

Survey as of 11/2011

| Town | Developed by: | Who maintains |
|-----------------|-----------------------|---|
| Auburn | Virtual Town Hall | by webmaster mostly |
| Barnstable | by IT | Depts and Selectmen's office |
| Belmont | Virtual Town Hall | The training and support staff were great with everything. First they had training for all departments and boards on the basics, and then they went to every individual department to give us the individualized training pertaining to each office. Before we went live, we emailed everything we wanted on our page and told them how we wanted it set up and they did the initial start-up work. |
| Blackstone | Virtual Town Hall | Maintained by IT & individual departments |
| Bourne | Bonsai Logic | Each Dept. |
| Braintree | Adobe Contribute | Dept heads and Virtual Town Hall |
| Bridgewater | Virtual Town Hall | Town Clerk most, Some depts have their own pages that they update. |
| Burlington | Self - Dreamweaver | Accountant |
| Carver | Self IT dept | IT, Town Manager |
| Chelmsford | Egovlink | Each dept. DPW handles over all home page etc. |
| Concord | Virtual Town Hall | Each department is responsible for their own content |
| Danvers | GovOffice | |
| Darmouth | Virtual Town Hall | |
| Dedham | Outside Company | Each department |
| Dennis | Virtual Town Hall | Clerk |
| Dunstable | Virtual Town Hall | 5 authorized users |
| Harvard | Virtual Town Hall | Each department has control of its own page(s), but the admin. in the Selectmen's office maintains/controls the rest. |
| Holliston | IT | IT |
| Hopkinton | In House | IT |
| Hubbardston | Virtual Town Hall | Clerk, Town Secretary |
| Lancaster | Virtual Town Hall | Was with Qsend but switched to VTH and Clerk likes much better |
| Lee | IT | IT, but dept want to update their own pages |
| Lexington | E-Gov | Each department has a web-editor who updates/changes information. Much of our efforts are decentralized with a representative from the Town Manager's Office as unofficial 'webmaster'. |
| Lincoln | Virtual Town Hall | |
| Mendon | Sales Renewal | each dept. |
| Middleborough | IT w/ consultant | each dept and IT |
| Needham | Civic Plus | |
| North Attleboro | IT and clerk's office | Dreamweaver, self |
| North Reading | Virtual Town Hall | Each Department individually |
| Northborough | Virtual Town Hall | each department maintains their own page. My office does posts all agenda's/minutes and maintains the calendar on the front page. The Administrators office maintains most of the other general info. |
| Northbridge | IT | IT |

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| Norton | Virtual Town Hall | DEPTS manage their own. TOWN CLERKS OFFICE manages the majority. |
| Norwell | Virtual Town Hall | External IT, each dept. |
| Orleans | Virtual Town Hall | Generally IT, but the clerk's office maintains the meeting room schedule and meeting postings on the web. Homepage can be difficult to edit. |
| Plymouth | by IT | maintained by IT |
| Princeton | Virtual Town Hall | Very happy with website and VTH support group; easy to use, positive comments from residents for content, organization & navigating |
| Provincetown | Civic Plus | Was using in house system but clerk is pleased with Civic Plus |
| Randolph | Virtual Town Hall | Clerks office |
| Saugus | Virtual Town Hall | IT department and Clerk |
| Sherborn | Virtual Town Hall | Each dept is responsible for its own page. Town Clerk maintains online calendar. Selectmen's Office maintains home page. |
| Shutesbury | In House | using Drupal to update - The volunteer Web Committee and occasional officials, some paid, some not will work on their own pages. We use something called "Drupal" which presumably makes it easier to put things onto the web. |
| Sterling | Virtual Town Hall | Clerk is responsible for all meeting postings/agenda's and the contact names of all boards/cmtee's. IT does all the other content or any emergency posting. |
| Stow | Virtual Town Hall | IT coordinator maintains a lot of the site and uploads info for the committees that don't have access with backup provided by the Town Clerk's office. Town Clerk was instrumental in having Virtual Town Hall do the website when it started. IT is a part-time position so we all help each other. Costs for additional licenses. |
| Tewksbury | Virtual Town Hall | has some limitations but can post meetings to comply with OML |
| Tisbury | Virtual Town Hall | The Planning Board does their own and are the only dept that is up-to -date. We have a computer guy that stops in once a week and does some updates from his home. The TA occasionally blogs. It is not a good system. |
| Townsend | In House | Self |
| Wakefield | Virtual Town Hall | |
| Wellesley | Virtual Town Hall | STAFF by department with an oversight committee led by IT/Selectmen to make suggestions on content and direction of the site and services to offer. It is not a great maintenance model but we are trying to keep the site current. |
| West Bridgewater | Virtual Town Hall | Has worked well for Town |
| Whately | Starstruck Design | municipal secretary and clerk |
| Williamsburg | Virtual Town Hall | There were five of us trained to be the primary people to keep it updated but it has fallen on the clerk to do the majority of it. |
| Winthrop | Virtual Town Hall | Town Clerk 80 percent |
| Woburn | CivicPlus | Each department is capable of and charged with maintaining their pages. |
| Wrentham | Local Firm | |