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Fall 2002

## 2002 Assessment of Municipal Web Sites in Onondaga County

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# 2002 Assessment of Municipal Web Sites in Onondaga County

Fall 2002



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*Community Benchmarks Program  
The Maxwell School of Syracuse University*

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## **EXECUTIVE SUMMARY**

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2002 Assessment of Municipal Web Sites in Onondaga County  
Community Benchmarks Program  
December 2002

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### **Introduction:**

This report evaluates the Web sites of municipalities in Onondaga County. The Community Benchmarks Program (CBP) revisited a study conducted in 1999 that assessed municipal Web sites in the county. The goal of this study is to report the changes that have taken place since the last research project was conducted, given society's increased reliance on technology.

### **Methods:**

The CBP developed a Web site assessment instrument with the help of Jon Gant, assistant professor of Public Administration at The Maxwell School of Syracuse University. In order to quantify the criteria established for the study, researchers were required to determine the presence or absence of a particular feature. A score of one was assigned if the feature was present, and a score of zero was assigned if the feature was not present. The instrument also included some open-ended questions providing space for researchers to spotlight particularly successful or poorly-designed elements.

### **Findings:**

1. 76% (26) of the 34 municipalities in Onondaga County included in the study have a Web site. In 1999, only 26% (9) of municipalities had Web sites.

Of the 26 municipal Web sites assessed:

2. 77% provide the date for the next board or council meeting.
3. 54% provide the location for the next board or council meeting.
4. 73% provide the time of the next board or council meeting.
5. 77% do not provide an agenda for the next board or council meeting.
6. 69% do not provide minutes of the last board or council meeting.
7. 69% do not archive past board or council meeting minutes.
8. 92% do not provide downloadable minutes.
9. 62% do not provide downloadable forms.
10. 85% do not provide the budget for the current fiscal year.
11. 62% do not provide a date for the most recent Web site update.
12. 81% provide the phone number for the mayor/supervisor.

13. 81% provide the phone number for the village/town/city clerk.
14. 46% provide the phone number for one or more board/council members.
15. 81% provide the phone number for one or more departments.
16. 58% provide the email address for the mayor/supervisor.
17. 46% provide the email address for the village/town/city clerk.
18. 31% provide the email address for one or more board/council members.
19. 65% provide the email address for one or more departments.
20. 77% provide at least one fax number for the municipal office.
21. 81% provide a physical address for the town, village or city hall.
22. 81% do not have search capability.
23. 69% do not have a site map.
24. 81% have properly functioning links.
25. 92% have a link to the home page from every page viewed.

Of the 14 municipal Web sites with city/town/village clerk email addresses provided:

26. 71% responded to an email inquiry “What are the hours that the municipal offices are open?” within 24 hours.

*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

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## INTRODUCTION

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This report evaluates the Web sites of municipalities in Onondaga County. As of Oct. 31, 2002, 26 municipalities (76 percent) have Web sites. A 1999 study of municipal Web sites conducted by the Community Benchmarks Program (CBP) found the reverse with only nine municipalities (26 percent) hosting Web sites. For the latter study the following criteria were used: content, architecture, layout, functionality, frequency of updates and accessibility.

A list of the municipalities in Onondaga County and their Web site status as of Oct. 31, 2002, is included below:

Municipalities with Web sites:	City of Syracuse Town of Camillus Town of Cicero Town of Clay Town of Dewitt Town of Geddes Town of Lysander Town of Manlius Town of Salina Town of Van Buren Town of Elbridge Town of Fabius Town of LaFayette	Town of Marcellus Town of Pompey Town of Skaneateles Town of Tully Village of Camillus Village of Elbridge Village of Fabius Village of Fayetteville Village of Liverpool Village of Manlius Village of Marcellus Village of North Syracuse Village of Tully
Municipalities without Web sites:	Town of Onondaga Town of Otisco Town of Spafford Village of Baldwinsville	Village of East Syracuse Village of Jordan Village of Minoa Village of Skaneateles Village of Solvay <sup>1</sup>

The CBP decided to update the 1999 study because of the ever-changing applications and availability of the Internet, and the surge of municipalities with functioning Web sites. As in the earlier study, references are offered to help municipalities create and improve Web sites.

Municipal Web sites can benefit both citizens and government officials by saving time and improving access. First, Web sites can act as a clearinghouse for basic information about the municipality, including hours of operation, contact information and meeting times. Having this information posted in one central location can reduce the amount of time government officials spend answering basic questions from citizens. Web site access is not limited by business hours, allowing citizens to access information at their convenience. This is especially true of municipalities that offer services that are fully executable online, meaning that the entire transaction can take place online.

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<sup>1</sup> The Village of Solvay was inadvertently omitted from this study. Municipal information about Solvay was included on other host sites, but it does not appear that they have their own municipal Web site. The Solvay Police Department has a Web site located at <http://www.solvaypd.com>.

A well-maintained Web site requires frequent updates and a responsible Webmaster, which some municipalities may not have due to time and/or budgetary constraints. On the other hand, municipalities with the adequate resources can utilize the many benefits of the Internet and create a Web page, which improves the availability of services to their community.

The goal of this report is to revisit the findings of the previous study and reevaluate the criteria based on the changing role of technology. The Web sites are scored on a 21 point scale, with a score of 21 being exemplary. This study was completed with the help of Jon Gant, Syracuse University assistant professor of Public Administration at The Maxwell School and the School of Information Studies, and technology consultant Frank Schultz.

***Note:** The following changes have been made to municipal Web sites since the completion of research in October 2002 for this report:*

Town of Camillus –

- Added minutes from the Town Board meetings to the Web site

Town of Marcellus –

- Addition of the physical address at the bottom of each page
- Added a link to the home page at the bottom of each page
- Added the town supervisor and town board email address
- Added board meeting location to the calendar

Village of Liverpool –

- Addition of “last updated” to each page

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## KEY TERMS

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<b>Broken Link:</b>	A hyperlink which does not transfer a user to the intended location.
<b>Browser:</b>	A computer program that enables the user to read <i>hypertext</i> on files or on the World Wide Web. Popular World Wide Web browsers include Netscape Navigator and Microsoft Internet Explorer.
<b>Downloadable Forms:</b>	An Adobe Acrobat file, Microsoft Word document, or hyperlinked web page that may open in a new window or frame and is printer-friendly.
<b>Graphics:</b>	Photographs, pictures or other visual representations.
<b>Internet:</b>	Worldwide collection of interconnected computer networks that facilitate data transmission and exchange.
<b>Hypertext Markup Language (HTML):</b>	A set of codes that can be inserted into text files to indicate special typefaces, inserted images, and links to other hypertext documents. In other words, it is the code used to format the Web site.
<b>Links or Hyperlink:</b>	Highlighted words or another item on a Web page which, when selected, transfers the user directly to some other Web page.
<b>Navigation Bar:</b>	The set of links, often represented by text and graphics, that allow visitors to move around a Web site.
<b>Search Capability:</b>	The process of making an inquiry for information.
<b>Search Engine:</b>	A computer program that searches through large amounts of text or other data. Some popular search engines for the World Wide Web are Yahoo, Google, and MSN.
<b>Site Map:</b>	An interactive table of contents in which each listed item links directly to its counterpart sections of the web site.

<b>Town Classifications:</b>	<p>Town law separates towns into two classes based on population. All towns with populations of 10,000 or more, based on the latest federal decennial census, are classified as a first class town. A town may also be categorized as first class by resolution of the town board and subject to a permissive referendum if it:</p> <ul style="list-style-type: none"> <li>▪ has a population of 5,000 or greater, as shown in any federal census; or</li> <li>▪ has an assessed valuation of over \$10 million; or</li> <li>▪ adjoins a city with a population of at least 300,000.</li> </ul> <p>All other towns are designated second class. Originally, the classifications were created with distinctions in the levels of powers granted to first and second class towns. Over time, these differences have diminished, if not disappeared. Regardless of statutory classification, all towns now have similar legal authority.</p>
<b>Uniform Resource Locator (URL):</b>	An address that specifies the location of a Web site on the Internet, such as <a href="http://www.maxwell.syr.edu/benchmarks">www.maxwell.syr.edu/benchmarks</a> .
<b>Webmaster:</b>	The person who has principal responsibility for maintaining a site on the World Wide Web and updating some or all of the Web pages.
<b>World Wide Web:</b>	A collection of Internet sites that offer text, graphics, sound and animation resources. The Web is a system of Internet servers that supports a collection of documents.

Sources: <http://whatis.techtarget.com>

*Dictionary of Computer and Internet Terms, Barron's Business Guides, 1996*  
*Local Government Handbook, 5<sup>th</sup> Edition, January 2000, Department of State.*  
*(<http://www.dos.state.ny.us/lgss/pdfs/Handbook.pdf>)*

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## METHODS

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### **Collection of Data**

**Instrument Design:** The Community Benchmarks Program (CBP) developed a Web site assessment instrument with the help of Jon Gant, professor of Public Administration at The Maxwell School at Syracuse University. A copy of the instrument is included in Appendix J.

The instrument used in the 1999 municipal Web site study proved to be weak because it relied on multiple subjective ratings which were averaged. For this report, the instrument was designed to remove the subjectivity by assessing only measurable criteria. Criteria were changed from the 1999 study based on the goals of this report, which are to provide municipalities with an independent Web site review, as well as to provide resources that will help local governments build or continue to improve public service through the Web.

Unlike the 1999 Web site assessment report which rated municipal web sites on a score of 1 to 5 with 1 being poor and 5 being superior, this report assigns each attribute a score of 1 if the Web site meets the criterion or 0 if it does not. Space was also provided for appropriate comments.

The instrument also included some open-ended questions providing space for researchers to spotlight particularly successful or poorly designed elements.

Yahoo, Google, MSN and AOL were chosen as the four search engines because researchers believed these to be the most widely used.

**Method of Contact:** Web sites were accessed with Microsoft Internet Explorer via the World Wide Web from a Syracuse University computer lab with uniform Windows-based PCs.

Between Oct. 7-31, 2002, a search was conducted for the existence of Web sites for the 19 towns, 15 villages and city of Syracuse. For one aspect of the study, the city, town and village clerks were contacted using a non-Syracuse University e-mail address and asked the hours of operation for the municipal offices to determine response time via the Web.

### **Data Analysis**

**Study Criteria:** The following criteria were devised, taking into consideration the 1999 Web site assessments, and additional criteria developed with consulting Professor Gant:

#### *Information Available*

- Meeting information: date, time, location and agenda of next municipal meeting
- Minutes: last meeting, archived and downloadable minutes
- Current municipal budget
- Downloadable forms
- Date of most recent Web site update

### *Contact Information*

- Phone numbers to contact mayor or town supervisor, municipal clerk, board or council members and various departments
- Fax number for town hall
- E-mail addresses to contact mayor or town supervisor, municipal clerk, board or council members, various departments and Webmaster
- Physical address of town, village or city hall

### *Architecture*

- Search capability to help the user access information more easily
- Site map
- Each link functioning properly
- Link to home page from every page visited

### *Continuity of Web Design*

- Consistent design of all pages (headers, footers, navigation bar, body of each page, font type and size, color and background design)

The continuity of design questions were averaged to provide one score.

### *Search Engines*

- Placement of the municipality's Web site on Yahoo, Google, MSN and AOL for the following searches:
  - Official Name (Town/Village or City of...)
  - Popular Name (Manlius, Syracuse, Liverpool)
  - Name and State (Syracuse, NY)

The search engine rankings were averaged to provide one score.

### *General*

- Responsiveness of town clerk
- Unique features of each site, both well-done and poorly-executed
- Broken links, if any

See Appendix G for complete list of attributes assessed.

## **Quality of Data**

### *Data Input and Quality Control*

The data was transferred from the completed instruments into a Microsoft Excel spreadsheet by team members. The entered data was then verified by another team member, who compared every third entry with the original instrument. In many cases, researchers also worked in pairs with one person reading the raw data from the instrument to a person inputting onto the spreadsheet. This method is used to reduce errors that can occur when only one person is reading and entering the data.

### *Accuracy of Data*

Accuracy looks at whether the data provided is representative of reality. One of the major challenges of collecting this type of data is in presenting qualitative aspects as quantitative data. The researchers found the 1999 Web study to be too subjective, and in trying to improve upon this, the 2002 instrument simply looked at whether a particular attribute was present.

Although most of the criteria were objective, some attributes do require a degree of personal interpretation. For example, under “Continuity of Web Design” researchers assessed whether each page was consistently formatted, an analysis that has an element of subjectivity.

### *Data Issues*

The “Search Engine” subcategory of the instrument may have created systematic bias for that section. Municipalities with names that are nouns received lower ratings. For example, municipalities with more distinctive names like Town of Elbridge appeared higher on a search engine than ones with more common names like Town of Clay.

Question number nine on the instrument, which asked whether the Web site has downloadable forms, could have been biased because a common definition of “downloadable” had not been agreed upon by the researchers before the assessments. After the data were collected and reviewed, the term was defined by taking into consideration the different interpretations of team members. A definition can be found under Key Terms on page 5.

Once the assessment was completed, the team realized that giving each of the questions equal weight would put too much emphasis on criteria such as continuity of Web design, and placement of each site using various search engines.

In order to correct this, the following sections of the instrument were collapsed, so that each section yielded a score of one: “Phone Numbers” (Questions 11-14), “Email Addresses” (Questions 16-20), “Continuity of Web Design” (Questions 26-33) and “Search Engines” (Questions 34-45).

## **Data Presentation**

To assist the reader in analyzing the information presented, some findings include descriptive data that provide the following information:

- **Mean:** The mathematical average of all responses
- **Median:** The mid-point of all responses
- **Standard Deviation:** A measure of how far scores disperse from the mean. The higher the standard deviation, the more dispersed the data are from the mean.

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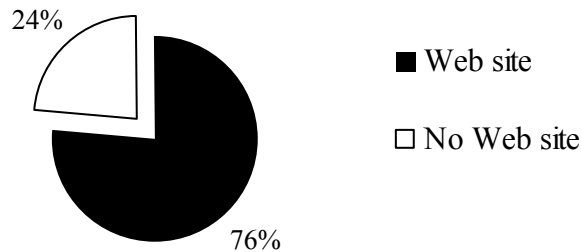
## FINDINGS

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1. 76% (26) of the 34 municipalities in Onondaga County included in the study have a Web site. In 1999, only 26% (9) of municipalities had Web sites.

### Municipalities with Web Sites in 2002

n = 34

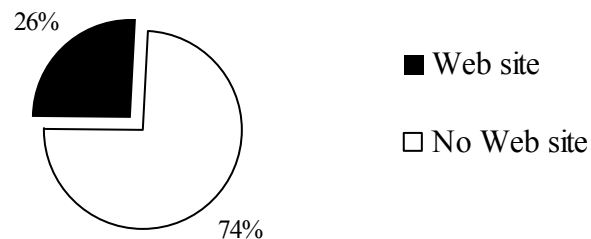


*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** The following municipalities do not have Web sites as of October 31, 2002: Towns of Onondaga, Otisco, Spafford, and Villages of Baldwinsville, East Syracuse, Jordan, Minoa, and Skaneateles.

### Municipalities with Web Sites in 1999

n = 35



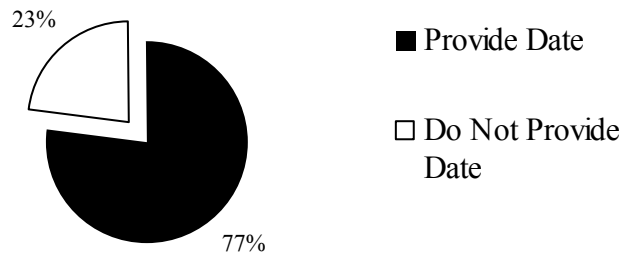
*Source: Municipal Web Sites in Onondaga County: A Study Comparing Selected Characteristics, Community Benchmarks Program Research Team, December 1999.*

**Comments:** The following municipalities did have Web sites at the time of publication of the 1999 report: the City of Syracuse, Towns of Camillus, Cicero, Manlius, Salina, Skaneateles, Tully, Villages of Liverpool and Manlius.

2. 77% provide the date for the next board or council meeting.

**Web Sites that Provide Date for Next Board/Council Meeting**

**n = 26**



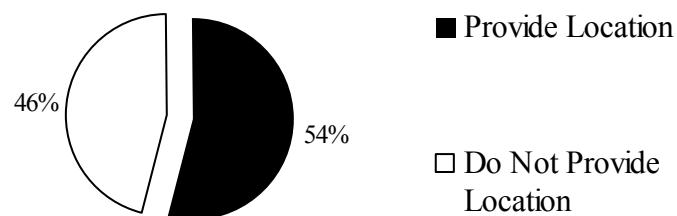
*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** Acceptable in place of the specific date is, i.e., third Monday of the month. Please refer to Appendix A, page 2 for municipal-specific data.

3. 54% provide the location for the next board or council meeting.

**Web Sites that Provide Location of Next Board/Council Meeting**

**n = 26**



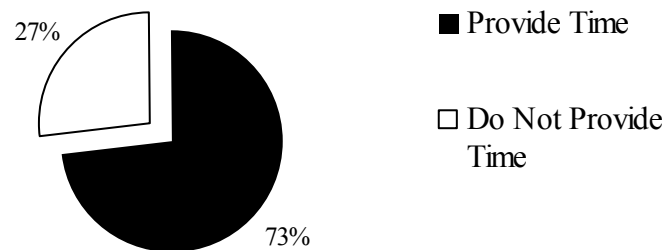
*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** Please refer to Appendix A, page 2 for municipal-specific data.

4. 73% provide the time of the next board or council meeting.

**Web Sites that Provide Time of Next Board/Council Meeting**

**n = 26**



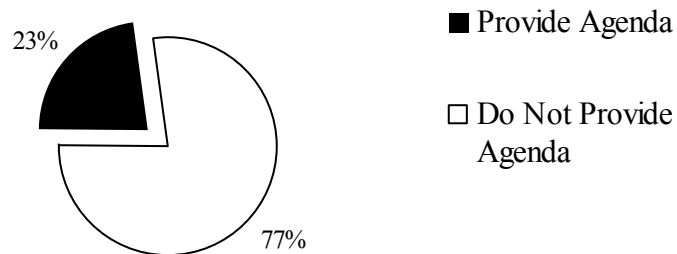
*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** Please refer to Appendix A, page 2 for municipal-specific data.

5. 77% do not provide an agenda for the next board or council meeting.

**Web Sites that Provide Agenda of Next Board/Council Meeting**

**n = 26**



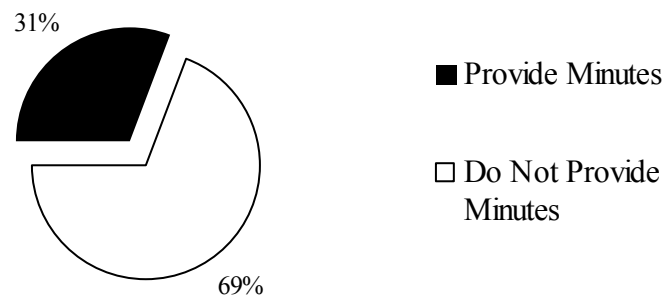
*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** Please refer to Appendix A, page 3 for municipal-specific data.

6. 69% do not provide minutes of the last board or council meeting.

**Web Sites that Provide Minutes of Last Board/Council Meeting**

**n = 26**



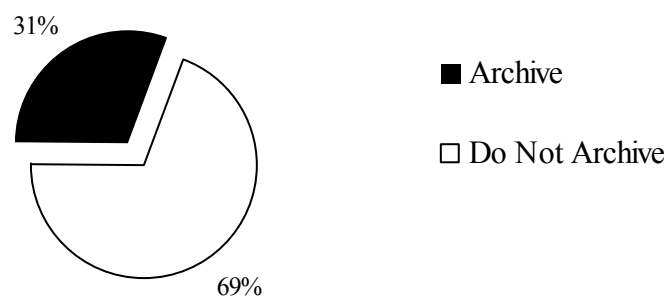
*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** Please refer to Appendix A, page 3 for municipal-specific data.

7. 69% do not archive past board or council meeting minutes.

**Web Sites that Archive Past Board/Council Meeting Minutes**

**n = 26**

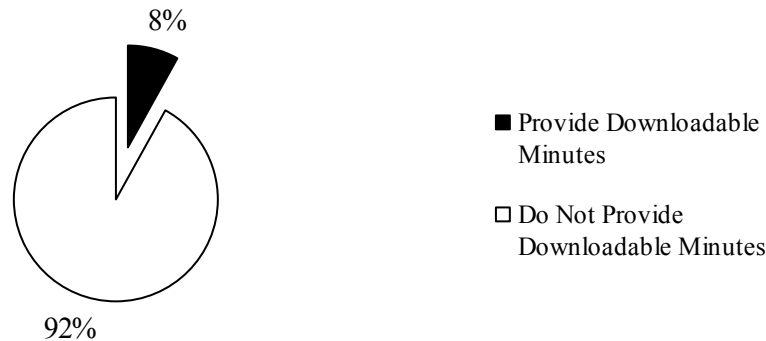


*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** Please refer to Appendix A, page 3 for municipal-specific data.

8. 92% do not provide downloadable minutes.

**Web Sites that Provide Downloadable Minutes for Board/Council Meetings**  
**n=26**

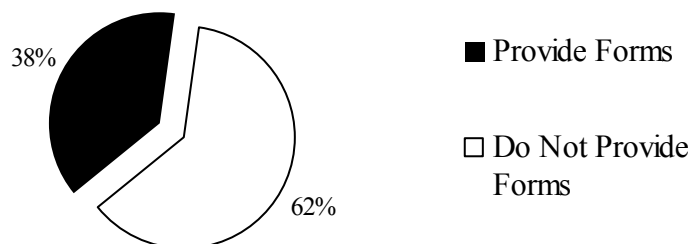


*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** The only municipalities with a Web site to provide downloadable minutes were Town of LaFayette and Village of Liverpool.\*

9. 62% do not provide downloadable forms.

**Web Sites that Provide Downloadable Forms**  
**n = 26**



*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

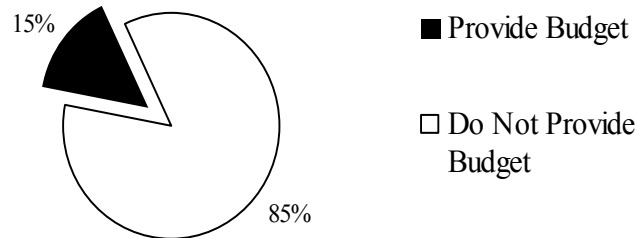
**Comments:** The following municipalities with Web sites provide downloadable forms: City of Syracuse, Towns of Cicero, Clay, Dewitt, Lysander, Elbridge, Marcellus, Pompey, Skaneateles and the Village of Liverpool.\*

\*Please refer to page 3 for a definition of downloadable minutes and forms.

10. 85% do not provide the budget for the current fiscal year.

**Web Sites that Provide Budget for Current Fiscal Year**

**n = 26**

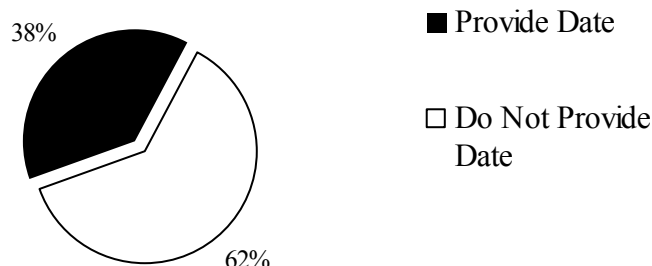


*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** The following municipalities with Web sites provided a budget for the current fiscal year: Towns of Clay, Salina, Villages of Liverpool and Marcellus.

11. 62% do not provide a date for the most recent Web site update.

**Web Sites that Provide Date for Most Recent Update to  
Web Site**  
n = 26



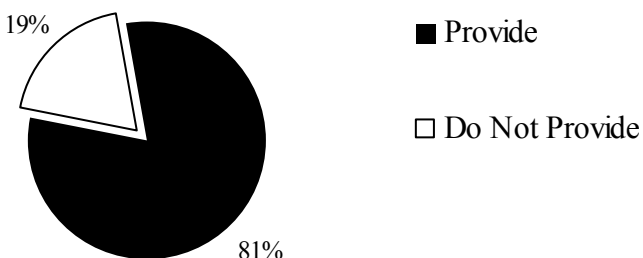
*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

Municipality	Date of Update
Town of Marcellus	10/13/2002
Town of Van Buren	10/9/2002
Town of Lysander	10/8/2002
Village of North Syracuse	10/8/2002
Village of Elbridge	10/6/2002
Town of Fabius	10/4/2002
Village of Marcellus	9/26/2002
Village of Camillus	7/4/2002
Town of Manlius	6/16/2002
Town of Elbridge	3/2/2002

**Comments:** The Web sites of the following municipalities do not provide a date for the most recent Web site update: City of Syracuse, Towns of Camillus, Cicero, Clay, Dewitt, Geddes, Salina, LaFayette, Pompey, Tully, Villages of Fabius, Fayetteville, Liverpool, Manlius and Tully.

12. 81% provide the phone number for the mayor/supervisor.

**Web Sites that Provide the Phone Number for the  
Mayor/Supervisor**  
n = 26

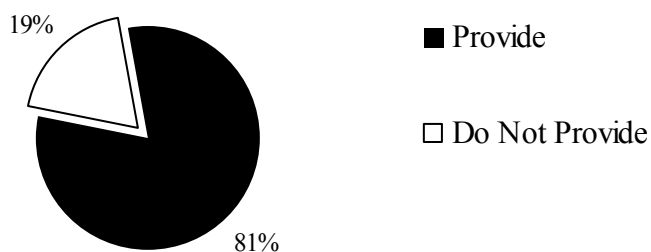


*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** Please refer to Appendix A, page 4 for municipal-specific data.

13. 81% provide the phone number for the village/town/city clerk.

**Web Sites that Provide Phone Number for Village/Town/City  
Clerk**  
n = 26



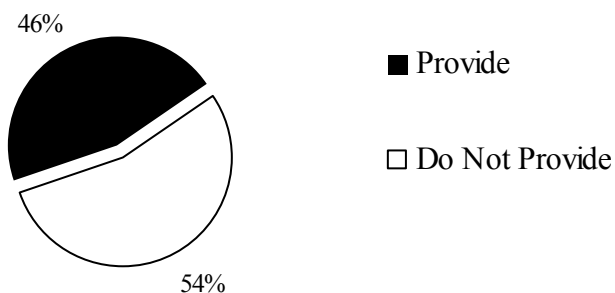
*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** Please refer to Appendix A, page 4 for municipal-specific data.

14. 46% provide the phone number for one or more board/council members.

**Web Sites that Provide Phone Numbers for One or More  
Board/Council Members**

**n = 26**



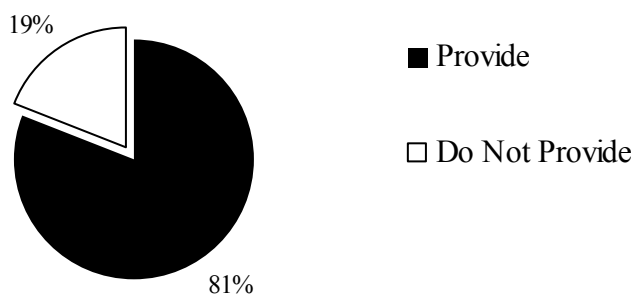
*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** Please refer to Appendix A, page 5 for municipal-specific data.

15. 81% provide the phone number for one or more departments.

**Web Sites that Provide Phone Numbers for One or More  
Departments**

**n = 26**

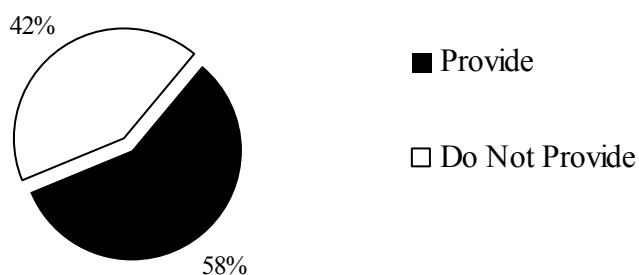


*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** Please refer to Appendix A, page 5 for municipal-specific data.

16. 58% provide the email address for the mayor/supervisor.

**Web Sites that Provide Email Address for Mayor/Supervisor**  
**n = 26**

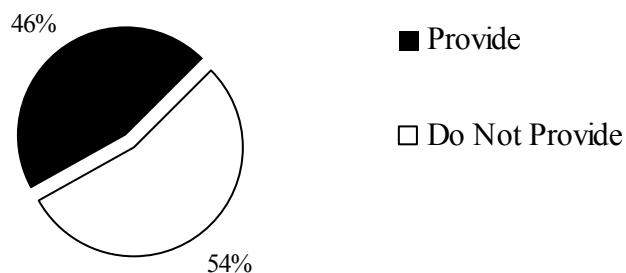


*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** Please refer to Appendix A, page 4 for municipal-specific data.

17. 46% provide the email address for the village/town/city clerk.

**Web Sites that Provide Email Address for Village/Town/City Clerk**  
**n = 26**



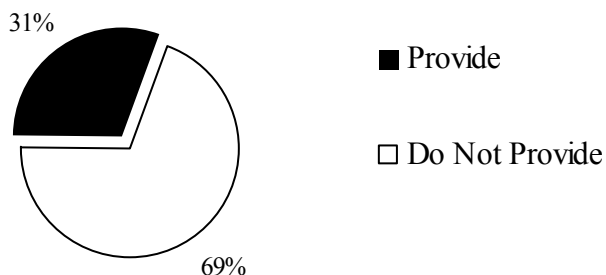
*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** Please refer to Appendix A, page 4 for municipal-specific data.

18. 31% provide the email address for one or more board/council members.

**Web Sites that Provide Email Addresses for One or More Board/Council Members**

**n = 26**



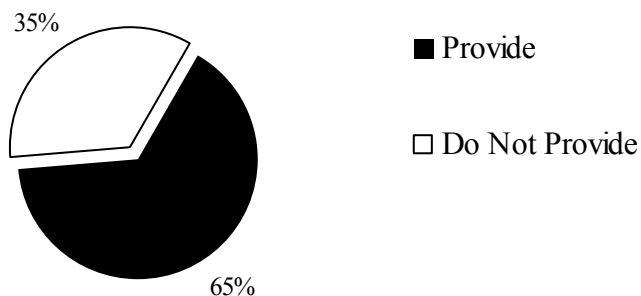
*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** Please refer to Appendix A, page 5 for municipal-specific data.

19. 65% provide the email address for one or more departments.

**Web Sites that Provide Email Addresses for One or More Departments**

**n = 26**

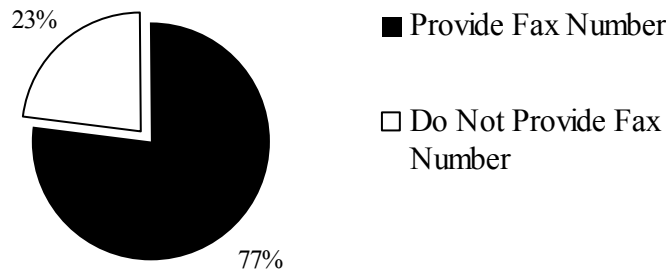


*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** Please refer to Appendix A, page 5 for municipal-specific data.

20. 77% provide at least one fax number for the municipal office.

**Web Sites that Provide At Least One Fax Number for Municipal Office**  
n = 26

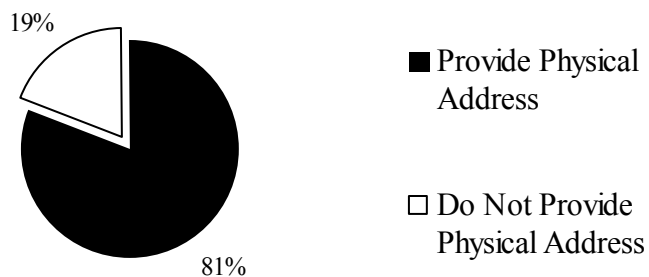


*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** The following municipalities with Web sites do not provide at least one fax number for the municipal office: Towns of Fabius, LaFayette, Skaneateles, Villages of Fabius, Fayetteville and North Syracuse.

21. 81% provide a physical address for the town, village or city hall.

**Web Sites that Provide Physical Address of Town, Villiage, or City Hall**  
n = 26

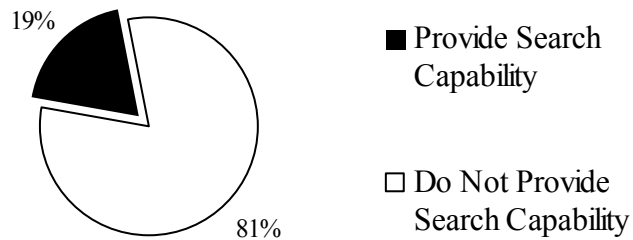


*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** The following municipalities with Web sites do not provide their physical address: Towns of Fabius, LaFayette, Villages of Fabius, Fayetteville and North Syracuse.

22. 81% do not have search capability.

**Web Sites that Provide Search Capability**  
**n = 26**

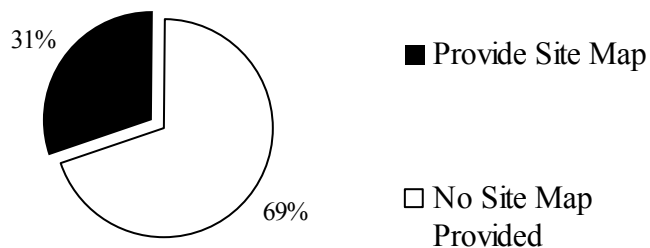


*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** Please refer to Appendix A, page 6 for municipal-specific data.

23. 69% do not have a site map.

**Web Sites that Provide Site Map**  
**n = 26**

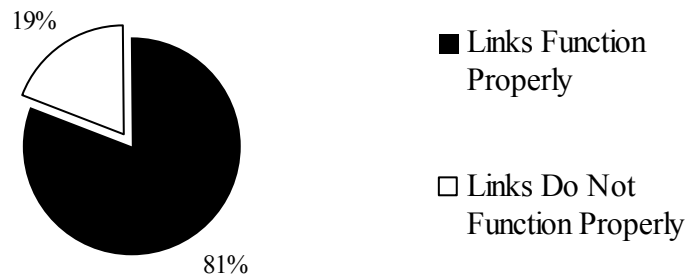


*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** Please refer to Appendix A, page 6 for municipal-specific data.

24. 81% have properly functioning links.

**Web Sites that Have Properly Functioning Links**  
**n = 26**

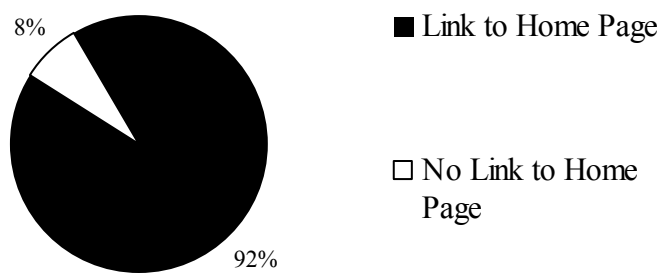


*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** The following municipalities had Web sites with at least one link not functioning properly: Towns of Salina, Elbridge, LaFayette, Skaneateles, and the Village of Elbridge.

25. 92% have a link to the home page from every page viewed.

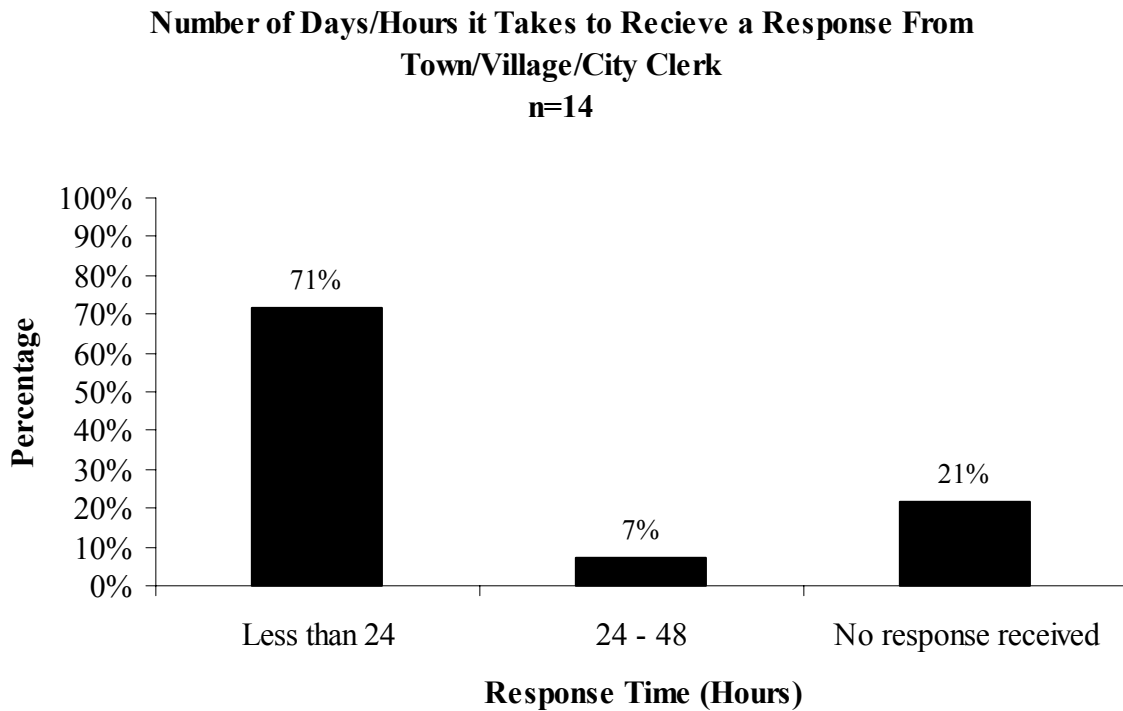
**Web Sites that Have Links to Home Page from Every Page Visited**  
**n = 26**



*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** Please refer to Appendix A, page 6 for municipal-specific data.

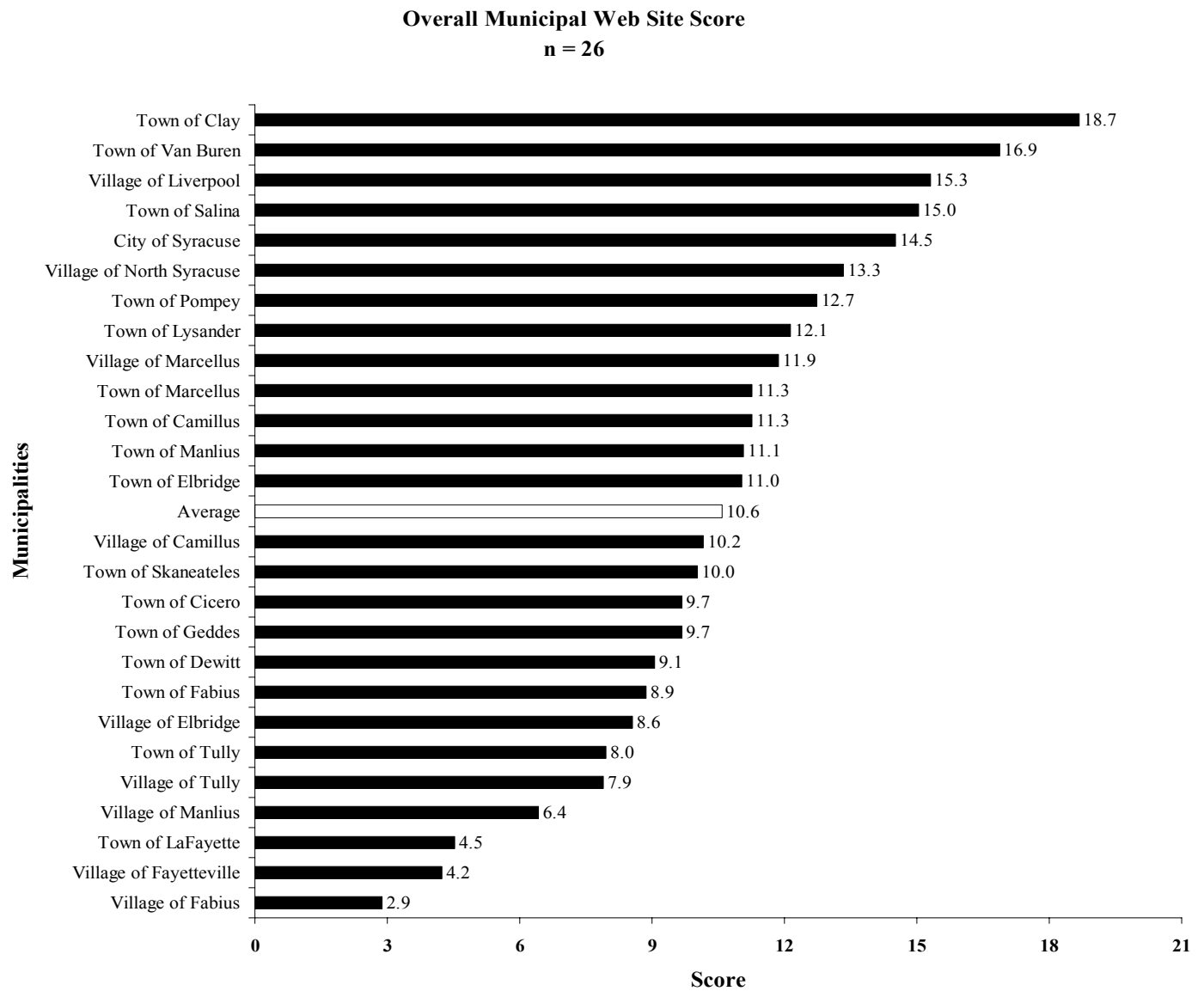
26. 71% responded to an email inquiry “What are the hours that the municipal offices are open?” within 24 hours.



*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** An email asking “What are the hours that the municipal offices are open?” was sent to all town/village/city clerks with email addresses provided on the municipality’s Web site. Please refer to Appendix A, page 7 for municipal-specific data.

# OVERALL MUNICIPAL WEB SITE SCORE



Source: Fall 2002 Observations by the Community Benchmarks Program Research Team

**Comments:** All scores presented are out of a possible highest score of 21. Please refer to Appendix H for Web site score weighting method.

Mean	Median	Standard Deviation
10.6	10.6	3.7

## **APPENDICES**

**APPENDIX A:**  
**MUNICIPAL TABLES**

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## MUNICIPAL TABLES

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The following tables indicate which municipalities have the features presented in the findings and those that do not. The municipalities are broken up into the official classifications of City, First Class Towns, Second Class Towns and Villages. A check mark indicates the presence of each feature found on a municipal Web site. The tables are arranged as the findings are arranged.

**Table 1: Board/Council Meeting Information by Municipality**

MUNICIPALITY	DATE	LOCATION	TIME
<b>City</b>			
City of Syracuse	✓	✓	✓
<b>First Class Towns</b>			
Town of Camillus	✓	✓	✓
Town of Cicero	✓		✓
Town of Clay	✓	✓	✓
Town of Dewitt	✓		✓
Town of Geddes			
Town of Lysander	✓	✓	✓
Town of Manlius	✓		
Town of Salina	✓	✓	✓
Town of Van Buren	✓	✓	✓
<b>Second Class Towns</b>			
Town of Elbridge	✓	✓	✓
Town of Fabius	✓	✓	✓
Town of LaFayette			
Town of Marcellus	✓		✓
Town of Pompey	✓	✓	✓
Town of Skaneateles	✓	✓	✓
Town of Tully	✓		✓
<b>Villages</b>			
Village of Camillus		✓	✓
Village of Elbridge	✓		
Village of Fabius			
Village of Fayetteville			
Village of Liverpool	✓	✓	✓
Village of Manlius			
Village of Marcellus	✓	✓	✓
Village of North Syracuse	✓	✓	✓
Village of Tully	✓		✓

**Table 2: Board/Council Agenda and Minutes Availability by Municipality**

MUNICIPALITY	AGENDA	MINUTES	ARCHIVED MINUTES
<b>City</b>			
City of Syracuse	✓		
<b>First Class Towns</b>			
Town of Camillus			
Town of Cicero			
Town of Clay	✓	✓	✓
Town of Dewitt			
Town of Geddes		✓	
Town of Lysander			
Town of Manlius		✓	✓
Town of Salina	✓	✓	✓
Town of Van Buren	✓	✓	✓
<b>Second Class Towns</b>			
Town of Elbridge			
Town of Fabius			
Town of LaFayette			✓
Town of Marcellus			
Town of Pompey			
Town of Skaneateles			
Town of Tully			
<b>Villages</b>			
Village of Camillus		✓	✓
Village of Elbridge			
Village of Fabius			
Village of Fayetteville			
Village of Liverpool	✓	✓	✓
Village of Manlius			
Village of Marcellus			
Village of North Syracuse	✓	✓	✓
Village of Tully			

**Table 3: Contact Information for Clerk and Mayor/Supervisor by Municipality**

MUNICIPALITY	CLERK EMAIL	CLERK PHONE	MAYOR/SUP. EMAIL	MAYOR/SUP. PHONE
<b>City</b>				
City of Syracuse		✓	✓	✓
<b>First Class Towns</b>				
Town of Camillus	✓	✓	✓	✓
Town of Cicero	✓	✓	✓	✓
Town of Clay	✓	✓	✓	✓
Town of Dewitt		✓		
Town of Geddes	✓	✓	✓	✓
Town of Lysander	✓	✓	✓	✓
Town of Manlius		✓	✓	✓
Town of Salina		✓		✓
Town of Van Buren	✓	✓	✓	✓
<b>Second Class Towns</b>				
Town of Elbridge		✓		✓
Town of Fabius			✓	✓
Town of LaFayette				
Town of Marcellus	✓	✓		✓
Town of Pompey	✓	✓		✓
Town of Skaneateles	✓	✓		✓
Town of Tully		✓		✓
<b>Villages</b>				
Village of Camillus		✓		✓
Village of Elbridge	✓	✓	✓	✓
Village of Fabius				
Village of Fayetteville			✓	✓
Village of Liverpool	✓	✓	✓	
Village of Manlius		✓	✓	
Village of Marcellus				✓
Village of North Syracuse	✓	✓	✓	✓
Village of Tully		✓	✓	✓

**Table 4: Contact Information for at least one Board/Council Member and Department by Municipality**

MUNICIPALITY	BOARD EMAIL	BOARD PHONE	DEPT. EMAIL	DEPT. PHONE
<b>City</b>				
City of Syracuse	✓	✓	✓	✓
<b>First Class Towns</b>				
Town of Camillus		✓	✓	✓
Town of Cicero				✓
Town of Clay	✓	✓	✓	✓
Town of Dewitt		✓	✓	✓
Town of Geddes	✓	✓	✓	✓
Town of Lysander			✓	✓
Town of Manlius		✓	✓	✓
Town of Salina		✓	✓	✓
Town of Van Buren			✓	✓
<b>Second Class Towns</b>				
Town of Elbridge		✓	✓	✓
Town of Fabius		✓		
Town of LaFayette				
Town of Marcellus			✓	✓
Town of Pompey		✓	✓	✓
Town of Skaneateles	✓		✓	✓
Town of Tully				✓
<b>Villages</b>				
Village of Camillus				✓
Village of Elbridge	✓		✓	✓
Village of Fabius				
Village of Fayetteville		✓		
Village of Liverpool	✓		✓	✓
Village of Manlius	✓		✓	✓
Village of Marcellus		✓		✓
Village of North Syracuse	✓		✓	✓
Village of Tully				

**Table 5: Selected Characteristics by Municipality: Search Capability, Site Map, and Links to Home Page**

<b>MUNICIPALITY</b>	<b>SEARCH CAPABILITY</b>	<b>SITE MAP</b>	<b>LINKS TO HOME PAGE</b>
<b>City</b>			
City of Syracuse	✓	✓	✓
<b>First Class Towns</b>			
Town of Camillus	✓		✓
Town of Cicero			✓
Town of Clay	✓	✓	✓
Town of Dewitt			✓
Town of Geddes		✓	✓
Town of Lysander			✓
Town of Manlius			✓
Town of Salina	✓		✓
Town of Van Buren	✓	✓	✓
<b>Second Class Towns</b>			
Town of Elbridge			✓
Town of Fabius		✓	✓
Town of LaFayette			✓
Town of Marcellus		✓	
Town of Pompey		✓	✓
Town of Skaneateles			✓
Town of Tully			✓
<b>Villages</b>			
Village of Camillus			✓
Village of Elbridge			✓
Village of Fabius			✓
Village of Fayetteville			✓
Village of Liverpool		✓	
Village of Manlius			✓
Village of Marcellus			✓
Village of North Syracuse			✓
Village of Tully			✓

**Table 6: Email Response Time by Municipality**

<b>MUNICIPALITY</b>	<b>LESS THAN 24 HOURS</b>	<b>24 – 48 HOURS</b>	<b>NO RESPONSE</b>	<b>NO EMAIL PROVIDED</b>
<b>City</b>				
City of Syracuse				✓
<b>First Class Towns</b>				
Town of Camillus		✓		
Town of Cicero	✓			
Town of Clay	✓			
Town of Dewitt				✓
Town of Geddes			✓	
Town of Lysander			✓	
Town of Manlius				✓
Town of Salina	✓			
Town of Van Buren	✓			
<b>Second Class Towns</b>				
Town of Elbridge				✓
Town of Fabius				✓
Town of LaFayette				✓
Town of Marcellus	✓			
Town of Pompey	✓			
Town of Skaneateles	✓			
Town of Tully				✓
<b>Villages</b>				
Village of Camillus			✓	
Village of Elbridge	✓			
Village of Fabius				✓
Village of Fayetteville				✓
Village of Liverpool	✓			
Village of Manlius				✓
Village of Marcellus				✓
Village of North Syracuse	✓			
Village of Tully				✓

## **APPENDIX B:**

### **SEARCH ENGINE TABLES**

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## SEARCH ENGINE RESULTS

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Each municipality's Web site was searched for using three phrases, first using the official name (for example, Town of Tully). Second, the popular name was used (for example, Tully). Finally, the popular name and state was used (for example, Tully, NY). One (1) point was given each time the Web site was found using each phrase. The points for each search engine were then averaged, giving a rating of 1.0, 0.7, 0.3, 0.0. For example, if the Town of Tully was found using two of the three phrases, the average rating would be  $2/3$  or 0.7. The highest hit result is listed next to the municipalities. The following tables present the results by search engine.

**Table 1: Yahoo Results**

<b>AVERAGE SCORE</b>	<b>MUNICIPALITY</b>	<b>HIGH HIT</b>
<b>1.0</b>		
	City of Syracuse	1
	Town of Elbridge	1
	Town of Marcellus	1
<b>0.7</b>		
	Town of Salina	1
	Village of Marcellus	1
	Town of Camillus	1
	Town of Clay	2
	Town of Geddes	2
	Town of Lysander	1
	Town of Manlius	1
	Town of Skaneateles	2
	Village of Fayetteville	1
	Village of North Syracuse	1
<b>0.3</b>		
	Town of Cicero	2
	Town of Dewitt	3
	Town of Fabius	2
	Town of LaFayette	1
	Town of Pompey	1
	Town of Van Buren	2
	Village of Camillus	1
	Village of Fabius	2
	Village of Manlius	1
<b>0.0</b>		
	Town of Tully	n/a
	Village of Elbridge	n/a
	Village of Liverpool	n/a
	Village of Tully	n/a

**Table 2: Google Results**

<b>AVERAGE SCORE</b>	<b>MUNICIPALITY</b>	<b>HIGH HIT</b>
<b>1.0</b>		
	City of Syracuse	1
	Town of Marcellus	1
	Town of Salina	1
	Village of Marcellus	1
<b>0.7</b>		
	Town of Camillus	1
	Town of Clay	1
	Town of Elbridge	1
	Town of Geddes	2
	Town of Lysander	1
	Town of Manlius	1
	Town of Skaneateles	2
	Village of Fayetteville	1
	Village of North Syracuse	1
<b>0.3</b>		
	Town of Cicero	2
	Town of Dewitt	4
	Town of Fabius	3
	Town of LaFayette	1
	Town of Pompey	1
	Town of Van Buren	3
	Village of Camillus	1
	Village of Fabius	3
	Village of Manlius	1
<b>0.0</b>		
	Town of Tully	n/a
	Village of Elbridge	n/a
	Village of Liverpool	n/a
	Village of Tully	n/a

**Table 3: MSN.com Results**

<b>AVERAGE SCORE</b>	<b>MUNICIPALITY</b>	<b>HIGH HIT</b>
<b>1.0</b>		
	Town of Elbridge	1
	Town of Salina	1
<b>0.7</b>		
	City of Syracuse	1
	Town of Camillus	1
	Town of Clay	1
	Town of Geddes	1
	Town of Manlius	2
	Town of Marcellus	2
	Town of Skaneateles	1
	Village of Camillus	1
	Village of Marcellus	2
<b>0.3</b>		
	Town of Cicero	6
	Town of Dewitt	1
	Town of Fabius	3
	Town of LaFayette	4
	Town of Lysander	1
	Town of Pompey	1
	Town of Van Buren	2
	Village of Fayetteville	1
	Village of Liverpool	2
	Village of Manlius	1
	Village of North Syracuse	1
<b>0.0</b>		
	Town of Tully	n/a
	Village of Elbridge	n/a
	Village of Fabius	n/a
	Village of Tully	n/a

**Table 4: AOL.com Results**

<b>AVERAGE SCORE</b>	<b>MUNICIPALITY</b>	<b>HIGH HIT</b>
<b>1.0</b>		
	City of Syracuse	1
	Town of Marcellus	1
	Town of Salina	1
	Village of Marcellus	1
<b>0.7</b>		
	Town of Camillus	1
	Town of Clay	1
	Town of Elbridge	1
	Town of Geddes	2
	Town of Lysander	1
	Town of Manlius	1
	Town of Skaneateles	2
	Village of Fayetteville	1
	Village of North Syracuse	1
<b>0.3</b>		
	Town of Cicero	2
	Town of Dewitt	4
	Town of Fabius	3
	Town of LaFayette	1
	Town of Pompey	1
	Town of Van Buren	3
	Village of Camillus	1
	Village of Fabius	1
	Village of Liverpool	1
	Village of Manlius	1
<b>0.0</b>		
	Town of Tully	n/a
	Village of Elbridge	n/a
	Village of Tully	n/a

**APPENDIX C:**  
**MUNICIPAL PAGES**

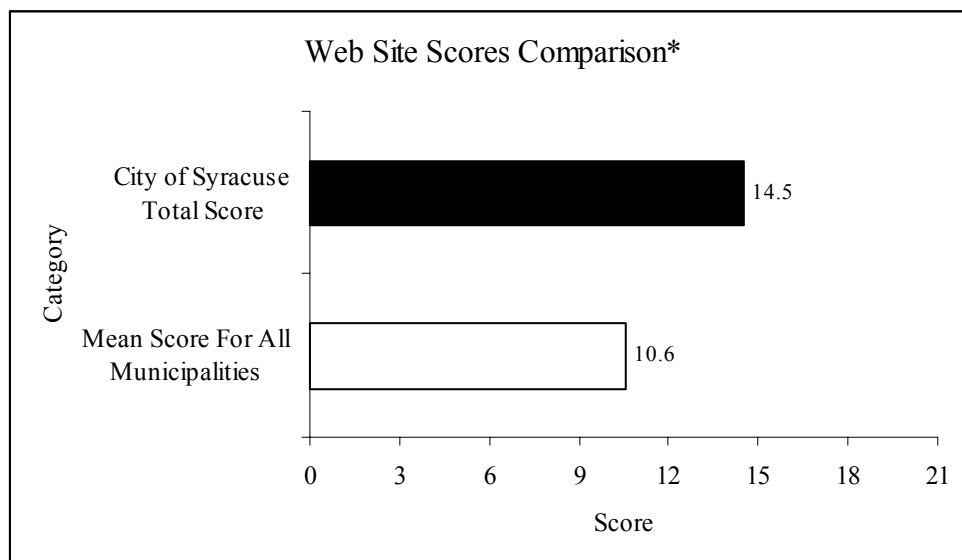
City of Syracuse  
Population: 147,306  
Classification: City

[www.syracuse.ny.us](http://www.syracuse.ny.us)



Feature Available	Syracuse	All*	Feature Available	Syracuse	All*
Meeting Minutes	No	31%	Fiscal Budget	No	15%
Future Meeting Time	Yes	73%	Last Updated	No	
Mayor Email	Yes	58%	Site Map	Yes	31%
City Clerk Email	No	46%	All Links Worked	Yes*	
Council Members Email	Yes*	31%	Physical Address	Yes	81%
Department Emails	Yes*	65%	Page Body Consistent	Yes	85%
Webmaster Email	No	62%	Search Capability	Yes	19%
Link to Home Page on Every Page Visited	Yes	92%	Downloadable Forms	Yes	38%

Search Engine	City of Syracuse Hit # (*)	Syracuse Hit # (*)	Syracuse, NY Hit # (*)
Yahoo	1	3	1
Google	1	3	2
MSN	No	1	2
AOL	1	3	1



\* Reference page C-27

# Town of Camillus

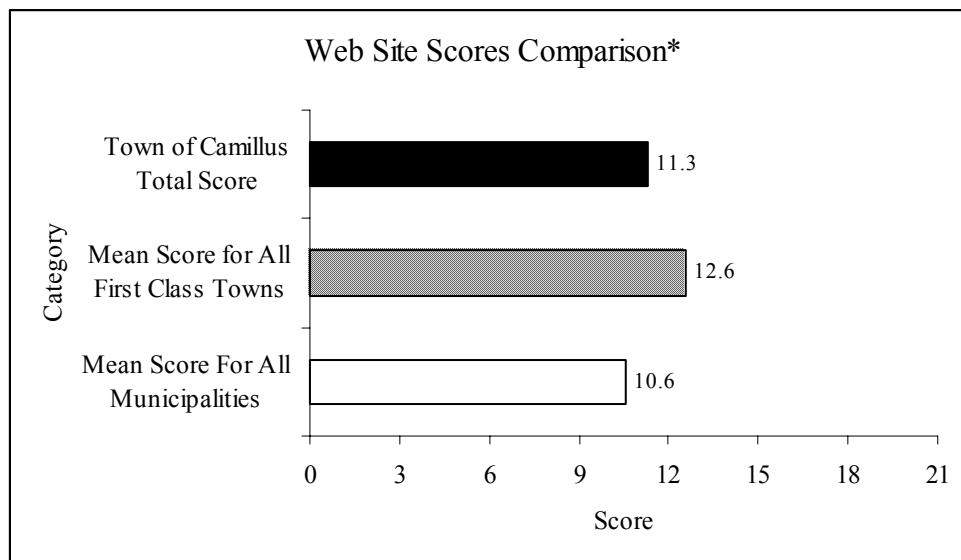
Population: 23,152  
Classification: First Class Town

<http://www.townofcamillus.com>



Feature Available	Camillus	All*	Feature Available	Camillus	All*
Town Meeting Minutes	No	31%	Fiscal Budget	No	15%
Future Town Meeting Time	Yes	73%	Last Updated	No Date	
Town Supervisor Email	Yes	58%	Site Map	No	31%
Town Clerk Email	Yes	46%	All Links Worked	Yes	
Board Members Email	No*	31%	Physical Address	Yes	81%
Department Emails	Yes*	65%	Page Body Consistent	Yes	85%
Webmaster Email	No	62%	Search Capability	Yes	19%
Link to Home Page on Every Page Visited	Yes	92%	Downloadable Forms	No	38%

Search Engine	Town of Camillus Hit # (*)	Camillus Hit # (*)	Camillus, NY Hit # (*)
Yahoo	1	2	No
Google	1	3	No
MSN	1	2	No
AOL	1	3	No



\* Reference page C-27

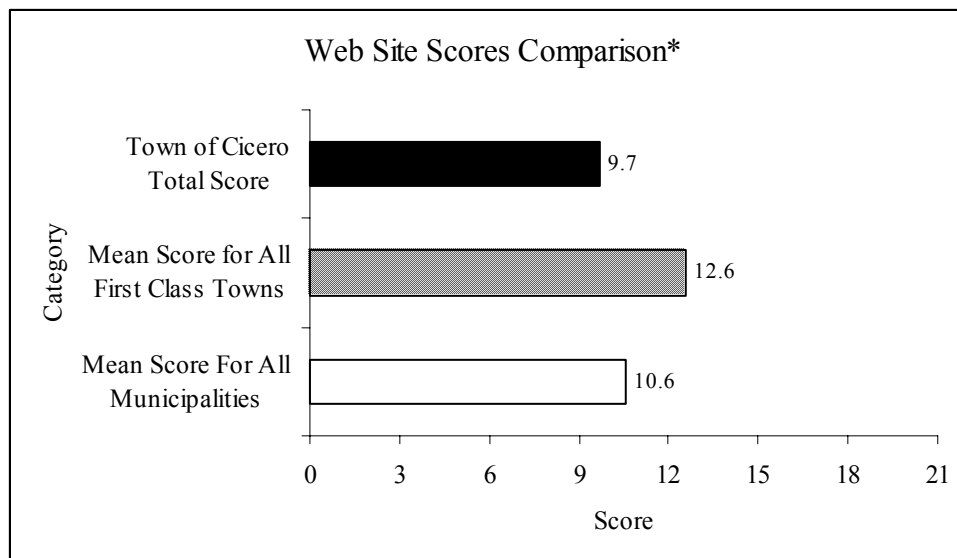
**Town of Cicero**  
Population: 27,982  
Classification: First Class Town

<http://ciceronewyork.com>



Feature Available	Cicero	All*	Feature Available	Cicero	All*
Town Meeting Minutes	No	31%	Fiscal Budget	No	15%
Future Town Meeting Time	Yes	73%	Last Updated	No Date	
Town Supervisor Email	Yes	58%	Site Map	No	31%
Town Clerk Email	Yes	46%	All Links Worked	Yes*	
Board Members Email	No*	31%	Physical Address	Yes	81%
Department Emails	No*	65%	Page Body Consistent	No	85%
Webmaster Email	Yes	62%	Search Capability	No	19%
Link to Home Page on Every Page Visited	Yes	92%	Downloadable Forms	Yes	38%

Search Engine	Town of Cicero Hit # (*)	Cicero Hit # (*)	Cicero, NY Hit # (*)
Yahoo	2	No	No
Google	2	No	No
MSN	6	No	No
AOL	2	No	No



\* Reference page C-27

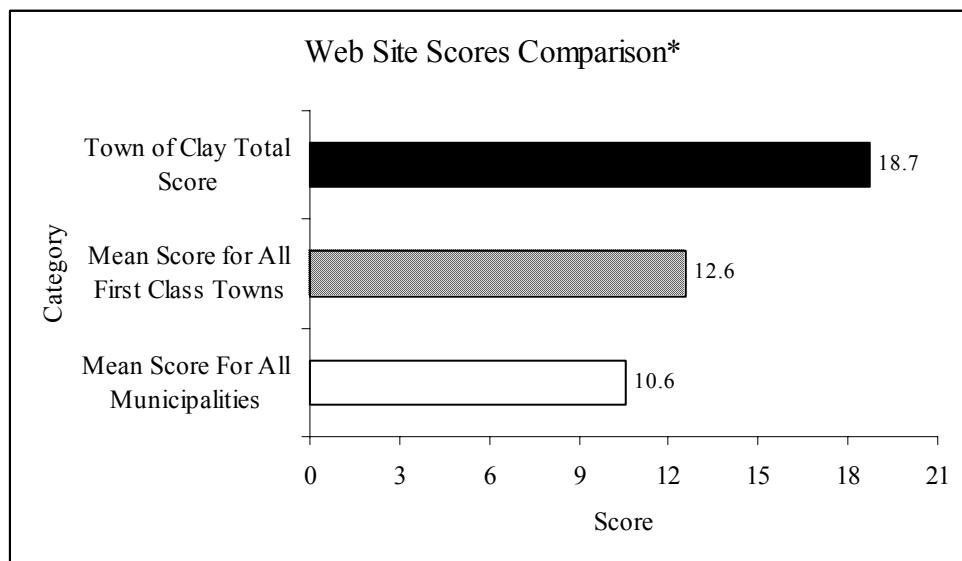
**Town of Clay**  
Population: 58,805  
Classification: First Class Town

<http://townofclay.org>



Feature Available	Clay	All*	Feature Available	Clay	All*
Town Meeting Minutes	Yes	31%	Fiscal Budget	Yes	15%
Future Town Meeting Time	Yes	73%	Last Updated	No Date	
Town Supervisor Email	Yes	58%	Site Map	Yes	31%
Town Clerk Email	Yes	46%	All Links Worked	Yes*	
Board Members Email	Yes*	31%	Physical Address	Yes	81%
Department Emails	Yes*	65%	Page Body Consistent	Yes	85%
Webmaster Email	Yes	62%	Search Capability	Yes	19%
Link to Home Page on Every Page Visited	Yes	92%	Downloadable Forms	Yes	38%

Search Engine	Town of Clay Hit # (*)	Clay Hit # (*)	Clay, NY Hit # (*)
Yahoo	1	No	No
Google	1	No	No
MSN	1	No	2
AOL	1	No	No



\* Reference page C-27

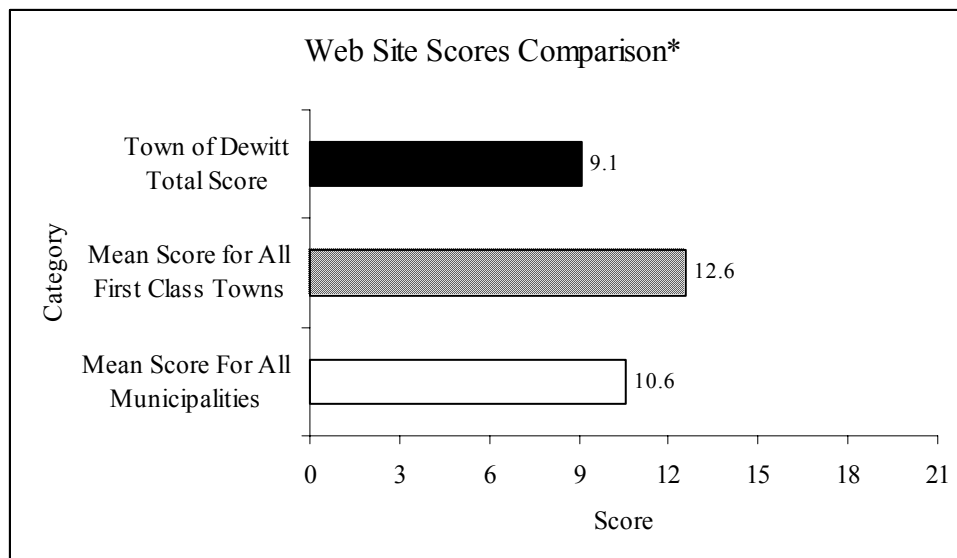
**Town of Dewitt**  
Population: 24,942  
Classification: First Class Town



<http://townofdewitt.hypermart.net>

Feature Available	Dewitt	All*	Feature Available	Dewitt	All*
Town Meeting Minutes	No	31%	Fiscal Budget	No	15%
Future Town Meeting Time	Yes	73%	Last Updated	No Date	
Town Supervisor Email	No	58%	Site Map	No	31%
Town Clerk Email	No	46%	All Links Worked	Yes*	
Board Members Email	No*	31%	Physical Address	Yes	81%
Department Emails	Yes*	65%	Page Body Consistent	No	85%
Webmaster Email	Yes	62%	Search Capability	No	19%
Link to Home Page on Every Page Visited	Yes	92%	Downloadable Forms	Yes	38%

Search Engine	Town of Dewitt Hit # (*)	Dewitt Hit # (*)	Dewitt, NY Hit # (*)
Yahoo	3	No	No
Google	1	No	No
MSN	1	No	No
AOL	4	No	No



\* Reference page C-27

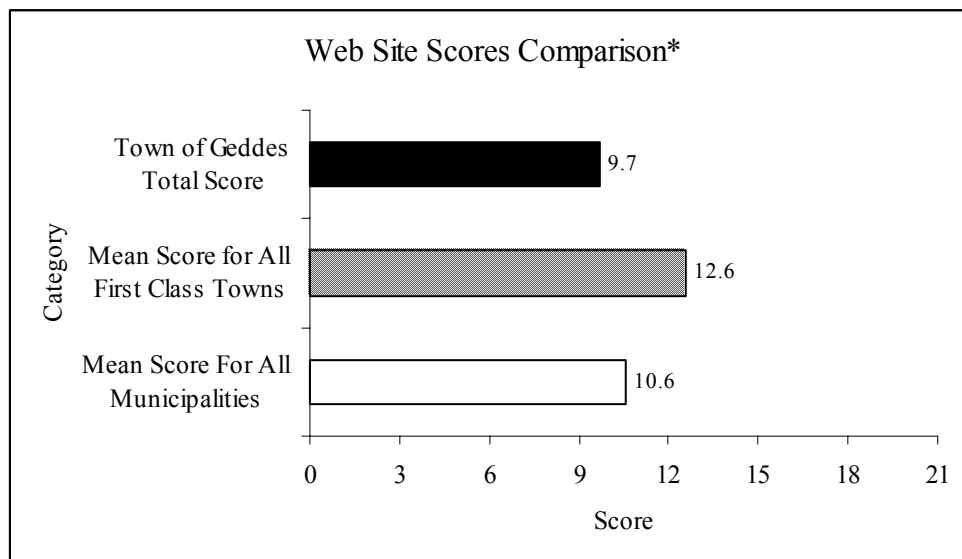
**Town of Geddes**  
Population: 17,740  
Classification: First Class Town



[www.townofgeddes.com/townofgeddes](http://www.townofgeddes.com/townofgeddes)

Feature Available	Geddes	All*	Feature Available	Geddes	All*
Town Meeting Minutes	Yes	31%	Fiscal Budget	No	15%
Future Town Meeting Time	No	73%	Last Updated	No Date	
Town Supervisor Email	Yes	58%	Site Map	Yes	31%
Town Clerk Email	Yes	46%	All Links Worked	Yes*	
Board Members Email	Yes*	31%	Physical Address	Yes	81%
Department Emails	Yes*	65%	Page Body Consistent	Yes	85%
Webmaster Email	Yes	62%	Search Capability	No	19%
Link to Home Page on Every Page Visited	Yes	92%	Downloadable Forms	No	38%

Search Engine	Town of Geddes Hit # (*)	Geddes Hit # (*)	Geddes, NY Hit # (*)
Yahoo	2	No	3
Google	2	No	3
MSN	1	No	4
AOL	2	No	2



\* Reference page C-27

# Town of Lysander

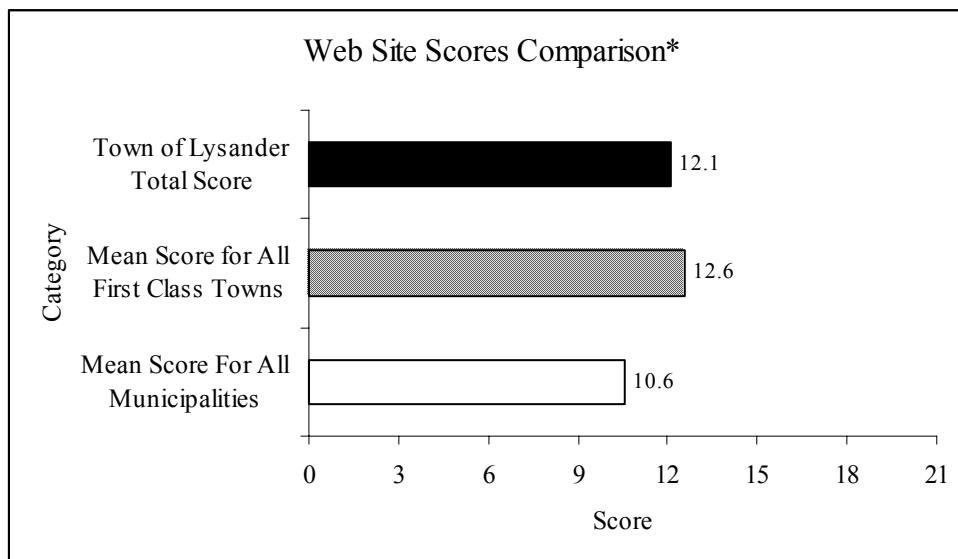
Population: 19,285  
Classification: First Class Town

<http://www.townoflysander.org>



Feature Available	Lysander	All*	Feature Available	Lysander	All*
Town Meeting Minutes	No	31%	Fiscal Budget	No	15%
Future Town Meeting Time	Yes	73%	Last Updated	10/8/02	
Town Supervisor Email	Yes	58%	Site Map	No	31%
Town Clerk Email	Yes	46%	All Links Worked	Yes*	
Board Members Email	No*	31%	Physical Address	Yes	81%
Department Emails	Yes*	65%	Page Body Consistent	Yes	85%
Webmaster Email	Yes	62%	Search Capability	No	19%
Link to Home Page on Every Page Visited	Yes	92%	Downloadable Forms	Yes	38%

Search Engine	Town of Lysander Hit # (*)	Lysander Hit # (*)	Lysander, NY Hit # (*)
Yahoo	1	2	No
Google	1	2	No
MSN	1	No	No
AOL	1	2	No



\* Reference page C-27

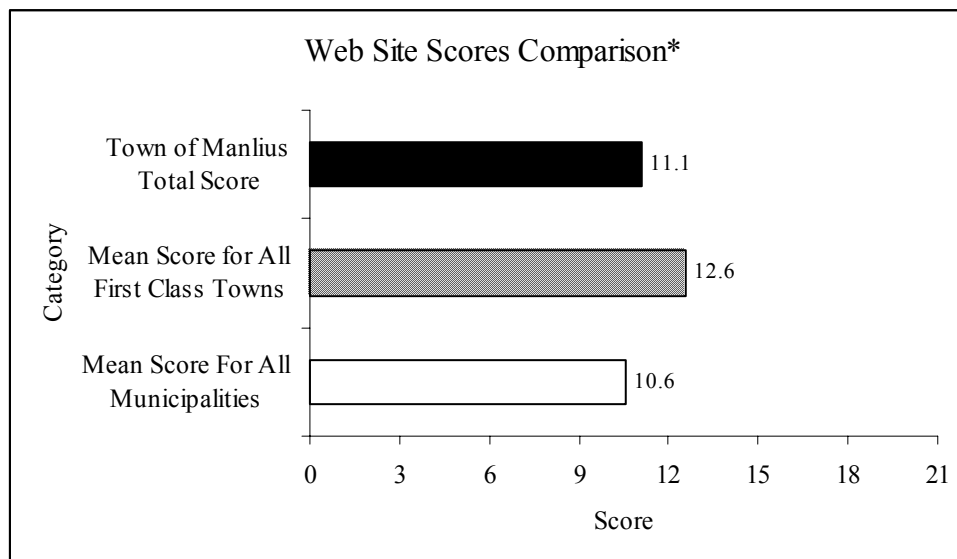
**Town of Manlius**  
Population: 31,872  
Classification: First Class Town

<http://townofmanlius.org>



Feature Available	Manlius	All*	Feature Available	Manlius	All*
Town Meeting Minutes	Yes	31%	Fiscal Budget	No	15%
Future Town Meeting Time	No	73%	Last Updated	6/16/02	
Town Supervisor Email	Yes	58%	Site Map	No	31%
Town Clerk Email	No	46%	All Links Worked	Yes*	
Board Members Email	No*	31%	Physical Address	Yes	81%
Department Emails	Yes*	65%	Page Body Consistent	Yes	85%
Webmaster Email	No	62%	Search Capability	No	19%
Link to Home Page on Every Page Visited	Yes	92%	Downloadable Forms	No	38%

Search Engine	Town of Manlius Hit # (*)	Manlius Hit # (*)	Manlius, NY Hit # (*)
Yahoo	1	2	No
Google	1	2	No
MSN	2	2	No
AOL	1	2	No



\* Reference page C-27

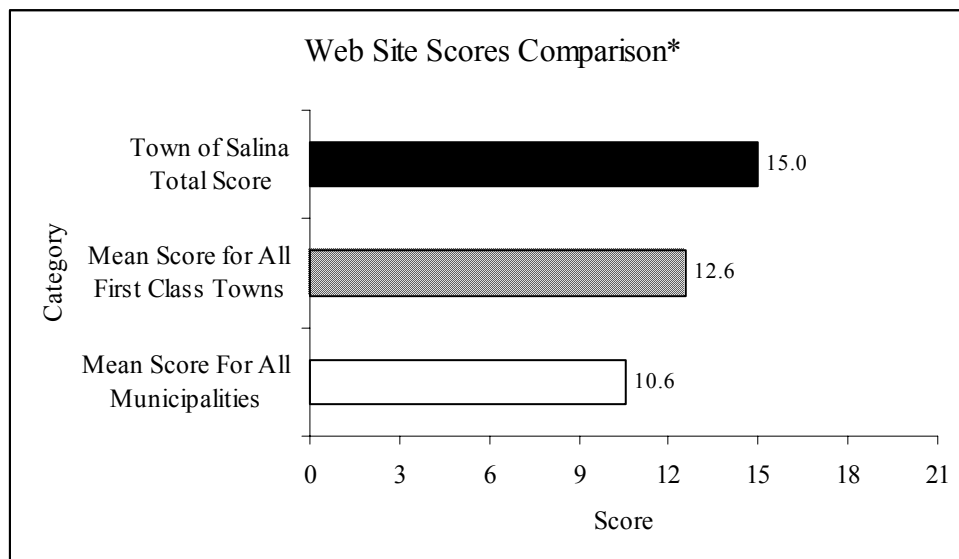
**Town of Salina**  
 Population: 33,290  
 Classification: First Class Town

<http://salina.ny.us>



Feature Available	Salina	All*	Feature Available	Salina	All*
Town Meeting Minutes	Yes	31%	Fiscal Budget	Yes	15%
Future Town Meeting Time	Yes	73%	Last Updated	No Date	
Town Supervisor Email	No	58%	Site Map	No	31%
Town City Clerk Email	No	46%	All Links Worked	No*	
Board Members Email	No*	31%	Physical Address	Yes	81%
Department Emails	Yes*	65%	Page Body Consistent	Yes	85%
Webmaster Email	Yes	62%	Search Capability	Yes	19%
Link to Home Page on Every Page Visited	Yes	92%	Downloadable Forms	No	38%

Search Engine	Town of Salina Hit # (*)	Salina Hit # (*)	Salina, NY Hit # (*)
Yahoo	1	4	1
Google	1	4	1
MSN	1	1	1
AOL	1	5	1



\* Reference page C-27

# Town of Van Buren

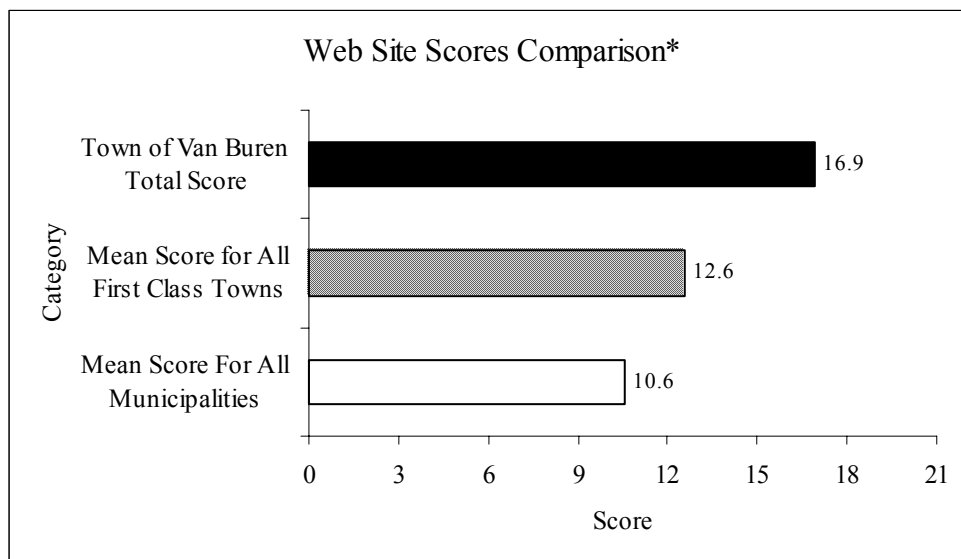
Population: 12,667  
Classification: First Class Town

<http://www.townofvanburen.com>



Feature Available	Van Buren	All*	Feature Available	Van Buren	All*
Town Meeting Minutes	Yes	31%	Fiscal Budget	No	15%
Future Town Meeting Time	Yes	73%	Last Updated	10/9/02	
Town Supervisor Email	Yes	58%	Site Map	Yes	31%
Town Clerk Email	Yes	46%	All Links Worked	Yes*	
Board Members Email	No*	31%	Physical Address	Yes	81%
Department Emails	Yes*	65%	Page Body Consistent	Yes	85%
Webmaster Email	Yes	62%	Search Capability	Yes	19%
Link to Home Page on Every Page Visited	Yes	92%	Downloadable Forms	No	38%

Search Engine	Town of Van Buren Hit # (*)	Van Buren Hit # (*)	Van Buren, NY Hit # (*)
Yahoo	2	No	No
Google	3	No	No
MSN	2	No	No
AOL	3	No	No



\* Reference page C-27

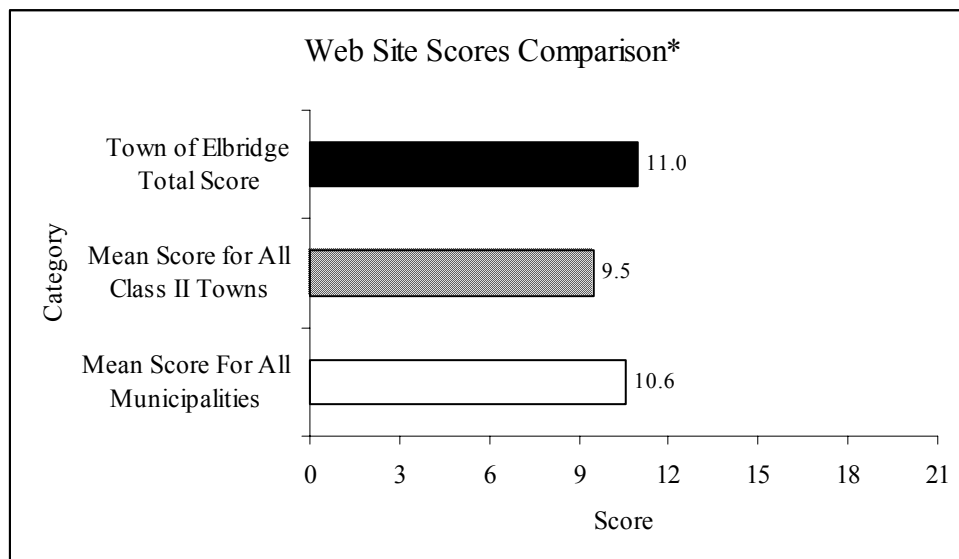
**Town of Elbridge**  
 Population: 6,091  
 Classification: Second Class Town



<http://www.townofelbridge.com>

Feature Available	Elbridge	All*	Feature Available	Elbridge	All*
Town Meeting Minutes	No	31%	Fiscal Budget	No	15%
Future Town Meeting Time	Yes	73%	Last Updated	3/2/02	
Town Supervisor Email	No	58%	Site Map	No	31%
Town Clerk Email	No	46%	All Links Worked	No*	
Board Members Email	No*	31%	Physical Address	Yes	81%
Department Emails	Yes*	65%	Page Body Consistent	Yes	85%
Webmaster Email	No	62%	Search Capability	No	19%
Link to Home Page on Every Page Visited	Yes	92%	Downloadable Forms	Yes	38%

Search Engine	Town of Elbridge Hit # (*)	Elbridge Hit # (*)	Elbridge, NY Hit # (*)
Yahoo	1	1	10
Google	1	1	No
MSN	1	4	4
AOL	1	1	No



\* Reference page C-27

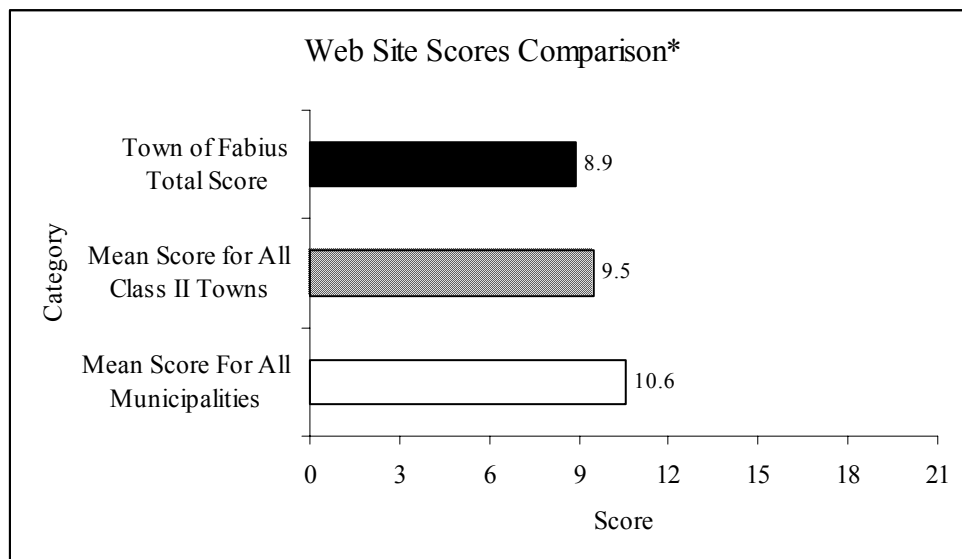
**Town of Fabius**  
 Population: 1,974  
 Classification: Second Class Town

<http://www.fabiusny.org>



Feature Available	Fabius	All*	Feature Available	Fabius	All*
Town Meeting Minutes	No	31%	Fiscal Budget	No	15%
Future Town Meeting Time	Yes	73%	Last Updated	10/4/02	
Town Supervisor Email	Yes	58%	Site Map	Yes	31%
Town Clerk Email	No	46%	All Links Worked	Yes*	
Board Members Email	No*	31%	Physical Address	No	81%
Department Emails	No*	65%	Page Body Consistent	Yes	85%
Webmaster Email	Yes	62%	Search Capability	No	19%
Link to Home Page on Every Page Visited	Yes	92%	Downloadable Forms	No	38%

Search Engine	Town of Fabius Hit # (*)	Fabius Hit # (*)	Fabius, NY Hit # (*)
Yahoo	2	No	No
Google	3	No	No
MSN	3	No	No
AOL	3	No	No



\* Reference page C-27

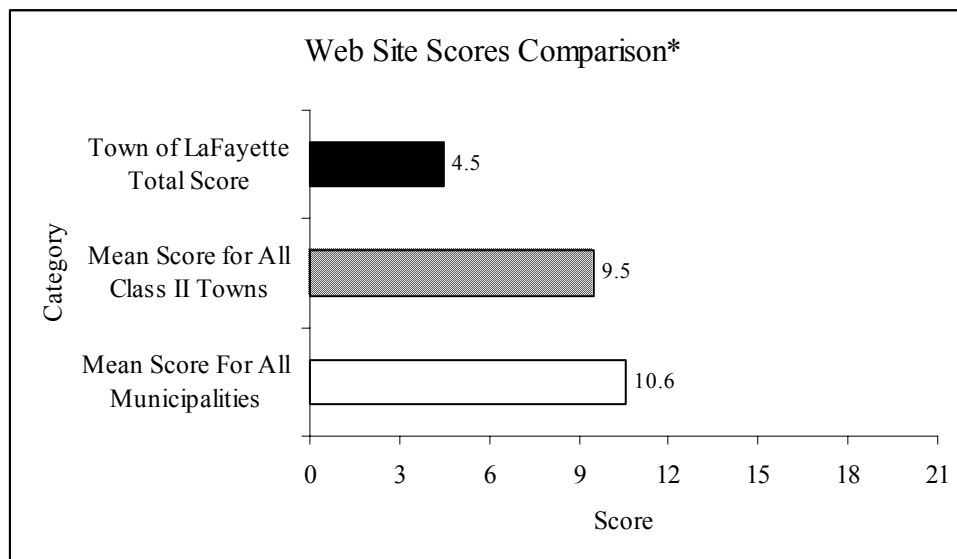
**Town of LaFayette**  
 Population: 4,833  
 Classification: Second Class Town

<http://townoflafayette.com>



Feature Available	LaFayette	All*	Feature Available	LaFayette	All*
Town Meeting Minutes	No	31%	Fiscal Budget	No	15%
Future Town Meeting Time	No	73%	Last Updated	No Date	
Town Supervisor Email	No	58%	Site Map	No	31%
Town Clerk Email	No	46%	All Links Worked	No*	
Board Members Email	No*	31%	Physical Address	No	81%
Department Emails	No*	65%	Page Body Consistent	Yes	85%
Webmaster Email	Yes	62%	Search Capability	No	19%
Link to Home Page on Every Page Visited	Yes	92%	Downloadable Forms	No	38%

Search Engine	Town of LaFayette Hit # (*)	LaFayette Hit # (*)	LaFayette, NY Hit # (*)
Yahoo	1	No	No
Google	1	No	No
MSN	4	No	No
AOL	1	No	No



\* Reference page C-27

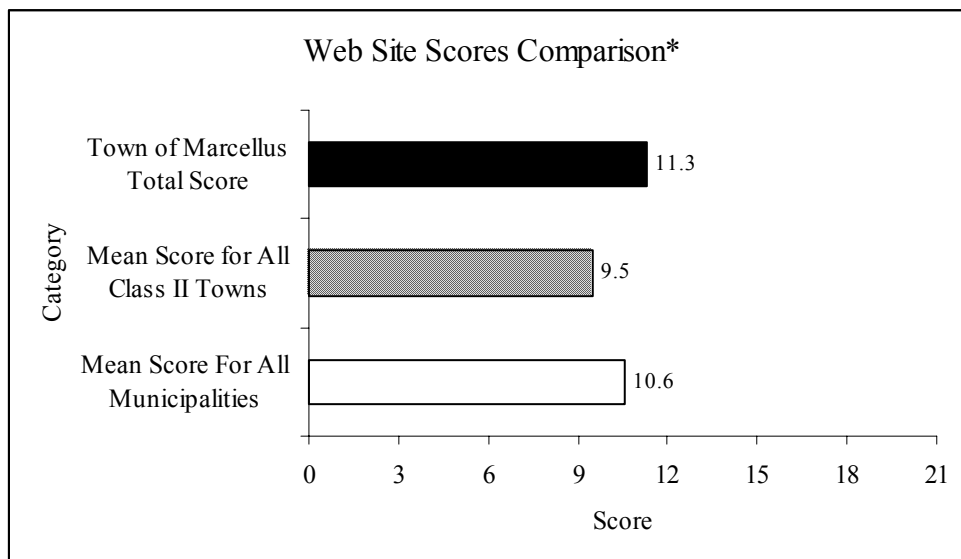
**Town of Marcellus**  
 Population: 6,319  
 Classification: Second Class Town

<http://marcellusny.com>



Feature Available	Marcellus	All*	Feature Available	Marcellus	All*
Town Meeting Minutes	No	31%	Fiscal Budget	No	15%
Future Town Meeting Time	Yes	73%	Last Updated	10/13/02	
Town Supervisor Email	No	58%	Site Map	Yes	31%
Town Clerk Email	Yes	46%	All Links Worked	Yes*	
Board Members Email	No*	31%	Physical Address	Yes	81%
Department Emails	Yes*	65%	Page Body Consistent	No	85%
Webmaster Email	Yes	62%	Search Capability	No	19%
Link to Home Page on Every Page Visited	No	92%	Downloadable Forms	Yes	38%

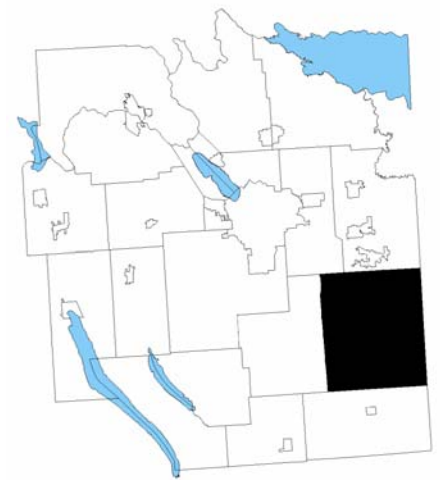
Search Engine	Town of Marcellus Hit # (*)	Marcellus Hit # (*)	Marcellus, NY Hit # (*)
Yahoo	1	1	9
Google	2	1	10
MSN	2	No	2
AOL	2	1	10



\* Reference page C-27

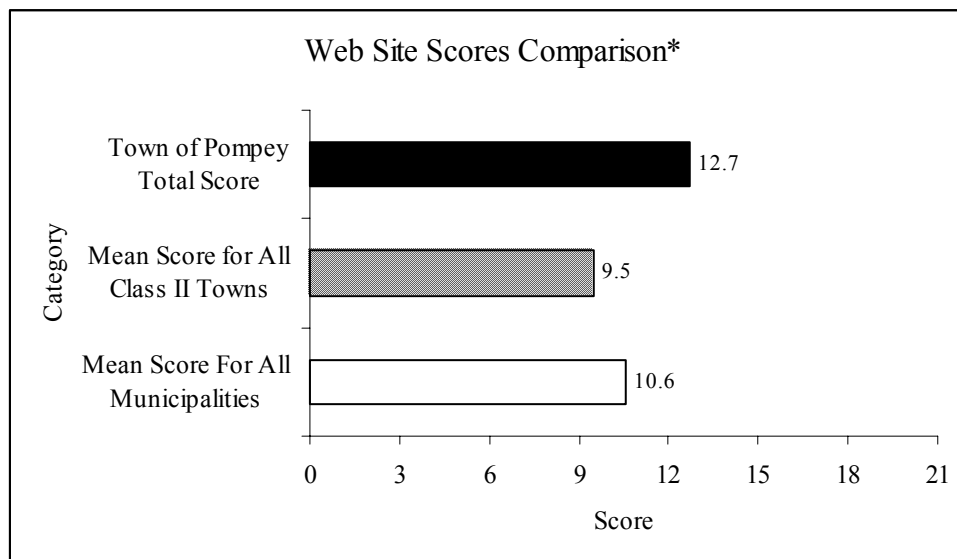
**Town of Pompey**  
 Population: 6,159  
 Classification: Second Class Town

<http://www.townofpompey.org>



Feature Available	Pompey	All*	Feature Available	Pompey	All*
Town Meeting Minutes	No	31%	Fiscal Budget	No	15%
Future Town Meeting Time	Yes	73%	Last Updated	No	
Town Supervisor Email	No	58%	Site Map	Yes	31%
Town Clerk Email	Yes	46%	All Links Worked	Yes*	
Board Members Email	No*	31%	Physical Address	Yes	81%
Department Emails	Yes*	65%	Page Body Consistent	Yes	85%
Webmaster Email	No	62%	Search Capability	No	19%
Link to Home Page on Every Page Visited	Yes	92%	Downloadable Forms	Yes	38%

Search Engine	Town of Pompey Hit # (*)	Pompey Hit # (*)	Pompey, NY Hit # (*)
Yahoo	1	No	No
Google	1	No	No
MSN	1	No	No
AOL	1	No	No



\* Reference page C-27

# Town of Skaneateles

Population: 7,323

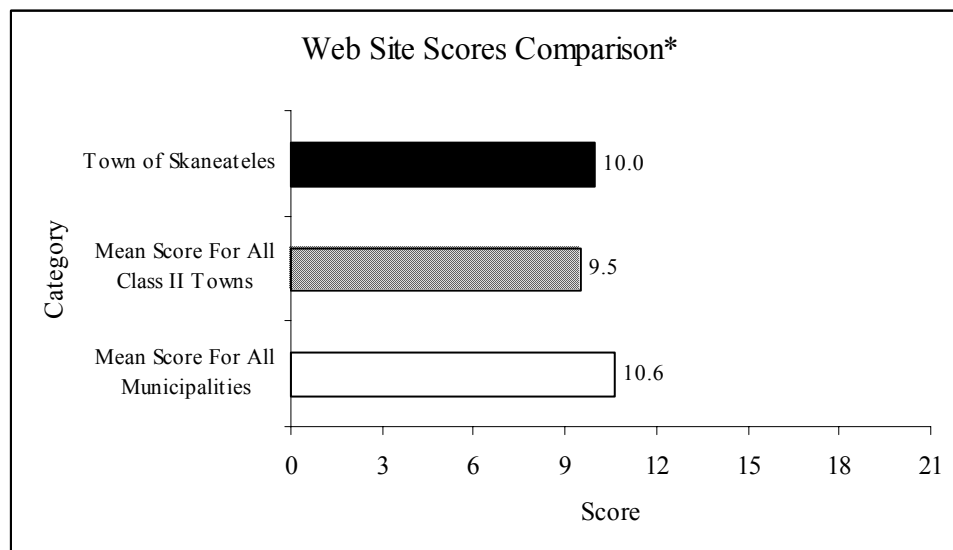
Classification: Second Class Town

[www.townofskaneateles.com](http://www.townofskaneateles.com)



Feature Available	Skaneateles	All*	Feature Available	Skaneateles	All*
Town Meeting Minutes	No	31%	Fiscal Budget	No	15%
Future Town Meeting Time	Yes	73%	Last Updated	No	
Town Supervisor Email	Yes	46%	Site Map	No	31%
Town Clerk Email	Yes	46%	All Links Worked	No*	
Board Members Email	Yes*	31%	Physical Address	Yes	81%
Department Emails	Yes*	65%	Page Body Consistent	Yes	85%
Webmaster Email	No	62%	Search Capability	No	19%
Link to Home Page on Every Page Visited	Yes	92%	Downloadable Forms	Yes	38%

Search Engine	Town of Skaneateles Hit # (*)	Skaneateles Hit # (*)	Skaneateles, NY Hit # (*)
Yahoo	2	4	No
Google	2	5	No
MSN	1	6	No
AOL	2	5	No



\* Reference page C-27

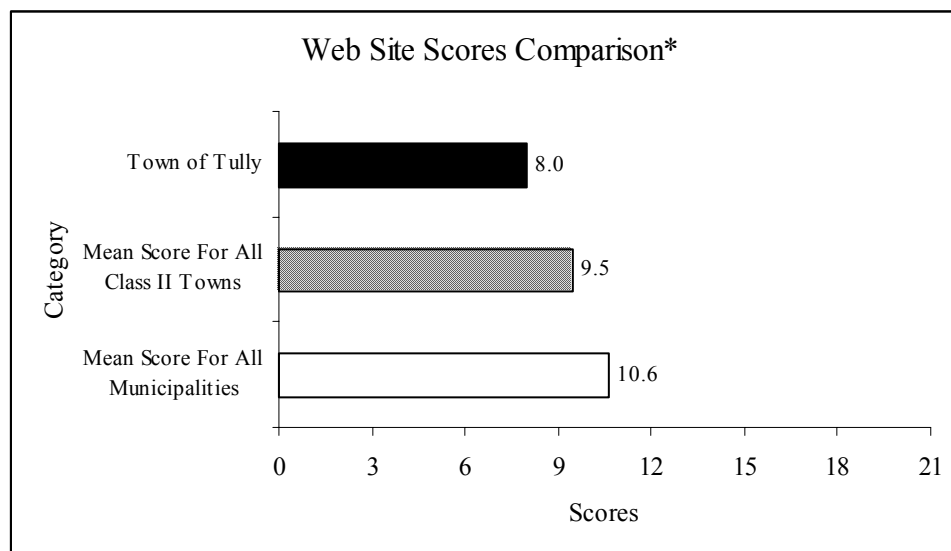
**Town of Tully**  
**Population: 2,709**  
**Classification: Second Class Town**

[www.TullyNY.org](http://www.TullyNY.org)



Feature Available	Tully	All*	Feature Available	Tully	All*
Town Meeting Minutes	No	31%	Fiscal Budget	No	15%
Future Town Meeting Time	Yes	73%	Last Updated	No	
Town Supervisor Email	No	58%	Site Map	No	31%
Town Clerk Email	No	46%	All Links Worked	Yes*	
Board Members Email	No*	31%	Physical Address	Yes	81%
Department Emails	No*	65%	Page Body Consistent	Yes	85%
Webmaster Email	Yes	62%	Search Capability	No	19%
Link to Home Page on Every Page Visited	Yes	92%	Downloadable Forms	No	38%

Search Engine	Town of Tully Hit # (*)	Tully Hit # (*)	Tully, NY Hit # (*)
Yahoo	No	No	No
Google	No	No	No
MSN	No	No	No
AOL	No	No	No



\* Reference page C-27

# Village of Camillus

Population: 1,249

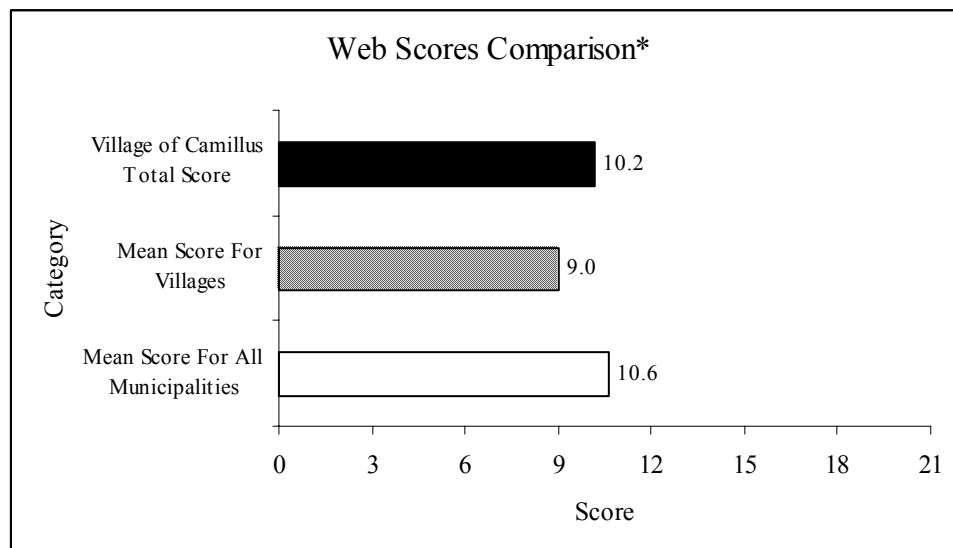
Category: Village



<http://members.aol.com/villagecamillus>

Feature Available	Camillus	All*	Feature Available	Camillus	All*
Village Meeting Minutes	Yes	31%	Fiscal Budget	No	15%
Future Village Meeting Time	No	73%	Last Updated	7/4/02	
Mayor Email	No	58%	Site Map	No	31%
Village Clerk Email	No	46%	All Links Worked	Yes*	
Council Members Email	No*	31%	Physical Address	Yes	81%
Department Emails	No*	65%	Page Body Consistent	No	85%
Webmaster Email	No	62%	Search Capability	No	19%
Link to Home Page on Every Page Visited	Yes	92%	Downloadable Forms	No	38%

Search Engine	Village of Camillus Hit # (*)	Camillus Hit # (*)	Camillus, NY Hit # (*)
Yahoo	1	No	No
Google	1	No	No
MSN	1	2	No
AOL	1	No	No



\* Reference page C-27

# Village of Elbridge

Population: 1,103

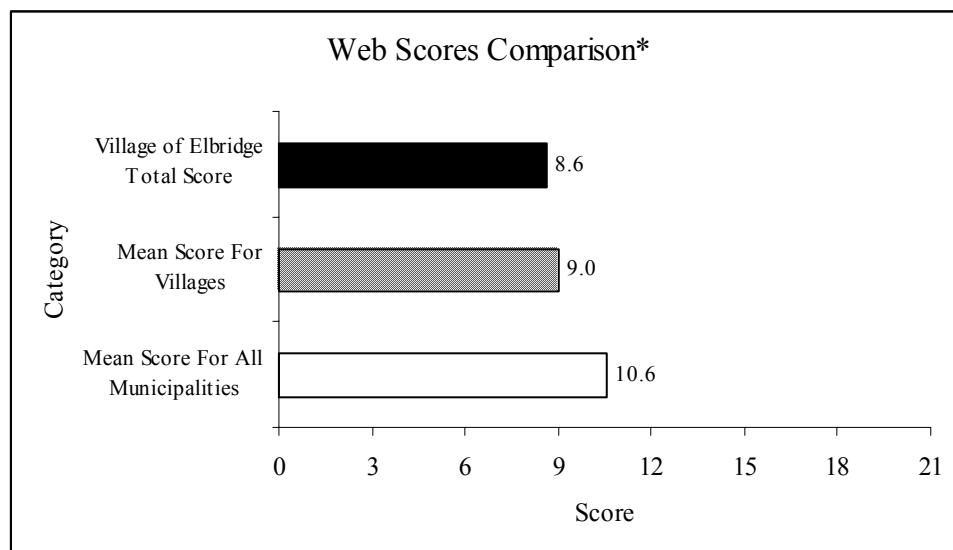
Category: Village

[www.villageofelbridge.com](http://www.villageofelbridge.com)



Feature Available	Elbridge	All*	Feature Available	Elbridge	All*
Village Meeting Minutes	No	31%	Fiscal Budget	No	15%
Future Village Meeting Time	Yes	73%	Last Updated	10/6/02	
Mayor Email	Yes	58%	Site Map	No	31%
Village Clerk Email	Yes	46%	All Links Worked	No*	
Council Members Email	Yes*	31%	Physical Address	Yes	81%
Department Emails	Yes*	65%	Page Body Consistent	Yes	85%
Webmaster Email	No	62%	Search Capability	No	19%
Link to Home Page on Every Page Visited	Yes	92%	Downloadable Forms	No	38%

Search Engine	Village of Elbridge Hit # (*)	Elbridge Hit # (*)	Elbridge, NY Hit # (*)
Yahoo	No	No	No
Google	No	No	No
MSN	No	No	No
AOL	No	No	No



\* Reference page C-27

# Village of Fabius

Population: 355

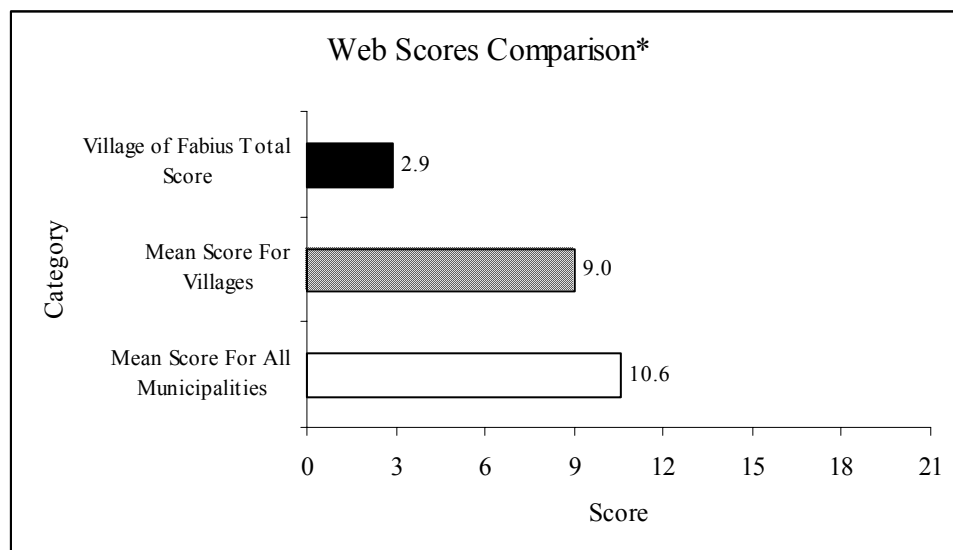
Category: Village



[www.fabius.ny.org/villageoffabius.html](http://www.fabius.ny.org/villageoffabius.html)

Feature Available	Fabius	All*	Feature Available	Fabius	All*
Village Meeting Minutes	No	31%	Fiscal Budget	No	15%
Future Village Meeting Time	No	73%	Last Updated	No	
Mayor Email	No	58%	Site Map	No	31%
Village Clerk Email	No	46%	All Links Worked	Yes*	
Council Members Email	No*	31%	Physical Address	No	81%
Department Emails	No*	65%	Page Body Consistent	Yes	85%
Webmaster Email	No	62%	Search Capability	No	19%
Link to Home Page on Every Page Visited	Yes	92%	Downloadable Forms	No	38%

Search Engine	Village of Fabius Hit # (*)	Fabius Hit # (*)	Fabius, NY Hit # (*)
Yahoo	1	No	No
Google	1	No	No
MSN	No	No	No
AOL	1	No	No



\* Reference page C-27

# Village of Fayetteville

Population: 4,190

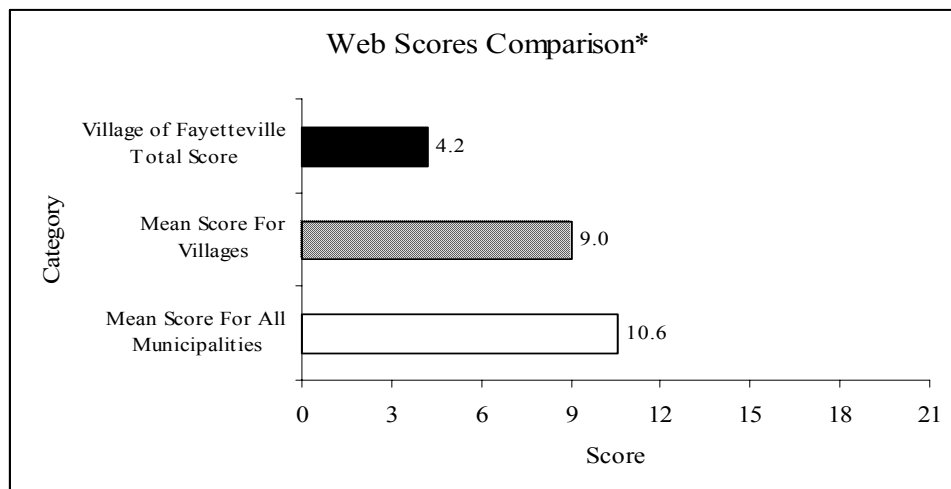
Category: Village

[www.fayettevillenyny.com](http://www.fayettevillenyny.com)



Feature Available	Fayetteville	All*	Feature Available	Fayetteville	All*
Village Meeting Minutes	No	31%	Fiscal Budget	No	15%
Future Village Meeting Time	No	73%	Last Updated	No	
Mayor Email	Yes	58%	Site Map	No	31%
Village Clerk Email	No	46%	All Links Worked	Yes*	
Council Members Email	No*	31%	Physical Address	No	81%
Department Emails	No*	65%	Page Body Consistent	Yes	85%
Webmaster Email	Yes	62%	Search Capability	No	19%
Link to Home Page on Every Page Visited	Yes	92%	Downloadable Forms	No	38%

Search Engine	Village of Fayetteville Hit # (*)	Fayetteville Hit # (*)	Fayetteville, NY Hit # (*)
Yahoo	1	No	5
Google	1	No	5
MSN	1	No	No
AOL	1	No	5



\* Reference Page C-27

# Village of Liverpool

Population: 5,505

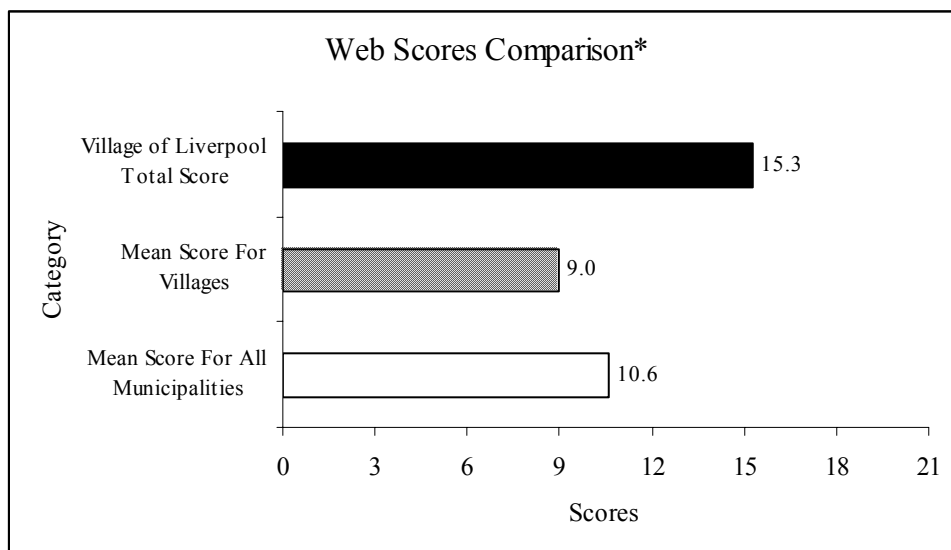
Category: Village

[www.villageofliverpool.org](http://www.villageofliverpool.org)



Feature Available	Liverpool	All*	Feature Available	Liverpool	All*
Village Meeting Minutes	Yes	31%	Fiscal Budget	Yes	15%
Future Village Meeting Time	Yes	73%	Last Updated	No	
Mayor Email	Yes	58%	Site Map	Yes	31%
Village Clerk Email	Yes	46	All Links Worked	Yes*	
Council Members Email	Yes*	31%	Physical Address	Yes	81%
Department Emails	Yes*	65%	Page Body Consistent	Yes	85%
Webmaster Email	Yes	62%	Search Capability	No	19%
Link to Home Page on Every Page Visited	No	92%	Downloadable Forms	Yes	38%

Search Engine	Village of Liverpool Hit # (*)	Liverpool Hit # (*)	Liverpool, NY Hit # (*)
Yahoo	No	No	No
Google	No	No	No
MSN	2	No	No
AOL	1	No	No



\* Reference page C-27

# Village of Manlius

Population: 4,819

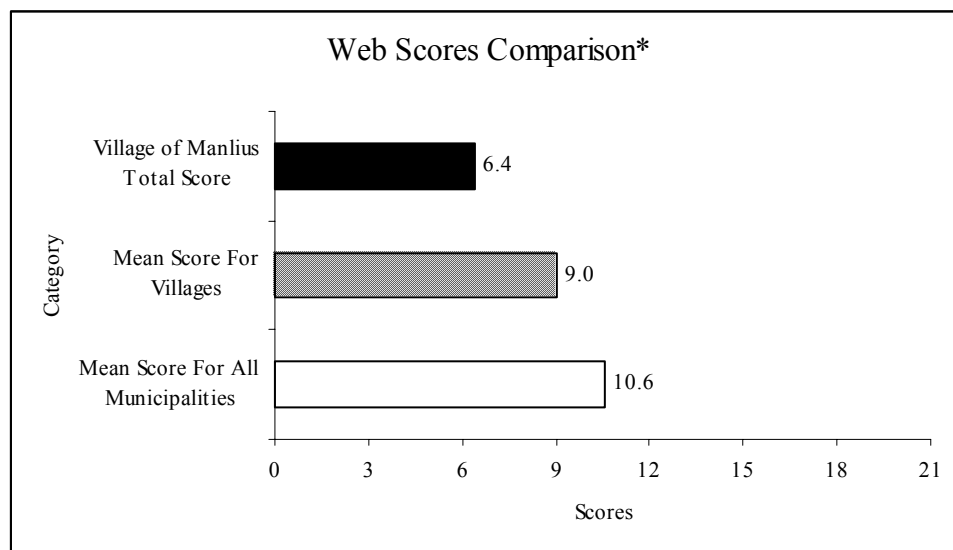
Category: Village

[www.villageofmanlius.org](http://www.villageofmanlius.org)



Feature Available	Manlius	All*	Feature Available	Manlius	All*
Village Meeting Minutes	No	31%	Fiscal Budget	No	15%
Future Village Meeting Time	No	73%	Last Updated	No	
Mayor Email	Yes	58%	Site Map	No	31%
Village Clerk Email	No	46%	All Links Work	Yes*	
Council Members Email	Yes*	31%	Physical Address	Yes	81%
Department Emails	Yes*	65%	Page Body Consistent	Yes	85%
Webmaster Email	No	62%	Search Capability	No	19%
Link to Home Page on Every Page Visited	Yes	92%	Downloadable Forms	No	38%

Search Engine	Village of Manlius Hit # (*)	Manlius Hit # (*)	Manlius, NY Hit # (*)
Yahoo	1	No	No
Google	1	No	No
MSN	1	No	No
AOL	1	No	No



\* Reference page C-27

# Village of Marcellus

Population: 1,826

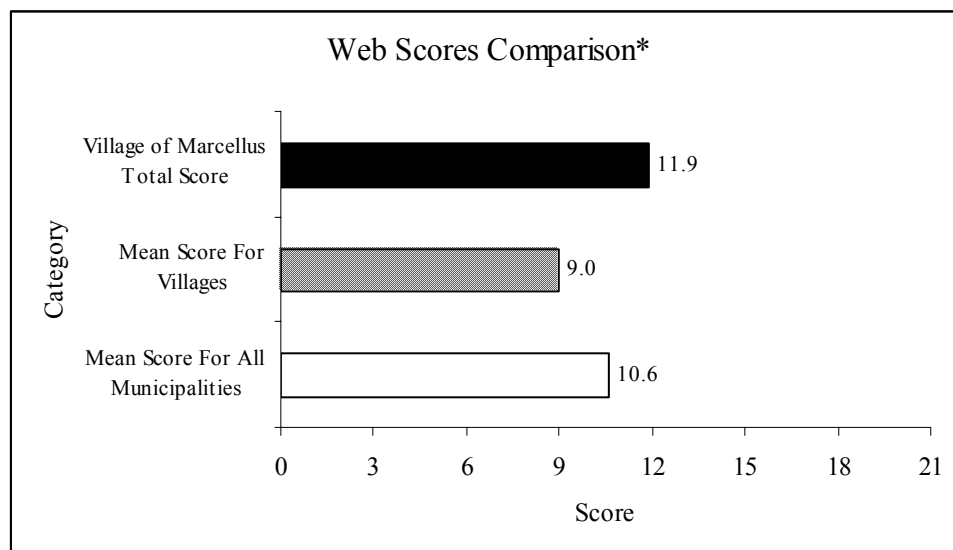
Category: Village

[www.marcellusny.com](http://www.marcellusny.com)



Feature Available	Marcellus	All*	Feature Available	Marcellus	All*
Village Meeting Minutes	No	31%	Fiscal Budget	Yes	15%
Future Village Meeting Time	Yes	73%	Last Updated	9/26/02	
Mayor Email	No	58%	Site Map	No	31%
Village Clerk Email	No	46%	All Links Worked	Yes*	
Council Members Email	No*	31%	Physical Address	Yes	81%
Department Emails	No*	65%	Page Body Consistent	Yes	85%
Webmaster Email	Yes	62%	Search Capability	No	19%
Link to Home Page on Every Page Visited	Yes	92%	Downloadable Forms	No	38%

Search Engine	Village of Marcellus Hit # (*)	Marcellus Hit # (*)	Marcellus, NY Hit # (*)
Yahoo	1	1	9
Google	1	1	10
MSN	2	No	2
AOL	1	1	10



\* Reference page C-27

# Village of North Syracuse

Population: 6,862

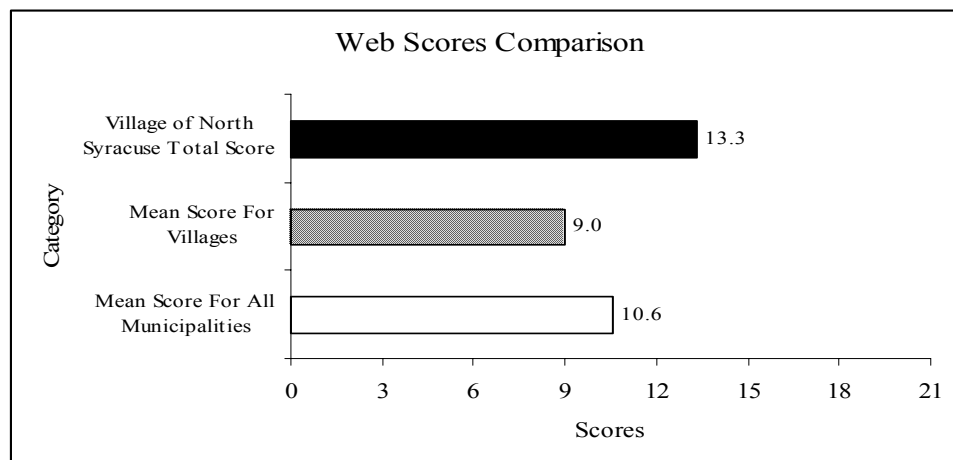
Category: Village

[www.northsyracuse.org](http://www.northsyracuse.org)



Feature Available	North Syracuse	All*	Feature Available	North Syracuse	All*
Village Meeting Minutes	Yes	31%	Fiscal Budget	No	15%
Future Village Meeting Time	Yes	73%	Last Updated	10/8/02	
Mayor Email	Yes	58%	Site Map	No	31%
Village Clerk Email	Yes	46%	All Links Work	Yes*	
Council Members Email	Yes*	31%	Physical Address	No	81%
Department Emails	Yes*	65%	Page Body Consistent	Yes	85%
Webmaster Email	Yes	62%	Search Capability	No	19%
Link to Home Page on Every Page Visited	Yes	92%	Downloadable Forms	No	38%

Search Engine	Village of North Syracuse Hit # (*)	North Syracuse Hit # (*)	North Syracuse, NY Hit # (*)
Yahoo	1	4	No
Google	1	4	No
MSN	1	No	No
AOL	1	4	No



\* Reference page C-27

# Village of Tully

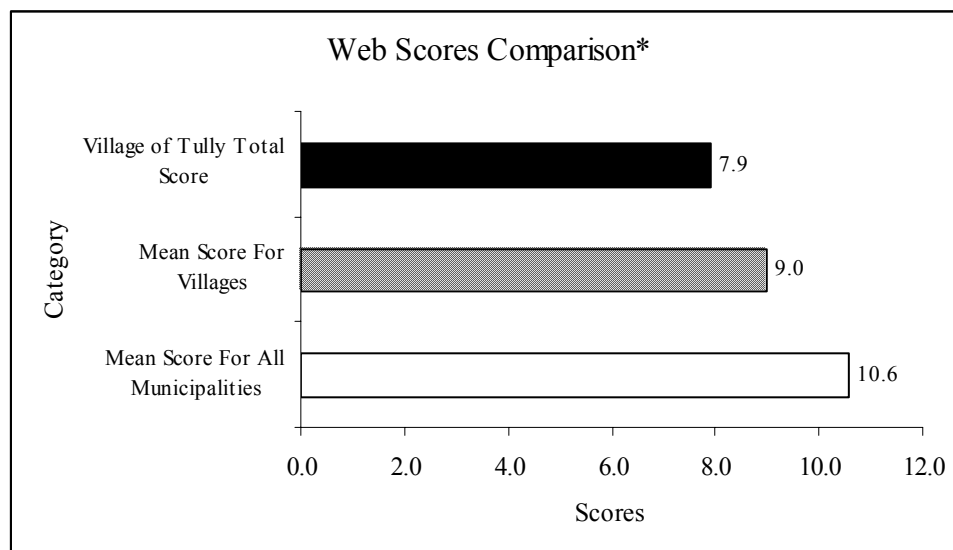
Population: 924  
Category: Village

[www.TullyNY.org](http://www.TullyNY.org)



Feature Available	Tully	All*	Feature Available	Tully	All*
Village Meeting Minutes	Yes	31%	Fiscal Budget	No	15%
Future Village Meeting Time	No	73%	Last Updated	No	
Mayor Email	Yes	58%	Site Map	No	31%
Village Clerk Email	No	46%	All Links Worked	Yes*	
Council Members Email	No*	31%	Physical Address	Yes	81%
Department Emails	No*	65%	Page Body Consistent	Yes	85%
Webmaster Email	Yes	62%	Search Capability	No	19%
Link to Home Page on Every Page Visited	Yes	92%	Downloadable Forms	No	38%

Search Engine	Village of Tully Hit # (*)	Tully Hit # (*)	Tully, NY Hit # (*)
Yahoo	2	No	No
Google	No	No	No
MSN	No	No	No
AOL	No	No	No



\* Reference page C-27

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## NOTES ON MUNICIPAL PAGES

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- 1) A definition of the town classifications is found in the key terms section of this report on page 3.
- 2) The 'All' column represents the feature availability in all of the municipalities in Onondaga County with Web sites.
- 3) The feature of "Council/Board members Email" and "Department Emails" were considered available if at least one email address for each was provided.
- 4) "All Links Worked" refers to the links tried on the Web site during the assessment. At least 10 links were tested for every Web site; more links may have been used if necessary to navigate the Web site.
- 5) In search engines assessments, only hits (search returns) occurring in the top 10 were recorded. The hit number appears in these cases, if the site was not in the top 10 hits or not found at all -"No" is written in this column.

*Sources: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**APPENDIX D:**  
**UNIQUE WEB SITE FEATURES IN ONONDAGA COUNTY**

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## UNIQUE FEATURES

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### *Introduction*

While evaluating the Web sites, unique features that are beneficial for citizens are noted. A selection of these features is found in this Appendix.

### *Features*

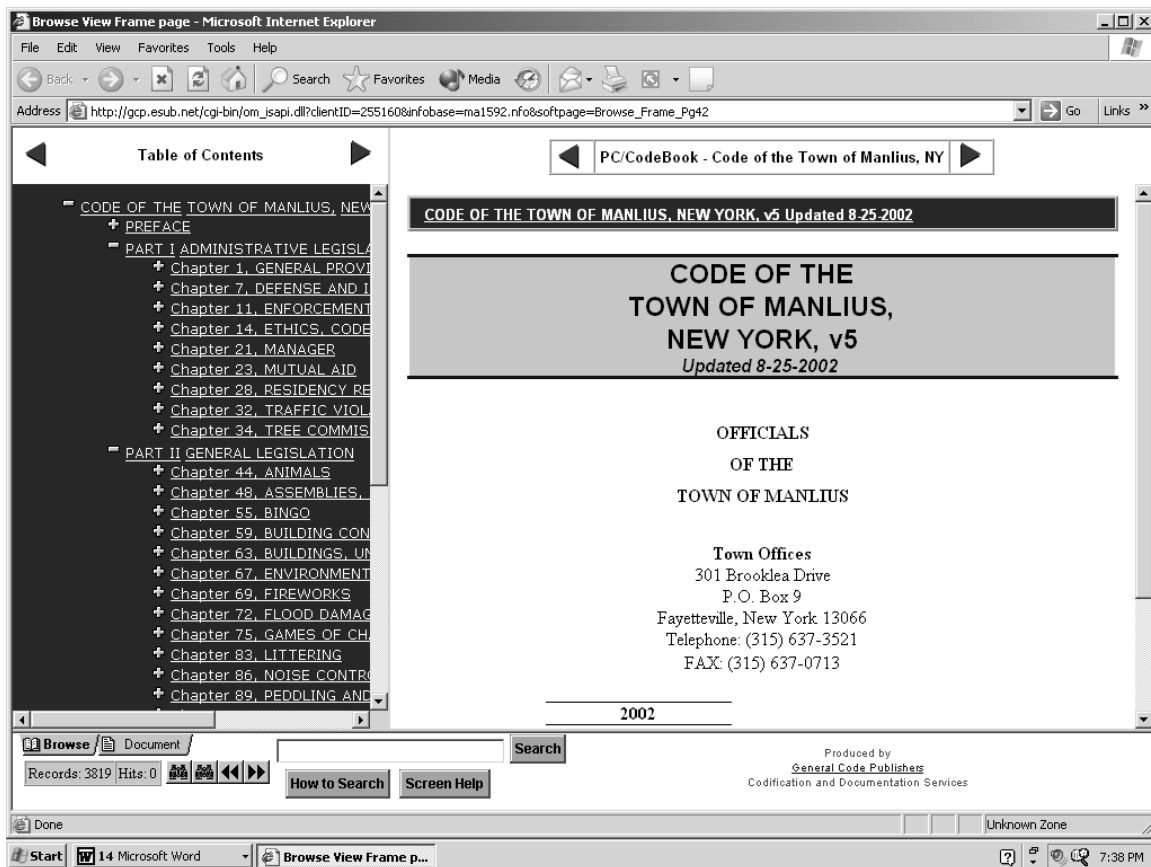
1. The City of Syracuse maintains an online form for questions or complaints located at <http://www.zerodeflectssyr.com>.

The screenshot shows a web browser window titled "City of Syracuse - Online Complaint Form - Microsoft Internet Explorer". The address bar shows "http://www.zerodeflectssyr.com/". The page features a large logo with the word "Zero" in a stylized font and "DEFECTS" below it. Below the logo, there is a warning: "Do not use this form to report an emergency. Dial 911 for all life threatening emergencies. To report non-life threatening emergencies, such as malfunctioning signals/signs, street hazards, sewer backups,...etc. call 448-CITY (2489)". The form itself is titled "Type of Complaint:" and has a dropdown menu labeled "Choose a complaint type". Below this is the "Location of Problem:" section, which includes a note "(If the problem does not exist at a specific address, please provide the nearest house #.)". It contains fields for "Street #", "Street Name", "Direction" (a dropdown menu), and "Suffix" (a dropdown menu with "St" selected). The "Description of Problem:" section has a large text area for input. The browser's taskbar at the bottom shows several open applications: "Start", "14 Microsoft Word", "Microsoft Excel - Copy of...", and "City of Syracuse - Onli...". The system clock in the bottom right corner shows "7:44 PM".

*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** The URL is <http://www.zerodeflectssyr.com>.

2. The Towns of Clay and Manlius and the Village of Fayetteville place the municipal code online. A search feature is found in the bottom frame of the screen (below).



*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comment:** The URL for Clay is <http://www.townofclay.org/indexB.html>. The URL for Manlius is <http://www.townofmanlius.org/> then click on "Code of the Town of Manilus." The URL for Fayetteville <http://www.fayettevillenyny.com/> then click on "Village Code."

3. The Town of Van Buren offers a subscription to a free email newsletter containing news of meetings and other events.

**EMAIL Subscriber**  
The Town of Van Buren, New York

The Town of Van Buren, NY has implemented a new way of keeping its residents informed of events and meetings that are occurring in the town. Whenever a new event or document is posted to the Web site you have an opportunity to receive a copy of that posting in your personal EMail box, automatically.

It won't be necessary to visit the Web site, although we encourage you to do so, since not all folders will be subscribable. And if you decide you no longer want to receive notices automatically, you can use the following form to "un-subscribe" yourself.

**How to Subscribe:**

For example, to properly subscribe to the Public Notices Bulletin Board you are required to supply the following information:

- select an action: **SUBSCRIBE** or **UNSUBSCRIBE**
- select from the Mail Lists: e.g. **Public Notices**
- Your e-mail address: e.g. yourname@yahoo.com

If your EMail address is correct then the Subscriber will repond to your request promptly and you will receive an EMail confirmation in your incoming mailbox.

**Please Provide the Following Information:**

\* Action: (select action)

\* Mail List: Town Board Minutes

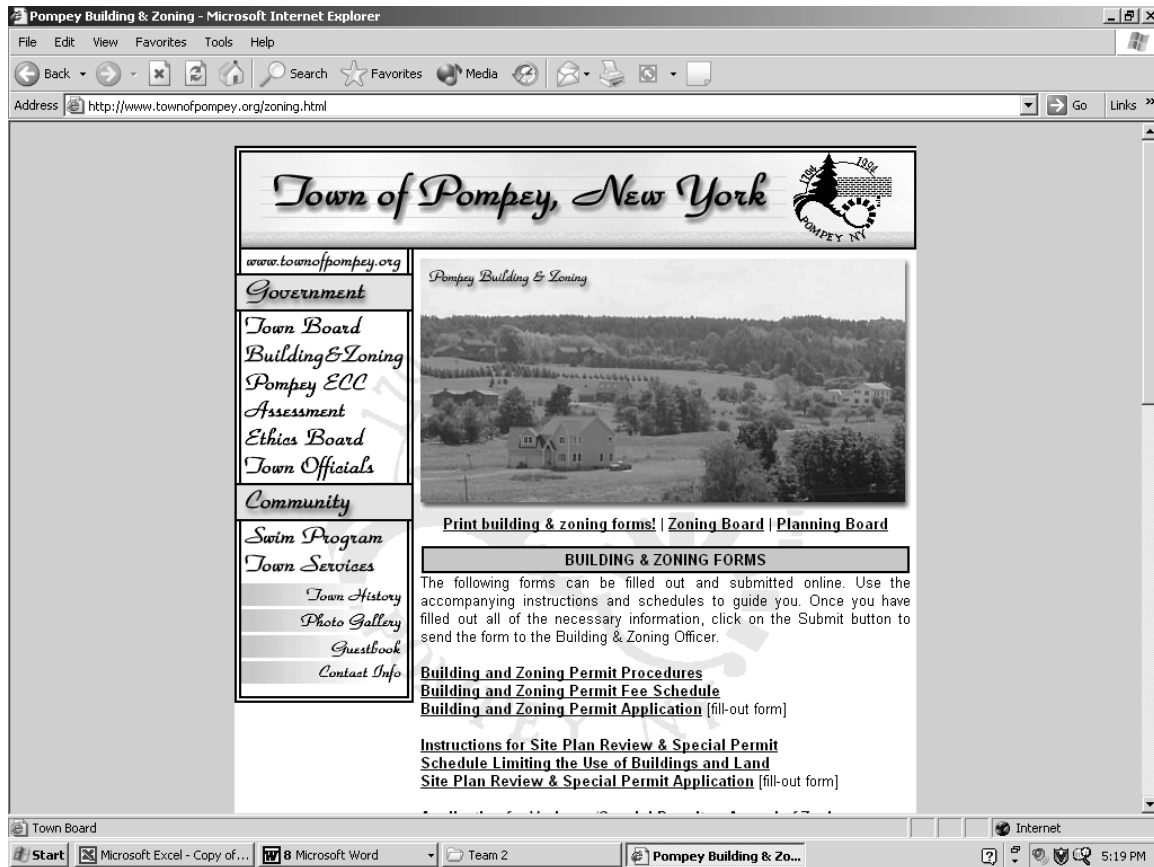
\* Your EMail:

[Van Buren Site Map](#)   [Subscribe to Public Notices](#)   [Van Buren Home Page](#)  
[Send us Comments & Questions](#)

*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** The URL is <http://www.townofvanburen.com/subscriber.html>.

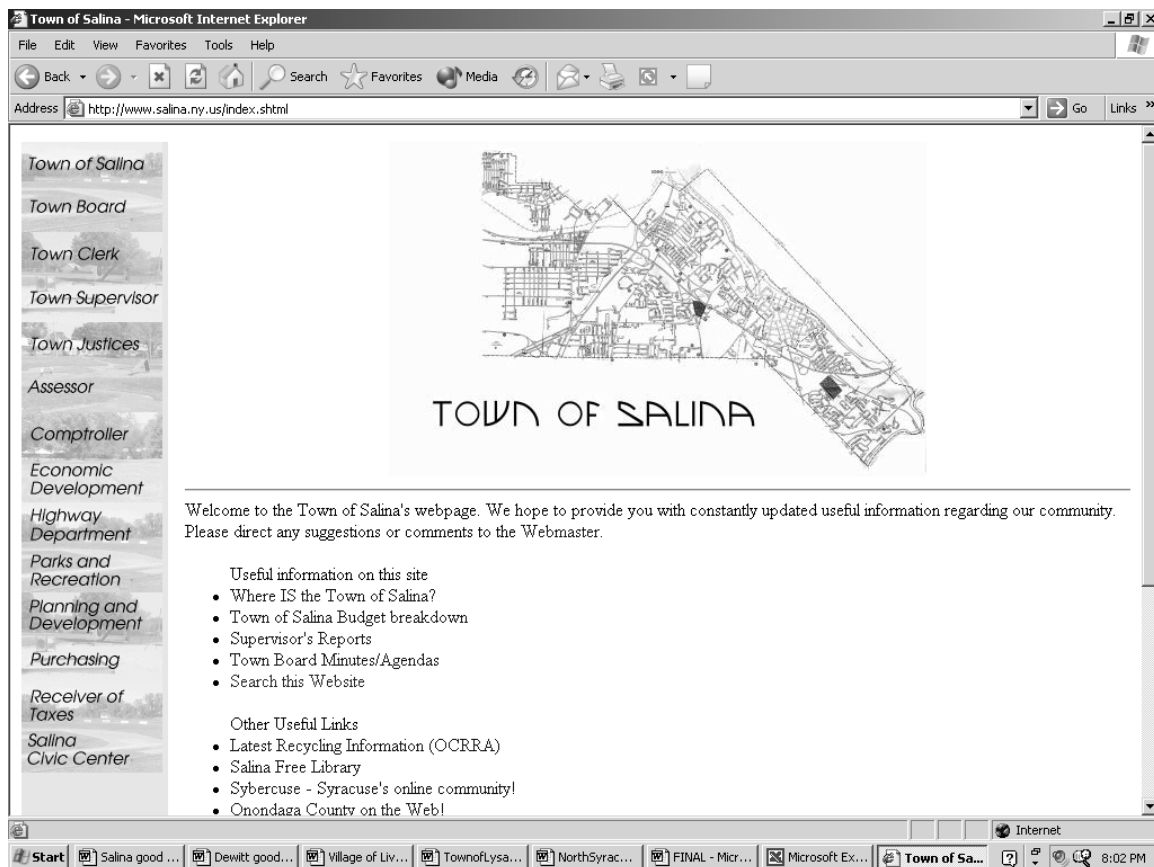
4. The Town of Pompey and Town of Skaneateles provide for online submission of forms found on the Web site.



*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** The URL for the Town of Pompey form shown is  
<http://www.townofpompey.org/zoning.html>.

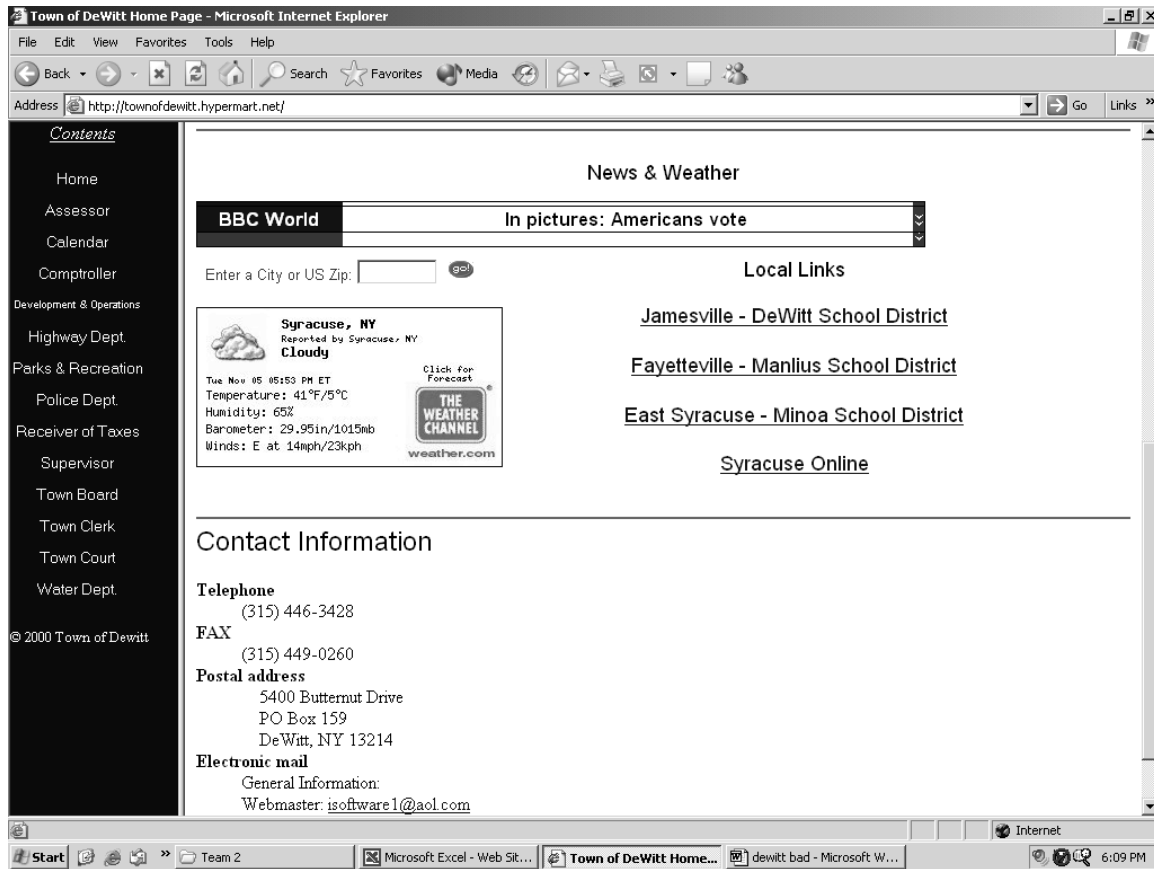
5. The Town of Salina provides a map of the town.



*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** The URL is <http://www.salina.ny.us/index.shtml>.

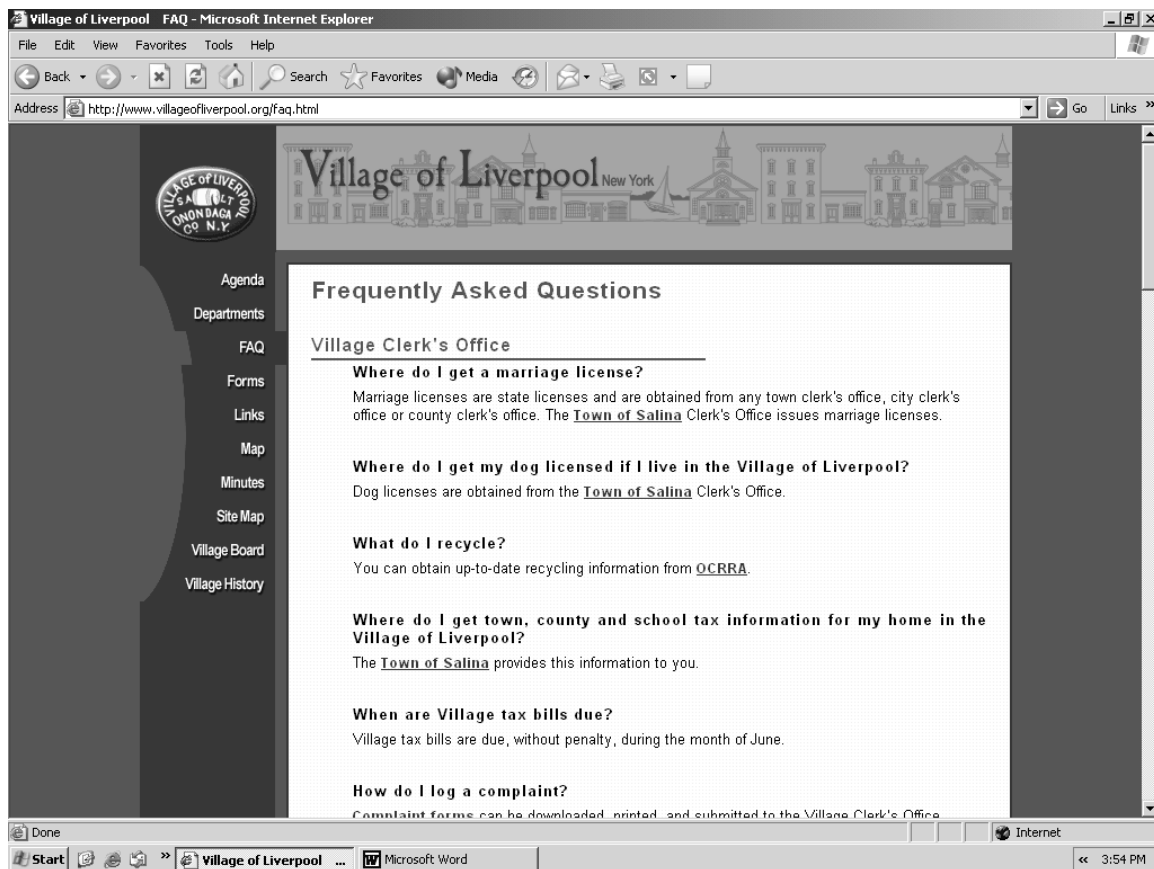
6. The Town of Dewitt includes a weather search and news links.



*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** The URL is http://townofdewitt.hypermart.net/.

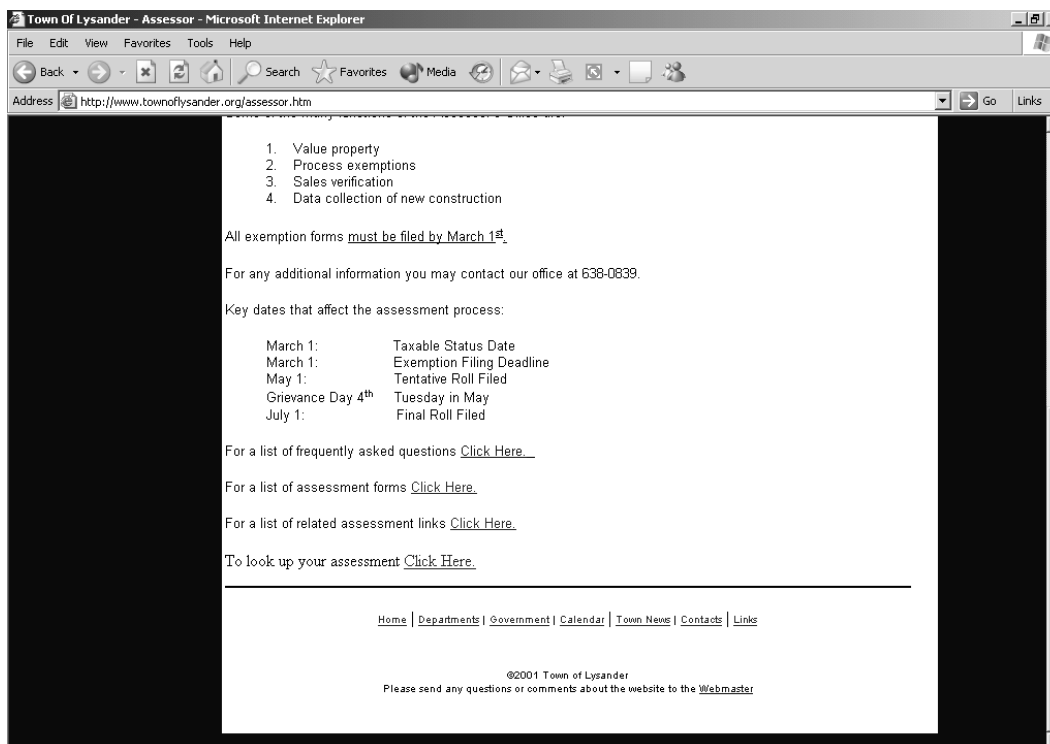
7. The Village of Liverpool has a Frequently Asked Questions section on the Web site.



*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** The URL is <http://www.villageofliverpool.org/faq.html>.

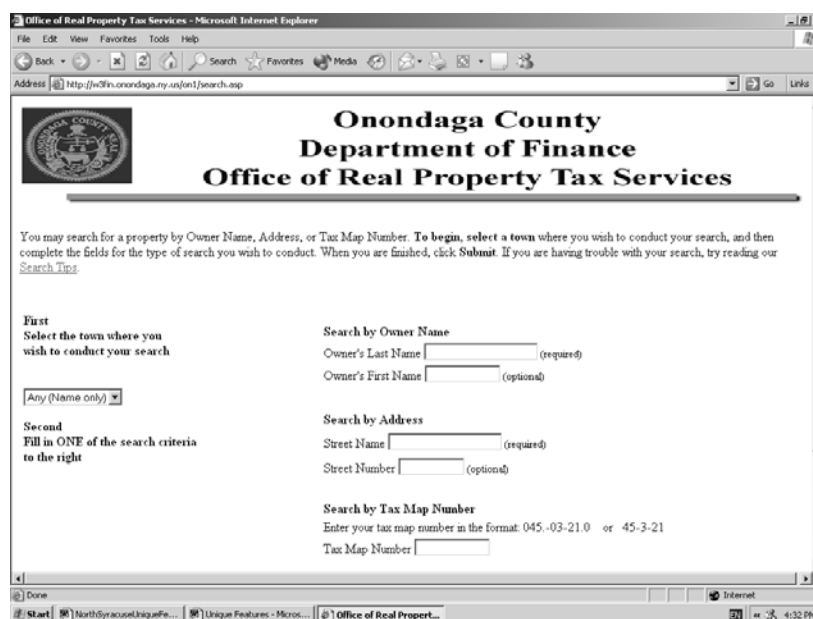
8. The Town of Lysander provides a link to the Onondaga County Assessment Finder.



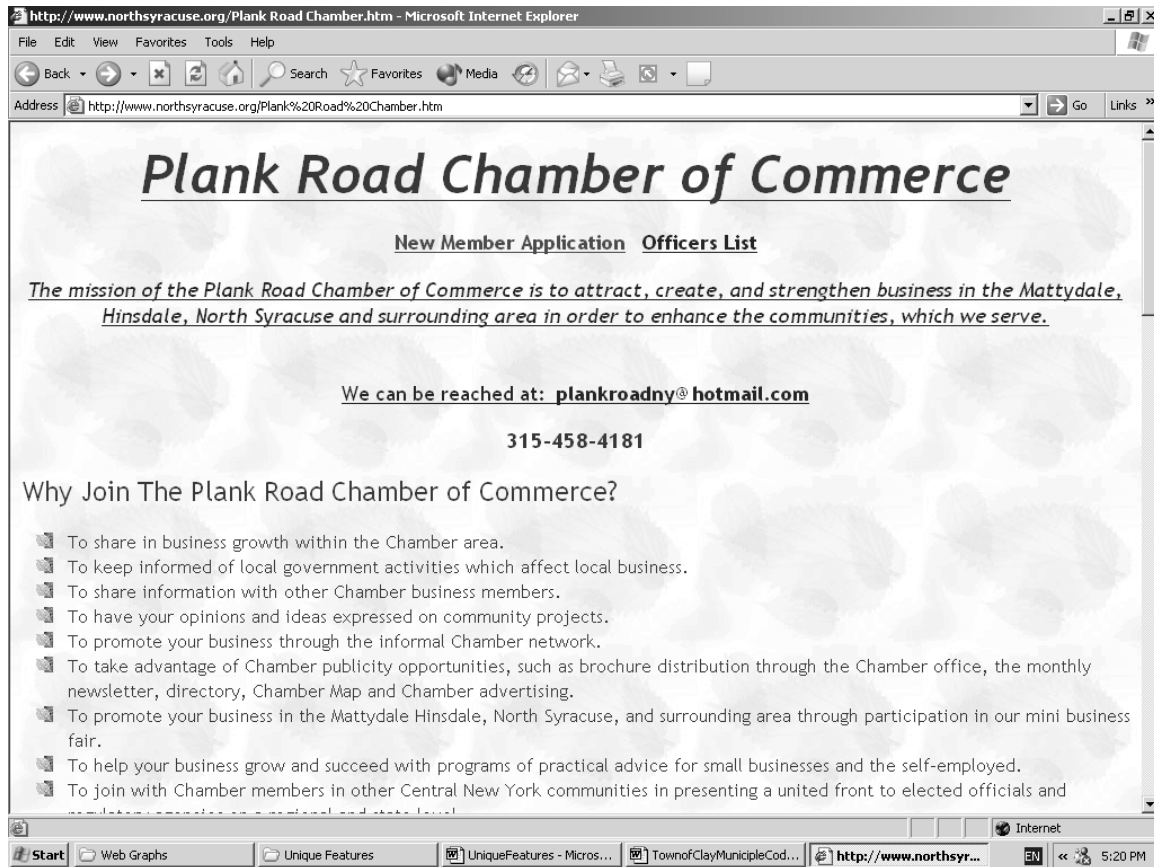
Source: Fall 2002 Observations by the Community Benchmarks Program Research Team

Comments: The URL is <http://www.townoflysander.org/assessor.htm>.

Clicking on “To Look up your assessment Click Here” brings up this page.



9. The Village of North Syracuse offers an application with instructions for filling a committee vacancy.



*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** The URL is <http://www.northsyracuse.org/Plank Road Chamber.htm>.

**APPENDIX E:**  
**UNIQUE WEB SITE FEATURES OUTSIDE OF ONONDAGA**  
**COUNTY**

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## UNIQUE WEB SITE FEATURES OUTSIDE OF ONONDAGA COUNTY

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### *Introduction*

Unique features beneficial to citizens found on other government Web sites.

### *Features*

The City of Manchester, New Hampshire, maintains a searchable online database that allows citizens to enter a street number and street name and receive the name and phone number of their alderman, as well as their polling location.

The screenshot shows a web browser window displaying the City of Manchester website. The browser's address bar shows the URL: <http://216.204.100.81/CityGov/CLK/Elections/DetermineWard.asp>. The website header features the City of Manchester logo and a navigation menu with links: Home, Living Here, City Government, Doing Business, Leisure, and Search. The date 'Monday, November 25, 2002' is displayed. The main content area is titled 'Where Do I Vote?' and contains a form with three steps: Step 1: Enter your street number. Do not include apartment or unit numbers. Step 2: Select your street from the list below. Type the first letter of your street name in the list box and then scroll to select your street name. Step 3: Submit the address. The form includes input fields for 'Street Number' and 'Street Name', and buttons for 'SubmitAddress' and 'Reset'. The footer contains links: Top, City Home, Contact Us, Privacy Statement, Disclaimer, Site Map, and Search.

*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** The URL is  
<http://216.204.100.81/CityGov/CLK/Elections/DetermineWard.asp>

## Features

The Town of Southborough, Mass. maintains a list of all of the committee vacancies enabling citizens to easily get involved in local government.

The screenshot shows a web browser window displaying the Town of Southborough website. The page has a header with the town's name and a navigation menu on the left. The main content area is titled 'Southborough Boards and Committees' and features a table of 'Committee Vacancies'.

**WELCOME TO THE TOWN OF SOUTHBOROUGH MA**

**Southborough Boards and Committees**

**Committee Vacancies**

Committee Name	# of Openings
Americans with Disabilities Act Committee	1
Capital Budget Planning Committee	1
Council on Aging	2
Fence Viewers	1
Historical Commission	1
Insurance Advisory Committee	1
MWRA Working Group	2
Open Space Preservation Commission	2
Phase II Stormwater Committee	2
Public Works Planning Board	1
Recreation Facilities Committee	1
Recycling Committee	2
Regional School District Agreement Working Group	1
School Building Committee	1
Sign Committee	2
Southborough Arts Center Building Committee	1
Southborough Housing Authority	1
Southborough Housing Opportunity Partnership Committee (SHOPC)	1
Southborough Scholarship Advisory Committee	1
Town Cemetery Study Committee	2
Trust Fund Advisory Committee	3
Youth Commission	1

**About Southborough**  
**Boards and Committees**  
**Meeting Calendar**  
**Town Directory**  
**Employment**  
**Departments**  
**Home**

**SOUTHBOROUGH TOWN HOUSE**  
17 Common Street, 01772  
Main Number: 508-483-0730  
Fax: 508-480-0161  
[Click here for directions](#)

Source: Fall 2002 Observations by the Community Benchmarks Program Research Team

Comments: The URL is [http://www.southboroughtown.com/boards\\_vacancies.shtm](http://www.southboroughtown.com/boards_vacancies.shtm)

## Features

The City of Sunnyvale, California, allows users to communicate directly with city council members by having them fill out an online form. There is also a link to a feedback survey if the citizens' issues do not require a direct response.

The screenshot shows a web browser window with the title "Communicate with the City Council". The page content includes instructions for using the form, a "Send" button, and a section for providing contact information. The form fields are as follows:

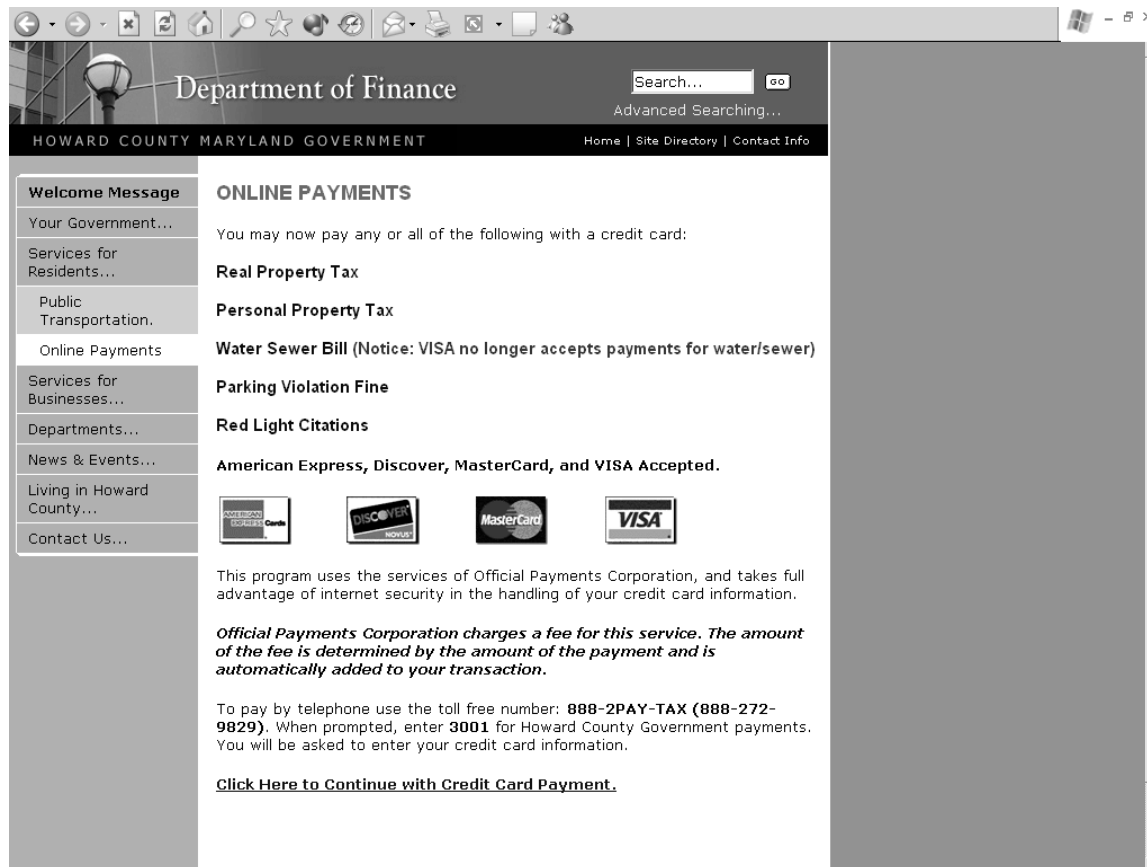
- TO:** City Council (dropdown menu)
- FROM:** Your Name - (For example, Bill Smith) (text input field)
- Please provide ONE of the following so that we may respond to you directly:**
  - 1. Your email address - (For Example, bsmith@online.com) (text input field)
  - 2. Your daytime telephone number (text input field)
  - 3. Your mailing address
    - Line 1 (text input field)
    - Line 2 (text input field)
    - City (Sunnyvale) (text input field), State (CA) (text input field), Postal Code (text input field)
- Please describe your issue below:** (text input field)

*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** The URL is <http://www.ci.sunnyvale.ca.us/contacts/council.asp>

## Features

Howard County in Maryland allows citizens to pay property taxes, water sewer bills, parking violation fines and red light citations online using a credit card.



*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** The URL is [http://www.co.ho.md.us/servicesresidents\\_onlinepayments.htm](http://www.co.ho.md.us/servicesresidents_onlinepayments.htm)

## Features

Westport, Connecticut provides 68 downloadable forms from 10 different departments.

The screenshot shows a web browser window displaying the 'westport.ct' website. The page is titled 'Forms' under the 'Publications/Forms' section. The left sidebar contains a navigation menu with the following items: 'Town Information', 'Municipal Services', 'Boards and Commissions', 'Selectwoman's Office', 'Publications and Forms' (selected), 'notices', 'newsletters', 'minutes', 'town code', 'regulations', 'forms', 'Links: Life in Westport', 'Return to Home', 'I'd like to:', 'Select One' (dropdown), 'Select Department/Office:', 'Select One' (dropdown), 'Search for:', a search input field, a 'Search' button, and a link to 'Advanced Search'. The main content area has a heading 'Forms' and a paragraph explaining that many forms are fill-in PDF files and that Adobe's Acrobat Reader version 4.05 or newer is required. It also provides links for detailed instructions and searching for specific forms. Below this is a table listing forms by department.

Department	Click on Form to open it in Adobe Acrobat Reader
Building	<a href="#">Application for Demolition Permit</a>
	Application for Building Permit Application
	Application for Electrical Service
	Application for Plumbing, Heating, A/C, & Sprinkler Installations
	Workers Compensation Coverage Affidavit
Conservation	Residential Smoke Alarm Test Certification
	Westport Conservation Application
	(Schedule A) Application checklist
	(Schedule B) List of Adjacent Owners
	(Schedule C) Wetlands/Watercourses Application
	(Schedule D) Waterway Protection Lines Application
	(Schedule E) Aquifer Protection

Source: Fall 2002 Observations by the Community Benchmarks Program Research Team

Comments: The URL is <http://www.ci.westport.ct.us/publication/forms/>

## Features

Erie County, New York, allows citizens to fill out an online form to report “abuse of Erie County resources.”

The screenshot shows a web browser window displaying the Erie County Comptroller's Office website. The browser's address bar shows the URL: [http://www.erie.gov/depts/government/comptroller/contact\\_reportabuse.shtml](http://www.erie.gov/depts/government/comptroller/contact_reportabuse.shtml). The website header includes the Erie County logo and navigation links: Home, Table of Contents, Search, Erie County Legislature, Sheriff's Prevention Tip, Internet Mapping System, Employment, and Bids. The main heading is "County Leadership Comptroller". Below this is a "Contact Us" section with the name "NANCY A. NAPLES", her title "Erie County Comptroller", and contact information: Phone: (716) 858-8400 and Fax: (716) 858-8507. The main content area is titled "Erie County Comptroller's Office Waste, Abuse, Employee or Vendor Misconduct REPORTING FORM". It contains a paragraph of instructions: "Please describe your observations in the spaces provided. If you wish to remain anonymous, we will respect your privacy. At your option, leave your name or e-mail address so that we may contact you." Below the instructions are four text input fields: "OBSERVATION/INFORMATION:", "Date of Occurrence(s):", "Identifying Information (License tag, vehicle description, etc.):", and "Names of Employees/Vendors Involved:". Each field has a vertical scrollbar on its right side.

**Erie County**  
County Leadership  
**Comptroller**

**Erie County Comptroller**  
**Contact Us**

**NANCY A. NAPLES**  
Erie County Comptroller  
Phone: (716) 858-8400  
Fax: (716) 858-8507

**Erie County Comptroller's Office**  
**Waste, Abuse, Employee or Vendor Misconduct**  
**REPORTING FORM**

Please describe your observations in the spaces provided. If you wish to remain anonymous, we will respect your privacy. At your option, leave your name or e-mail address so that we may contact you.

OBSERVATION/INFORMATION:

Date of Occurrence(s):

Identifying Information  
(License tag, vehicle  
description, etc.):

Names of Employees/Vendors  
Involved:

*Source: Fall 2002 Observations by the Community Benchmarks Program Research Team*

**Comments:** The URL is  
[http://www.erie.gov/depts/government/comptroller/contact\\_reportabuse.shtml](http://www.erie.gov/depts/government/comptroller/contact_reportabuse.shtml)

**APPENDIX F:**  
**HOW-TO GUIDE FOR CREATING A WEB SITE**

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## A HOW-TO GUIDE FOR CREATING A WEB SITE

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### Suggested Readings and Web Sites to Help Design a Web Site

- Castro, Elizabeth. "HTML for the World Wide Web." Peachpit Press. 1998  
This book contains sections on how to use HTML, Photoshop, images, forms, lists, tables, links, frames, multimedia and color. It is easy to understand and gives specific examples.
- <http://www.hotwired.com/webmonkey/>  
Webmonkey is a resource for web developers, but you don't necessarily have to have extensive technical expertise to understand the concepts presented. It explains emerging technologies and explores trends. In addition, it includes tutorials that walk you through the basics and then let you get your hands dirty with detailed how-to projects, articles and commentaries.
- <http://www.builder.com/Business/Rules/>  
This article lists 50 rules for "netiquette," the standard of behavior that governs the commercial development and usage of the Net.
- <http://www.muninetguide.com>  
A useful Web site and newsletter designed to help professionals and civic leaders who are interested in using the Web in municipal affairs. The site includes examples of exceptional municipal Web sites, articles pertaining to the use of the Web by local governments, and other resources helpful for any municipality looking for guidance in creating a Web site.
- <http://www.ctg.albany.edu>  
The Center for Technology in Government, which is affiliated with the State University of New York at Albany, works with governments to help them explore ways to use technology effectively to benefit themselves and their citizens. The Center conducts research and partnership projects on the policy, management and technology issues surrounding information use in the public sector. This site addresses Web sites and a variety of technological issues, such as maintaining electronic records and information management.
- <http://www.centerdigitalgov.com>  
The Center for Digital Government is a national research and advisory institute that helps government and industry leaders to make informed decisions and research ways to effectively incorporate and adapt to the new technologies in the 21<sup>st</sup> century. The Center is also affiliated with *Government Technology* magazine.

- <http://www.websitetips.com>  
This site can be a useful resource for municipalities looking for more “how-to” information about Web sites. Links to information on layout, color, HTML, writing for the Web, and architecture and usability can be found on the site. It also includes helpful articles on how to use HTML and several graphics programs.
- <http://www.cnet.com>  
This is a useful Web site for consumers interested in purchasing new technology. In addition to being able to read articles rating different types of hardware and software, you can get information on Internet Service Providers.
- <http://www.govtech.net>  
This site is the online version of *Government Technology* magazine. It provides links to stories in the current issue of the publication, as well as several sections of the site devoted to hot topics in technology use, such as new products and e-government.
- <http://www.statelocalgov.net>  
This site serves as a clearinghouse of Web sites for various municipalities across the country. These sites will be able to provide a diverse variety of examples on which to base municipal Web site designs.
- <http://whatis.techtarget.com>  
This site contains definitions for many terms commonly used in the technology industry which may not be understood by the general public. The definitions are located in an easily-searchable database. Also included in the site are news stories about new developments in technology and a quick reference guide to commonly asked questions.

**APPENDIX G:**  
**BLANK EVALUATION FORM**

## ***Municipal Web Site Assessment***

Municipality: \_\_\_\_\_

Web site address: \_\_\_\_\_

Date Assessed: \_\_\_\_\_

Please note:

- This assessment must be completed on a MaxPal computer for quality assurance.
- Please make a screen print of the home page of each municipality for the report. While viewing the page, maximize the browser window so that nothing else is on the screen. Press the “Print Screen” button located to the right of the F keys (on most computers). Open a Word document and click paste (or Ctrl V). Save the document with the name of the Web site (example: TownofManliushomepage.doc). This should be saved on the M drive in the PAF410 folder.
- While this assessment is being completed, please make sure that there are no other programs running.
- Please keep a list of the broken links for this site at the end of the survey.

<b>Information Available</b>				
Attribute		Yes	No	Comment
1.	Date of <b>next</b> town/village board or city council meeting (acceptable in place of the date is, i.e., third Monday of the month)	1	0	
2.	Location of town/village board or city council meeting	1	0	
3.	Time of town/village board or city council meeting	1	0	
4.	Agenda of next town/village board or city council meeting (posted within 48 hours of meeting – Use last meeting agenda, if necessary)	1	0	
5.	Minutes of the last town/village board or city council meeting held within the last two months	1	0	
6.	Archive of past board or council meeting minutes	1	0	
7.	Minutes can be downloaded	1	0	
8.	Budget for the current fiscal year	1	0	
9.	Downloadable forms	1	0	
10.	A date is provided for the most recent Web update	1	0	Date _____

<b>Contact Information</b>				
<i>Phone Numbers</i>				
	Attribute	Yes	No	Comment
11.	Mayor or Town Supervisor	1	0	
12.	Town Clerk	1	0	
13.	Board/council members (If every member does not have a phone # listed, indicate #/total, i.e., 3/5)	1	0	
14.	Departments (If every department does not have a phone # listed, indicate #/total, i.e., 3/5)	1	0	
<i>Fax Numbers</i>				
15.	At least one fax number is provided for the town/village or city hall offices	1	0	
<i>Email Address</i>				
16.	Mayor or Town Supervisor	1	0	
17.	Town/Village or City Clerk	1	0	
18.	Board/council members (If every member does not have an email address listed, indicate #/total)	1	0	
19.	Departments (If every department does not have an email address listed, indicate #/total, i.e., 3/5)	1	0	
20.	Webmaster	1	0	
<i>Physical Address</i>				
21.	Address of town, village or city hall is listed	1	0	
<b>Architecture</b>				
22.	Search capability	1	0	
23.	Site Map is provided	1	0	
24.	Each link used worked (If you do not check every link, write the # confirmed. You must check at least 10 links, if that many exist. If you check every link, write <u>all</u> for the #.)	1	0	
25.	Link to home page from every page visited	1	0	

<b>Continuity of Web Design</b>				
	Attribute	Yes	No	Comment
26.	Each page header viewed is consistent	1	0	
27.	Each page footer viewed is consistent	1	0	
28.	Navigation bar on each page is consistent	1	0	
29.	In general, body of each page is consistent	1	0	
30.	Font type on each page appears to be consistent	1	0	
31.	Font size on each page appears to be consistent	1	0	
32.	Color used on each page is consistent	1	0	
33.	Background design on each page is consistent	1	0	
<b>Search Engines</b> Please search for your assigned Web site using each of the following browsers, inputting the three variations for each municipality. First, indicate if the site can be found. Second, report the order the site appears out of the top 10 hits.				
<i>Yahoo</i>				
34.	Official name (Town/Village or City of ...)	1	0	
35.	Popular name (Manlius, Syracuse, Liverpool)	1	0	
36.	Name and State (Syracuse, NY)	1	0	
<i>Google</i>				
37.	Official name (Town/Village or City of ...)	1	0	
38.	Popular name (Manlius, Syracuse, Liverpool)	1	0	
39.	Name and State (Syracuse, NY)	1	0	
<i>MSN</i>				
40.	Official name (Town/Village or City of ...)	1	0	
41.	Popular name (Manlius, Syracuse, Liverpool)	1	0	

	Attribute	Yes	No	Comment
42.	Name and State (Syracuse, NY)	1	0	
<i>AOL.com</i>				
43.	Official name (Town/Village or City of ...)	1	0	
44.	Popular name (Manlius, Syracuse, Liverpool)	1	0	
45.	Name and State (Syracuse, NY)	1	0	
<b>General</b>				
<i>Responsiveness</i>				
Email the town/village/city clerk to ask "What are the hours that the municipal offices are open?" Record the number of days/hours it takes to receive a response.				
46.	Response received (look at time sent, not time response received)	1	0	# of days _____ or # of hours _____

### *Unique Features*

If there is a unique feature found on the Web site, please describe below and make a screen print of the page and save it on the M drive with an appropriate file name (example: SyracuseNoDefectsSite.doc).

47. Does this Web site have a unique feature that is beneficial to citizens? Yes No

48. If yes, describe. \_\_\_\_\_

\_\_\_\_\_

49. Does this Web site have a feature that is very poor? Yes No

50. If yes, describe. \_\_\_\_\_

\_\_\_\_\_

51. List any broken links (please include which page the link is on and where the link is supposed to take users. Label a, b, c, etc. when inputting into database.

Where Link is Located	Where Link is Supposed to Go

52. Additional comments.

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Reviewer Name \_\_\_\_\_ Team # \_\_\_\_\_

Name of Data Entry Person \_\_\_\_\_ Total Score \_\_\_\_\_

**APPENDIX H:**  
**OVERALL WEB SITE SCORE WEIGHTS**

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## OVERALL WEB SITE SCORE WEIGHTS

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When compiling the final score for each municipality, some answers are averaged while others were not. The following information indicates which features were averaged and which were not. If the response to any variable is “Yes,” one point was assigned. For those questions which were averaged, the number of “Yes” findings are totaled then divided by the number of total answers (“Yes” and “No”). Consequently, there is one number found for all search engine questions and one number found for all continuity of Web site questions. This weighted system is used to provide an appropriate balance in the findings.

## ***Municipal Web Site Assessment***

Municipality: \_\_\_\_\_

Web site address: \_\_\_\_\_

Date Assessed: \_\_\_\_\_

Please note:

- This assessment must be completed on a MaxPal computer for quality assurance.
- Please make a screen print of the home page of each municipality for the report. While viewing the page, maximize the browser window so that nothing else is on the screen. Press the “Print Screen” button located to the right of the F keys (on most computers). Open a Word document and click paste (or Ctrl V). Save the document with the name of the Web site (example: TownofManliushomepage.doc). This should be saved on the M drive in the PAF410 folder.
- While this assessment is being completed, please make sure that there are no other programs running.
- Please keep a list of the broken links for this site at the end of the survey.

<b>Information Available</b>				
Attribute		Yes	No	Number of Points
1.	Date of <b>next</b> town/village board or city council meeting (acceptable in place of the date is, i.e., third Monday of the month)	1	0	1
2.	Location of town/village board or city council meeting	1	0	1
3.	Time of town/village board or city council meeting	1	0	1
4.	Agenda of next town/village board or city council meeting (posted within 48 hours of meeting – Use last meeting agenda, if necessary)	1	0	1
5.	Minutes of the last town/village board or city council meeting held within the last two months	1	0	1
6.	Archive of past board or council meeting minutes	1	0	1
7.	Minutes can be downloaded	1	0	1
8.	Budget for the current fiscal year	1	0	1
9.	Downloadable forms	1	0	1
10.	A date is provided for the most recent Web update	1	0	1

<b>Contact Information</b>				
<i>Phone Numbers</i>				
	Attribute	Yes	No	Number of Points
11.	Mayor or Town Supervisor	1	0	<b>Averaged with 11-14</b>
12.	Town Clerk	1	0	<b>Averaged with 11-14</b>
13.	Board/council members (If every member does not have a phone # listed, indicate #/total, i.e., 3/5)	1	0	<b>Averaged with 11-14</b>
14.	Departments (If every department does not have a phone # listed, indicate #/total, i.e., 3/5)	1	0	<b>Averaged with 11-14</b>
<i>Fax Numbers</i>				
15.	At least one fax number is provided for the town/village or city hall offices	1	0	<b>1</b>
<i>Email Address</i>				
16.	Mayor or Town Supervisor	1	0	<b>Averaged with 16-20</b>
17.	Town/Village or City Clerk	1	0	<b>Averaged with 16-20</b>
18.	Board/council members (If every member does not have an email address listed, indicate #/total)	1	0	<b>Averaged with 16-20</b>
19.	Departments (If every department does not have an email address listed, indicate #/total, i.e., 3/5)	1	0	<b>Averaged with 16-20</b>
20.	Webmaster	1	0	<b>Averaged with 16-20</b>
<i>Physical Address</i>				
21.	Address of town, village or city hall is listed	1	0	<b>1</b>
<b>Architecture</b>				
22.	Search capability	1	0	<b>1</b>
23.	Site Map is provided	1	0	<b>1</b>
24.	Each link used worked (If you do not check every link, write the # confirmed. You must check at least 10 links, if that many exist. If you check every link, write <u>all</u> for the #.)	1	0	<b>1</b>
25.	Link to home page from every page visited	1	0	<b>1</b>

<b>Continuity of Web Design</b>				
	Attribute	Yes	No	Number of Points
26.	Each page header viewed is consistent	1	0	Averaged with 26-33
27.	Each page footer viewed is consistent	1	0	Averaged with 26-33
28.	Navigation bar on each page is consistent	1	0	Averaged with 26-33
29.	In general, body of each page is consistent	1	0	Averaged with 26-33
30.	Font type on each page appears to be consistent	1	0	Averaged with 26-33
31.	Font size on each page appears to be consistent	1	0	Averaged with 26-33
32.	Color used on each page is consistent	1	0	Averaged with 26-33
33.	Background design on each page is consistent	1	0	Averaged with 26-33
<b>Search Engines</b> Please search for your assigned Web site using each of the following browsers, inputting the three variations for each municipality. First, indicate if the site can be found. Second, report the order the site appears out of the top 10 hits.				
<i>Yahoo</i>				
34.	Official name (Town/Village or City of ...)	1	0	Averaged with 34-45
35.	Popular name (Manlius, Syracuse, Liverpool)	1	0	Averaged with 34-45
36.	Name and State (Syracuse, NY)	1	0	Averaged with 34-45
<i>Google</i>				
37.	Official name (Town/Village or City of ...)	1	0	Averaged with 34-45
38.	Popular name (Manlius, Syracuse, Liverpool)	1	0	Averaged with 34-45
39.	Name and State (Syracuse, NY)	1	0	Averaged with 34-45
<i>MSN</i>				
40.	Official name (Town/Village or City of ...)	1	0	Averaged with 34-45
41.	Popular name (Manlius, Syracuse, Liverpool)	1	0	Averaged with 34-45

	Attribute	Yes	No	Number of Points
42.	Name and State (Syracuse, NY)	1	0	<b>Averaged with 34-45</b>
<i>AOL.com</i>				
43.	Official name (Town/Village or City of ...)	1	0	<b>Averaged with 34-45</b>
44.	Popular name (Manlius, Syracuse, Liverpool)	1	0	<b>Averaged with 34-45</b>
45.	Name and State (Syracuse, NY)	1	0	<b>Averaged with 34-45</b>
<b>General</b> <i>Responsiveness</i>				
	Email the town/village/city clerk to ask "What are the hours that the municipal offices are open?" Record the number of days/hours it takes to receive a response.			
46.	Response received (look at time sent, not time response received)	1	0	<b>1</b>

### *Unique Features*

If there is a unique feature found on the Web site, please describe below and make a screen print of the page and save it on the M drive with an appropriate file name (example: SyracuseNoDefectsSite.doc).

47. Does this Web site have a unique feature that is beneficial to citizens? Yes No

48. If yes, describe. \_\_\_\_\_

49. Does this Web site have a feature that is very poor? Yes No

50. If yes, describe. \_\_\_\_\_

51. List any broken links (please include which page the link is on and where the link is supposed to take users. Label a, b, c, etc. when inputting into database.

Where Link is Located	Where Link is Supposed to Go

52. Additional comments.

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Reviewer Name \_\_\_\_\_ Team # \_\_\_\_\_

Name of Data Entry Person \_\_\_\_\_ Total Score \_\_\_\_\_