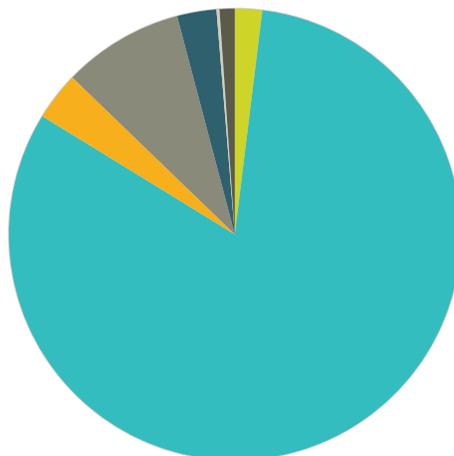


Q1 Which of the following best describes you? (choose one)

Answered: 462 Skipped: 6



Answer Choices	Responses
Private Citizen	1.95% 9
Municipal Official/Employee	81.82% 378
School Official/Employee	3.46% 16
State Official/Employee	8.66% 40
Municipal Vendor (auditor, attorney, assessment firm)	2.81% 13
Media/Press	0.22% 1
Government-Affiliated (RPAs, Councils of Government, Associations of Government Officials)	1.08% 5
Total	462

Other (please specify) (10)

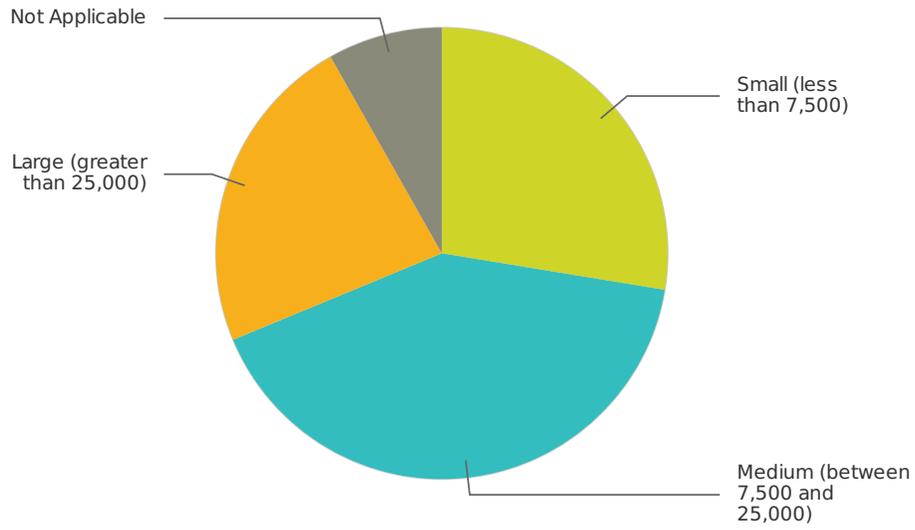
#	Other (please specify)	Date
1	Tax Accountant working for a corporation	5/7/2013 9:48 AM
2	Town Administrator	5/7/2013 9:26 AM
3	Planning Consultant	5/1/2013 3:00 PM
4	Former City Councilor / Current Chairman, Community Preservation Committee	5/1/2013 2:24 PM
5	Elected TMM and Finance Committee member	5/1/2013 1:57 PM
6	Municipal Consultanht	5/1/2013 12:15 PM
7	Police Dept.	4/24/2013 5:06 PM
8	CPA Program Manager	4/24/2013 11:29 AM

DLS Website Survey

#	Other (please specify)	Date
9	RetiredMunicipal Official/Employee with 34 years of municipal service, 20 years of which as town administrator or manager	4/23/2013 6:58 PM
10	By Law committee	4/23/2013 4:20 PM

Q2 What is the approximate size of your community?

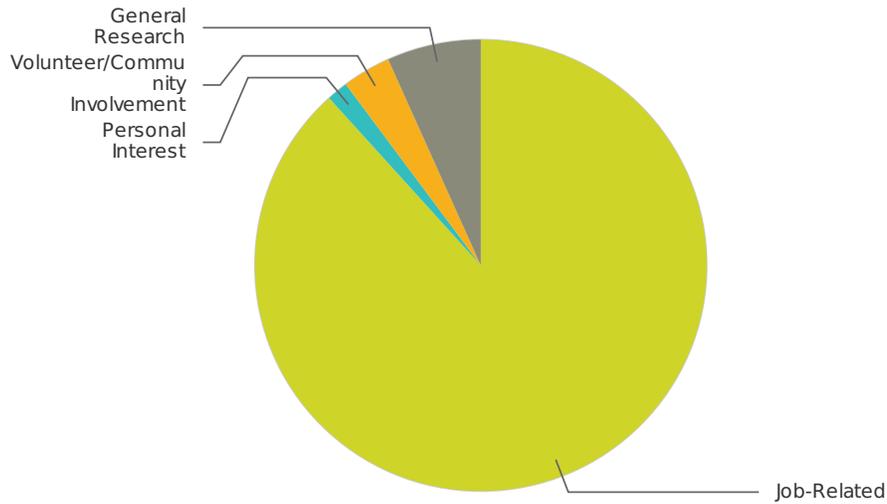
Answered: 464 Skipped: 4



Answer Choices	Responses	
Small (less than 7,500)	27.59%	128
Medium (between 7,500 and 25,000)	41.16%	191
Large (greater than 25,000)	23.06%	107
Not Applicable	8.19%	38
Total		464

Q3 Why do you visit the website? (choose one)

Answered: 461 Skipped: 7



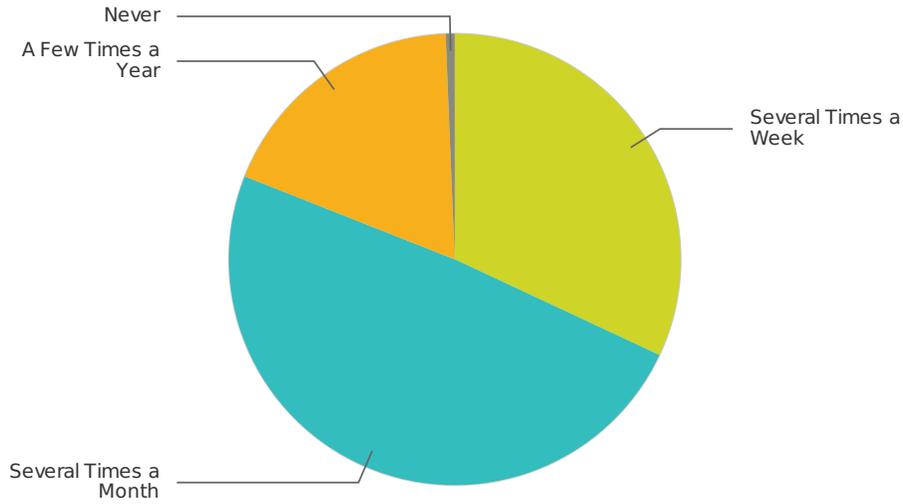
Answer Choices	Responses
Job-Related	88.29% 407
Personal Interest	1.52% 7
Volunteer/Community Involvement	3.47% 16
General Research	6.72% 31
Total	461

Other (please specify) (9)

#	Other (please specify)	Date
1	legal opinions, guidance on regulations, etc	5/7/2013 12:32 PM
2	all of the above	5/7/2013 11:54 AM
3	Rarely	5/7/2013 9:26 AM
4	AND GENERAL INFO	5/6/2013 1:39 PM
5	When searching for information to help understand local government.	5/1/2013 2:24 PM
6	and research	4/24/2013 8:56 AM
7	both	4/23/2013 8:16 PM
8	town financial info	4/23/2013 4:06 PM
9	I HAVEN'T DONE SO - SEE BELOW	4/23/2013 3:16 PM

Q4 How often do you visit our website? (choose one)

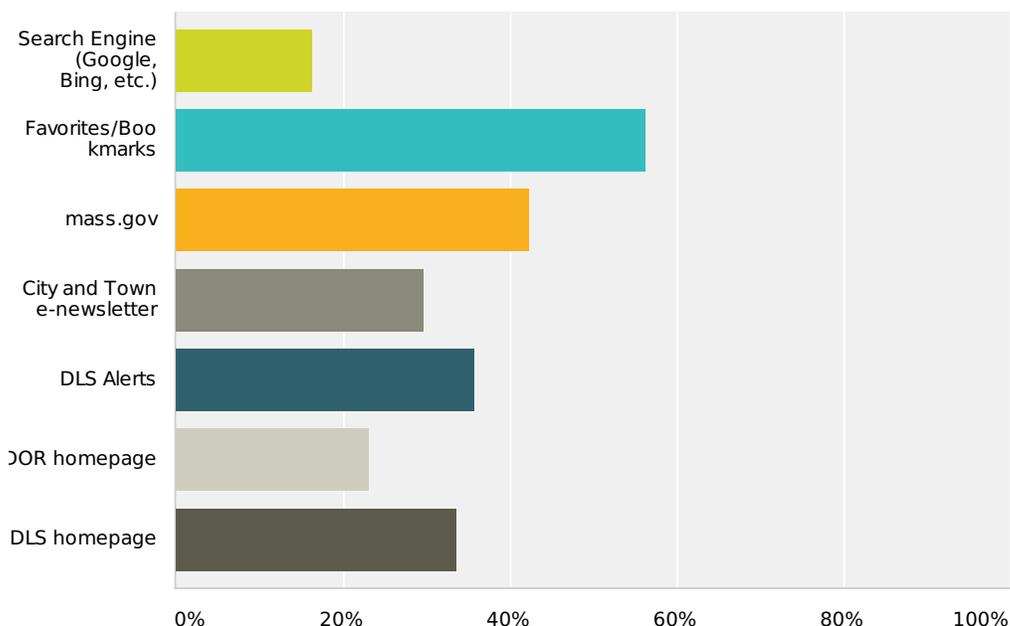
Answered: 463 Skipped: 5



Answer Choices	Responses	
Several Times a Week	31.97%	148
Several Times a Month	49.03%	227
A Few Times a Year	18.36%	85
Never	0.65%	3
Total		463

Q5 How do you access the website? (choose all that apply)

Answered: 459 Skipped: 9



Answer Choices	Responses
Search Engine (Google, Bing, etc.)	16.34% 75
Favorites/Bookmarks	56.21% 258
mass.gov	42.27% 194
City and Town e-newsletter	29.63% 136
DLS Alerts	35.73% 164
DOR homepage	23.09% 106
DLS homepage	33.55% 154

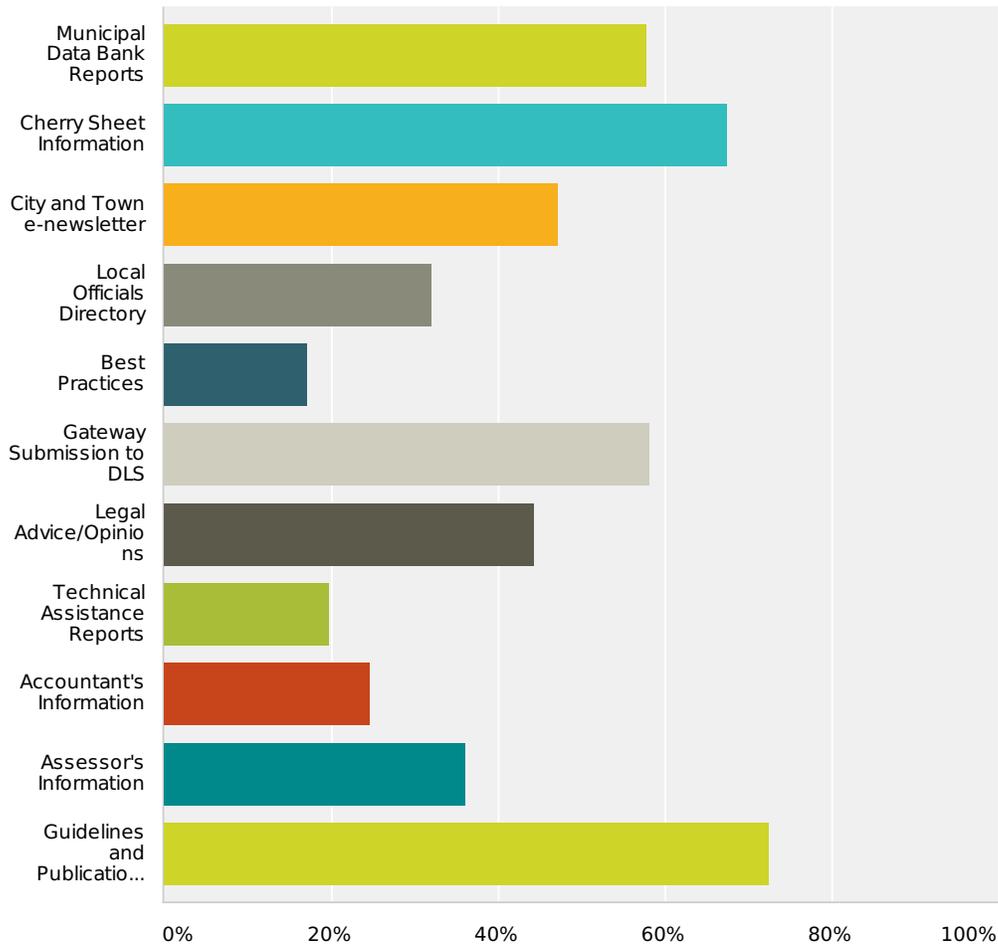
Total Respondents: 459

Other (please specify) (7)

#	Other (please specify)	Date
1	MULTIPLE TABS FOR EACH AREA i NEED	5/6/2013 1:39 PM
2	GATEWAY (RECAP /SCHEDULE A)	5/2/2013 10:51 AM
3	an embedded link from a DOR email.	4/24/2013 9:25 AM
4	favorites link	4/24/2013 8:56 AM
5	bookmark to Gateway, then navigate backwards if Gateway isn't where I need to be.	4/23/2013 4:05 PM
6	Internal website	4/23/2013 3:04 PM
7	bookmark	4/23/2013 2:59 PM

Q6 What are the main features or information you access on the website? (choose all that apply)

Answered: 462 Skipped: 6



Answer Choices	Responses
Municipal Data Bank Reports	57.79% 267
Cherry Sheet Information	67.53% 312
City and Town e-newsletter	47.19% 218
Local Officials Directory	32.03% 148
Best Practices	17.10% 79
Gateway Submission to DLS	58.23% 269
Legal Advice/Opinions	44.37% 205
Technical Assistance Reports	19.70% 91
Accountant's Information	24.68% 114
Assessor's Information	36.15% 167
Guidelines and Publications (IGRs, Bulletins, etc.)	72.51% 335

Total Respondents: 462

Other (please specify) (15)

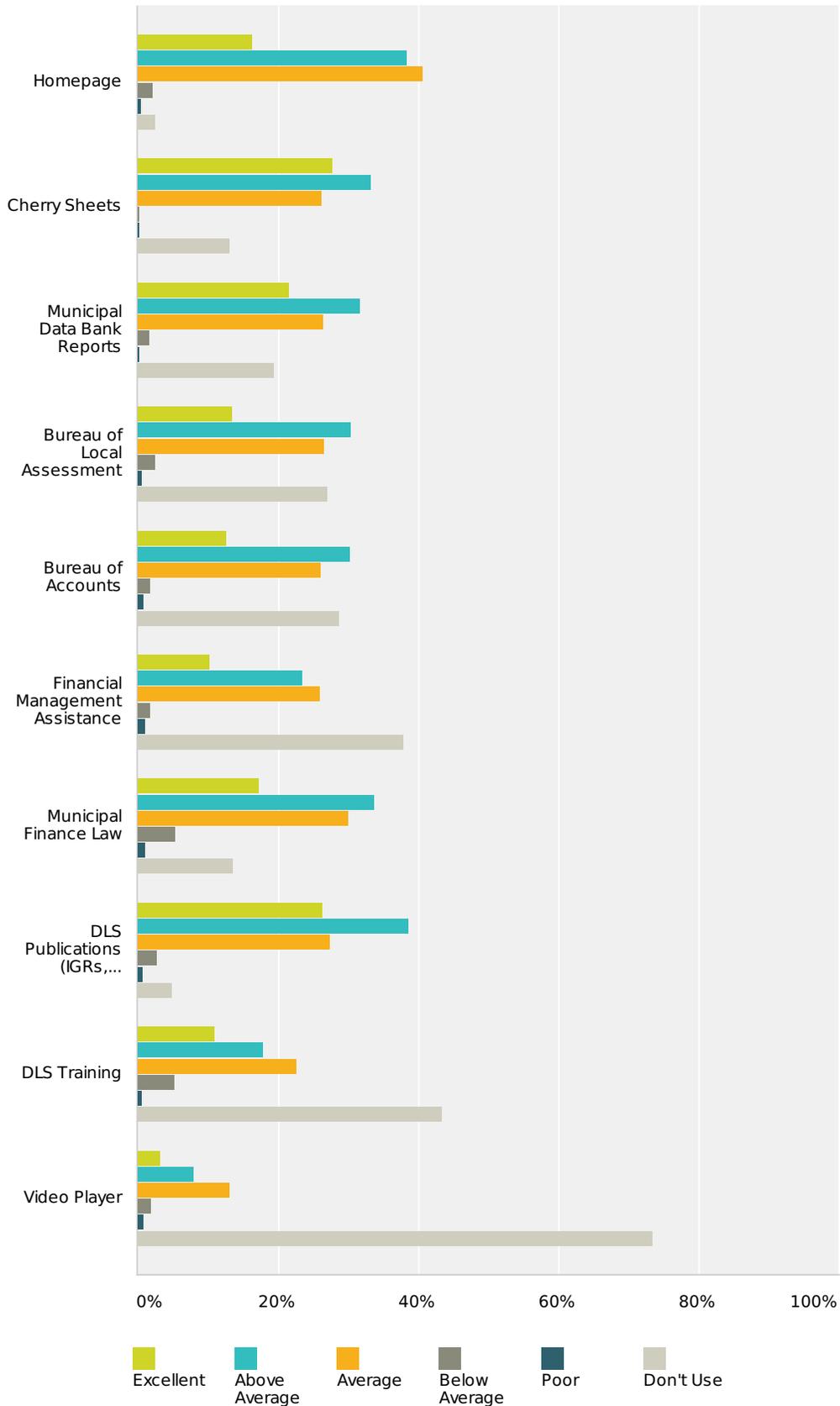
#	Other (please specify)	Date
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DLS Website Survey

#	Other (please specify)	Date
1	The legal advice /opinion is poor & unhelpful because the staff always says contact your town attorney	5/7/2013 9:26 AM
2	Forms	5/6/2013 3:01 PM
3	UMAS Manual - it takes a while to search a topic would be nice if there are links to IGRS,UMAS & Legal	5/2/2013 10:51 AM
4	To look up forms.	5/2/2013 9:00 AM
5	Try to find open meeting law information	5/1/2013 1:16 PM
6	Forms and Brochures	5/1/2013 12:21 PM
7	Treasurer's Information; Collector's Information	4/24/2013 4:51 PM
8	to obtain forms	4/24/2013 2:53 PM
9	MAss. General Laws	4/24/2013 11:50 AM
10	Mass DOT for Chapter 90	4/24/2013 9:56 AM
11	IGR's	4/24/2013 9:25 AM
12	Tax recaps	4/23/2013 8:04 PM
13	Licensee information	4/23/2013 3:39 PM
14	FORMS	4/23/2013 3:28 PM
15	I make the home page available to my users and they navigate the site as needed	4/23/2013 3:04 PM

Q7 Please rate the overall quality of website content on the following pages.

Answered: 453 Skipped: 15

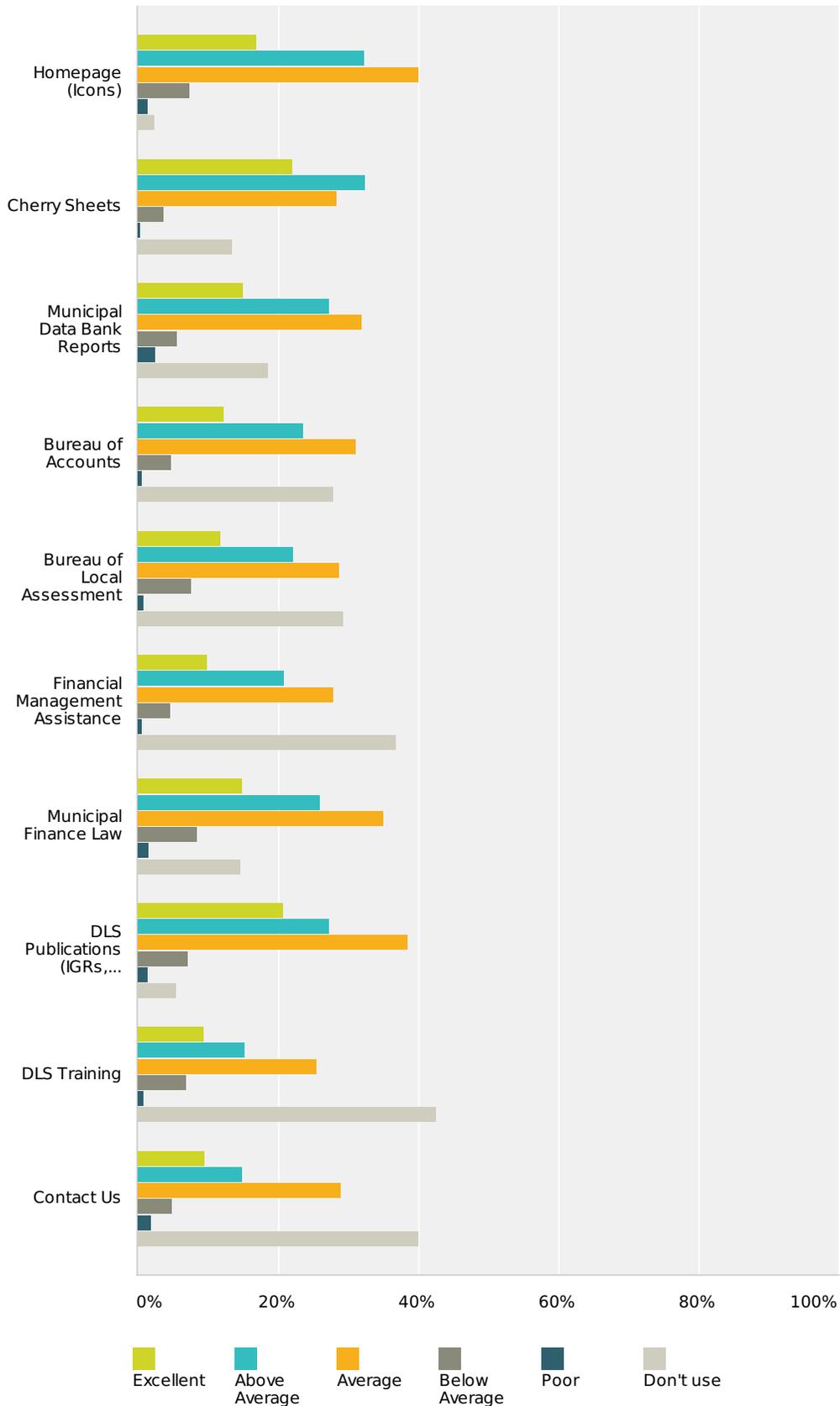


DLS Website Survey

	Excellent	Above Average	Average	Below Average	Poor	Don't Use	Total Respondents
Homepage	16.33% 72	38.32% 169	40.59% 179	2.04% 9	0.45% 2	2.49% 11	441
Cherry Sheets	27.80% 119	33.18% 142	26.17% 112	0.23% 1	0.23% 1	13.08% 56	428
Municipal Data Bank Reports	21.51% 91	31.68% 134	26.48% 112	1.65% 7	0.24% 1	19.39% 82	423
Bureau of Local Assessment	13.40% 56	30.38% 127	26.56% 111	2.39% 10	0.48% 2	27.03% 113	418
Bureau of Accounts	12.53% 51	30.22% 123	26.04% 106	1.72% 7	0.74% 3	28.75% 117	407
Financial Management Assistance	10.22% 41	23.44% 94	25.94% 104	1.75% 7	1.00% 4	37.91% 152	401
Municipal Finance Law	17.19% 71	33.66% 139	30.02% 124	5.33% 22	0.97% 4	13.56% 56	413
DLS Publications (IGRs, Bulletins)	26.26% 115	38.58% 169	27.40% 120	2.74% 12	0.68% 3	4.79% 21	438
DLS Training	10.92% 44	17.87% 72	22.58% 91	5.21% 21	0.50% 2	43.42% 175	403
Video Player	3.19% 12	7.98% 30	13.03% 49	1.86% 7	0.80% 3	73.40% 276	376

Q8 Please rate the overall ease of navigation on the following pages.

Answered: 448 Skipped: 20



DLS Website Survey

	Excellent	Above Average	Average	Below Average	Poor	Don't use	Total Respondents
Homepage (Icons)	16.94% 72	32.24% 137	40% 170	7.29% 31	1.41% 6	2.35% 10	425
Cherry Sheets	22.06% 92	32.37% 135	28.30% 118	3.60% 15	0.24% 1	13.43% 56	417
Municipal Data Bank Reports	14.98% 62	27.29% 113	31.88% 132	5.56% 23	2.42% 10	18.60% 77	414
Bureau of Accounts	12.28% 49	23.56% 94	31.08% 124	4.76% 19	0.50% 2	27.82% 111	399
Bureau of Local Assessment	11.79% 48	22.11% 90	28.75% 117	7.62% 31	0.74% 3	29.24% 119	407
Financial Management Assistance	9.79% 38	20.88% 81	27.84% 108	4.64% 18	0.52% 2	36.86% 143	388
Municipal Finance Law	14.81% 60	25.93% 105	35.06% 142	8.40% 34	1.48% 6	14.57% 59	405
DLS Publications (IGRs, Bulletins, etc.)	20.66% 88	27.23% 116	38.50% 164	7.04% 30	1.41% 6	5.40% 23	426
DLS Training	9.41% 37	15.27% 60	25.45% 100	6.87% 27	0.76% 3	42.49% 167	393
Contact Us	9.46% 35	14.86% 55	28.92% 107	4.86% 18	1.89% 7	40% 148	370

Q9 If you selected "below average" or "poor" to any item in questions 7 or 8, please explain.

Answered: 97 Skipped: 371

#	Responses	Date
1	NA	5/7/2013 2:31 PM
2	As FinCom Chair in my Town I have used the at-a-glance site to gather information to compare our town with neighboring towns. The old site had it's problems which were surmountable. The new site I am told has the same information. I am told I need to access it with Internet Explorer which is invariably ugly, but only half functional for this site. Look forward to having it smoothed out.	5/7/2013 1:40 PM
3	it is sometimes difficult to find the links for what is being searched for	5/7/2013 1:31 PM
4	It is very difficult to find what you need. Some of it is the change in the format and getting used to it. Some of it is the removal of information that I used to reference frequently.	5/7/2013 12:32 PM
5	7 content is overwhelming and cannot be easily segregated for customizing reports. 8. Great that DLS has new technology for fancy data gymnastics, but municipalities can't afford the demand for continuous updates. Please be more sensitive to user capabilities and capacity.	5/7/2013 11:54 AM
6	If the legal advice/letter rulings section were searchable by keyword rather than scrolling through the list of every opinion, that would speed up the ability to use it when I have a specific question. I would recommend that the list as it exists still remain, however, as on occasion, I have read through it and discovered opinions on matters that I was not aware had been addressed.	5/7/2013 11:49 AM
7	pages are confusing to navigate.	5/7/2013 11:47 AM
8	Difficulty in obtaining clear, concise answers. Municipalities have different definitions of Tangible Personal Property, never clear.	5/7/2013 9:48 AM
9	video is not needed for my purpose.	5/7/2013 9:40 AM
10	Sometimes difficult to find laws by chapter and section. Sometimes, it works fine.	5/7/2013 9:36 AM
11	Sometimes it's difficult to find the phone #'s of DLS personnel. This used to be easier to find.	5/7/2013 9:00 AM
12	Difficult to search for things	5/7/2013 8:49 AM
13	FMA is lacking, often we are left on our own hoping BOA won't get upset at us later.	5/7/2013 8:36 AM
14	The "selected" letters of DOR attorneys opinions are not that useful. A database of all letters written should be created to give users uncensored access to these.	5/7/2013 8:31 AM
15	WHY CAN'T I GET ONLINE TRAINING????? Why must I attend an in person seminar at UMass or other off site venue? WHY is there no continuing education seminars available online?	5/7/2013 8:20 AM
16	I HAVE NEVER RECEIVED A RESPONSE WHEN I HAD A QUESTION	5/6/2013 1:39 PM
17	I do find it difficult to look up the laws relating to assessing	5/2/2013 3:56 PM
18	Municipal Finance Law doesn't always respond to email or phone questions. DLS Training only accessible via icon on main page and contains little info.	5/2/2013 9:54 AM
19	The homepage could be expanded to include more options, such as commonly used forms, many items are not easily found, DLS Staff contact information is not available, such as DLS Law contacts, often have to do a lot of searching to find what I need, and search results in too many unrelated topics,	5/2/2013 9:00 AM
20	SHOULD HAVE MORE INFO	5/1/2013 8:24 PM
21	It is very difficult to find what you are looking for most times.	5/1/2013 6:37 PM
22	Navigation to find your content is poor.	5/1/2013 3:13 PM
23	I find the navigation to anything to be extremely difficult. I have to search through several pages to find the route to what I am looking for. It is not user friendly.	5/1/2013 2:53 PM
24	sometimes I cannot get it to work	5/1/2013 2:41 PM

DLS Website Survey

#	Responses	Date
25	Having difficulty finding information I need	5/1/2013 2:28 PM
26	N/A	5/1/2013 2:24 PM
27	Home page-You need to scroll to much to see what you want. Everything should be made visible on one page even if you have to click on a couple of extra items it would be worth it. Finance Law-When you enter a subject to search the results are often not what you want and you end up asking legal for information.	5/1/2013 2:19 PM
28	n/a	5/1/2013 2:16 PM
29	slow	5/1/2013 1:59 PM
30	IGR's should be listed by TOPIC, NOT by the year of issue. I was trying to find the IGR for Hardship Exemptions and after going back & back & back, I bailed out at 1996 and called the Law Dept. Extremely inefficient! Shouldn't have to call a lawyer to find an IGR or Bulletin.	5/1/2013 1:57 PM
31	Any training needs to be more specific with examples.	5/1/2013 1:44 PM
32	The gateway/report for the Assessors to request reimbursements for exemptions is time consuming. When you post the names you have to put them in seperately. The excel spread sheet is so much easier to use.	5/1/2013 1:21 PM
33	The questions DLS site ask are phrased in "dls-speak". Also, when making a change, it is often not clear how the user makes the change to be effected. Sometime several different actions are necessary	5/1/2013 1:18 PM
34	It can be very difficult to find specific Tax Forms. I usually end up "googling" them but its time consuming.	5/1/2013 1:04 PM
35	Difficult to locate information	5/1/2013 12:53 PM
36	The automated reports never work. I can never click to reduced the communities shown. Excel based docs work great.	5/1/2013 12:46 PM
37	Although I use it mainly for assessing purposes, I also am a paid income tax preparer. I find that area very hard to navigate. My clients also wonder why you require a user name and password to check on their refund, as the IRS only needs the social security number, filing status and the amount of the refund.	5/1/2013 12:45 PM
38	the new reports tool in municipal data bank reports is very difficult to use - only works with certain browsers, takes long to load, difficult to sort	5/1/2013 12:21 PM
39	n/a	5/1/2013 12:15 PM
40	too many clicks to find information	4/29/2013 2:08 PM
41	N/A	4/29/2013 12:03 PM
42	difficult to find the cherry sheets; I usually have to use google to find them	4/26/2013 9:51 AM
43	I frequently search for a DLS quick take on an issue or general topic and find it difficult to locate without multiple word searches. There's no overview outline that guides you down into the topic. Often even when I know the type of document I'm looking for, e.g. a form or IGR, I wind up reinventing the wheel to find it or picking through a list, opening & closing docs.	4/25/2013 10:07 AM
44	We use alot of web sites and yours is the worst by far to search and find specific information.	4/25/2013 9:00 AM
45	difficult finding specific items as many are lumped together	4/25/2013 8:43 AM
46	Trying to look up information on most subjects is very difficult.	4/25/2013 7:27 AM
47	Would be good if IGRs, Bulletins, etc. were searchable. Data Bank Reports contain very good information, but don't allow us to choose specific towns (if this is the purpose of the dropdown boxes, they don't stay down to allow me to select a town)	4/24/2013 5:01 PM
48	Access to Division of Local Services should be prominent.	4/24/2013 4:46 PM
49	The Municipal Data Reports do not funcgction very well with my version of IE (version 9). I cannot filter the data.	4/24/2013 2:55 PM
50	Not clear who my questions should be directed to.	4/24/2013 2:38 PM
51	Had difficult time finding form to file omitted assessments.	4/24/2013 1:23 PM

DLS Website Survey

#	Responses	Date
52	Have a difficult time directing local officials or public to where the information is located on the website. Not intuitive and can be timeconsuming with MFL and BLA	4/24/2013 1:08 PM
53	I often find that the only way I can find something is to use the "Search" feature. Things seem to get buried.	4/24/2013 11:31 AM
54	Very hard to find what I am looking for	4/24/2013 9:59 AM
55	I have trouble looking up specific laws. When I search for a chapter and section, it gives me a list of options and they often do not relate to what I am looking for.	4/24/2013 9:56 AM
56	I much prefer the old "at a glance" reports. Now when I click on them they bring me to the new community comparison report which I find hard to use, and sometimes just hangs up.	4/24/2013 9:54 AM
57	In many cases, it's not intuitive to locate what you're looking for. The website looks clean but functionality-wise I often can't find what I'm looking for without digging around.	4/24/2013 9:18 AM
58	Databank reports not as user friendly as they once were	4/24/2013 9:13 AM
59	I find it at times difficult to get from the home page to what I am searching for	4/24/2013 9:08 AM
60	I find things difficult to find--the search engine is awful even when you know what you are looking for--I never use the Municipal finance law the MGL website is easier and finding options can take hours a simple search for the UMAS manual will produce multiple entries when there should only be one, the current manual	4/24/2013 8:56 AM
61	information to other links not easy to navigate from home page.	4/24/2013 8:46 AM
62	I think there should be better training for users, especially in Gateway.	4/24/2013 8:40 AM
63	DOR opinions for some reason seem hard to find and at one time there was small business training seems the link is gone	4/24/2013 8:39 AM
64	THROUGHOUT ALL STATE BUREAUS: NON STOP BABBLING EVASIVE ANSWERS ON HOW TO ADDRESS SPECIFIC PROBLEMS; END UP SPEAKING WITH OTHER ASSESSORS FOR COHERENT WORKING ANSWERS; NO TYPE IN QUESTIONS BY SELECT WORDS FOR PRACTICAL WORKING SOLUTIONS	4/24/2013 8:37 AM
65	Difficult to find data.	4/24/2013 8:19 AM
66	I find that I have to make multiple attempts before I can get the data I want. I find it cumbersome to have to complete a series of filters prior to getting what I want and if you do not set a filter correctly, you have to start all over again. Can be frustrating when you need a certain piece of information quickly. While the data bank is a wealth of information, it could be more user-friendly.	4/24/2013 8:09 AM
67	difficult to find info needed when using the search engine	4/24/2013 7:49 AM
68	Too many layers for finding information. Not intuitive in its setup. Search function is all but useless.	4/24/2013 7:20 AM
69	Not enough training online.	4/24/2013 6:45 AM
70	The old homepage was much better and easier to use for someone who visited the site regularly. The current home page seems to be designed for the occasional visitor and not the professional seeking information regarding municipal finance	4/23/2013 9:36 PM
71	I think you do a great job.	4/23/2013 5:55 PM
72	I find it difficult to find what I am looking for. I don't use "searches" enough to know how to formulate the right questions or where to go to ask them..Sometimes the discussions are in "leagalese" and I have difficulty in determining the significant points and outcome. I need to adapt a DOR discussion to a somewhat similar situation I am experiencing.	4/23/2013 5:50 PM
73	the data needs to be more detailed as reported	4/23/2013 5:12 PM
74	I have difficulty locating things that I have looked at in the past. You didn't ask for opinion of the Gateway submissions section and I would rate that section above average.	4/23/2013 5:01 PM
75	The state website is notoriously poor on navigation and customization. But your site is not user-friendly. It's very bland in the looks category.	4/23/2013 4:40 PM
76	N/A	4/23/2013 4:16 PM
77	DIFFICULT TO FIND INFORMATION. SEARCHES DO NOT YIELD GOOD RESULTS SOMETIMES GIVE UP IN FRUSTRATION AFTER MANY ATTEMPTS TO FIND INFO . ITEMS THAT USED TO BE EASY TO FIND ARE NOT ANYMORE.	4/23/2013 4:11 PM

DLS Website Survey

#	Responses	Date
78	Queries on MDB Reports is great, but the filtering is clunky, finicky, and hard to repeat.	4/23/2013 4:05 PM
79	Your DLS Alerts emails should have an unsubscribe link.	4/23/2013 3:56 PM
80	The data bank reports, while extremely useful, are hard to locate. It is also challenging now to run historical reporting, such as the At-A-Glance reports, which we used to be able to download over a number of years, but now appears to only be available for one fiscal year with the new reporting tool.	4/23/2013 3:50 PM
81	Trying to find the Law section can be a challenge since the site has been changed, I find it more difficult now than ever	4/23/2013 3:45 PM
82	It's getting easier to navigate the site but it's still challenging. Finding contact info for DOR staff was frustrating.	4/23/2013 3:44 PM
83	The forms, publications, and information is buried in the website. Many times you have to click on several links to find the information. This is especially true in the BLA section. It is very difficult to navigate and difficult to explain to local officials where the information is located. It is frustrating that the website (both DOR and DLS) contains some time of video on the homepage that employees cannot see because it is blocked through antivirus software. I am not sure if this is a helpful video because I cannot view it. Same with the DOR 360 page.	4/23/2013 3:40 PM
84	Use search frequently, would like ability to pull up any info on a topic, as the DOR reps can.	4/23/2013 3:39 PM
85	It takes me forever to enter the yearly licensing information. Uploading date from my computer is just about impossible - easier to enter everything individually, but very time consuming	4/23/2013 3:39 PM
86	There are problems with printing and extracting reports in various browsers	4/23/2013 3:36 PM
87	Information is generally difficult to find. The prominence of the video clip on the homepage is also distracting. I would strongly suggest removing the player, eliminating the "bureau" links and replacing them with something more illustrative of the information they contain, such as best practices, tax rate setting, information technology.	4/23/2013 3:35 PM
88	The search engines don't work well. It is hard to find information that you know is there. Most of the contact us phone numbers bring you to a main number.	4/23/2013 3:35 PM
89	I know my way around, but sometimes I have difficulty finding the contact information I need...either phone or email.	4/23/2013 3:34 PM
90	I don't access those areas.	4/23/2013 3:28 PM
91	FORMS HARD TO NAVIGATE TO. TRAINING SHOULD BE CONSOLIDATED. HARD TO FIND CONTACT NUMBERS. SOME ARE OUTDATED.	4/23/2013 3:28 PM
92	The homepage morphs if you come in directly to DOR homepage - options at top appear and then disappear in favor of a dropdown menu. At DLS homepage, you can access areas by options on left side but those options disappear once you go down one level.	4/23/2013 3:27 PM
93	Index and search options could be better.	4/23/2013 3:27 PM
94	Trying to search for IGRs from main homepage at "mass.gov" is a pain. I keep the DLS page bookmarked because it is very difficult to get to otherwise.	4/23/2013 3:13 PM
95	Most of Site is outdated and to find a directory to contact someone, is not clear	4/23/2013 3:04 PM
96	No index of municipal reports.	4/23/2013 3:04 PM
97	Need to do lots of hunting and searching before finding documents. Navigation on the whole is well below average. More dropdowns and better searching methods would be a HUGE help. Thanks!	4/23/2013 2:58 PM

Q10 What website improvements, content, or features would you suggest?

Answered: 156 Skipped: 312

#	Responses	Date
1	I sometimes find it difficult to find what I am looking for, most likely because I am not using the correct keywords.	5/7/2013 5:01 PM
2	Availability of Schedule A, both current and history. It would save lots of time looking up data.	5/7/2013 2:31 PM
3	Somehow keep users on the DLS site. Sometimes I get off to other state sites when searching and don't realize it until I am deep in another dept.	5/7/2013 2:30 PM
4	document retrieval of current and older guidance better accessible and categorized.	5/7/2013 12:32 PM
5	Live chat with municipal legal department should be available at least once a week	5/7/2013 11:51 AM
6	See above. A keyword searchable index for letter opinions/advice would be the best. Also, for items like the Cherry Sheets, it would be helpful if the column titles were included on each page so that it would not be necessary to periodically go back to the first page to see what a particular column was for.	5/7/2013 11:49 AM
7	cleaner page design with improved icons for links.	5/7/2013 11:47 AM
8	Please create a specific search engine for all forms used by municipalities. The existing search engine is insufficient.	5/7/2013 11:43 AM
9	more links	5/7/2013 10:56 AM
10	when using the search engine, it seems that most of the responses are directing to a case or opinion rather than to a specific form or resource.	5/7/2013 10:48 AM
11	some data bank information that is not in excel format does not work in my browsers (firefox or chrome)	5/7/2013 10:28 AM
12	I would like to make the suggestion to provide a format whereby some of the community comparison reports could be printed in landscape perhaps the ability to choose which elements we would like to compare and leave out some comparisons that may not apply for a specific intended purpose. Maybe there is a way already for this and I just do not know how to do it.	5/7/2013 9:48 AM
13	Should municipalities be tied in so close to DOR then perhaps the two can work on commonality of terms, definitions and trainings for the lay person filing returns.	5/7/2013 9:48 AM
14	I love your website! I use it for outreach to the municipalities, I only wish the municipalities would keep the data updates.	5/7/2013 9:42 AM
15	I am a huge fan of the website, probably one of the most useful for municipal people in the state.	5/7/2013 9:41 AM
16	In our Opinion and IGR sections can be expanded for better searchability. It is not easy to find items here.	5/7/2013 9:40 AM
17	not my area of expertise	5/7/2013 9:33 AM
18	search function is horrible. layout of old page made it easier to find information	5/7/2013 9:13 AM
19	I have difficulty deciding which category to use when I am looking for something specific	5/7/2013 9:13 AM
20	Some nice changes - one comment is when you change your links it creates a major headache for those of us who have websites pointing to them.	5/7/2013 9:12 AM
21	gateway submission entering the LA forms	5/7/2013 9:10 AM
22	Some of the data is inaccurate, incomplete or missing in the databank reports. There should be a validation process with the municipal officials. Also the way refunded debt is displayed in the debt databank reports is highly misleading to the public, as it implies a higher level of debt service when one is trying to understand / compare a community's true level of debt service. In our town it lead to highly misinformed conclusions as a result of independent research using the website by a finance committee member. This was a most frustrating situation.	5/7/2013 9:00 AM
23	I think the navigation needs to be clearer	5/7/2013 8:58 AM

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#	Responses	Date
24	Ability to see Gateway pages on one screen	5/7/2013 8:57 AM
25	easier to navigate and find information	5/7/2013 8:45 AM
26	More information on municipal governments would be great.	5/7/2013 8:33 AM
27	On Mass.gov, make a more sophisticated search function on the MGL.	5/7/2013 8:31 AM
28	I sometimes have trouble finding what I want through the "search" key - such as list of publications and charts dealing w/meals tax (for ex.) or prop. 2 1/2 overrides, etc.	5/7/2013 8:21 AM
29	I work in banking and rely on the Municipal Data Bank Reports to aid in our loan underwriting process. I have found that since some of the reports are no longer available as Excel spreadsheets that I have a harder time completing my work. Many times when I want to do a search for information the search function is down and and returns no information. I'm assuming that going from spreadsheets to a searchable database was an attempt at an improvement, but I found the site much easier to use when it was spreadsheet only.	5/7/2013 8:20 AM
30	More Training.	5/7/2013 8:20 AM
31	It would be helpful to put on line some documentation concerning GASB Statement Requirements for Cities and Towns. Some instruction information regarding new requirements. It might be helpful to put some sample policies on your website. Templates are a good way to have all Cities and Towns on the same page. We all seem to do things differently. I think a universal approach may be helpful. Accessing IGR's are sometimes difficult to locate. Just some suggestions!	5/6/2013 3:42 PM
32	MORE SEARCH OPTIONS	5/6/2013 1:39 PM
33	Easier lookups	5/2/2013 3:56 PM
34	Too much in and out complicated	5/2/2013 1:28 PM
35	Although I checked excellent on ease of navigation for all of the pages I use, I sometimes have a bit of difficulty finding what I need. I am, however, somewhat "challenged"...	5/2/2013 12:39 PM
36	It should more user friendly. People should not have click on several different links to pull up certain items that are used more frequently than others, such as forms.	5/2/2013 10:23 AM
37	Links to applicable MGL chapters, since "Laws Relating to Municipal Finance and Taxation" doesn't get published yearly and has the worst index of any book I've seen. Alternatively, rework the search engine so that legal references are easier to find.	5/2/2013 9:54 AM
38	When you click on a feature, the feature is where you go immediately. In other words, you do not have to choose from a second or third menu.	5/2/2013 9:28 AM
39	The homepage could be expanded to include more options, such as commonly used forms, Have IGR's available on the homepage-they are used often and needed on a regular basis, DLS Staff contact information should be readily available, Conducting a search in the search bar always yields many unrelated topics to what I have entered-needs to be narrowed down to only the words entered.	5/2/2013 9:00 AM
40	Improve Gateway	5/2/2013 8:34 AM
41	Be able to access all history for a database in one step.	5/2/2013 6:46 AM
42	nothing great job	5/2/2013 3:26 AM
43	none	5/1/2013 9:29 PM
44	KEEP AS IS	5/1/2013 8:24 PM
45	easier ways of finding links to information that is actually useful	5/1/2013 6:37 PM
46	More information about using Municipal Data Bank Reports	5/1/2013 3:41 PM
47	Formatting. When working on LA-13 you have to keep shifting page up and down and left to right. Kind of a pain.	5/1/2013 3:16 PM
48	Make the pages clearer and navigation easier.	5/1/2013 3:13 PM
49	Clearer links and tabs. I find that I have to use the search box to find everything I am looking for. There should just be a tab or drop down menu.	5/1/2013 2:53 PM
50	Was user friendly previoully. Spend to much time searching	5/1/2013 2:28 PM
51	None	5/1/2013 2:24 PM

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#	Responses	Date
52	as noted above	5/1/2013 2:19 PM
53	None	5/1/2013 2:16 PM
54	It can be difficult to search for topics. If you could break down the categories covered by each division it may assist us.	5/1/2013 2:02 PM
55	do not know	5/1/2013 1:59 PM
56	Phone numbers and email addresses for DOR staff are really buried. There should be a link on the home page	5/1/2013 1:57 PM
57	I am not knowledgeable enough to make a suggestion	5/1/2013 1:57 PM
58	Honestly, part of the issue with use of the website is the new format imposed when mass.gov was updated. The menu that drops down on the top bar (when you hover over it) is difficult to navigate. I never know what to click. Also, now that the most recent years of databank data are provided in a web-based format (vs excel downloads) there is a lot missing in terms of contextual info explaining the measures. It would be nice if either that were somehow incorporated into the new data OR if that were separately provided. Data w/o explanation can be pretty dangerous for the uninitiated.	5/1/2013 1:53 PM
59	Please discuss open meeting law regulations , or any changes made to them	5/1/2013 1:16 PM
60	It would be helpful to have any index to items within the IGR's and bulletins. I also find it difficult to fine some of the financial reports without hunting.	5/1/2013 1:13 PM
61	Use more drop-down menus to consolidate links to related information similar to what I find on DESE site.	5/1/2013 12:57 PM
62	Google Chrome and Internet Explorer with windows 7 can be issue	5/1/2013 12:50 PM
63	Make the section to web file amended returns and such more user friendly.	5/1/2013 12:45 PM
64	Improve the number of forms and access to them. I would create an official's form section in which every state form appears for download and use.	5/1/2013 12:42 PM
65	we have to enter info on the Gateway system which I find to be extremely user unfriendly. In structions provided for entry of some data such as annual license info updates simply does not work	5/1/2013 12:40 PM
66	We should be able to see other towns' complete tax recap & schedule A for comparison purposes.	5/1/2013 12:38 PM
67	dates on the reports for Cherry Sheet	5/1/2013 12:35 PM
68	Municipal Finance Law is very useful. Any work to keep that robust would be appreciated.	5/1/2013 12:25 PM
69	preferred downloading excel spreadsheets	5/1/2013 12:21 PM
70	Make Gateway easy to find Make growth so you are not having to constantly scroll Possibly be able to enter know growth and compute reval adjustment rather than the inverse	5/1/2013 12:19 PM
71	Several years ago you were able to directly access a publication. Now you cannot do that. It is difficult to locate documents and re access those documents.	5/1/2013 12:15 PM
72	n/a	5/1/2013 12:15 PM
73	Bring back the Municipal Distribution by quarter, this was a very useful report used by DLS staff and Cities and Towns	4/29/2013 2:08 PM
74	ease of use	4/29/2013 11:35 AM
75	A better way to narrow down your search criteria i.e. If your looking for a particular form or IGR you don't need court cases, legal opions, the specific law, or so many other choices, just the form. Also I would like to see a list of officials and which areas of expertise they cover. It would make contacting the correct person much less time consuming.	4/26/2013 10:02 AM
76	I think you have ample quality content, however access mechanisms are not intuitive.	4/25/2013 10:07 AM
77	keep forms and information about them up to date.	4/25/2013 9:00 AM
78	Search engines should be sections of the website not the total site	4/25/2013 7:27 AM
79	Training for Assessors in calculating and tracking Overlay.	4/24/2013 5:01 PM
80	Make access to Division of Local Service easier	4/24/2013 4:46 PM

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#	Responses	Date
81	Regarding the DLS homepage: I recommend moving the 'What's New', 'Cherry Sheet', 'Databank' (etc) icons above the video stream screen.	4/24/2013 4:27 PM
82	See above.	4/24/2013 2:55 PM
83	A directory of people who work at DLS/DOR with a guide to the level they are. In other words, a flow chart or tree as to who is the supervisor, who is under them, who is above them and what each person's responsibilities are.	4/24/2013 2:38 PM
84	My concern is primarily with finding forms. Having to know what bureau to look in sends a person on a hunting mission. I would suggest a link to ALL forms the Division deals with located on the Home Page. The link would take you to a list of All form links. Clicking on then taking you to the actual location within the bureaus.	4/24/2013 1:23 PM
85	Just make it easier to find material by subject matter. It might be how imoframtion is grouped.	4/24/2013 1:08 PM
86	Enlarge print for older viewers	4/24/2013 11:51 AM
87	I think that that current website is easy to navigate and obtain information.	4/24/2013 10:44 AM
88	I'm not loving the new format for the Municipal Data Bank reports, but will hope that the ease of use improves as I become accustomed to them. I preferred the previous version of having the data available in separate sheets, and then combining as I needed to, rather than checking off the individual items, which seems to freeze every browser I've tried it with.	4/24/2013 10:38 AM
89	Easier access to opinion letters	4/24/2013 9:59 AM
90	Scrap the community comparisons.	4/24/2013 9:54 AM
91	sometimes the search engine brings back VERY broad and therefore not very useful results. If there are ways to help with that, it would be great.	4/24/2013 9:46 AM
92	Add Schedule A information for all communities to the database. Add a "Contact Us" link right on the home page (or if it is there, make it more obvious).	4/24/2013 9:25 AM
93	Would like to see IGR's linked by topic, not year. Data Bank Reports with more feature grabs all at once instead of going back to each group of info for selection. Cherry Sheets, would like to be able to grab multiple towns and sort without having to export the whole file to excel. I have to go back to Municipal Finance section but i found something there that i thought belonged somewhere else...will try and remember.	4/24/2013 9:25 AM
94	The search function does not seem to look throughout the site. This site seems to have been constructed from the top down - looks good and departments are cleanly tied together. A bottom up approach would help restore better functionality to the site by determining the needs of various municipal departments.	4/24/2013 9:18 AM
95	Text on the homepage that explains what the bureaus do with direct links to those bureaus' web content	4/24/2013 9:13 AM
96	Indexing--you need to better index the information to allow a user to assimilate into the way you have organized information	4/24/2013 8:56 AM
97	dedicated dls search engine, more direct access to IGRs & Bulletins, easier navigation	4/24/2013 8:52 AM
98	better listing on home page as to the IGR, bullentin sites, data bank etc	4/24/2013 8:46 AM
99	Gateway should be a little easier to use	4/24/2013 8:40 AM
100	I would think a tab - DOR opinions would be beneficial	4/24/2013 8:39 AM
101	ENCYCLOPEDIA ANSWER SECTION BY KEY WORDS / PROBLEM	4/24/2013 8:37 AM
102	Sometimes reports show too much content, make simpler.	4/24/2013 8:19 AM
103	Navigation could be easier.	4/24/2013 8:16 AM
104	I would like to see some links to other areas such as, unemployment figures by region, and links to the national census data.	4/24/2013 8:09 AM
105	Make it easier to search legal opinions. Make it easier to search bulletins and IGRs	4/24/2013 8:07 AM
106	a section that pertains to Assessors only. ie log in and get all new IGRs , or info on chapter land 61,61a,61b etc...I waste a lot of time searching to find the info I need.	4/24/2013 7:49 AM

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#	Responses	Date
107	We should be able to access information on our website without having it blocked by security features.	4/24/2013 7:22 AM
108	Feature frequently used information more prominently. Make IGRs and legal info more easily searchable.	4/24/2013 7:20 AM
109	This! Asking the users what they think is the first step!	4/24/2013 6:45 AM
110	Perhaps split the website up into a page for occasional or infrequent visitors and a page for folks who have a more in depth knowledge of municipal finance	4/23/2013 9:36 PM
111	it's ridiculously hard to navigate to older reports -- I found the earlier (2007-era?) version of the website more accessible. Perhaps have a google function, like DESE has?	4/23/2013 7:47 PM
112	Hate Gateway	4/23/2013 7:24 PM
113	A compare report, such as, a small town fire dept. is it paid, call or volunteer? So we can compare like to like. I understand that may be too detailed for a state dept.	4/23/2013 5:55 PM
114	simplified menu structure, less clutter on the pages. Since I am an Assessor I would like more Assessor Q/A but I am also interested in all the municipal tax related discussions.	4/23/2013 5:50 PM
115	see above	4/23/2013 5:12 PM
116	Can you have more pictures, for instance? See the Civil Service Commission or the Economic Development agency.	4/23/2013 4:40 PM
117	Easier search for IGR - list content	4/23/2013 4:27 PM
118	none	4/23/2013 4:20 PM
119	N/A	4/23/2013 4:16 PM
120	MAKE SITE MORE USER FRIENDLY	4/23/2013 4:11 PM
121	Many times I am just not sure where to look, so I end up searching all over the website	4/23/2013 4:06 PM
122	I would need to remember specific difficulties in finding information	4/23/2013 4:06 PM
123	More IGR's explaining the not everyday operations	4/23/2013 4:05 PM
124	The keyword searches should be able to get narrowed down into a certain section of DLS content. Ought to be able to use Gateway to report the monthly Fuel Use data - mailing pink cards every month is just silly!	4/23/2013 4:05 PM
125	Repair data bank report functionality to allow selection of one community, in addition to the ranges allowed in the current setup	4/23/2013 3:59 PM
126	Perhaps a laymans guide to the municipal finance law section and actual examples would help clarify the technical language	4/23/2013 3:53 PM
127	On the left hand side where the "other departments" are located, if you could put a drop down so that the reader would know what is in those sections would be great.	4/23/2013 3:52 PM
128	Ability to sort IGR/Bulletins by subject matter. Finding documentation used by the various bureaus is difficult unless you know where to look. Needs better orgnaization.	4/23/2013 3:51 PM
129	You used to give ranking of towns with respect to SFTB. Could you please return to doing so.	4/23/2013 3:50 PM
130	Now that you bring it to my attention, there is a lot of useful and easy to access information	4/23/2013 3:48 PM
131	If the Search of laws had its own icon or tab	4/23/2013 3:45 PM
132	I'd really like to see web versions of more of the state forms in addition to the standard exemption forms.	4/23/2013 3:44 PM
133	IMPROVED SEARCH CAPABILITY	4/23/2013 3:44 PM
134	Re-organize the links and content so it is much easier to find and more user friendly. I would use informational videos that we can view versus you tube or other sources that are blocked through antivirus software.	4/23/2013 3:40 PM
135	Would like to be able to search a topic for all opinions, bulletins, and IGR's on that topic. For instance - snow and ice Every opinion, bulletin and IGR issued on the topic of snow and ice	4/23/2013 3:39 PM

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#	Responses	Date
136	being able to save some of the information such as the Town and year so you don't have to enter it for every licensee	4/23/2013 3:39 PM
137	topical index for IGR's	4/23/2013 3:38 PM
138	Website is sufficient as is...Thank you!!	4/23/2013 3:37 PM
139	Fix it!	4/23/2013 3:36 PM
140	Make the site more user friendly. Don't bury information. Categorize better.	4/23/2013 3:35 PM
141	Specific search engines for category of use - ie. accountants, assessors, income tax. All forms approved by the Commissioner should be available on line, not just selected forms that happen to have been amended in the last few years.	4/23/2013 3:35 PM
142	See 9, above	4/23/2013 3:34 PM
143	The only improvement would be that as Cherry Sheet figures are updated, a date prints out on the sheet. I find I have to hand write the date to know which are the latest figures.	4/23/2013 3:32 PM
144	The old system was easier to navigate.	4/23/2013 3:28 PM
145	EASIER ACCESS TO FORMS. ADD MORE FORMS.	4/23/2013 3:28 PM
146	Remove YouTube from main frame of webpage. For those communities that have firewalls preventing YouTube access - all that appears is a error message. A link would be sufficient if this is a problem for more than just a few. Have menu bar at side or top rather to be able to switch between areas rather than having to back track or go to drop down.	4/23/2013 3:27 PM
147	Above	4/23/2013 3:27 PM
148	better search engine	4/23/2013 3:20 PM
149	Gateway improvements so we can work in Excel and they hit "upload to gateway" rather than data entry in gateway itself. (No questions on gateway above, I know, so that may be a separate question for another day). Databank reports are great. The new community comparison report feels a bit "clunky" but I may just need to work with it some more.	4/23/2013 3:18 PM
150	If you can contact me to measure my use, why don't you also contact me to let me know what is being presented? Maybe I would be interested then and use it.	4/23/2013 3:16 PM
151	google search for "mass.gov"	4/23/2013 3:13 PM
152	Needs to modernize more	4/23/2013 3:04 PM
153	Search results that include indexed results from the text of IGR, bulletins, etc.	4/23/2013 3:04 PM
154	A little easier to navigate	4/23/2013 2:59 PM
155	See above. Navigation could use a lot of improvement!!	4/23/2013 2:58 PM
156	More drop-downs. Dislike having to scroll the page to find clickable links.	4/23/2013 2:55 PM