas; responsive design that adjusts to desktop, phone, iPad; improved navigation and more modern look	6/16/2017 12:36 PM
35	Emergency calls, and the payment site	6/16/2017 12:06 PM
36	Streaming to mobile device often fails or has errors , information should be updated more frequently	6/16/2017 10:50 AM
37	notifications sent to email meeting posting room reservation public records requests meeting video links, agendas and minutes for ALL boards and committees upcoming events in Town calendar (not just municipally related) contacts for all boards and committees job postings	6/16/2017 10:35 AM
38	Can you submit questions?	6/16/2017 9:52 AM
39	Planning board is extremely lacking in efficiency and availability of information related to meetings and agenda. Agendas are often posted a merely a day or two prior to meetings and minutes are months behind. Also agenda and minutes should be posted in PDF format not .tif.	6/16/2017 9:45 AM
40	The feature that I would like to see on your website is a live chat where you can go onto the website and they actually have a chat with a town employee whoever that may be live instead of writing emails and then waiting for a response maybe something like that for The least important stuff or easily answered	6/16/2017 9:40 AM
41	Police log	6/16/2017 9:39 AM
42	An employee log in access would be great formoown enrollment, to view past paystubs, important announcements etc.	6/16/2017 9:33 AM
43	A section of work being performed and upcoming work.	6/16/2017 9:26 AM