

Age	Race	Gender	Employment Status	Relationship Status	Annual Income	Educational Background
51- 60	Caucasian American	Female	Currently employed	Single	\$50,000 & above	Post college degree
33- 40	Caucasian American	Female	Currently employed	Single	\$50,000 & above	College degree
18-24	African American	Female	Currently employed	Single	\$30,001 – \$40,000	College degree
25-32	Caucasian American	Female	Currently employed	Single	\$20,001 – \$30,000	College degree
41- 50	African American	Male	Currently employed	Single	\$50,000 & above	College degree
25-32	African American	Female	Currently employed	Single	\$20,001 – \$30,000	Diploma/GED
25-32	African American	Male	Currently employed	Single	\$20,001 – \$30,000	Diploma/GED
51- 60	Other	Female	Currently employed	Married	\$50,000 & above	Post college degree
33- 40	Other	Female	Currently employed	Single	\$40,001 – \$50,000	Post college degree
18-24	African American	Male	Currently employed	Single	\$20,000 & below	College degree
25-32	Caucasian American	Female	Currently employed	Single	\$40,001 – \$50,000	Post college degree
41- 50	Caucasian American	Female	Currently employed	Married	\$50,000 & above	Post college degree
33- 40	African American	Female	Currently employed	Single	\$50,000 & above	College degree
33- 40	African American	Male	Currently employed	Single	\$50,000 & above	Post college degree
33- 40	Caucasian American	Female	Currently employed	Single	\$50,000 & above	College degree

51- 60	Caucasian American	Female	Unemployed	Married	\$50,000 & above	College degree
25-32	Other	Male	Unemployed	Single		College degree

**Are you a City of
New Orleans
employee?**

**How often do you use the
internet?**

Yes	Daily
Yes	Daily
Yes	Daily
Yes	Daily
Yes	Daily
No	Daily
No	Daily
Yes	Daily
Yes	Daily
No	Daily
Yes	Daily
Yes	Daily
No	Daily
No	Daily
No	Daily
Yes	Daily
No	Daily
No	Daily

No

Daily

No

Daily

What do you most often use the internet for? (Check all that apply)	What sites do you most often use?	Have you used Myspace, Facebook, Youtube or any similar websites?
News, Entertainment, Business, Personal (banking, bill payments),	email, ,	Yes
News, , Business, ,	Nola.com, new york times, flights	Yes
News, Entertainment, Business, Personal (banking, bill payments),	City website, yahoo, facebook	Yes
News, Entertainment, Business, Personal (banking, bill payments),	Yahoo.com, google,	Yes
News, Entertainment, , Personal (banking, bill payments), Research	nytimes.com, wikipedia,	Yes
News, Entertainment, Business, Personal (banking, bill payments),	neworleansonline.com, wwltv.com, espn.com	Yes
News, Entertainment, Business, Personal (banking, bill payments),	google/gmail, makeneworleanshome.com, bbc	Yes
News, , Business, Personal (banking, bill payments),	msn.com, cityofno.com,	Yes
News, Entertainment, , Personal (banking, bill payments),	UNO, Myspace, Bossip	Yes
News, , , ,	msn, youtube.com,	Yes
News, , , Personal (banking, bill payments),	News, Stocks,	No
, , , , All day	Google, St. Peter Claiver, Cheaptickets	No
News, Entertainment, Business, Personal (banking, bill payments),	CNN.com, gmail.com, yahoo.com	Yes
News, Entertainment, Business, Personal (banking, bill payments),	Banking/Bill Pay, Tulane- Directory information, Google	Yes
, , , ,	AOL, Google, NOLA.com	No
News, , Business, ,	Cityofno.com, News Stations, Email	
News, , Business, Personal (banking, bill payments),	City of New Orleans, WWL, NOLA.com	No
News, Entertainment, Business, Personal (banking, bill payments),	NOLA, mytimes.com, google	Yes

, , , Personal (banking, bill payments),
Neighborhood forum
News, , Business, Personal (banking, bill
payments),

Google, Wikipedia,
NOLA.com
Google, Yahoo,

No
Yes

Have you ever viewed another city's website?	If so, which?	Did you find the website useful?	What was most useful?
Yes	Portland, Birmingham	Yes	neighborhood office
Yes	phoenix, new york, seattle	Yes	
Yes	Washington D.C., Detroit, New York	Yes	Mayor's office page
Yes	NYC, Portland	Yes	Search engine
Yes	New York City	Yes	Mayor's office page
Yes	Pittsburgh	No	n/a
Yes	Denver	Yes	paid my taxes
Yes	Baton Rouge, St. Louis	Yes	links to departments
Yes	Parking tickets	Yes	
Yes	n/a		
Yes	Houston	Yes	Home page
Yes	Los Angeles, Houston, Detroit, Atlanta		n/a
Yes	Atlanta, Chicago, Memphis, Phillidelphia, Dallas, Houston, Washington D.C.	Yes	Job opportunities
Yes	Tulsa, Stillwater	Yes	Contact information, "how to" information
Yes	New York City	Yes	Home
Yes	San Francisco, Chicago	Yes	Home
Yes	White Plains, NYC	Yes	Events
Yes	New York City	Yes	Executive Bios, NYC & Co., info/tourism

Yes

Tacoma, Huntsville, Little
Rock

Yes

Property Data base

Yes

Paris

Yes

Have you ever visited the City of New Orleans website?	If yes, when was the last time you visited?	If yes, what information were you looking for on the City of New Orleans website?	Did you find the information on the Homepage...
Yes	Last week	city council	somewhat relevant
Yes	This week	Recovery	somewhat relevant
Yes	Last month	Press releases	relevant
Yes	This week	Economic development	relevant
Yes	Last week	City directions	relevant
Yes	Last month	n/a	relevant
Yes	This week	important phone numbers	relevant
Yes	This week	Recreation department/job 1	somewhat relevant
Yes	Last week		relevant
Yes	Over 6 months ago	Just to check it out	relevant
Yes	This week	Checking for current information	relevant
Yes	This week	Pop out wording of City Departments	somewhat relevant
Yes	Last week	Permit Information	somewhat relevant
Yes	Last week	Parking tickets	relevant
Yes	Last week	City organizations	somewhat relevant
	This week	Department information	somewhat relevant
Yes	This week	Property database	relevant
Yes	Last month	parking tickets, NOPD crime stats, Genral info	relevant

Yes	Last week	Permit requirements	relevant
Yes	This week	Event agenda, pay parking ticket	relevant

In your opinion, what was the most prominent feature on this page?	Overall, how would you rate the organization of the information on this page?	In your opinion, are major news and events clear and easy to understand from accessing the homepage?
photo of the mayor	somewhat organized	Yes
The mayor is the most prominent feature hill press appearances and hiss activities in the community.	somewhat organized	No
The pictures they are great!	somewhat organized	Yes
	organized	Yes
The photo slideshow	somewhat organized	Yes
The rotating new stories/picture	somewhat organized	No
scrolling photos	organized	Yes
previews	organized	Yes
The color and the pictures on the homepage.	somewhat organized	No
Very user friendly, the whole page.	organized	Yes
Various sources	organized	Yes
Mayor's welcome message	somewhat organized	No
The rotating news stories, and the clickable tabs to the left of them.	somewhat organized	Yes
The photos at top stick out the most, but nothing is terribly overwhelming. Current events?	organized	Yes
Photographs of Ray Nagin	somewhat organized	No
Other services	organized	Yes
Tha changing images	somewhat organized	No
Photo, Home, Residents, etc. Buttons	somewhat organized	Yes

The Mayor	somewhat organized	No
The highlight section (top part)	somewhat organized	Yes

Did you find the information on the Mayor's page...	In your opinion, what was the most prominent feature on this page?	Overall, how would you rate the organization of the information on this page?
relevant	Photos	disorganized
relevant	Mayor's speeches	organized
relevant	The captions	somewhat organized
somewhat relevant	Mayor's photo	somewhat organized
relevant	Mayor's official 2008 budget presentation	organized
relevant	Picture of C Ray	organized
somewhat relevant	the picture of the mayor	organized
somewhat relevant	none, all were equal	organized
somewhat relevant	You can access his bio and exec staff bio	somewhat organized
relevant	The right side toolbar	organized
relevant	Mayor's official 2008 budget presentation	organized
somewhat relevant	His message- but a better picture is needed.	somewhat organized
somewhat relevant	There is no prominent feature that I would deem relevant, as the first row on the home page has covered all of this information already.	organized
relevant	The info in the white box (welcome, budget presentation) is that updated?	organized
somewhat relevant	Photographs of Ray Nagin	organized
somewhat relevant		organized
relevant	The Mayor's picture	somewhat organized
somewhat relevant	His photo, His budget presentation	somewhat organized

relevant

The mayor, quite rightly as it
is his page.

organized

relevant

Welcome message

organized

In your opinion, are the Mayor's key initiatives and city programs:	Did you find the information on the Community on One page...
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somewhat visible	somewhat relevant
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not visible at all	somewhat relevant
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somewhat visible	somewhat relevant
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somewhat visible	relevant
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somewhat visible	relevant
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somewhat visible	relevant
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somewhat visible	relevant
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somewhat visible	relevant
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somewhat visible	somewhat relevant
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somewhat visible	relevant
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very visible	relevant
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somewhat visible	relevant
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very visible	relevant
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somewhat visible	somewhat relevant
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somewhat visible	relevant
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somewhat visible	relevant
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somewhat visible	relevant
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very visible	relevant
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very visable	relevant
somewhat visable	relevant

In your opinion, what was the most prominent feature on this page?

multiple sources

Access to city records relevant to the public.

The recovery matrix

The three drop down images on the side

The titles in blue font

Pictorial links on left under logo

The big "Download data" button

Graphics

Recovery information by address

The address search

CIS parcel maps

Recovery progress chart should be 1st that way we can access addresses to new recovery.

The large picture icons on the left hand side, they are large print and quickly display what each link provides.

Icons to the left-Recovery info by address, Search GIS panel map etc.

Address search and property viewer

The map feature

Icons to the left

Graphics - good

No specific feature is prominent.

Overall, how would you rate the organization of the information on this page?	Is the purpose for the Community on One Page clear to you as a citizen?	How would you rate your ability to navigate the city's website?
somewhat organized	No	easy
organized	Yes	very easy
somewhat organized	No	very easy
organized	Yes	easy
organized	Yes	
organized	Yes	easy
organized	Yes	very easy
organized	Yes	easy
somewhat organized	Yes	easy
organized	Yes	very easy
organized	Yes	easy
somewhat organized	Yes	easy
organized	Yes	easy
organized	Yes	very easy
organized	Yes	easy
organized	Yes	very easy
organized	No	easy
organized	No	easy

organized

Yes

easy

organized

Yes

easy

How would you rate your ability to read and understand what the website's icons?	Overall, how would you rate the organization of the information on the website?	How would you rate the usefulness of the website
easy to understand	somewhat organized	somewhat useful
very easy to understand	somewhat organized	somewhat useful
very easy to understand	organized	very useful
very easy to understand	somewhat organized	very useful
very easy to understand	organized	very useful
easy to understand	somewhat organized	somewhat useful
very easy to understand	organized	very useful
easy to understand	organized	somewhat useful
easy to understand	somewhat organized	very useful
very easy to understand	organized	very useful
easy to understand	organized	very useful
easy to understand	somewhat organized	somewhat useful
very easy to understand	organized	very useful
very easy to understand	organized	very useful
very easy to understand	organized	very useful
easy to understand	somewhat organized	somewhat useful
easy to understand	somewhat organized	very useful

easy to understand

organized

very useful

easy to understand

organized

very useful