Ottawa County GIS
Free Public Mapping Portal Survey (2015)

Summary of Survey Results

Public Mapping Portal

- 95% of respondents are *Very Satisfied* or *Satisfied* with the Public Mapping Portal

- 65% of respondents use the Public Mapping Portal *for work*

- The *Basic and Advanced Property Mapping* applications are the most popular

- Over 50% of respondents use the Public Mapping Portal *at least once a week*, with over 20% using it every day

- Nearly 70% of respondents access the Public Mapping Portal with a *Desktop computer*

- The majority of respondents use either *Internet Explorer* or *Google Chrome* to access the Public Mapping Portal

- Survey respondents provided several ideas for *New Information* to add to the Public Mapping Portal:

    - Floodplain information

    - County Drain information

    - Environmental Health information (e.g. septic records, permits)

    - Enhanced Property information (e.g. easements, legal descriptions)

    - Parks and Natural Features information (e.g. park rules and regulations, topography)

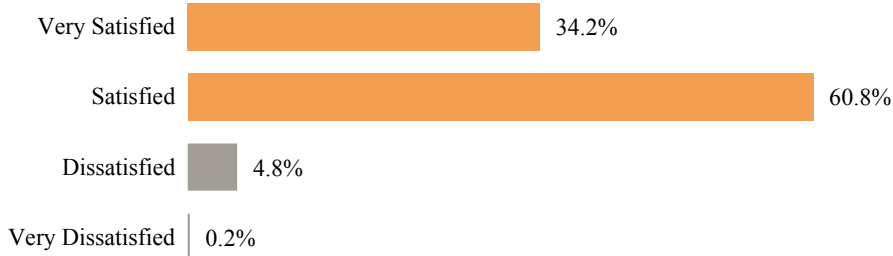### 442 Survey Responses Obtained.

Responses to the Free Public Mapping Portal Survey were obtained through email requests sent to existing customers of Ottawa County GIS (i.e. county employees, partner local units of government, partner agencies) and prospective GIS partner agencies (e.g. engineering firms, schools). In addition, requests to complete the survey were posted on the GIS Department website via pop-up windows that appeared when users accessed the Public Mapping Portal.

23.8% of responses (105) were obtained from email requests sent to existing customers, 8.8% (39) were obtained from email requests sent to prospective partner agencies, and 67.4% of responses (298) were obtained from the online Public Mapping Portal.

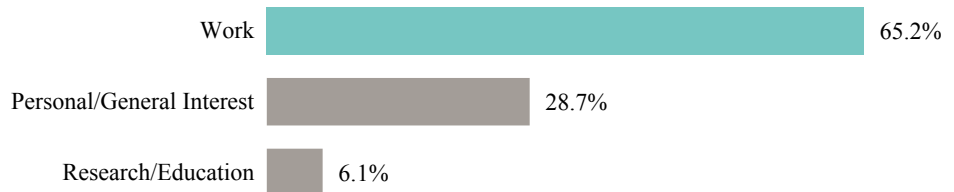**Satisfaction with Public Mapping Portal**

95% of respondents are Very Satisfied or Satisfied.

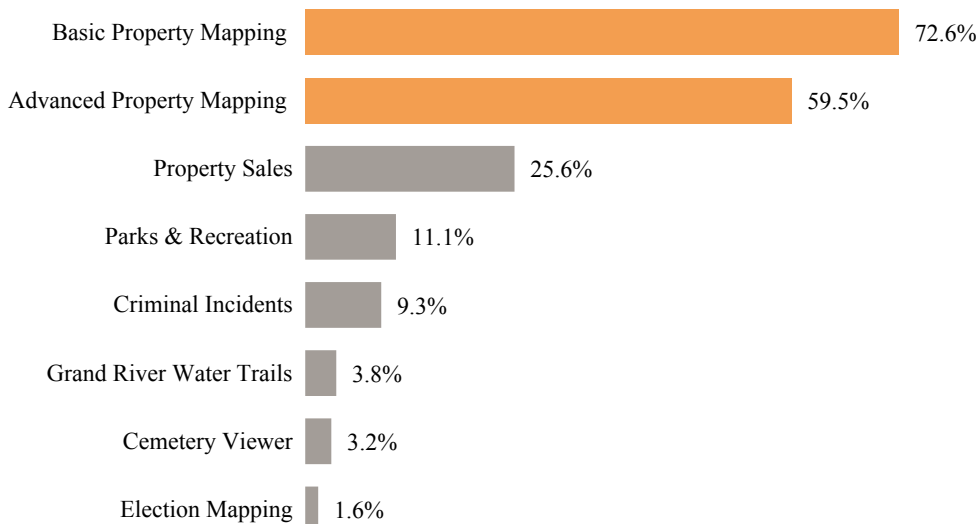|	
Very Satisfied	34.2%
Satisfied	60.8%
Dissatisfied	4.8%
Very Dissatisfied	0.2%

Primary Reason for Using the Portal

65% of respondents indicate they use it for Work.

Work	65.2%
Personal/General Interest	28.7%
Research/Education	6.1%

Applications Used in the Portal*

The Property Mapping applications are the most popular.

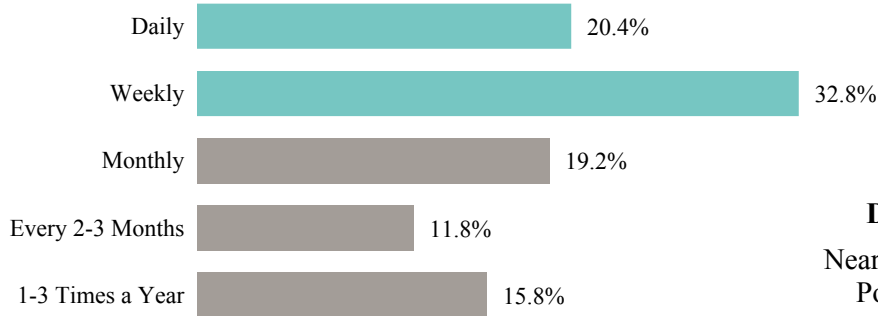|	
Basic Property Mapping	72.6%
Advanced Property Mapping	59.5%
Property Sales	25.6%
Parks & Recreation	11.1%
Criminal Incidents	9.3%
Grand River Water Trails	3.8%
Cemetery Viewer	3.2%
Election Mapping	1.6%

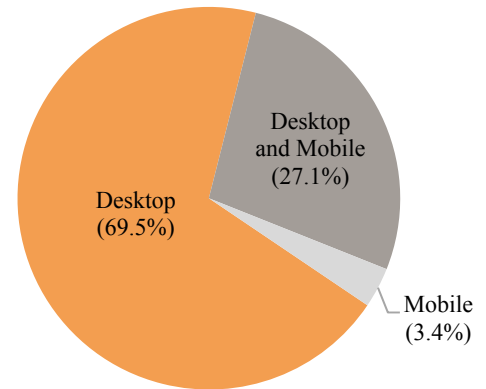* Survey respondents were asked to select all of the applications that they use.

Public Mapping Portal

Frequency of Use

Over 50% of respondents use the Public Mapping Portal at least once a week, with over 20% using it every day.
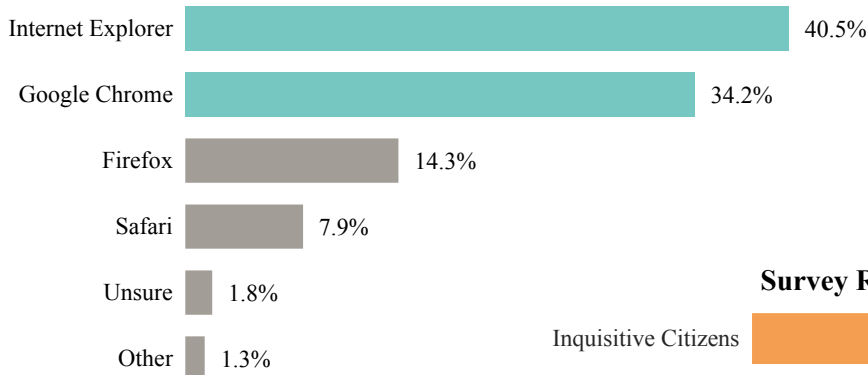
Daily	20.4%
Weekly	32.8%
Monthly	19.2%
Every 2-3 Months	11.8%
1-3 Times a Year	15.8%

Device Used to Access Portal

Nearly 70% of respondents access the Portal with a Desktop computer.

Desktop (69.5%)
Desktop and Mobile (27.1%)
Mobile (3.4%)

Web Browser Used

The majority of respondents use either Internet Explorer or Google Chrome to access the Public Mapping Portal.

Internet Explorer	40.5%
Google Chrome	34.2%
Firefox	14.3%
Safari	7.9%
Unsure	1.8%
Other	1.3%

Survey Respondents

Inquisitive Citizens	22.9%
Local Units of Government	21.3%
Engineering/Surveying Firms	13.6%
Realtors/Appraisers	11.3%
Ottawa County Employees	5.9%
Public Works/Road Commission	3.6%
Educational Organizations	3.2%
Title Company Employees	2.9%