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Tisbury Information Technology Department – Website Activity								
Tisburyma.gov Website Activity	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022
<b>New Visitors</b>	74.1%	72.1%	73.7%	72.7%	74.7%	76.5%	75.1%	77.8%
<b>Returning Visitors</b>	25.9%	27.9%	26.3%	27.3%	25.3%	23.5%	24.9%	22.2%
<b>Pages Viewed</b>	21,222%	17,052	19,643	17,702	17,966	18,071	22,224	20,572
<b>Most Popular Pages</b>	COVID-19 updates Assessors Dept. Hours Harbormaster BOH Bldg-Zoning	Home Assessors Dept. Hours Bldg-Zoning Assessor maps Treasure-Collector	Home Assessors Dept. Hours Bldg-Zoning Assessor maps Treasure-Collector	Home Planning Brd-Zoning-laws Assessors Assessors-Minutes SB-agenda	Home Bldg-zoning Trash/Recy Treasure-Collector Dept. Hrs HarborMstr	Home Assessor Trash-Recy HarborMstr Dept. Hrs. Bldg-Zoning Assessor-Maps	Home SB-Meetings SB-Proposed-MVConcert Home-Mtgs SB Vistors	SB-Meetings Home SB-Meetings SB-BeachRd Home-Events SB Vistors
<b>Device Used</b>								
1.) Desktop	64.58%	68.40%	67.02%	65.90%	62.31%	55.34%	50.84%	61.62%
2.) Mobile	33.18%	29.22%	31.54%	32.13%	35.67%	42.33%	46.80%	36.39%
3.) Tablet	2.24%	2.38%	1.44%	1.97%	2.02%	2.33%	2.36%	1.99%
<b>Busiest Days of the Week</b>	Sunday	Sunday	Sunday	Tuesday	Monday	Wednesday	Friday	Monday
<b>Busiest Time of Day</b>	10:00am	10:00am	3:00pm					
<b>Top Search Terms</b>	tisbury assessor town of tisbury brunos marthas vineyard - recycle trash schedule how many times a year can you have your septic pump before its considered a problem	marthas vineyard assessors pam bennett tisbury real estate taxes Tisbury ma steamship authority collective bargaining	tax assessor Tisbury MA tisbury ma Tisbury Ma Tisbury tax collector Tisbury marthas vineyard	Absentee Assessors building permit employment excise tax jobs minutes assessors Bill pay building	Park & ride employment jobs mooring Mooring Noise Assessors Gis greenzone mooring bill	Employment Employment Jobs Maps Park Park and ride Park and ride tashmoo warrant Assessor	jobs Jobs Employment employment tennis Tennis lessons Taxes Harbor master Harbormaster Human Resources	Jobs jobs Assessor Employment park and ride Park and ride Water Beach Employment parking

## April – August - 2022 - IT Department -- Quick Summary:

- Another set of complete upgrades for user workstations/monitors, installed, configured, and tested,
  - Still have about 3 more for immediate upgrades, very outdated ones, working w/users, equipment was ordered in June of 2022.
- Troubleshooting Owen Park camera, diagnosis is it's dead and will need to be replaced.
- Hired ESS (licensed for surveillance cameras) who took down the old one and installed a new one, outside of building (different kind than the Axis)
  - Worked w/ESS to configure the software and there is a storage drive.
  - At the moment, the public can't see live feed at Owen Park, I will have to work with camera vendor to configure this.
- Worked w/our vendor to work with another vendor for the smart upgrades at the ESF building. Shortly after the new fiscal year contract was sign and equipment was ordered.
  - I check each week on the status of the equipment, there was a back order.
  - Last update (week of 9/19) the equipment should be arriving this week.
    - The upgrades will be smart boards/speakers for the training room and a smaller one in the command center.
      - Software, training overview how to run the boards
      - Zoom capability
      - Cameras front and back of the room for hybrid meetings as well as training.
- Same upgrade article: surveillance cameras will be replacing the nonworking ones on the outside of the ESS building and now two new ones in the EMS bays
  - Vendor has scoped out to see if existing wiring can be reused.
  - Vendor will be installing a storage unit to hold 30 days' worth of footage and training on how to recall.
  - Vendor will be onsite next week to install what he has in inventory for camera's and put temporary lower grade ones in until the rest come in.
- Worked with Finance, Water Works, and Wastewater for new utility billing.
- Setup and configured new workstation for new person at the ESF building.
  - IP CAT6 cable needed to be run from workstation to Server room across the building as what was there was an older cable (CAT3)
    - Hired electrical company to do this work, I finished the connection.
- Still waiting on parking kiosk to get delivered and installed from the vendor.
  - This device was signed for and ordered last fall.
  - I am in constant communication with vendors to get weekly updates.
  - Unit was shipped from the ordering vendor to the configuration vendor.
  - This vendor did not have anyone to deliver the device to the island all winter and spring.
  - The vendors tech person had been trying to get reservations all summer and could not.
  - I had asked if they could just go in standby, waiting to hear back from them.
- The parking kiosk at the Park n Ride had some software issues last month, these issues were reported to tech support for resolution.
- Signal extender is installed (on the pole) at the town parking lot for the handhelds to read license plates when the parking kiosk is installed.
- Started to get the website upgrade on the board for FY23, will need to complete current projects before all focus are on this project as it will take much time.
  - Will be signing contract in the next month or so.

- DPW was down for a few days when fluctuating power surges blew a major switch at the DPW.
  - Order switches and replaced switch all services were restored.
- Worked w/vendor to troubleshoot (no service contract) the gas terminal at DPW for a few weeks, problem is resolved.
- Website postings, maintenance, and user support, continue working with new committees to get them up to speed on posting to their page.
- User Support (network, workstation, Windows, Zoom, TeamViewer, cameras, MS Office365 and software).
- Troubleshoot user, workstation, network, and various other issues that arise.
- Server Maintenance in various town buildings.