

HRSC Webmaster's Report January 29, 2018 to February 24, 2019

SUMMARY

- **The member survey was conducted via Survey Monkey.** We received 96 responses from 422 emails sent out—a 23% response rate, which is quite good for this type of survey. Results of the survey are covered in other reports.
- **Site Map.** It was clear from the survey responses that many members had little idea of what information was on the website, so a site map was created, and a button for it placed prominently on the home page.

WEBMASTER ACTIVITY

(1) Member Survey

- A member survey consisting of ten open-ended questions was sent to all members (422) who have provided HRSC with an email address.
- Members were told that they could be as brief or detailed as they wished in their responses—most chose to be brief.
- The question responses were allocated across board members for analysis, so that no board member had to cover more than two (typically closely-related) questions.
- This seemed to work well, and an overall report from Mary Barkl is planned for the March Bridge.

(2) Site Map

- The responses to the website part of the survey made it clear that many members browse only a few parts of the website, although quite frequently, whereas others only visit the website occasionally. Some member said they did not even know that there was a website, despite it having been referred to from the Bridge for many years!
- There were requests to have information such as Senior discounts and Honeywell corporate information added to the website, but these have both have been on the website for at least a couple of years!
- To address this situation, a site map was created and a prominent button for it was placed near the top of the home page.
- This site map, or a link to it, will also be included in the cover email for the March Bridge. (It may also be included in some form in the Bridge itself, but that is unknown at the time of writing this report.)

(3) Updates and Changes to Website Pages since last Report

- Made topical updates to pink splash section of the Home Page.
- Made routine additions to the Archives page for online Bridges, board minutes, treasurer's reports and webmaster's reports.
- Made updates to past and upcoming event information—it is good to see that we have six events in March and April!

(4) Email, Hotline and Website Administration

- Made routine mailing list updates and member distribution for eBridge free trial (one member using free trial at present) and eBridge for February.

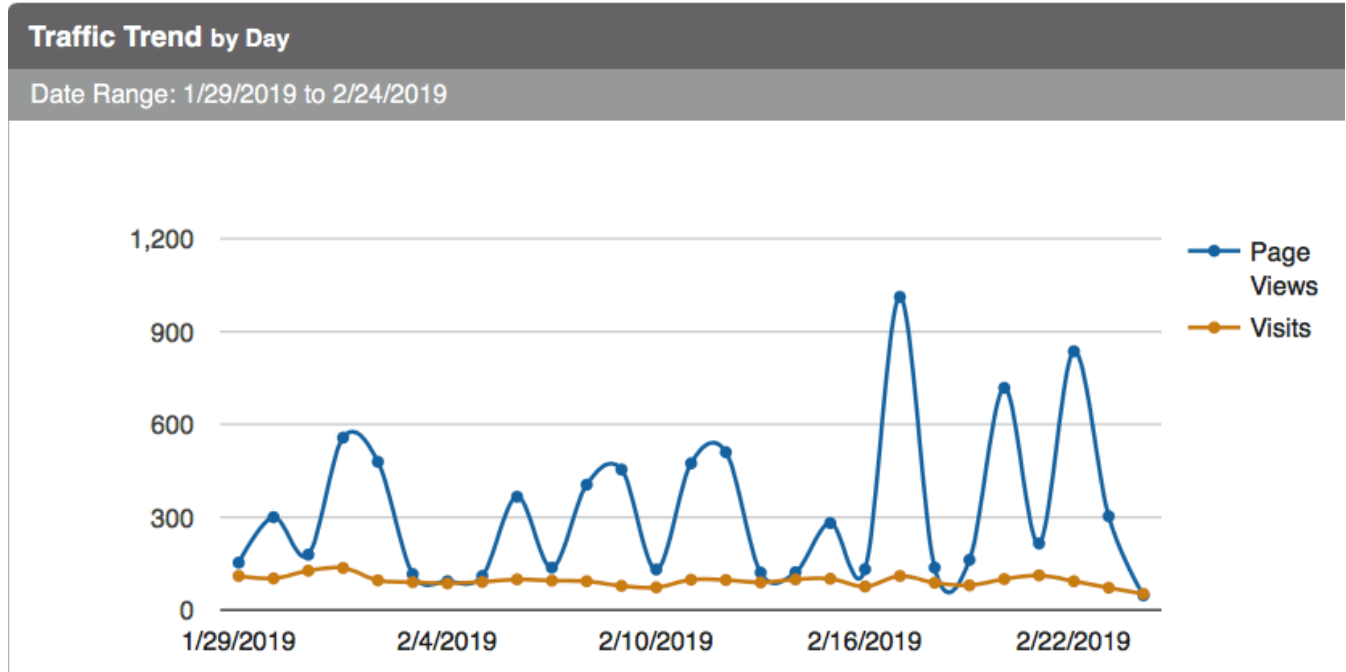
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- Handled routine Hotline emails about address changes, requests for links to be added to our website, etc.
- Performed a routine check of the entire website for dead links and made several corrections.

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WEBSITE STATISTICS

Site traffic report for January 29 to February 24, 2019



Two of the peaks were associated with IP addresses have high abuse confidence levels in the Abuse IP database, and have now been blocked from access to our website, namely:

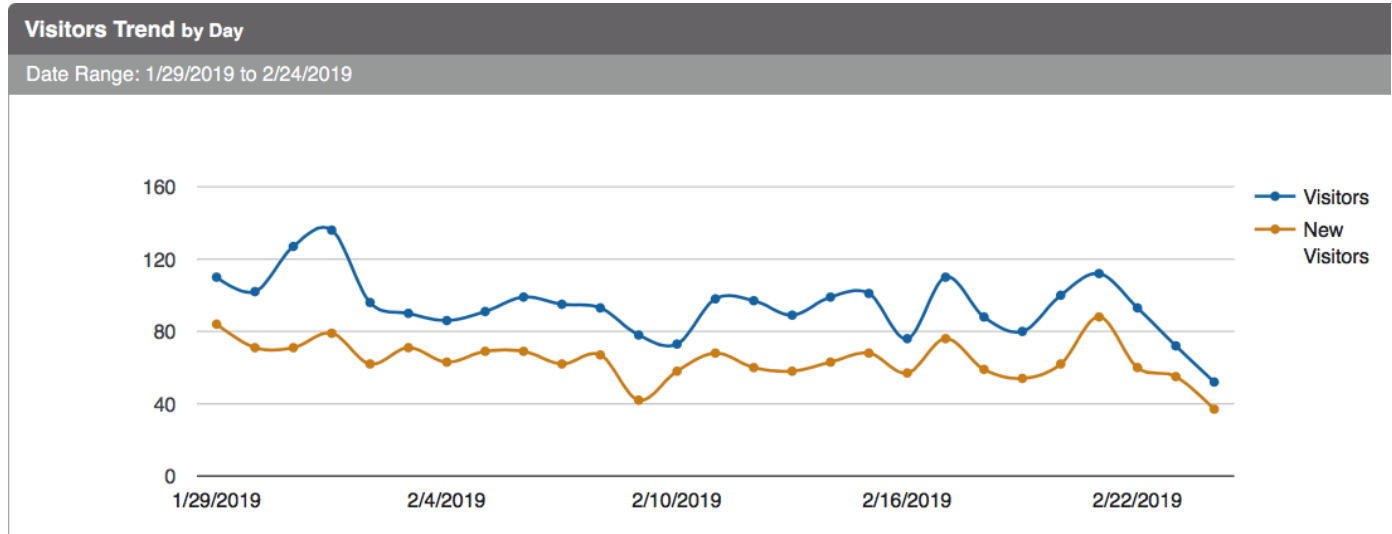
02/17/2019 – 202.60.231.71 – cybereg.com (SuperHub Ltd, Hong Kong) at 67%

220.128.237.100 – cht.com.tw (Chunghua Telecom, Taipei) at 74%

02/22/2019 – 100.35.75.170 - nwrknj.fios.verizon.net (Rahway, NJ) at 76%

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Site visitors report for January 29 to February 24, 2019



None of the peaks were associated with IP addresses have particularly high abuse confidence ratings.

The most visited pages for January 29 to February 24, 2019

Apart from the home page, the only two that stood out slightly were The Bridge and Archives.



Page	Page Views	Visits	Bandwidth
1. /	110 19.75%	77 16.67%	1.0 MB 2.30%
2. /archives/thebridge/bridge.html	14 2.51%	11 2.38%	33.4 MB 76.96%
3. /permpages/archives.html	11 1.97%	10 2.16%	2.3 MB 5.30%
4. /permpages/usefullinks.html	9 1.62%	8 1.73%	0.2 MB 0.46%
5. /permpages/honeywellhistory.html	8 1.44%	7 1.52%	0.1 MB 0.23%
6. /permpages/phxattractions.html	8 1.44%	8 1.73%	5.2 MB 11.98%

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Other notable items

- The USA had 36% of page views and 93% of bandwidth. Hong Kong had 13% of page views and Taiwan had 5.7% (see Traffic Trend above) Both had negligible bandwidth.
- Review of high access levels by IP address over the whole two-month period identified two problems, both noticed in the traffic report and added to the blocked IP address list for th website:
 - 202.60.231.71 – cyberec.com (SuperHub Ltd, Hong Kong) at 67%
 - 100.35.75.170 - nwrknj.fios.verizon.net (Rahway, NJ) at 76%
- Within the USA, Michigan accounted for 21% of page views and 11% of bandwidth. Next was Arizona with 19% of page views and 55% of bandwidth.
- Phoenix, Scottsdale and Tempe were in the top ten US cities and accounted for 18% of all page views and 30% of bandwidth among US cities.