

For each question, start at www.greatersudbury.ca, and try to reach the page where you can see the answer.

Do not spend more than a few minutes on each question – if you can't find the information in that time, just answer 'no' to "did you find the information".

1.a) What is your Councillor's name, phone number, and e-mail?			
Did you find the information?	How many 'clicks' did you do?	Did you have to backtrack, or try more than one approach?	Other comments?
-yes	-1	-no	- it helps I know my councillor's name - simple to find
-yes	-3	-no	
-yes	-4	-yes	

1.b) When is the next Council meeting?			
Did you find the information?	How many 'clicks' did you do?	Did you have to backtrack, or try more than one approach?	Other comments?
-yes	-3	-yes	- went back & forth between meeting calendar and agendas
-yes	-4	-no	
-yes	-6	-yes	

1.c) What was one of the decisions made at the last Council meeting?			
Did you find the information?	How many 'clicks' did you do?	Did you have to backtrack, or try more than one approach?	Other comments?
-yes	-6	-yes, easy to get lost -yes	- recent minutes not posted, found old minutes in an agenda which was confusing
- found agenda	-8		
byt not the decision	-18		
- no			

1.d) If you or your group has something important to present to Council, what steps would you have to take to ask to do so?			
Did you find the information?	How many 'clicks' did you do?	Did you have to backtrack, or try more than one approach?	Other comments?
-yes	-2		- I only figured this out because I know what 'community delegation' means
-yes	-4		
-no	-6		

2.a) What bus would you take from your home to downtown?			
Did you find the information?	How many 'clicks' did you do?	Did you have to backtrack, or try more than one approach?	Other comments?
-no -yes -yes	-4 -5	Yes -no	- knew the answer but looked as if I didn't and it took too long - the search bar is a total failure

2.b) If you have a bad experience on the bus, how do you make a complaint?			
Did you find the information?	How many 'clicks' did you do?	Did you have to backtrack, or try more than one approach?	Other comments?
-no -no -no	-gave up - 3	-yes	- not clear of the transit number is where you make complaints - found the rules and etiquette but nowhere to make a complaint - no obvious customer service link

2.c) Find a map of trails and bike paths & lanes.			
Did you find the information?	How many 'clicks' did you do?	Did you have to backtrack, or try more than one approach?	Other comments?
-sort of - yes - yes and no	-3 -3 -3	-yes -no -no	- very limited number of maps for walking trails, one linke attached to 'bike path' broken - pretty easy to find - no bike lane info

2.d) Is the main library open on Sunday?			
Did you find the information?	How many 'clicks' did you do?	Did you have to backtrack, or try more than one approach?	Other comments?
-yes -yes -yes	-7 -6 -5	-no -no	- 'library' didn't work in the search bar, 'libraries' did - don't like the new library website

2.e) When can you expect your road to be resurfaced?			
Did you find the	How many 'clicks' did you	Did you have to backtrack, or	Other comments?

information?	do?	try more than one approach?	
-no	-5	-yes	- you can't specify specific roads
-no	-gave up	-yes	
-no	-6		

3.a) What are some of the Environmental Initiatives the City is taking?			
Did you find the information?	How many 'clicks' did you do?	Did you have to backtrack, or try more than one approach?	Other comments?
-yes	-2	-no	-very easy to find
-yes	-2	-no	
-yes	-6	-no	

3.b) Does Ramsey Lake have a Stewardship Committee, and, if so, how do you contact them?			
Did you find the information?	How many 'clicks' did you do?	Did you have to backtrack, or try more than one approach?	Other comments?
-yes	-1	-yes	- the link is broken - too many 'lake quality' links – should be brought together
-yes	-10	-no	
-yes	-4		

4.a) If the building next to your home was torn down and rebuilt, what kind of building could be put there (house, apartment, business, etc)?			
Did you find the information?	How many 'clicks' did you do?	Did you have to backtrack, or try more than one approach?	Other comments?
-no	-gave up	-yes	- there should be a 'zoning' link
-no	-9	-yes	
-no			

4.b) Is there any new development coming up in your neighbourhood?			
Did you find the information?	How many 'clicks' did you do?	Did you have to backtrack, or try more than one approach?	Other comments?
-yes	-1	-no	- easy to search for since I knew the name of a new development in
-yes	-20	-yes	

-yes	-5	-yes	my neighbourhood - this information should be in the 'living in sudbury' link, not just hidden in the 'city hall' section
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4.c) Council recently made a decision on planning application 701-5/12-1. What was that decision?

Did you find the information?	How many 'clicks' did you do?	Did you have to backtrack, or try more than one approach?	Other comments?
-no -no -no	-gave up -3	-yes	-cannot search for a specific planning application
