

Community Feedback Report

Dec. 19, 2011 – Jan. 12, 2012

1. Feedback count

Please describe your issue or what happened	Total
Could not find what I was looking for	504
Bug	137
Issue with design or graphic	96
Inaccurate information	69
Typo/Misspelling	18
Grand Total	824

2. Priority Analysis

Please describe your issue or what happened	Development Team	Library	Needs a Review	No Issue	PIO Team	Repeated for Deletion	Grand Total
Could not find what I was looking for	16	26	20	23	232	187	504
Bug	27	6	11	35	47	11	137
Issue with design or graphic	21	1	16	17	33	8	96
Inaccurate information	3	1	1		49	15	69
Typo/Misspelling					15	3	18
Grand Total	67	34	48	75	376	224	824

3. Category Count

Category	Total
Recycle (Schedule/Single Stream)	139
Content	136
Suggestion	103
Links	63
Permits	51
No Issue	50
Comment	47
Library	42
Contact info	35
Pay online	20
Search	19
Calendar	14
Jobs	14
Org Chart	9
Channel 6	8
Feedback	8
Banner Issue	7
Rebates	7
Typo	7
Maps	5
ROWMAN	5
Print	4
Public Records Access	4
Cold Fusion	3
Opening hours	3
Feedback	2

Memory Issue	2
Online Exhibits	2
Print	2
Images	1
Banner	1
Content	1
Email Icon	1
Flash not to be used	1
Forms	1
Meeting Agenda	1
Parking Tickets	1
Plan Docs	1
Redirect	1
Search	1
Translation	1
Warrants	1
Grand Total	824

4. Category Analysis

Category	Bug	Could not find what I was looking for	Inaccurate information	Issue with design or graphic	Typo/Misspelling	Grand Total
Recycle (Schedule/Single Stream)	2	121	12	3	1	139
Content	14	93	22	7		136
Suggestion	19	26	5	43	10	103
Links	20	36	6	1		63
Permits	5	43	1	1	1	51
No Issue	28	12	3	7		50
Comment	2	33	1	11		47
Library	7	33	1	1		42
Contact info		29	3	3		35
Pay online	7	10	3			20
Search	2	13	1	3		19
Calendar	2	6	3	2	1	14
Jobs		11		3		14
Org Chart		9				9
Channel 6		8				8
Feedback	6			2		8
Banner Issue	2	1	1	3		7
Rebates		7				7
Typo			2		5	7
Maps	1	2		2		5
ROWMAN	4	1				5
Print	2	2				4
Public Records Access	2	2				4
Cold Fusion	2			1		3
Opening hours			3			3

Feedback	2					2
Memory Issue	2					2
Online Exhibits		2				2
Print		2				2
Images				1		1
Banner				1		1
Content			1			1
Email Icon			1			1
Flash not to be used	1					1
Forms	1					1
Meeting Agenda				1		1
Parking Tickets	1					1
Plan Docs		1				1
Redirect	1					1
Search	1					1
Translation	1					1
Warrants		1				1
Grand Total	137	504	69	96	18	824

5. Detailed analysis

Please describe your issue or what happened	Category	Development Team	Library	Needs a Review	No Issue	PIO Team	Repeated for Deletion	Grand Total	
Bug	Banner Issue	1				1		2	
	Calendar	2						2	
	Cold Fusion	1			1			2	
	Comment			1		1		2	
	Content					13	1	14	
	Feedback	4				1	1	6	
	Feedback	2						2	
	Flash not to be used				1			1	
	Forms	1						1	
	Library			6		1		7	
	Links	2					14	4	20
	Maps	1						1	
	Memory Issue	2						2	
	No Issue				1	24	1	2	28
	Parking Tickets						1		1
	Pay online				2	2	2	1	7
	Permits					1	4		5
	Print	1						1	2
	Public Records Access				1	1			2
	Recycle (Schedule/Single Stream)						2		2
	Redirect	1							1
	ROWMAN	1				3			4
	Search	2							2

	Search				1			1	
	Suggestion	6		4		7	2	19	
	Translation			1				1	
Bug Total		27	6	11	35	47	11	137	
Could not find what I was looking for	Banner Issue					1		1	
	Calendar	2				4		6	
	Channel 6					6	2	8	
	Comment			15	2	14	2	33	
	Contact info				2	21	6	29	
	Content				1	87	5	93	
	Jobs				2	1	8	11	
	Library		26		2		5	33	
	Links				1	33	2	36	
	Maps	2						2	
	No Issue				11			1	12
	Online Exhibits					2			2
	Org Chart					6	3		9
	Pay online					5	5		10
	Permits					16	27		43
	Plan Docs					1			1
	Print	2							2
	Print					1	1		2
	Public Records Access					2			2
	Rebates					6	1		7
	Recycle (Schedule/Single Stream)					12	109		121
	ROWMAN							1	1
	Search	10				1	2		13
Suggestion				5	2	12	7	26	
Warrants						1		1	
Could not find what I was looking for Total		16	26	20	23	232	187	504	

Inaccurate information	Banner Issue					1		1
	Calendar					3		3
	Comment			1				1
	Contact info					3		3
	Content					20	2	22
	Content					1		1
	Email Icon	1						1
	Library		1					1
	Links					5	1	6
	No Issue						3	3
	Opening hours					3		3
	Pay online					2	1	3
	Permits					1		1
	Recycle (Schedule/Single Stream)					5	7	12
	Search	1						1
	Suggestion	1				3	1	5
	Typo					2		2
	Inaccurate information Total		3	1	1		49	15
Issue with design or graphic	Images	1						1
	Banner					1		1
	Banner Issue	1				1	1	3
	Calendar	1				1		2
	Cold Fusion				1			1
	Comment			5	4		2	11
	Contact info					3		3
	Content					6	1	7
	Feedback	1			1			2
	Jobs				1	1	1	3
	Library		1					1

	Links	1						1
	Maps	1		1				2
	Meeting Agenda				1			1
	No Issue				7			7
	Permits					1		1
	Recycle (Schedule/Single Stream)					2	1	3
	Search	2			1			3
	Suggestion	13		10	1	17	2	43
Issue with design or graphic Total		21	1	16	17	33	8	96
Typo/Misspelling	Calendar					1		1
	Permits					1		1
	Recycle (Schedule/Single Stream)					1		1
	Suggestion					7	3	10
	Typo					5		5
Typo/Misspelling Total						15	3	18
Grand Total		67	34	48	75	376	224	824