Annex 2: eGovernance Survey on Municipalities Web Sites

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INTRODUCTION

This annex shows the 152 aspects considered all along the research with their punctuations. The aspects are organized by categories for their better comprehension. Each one of the aspects can contribute to one or more design and contents concepts and to the five eGovernance mainstays.

An example is shown in order to understand the aspect’s description:

1. **Aspect’s description**
2. **Origin:** This item shows the source of aspect.
   This parameter’s value can be: ONTI, W3C, RT (Research Team), PUB (International Publications).

3. **Design and Content:** This item shows the score assigned to the aspect regarding its contribution to each one of the 7 design and content concept. The valid values for the score are integers from 0 to 5. Which are written after each abbreviation: FR (Friendliness), NA (Navigability), US (Usability), AC (Accessibility), IN (Information), VE (Veracity) and FU (Functionality).

4. **Mainstay:** This item shows the score assigned to the aspect regarding its contribution to the fulfillment of each one of the 5 eGovernance mainstays: SER (e-Services), DEM (e-Democracy), ACC (Active Communication), PAC (Passive Communication), TRA (e-Transparency).
Each one of the 152 aspects got a score at least in one of design and contents concepts. Additionally there are 80 aspects from the 152, which got a score in at least one of the 5 eGovernance mainstays. It is important to highlight that an aspect can get score in more than one concept and/or mainstay.

1.1 Category: Technical Aspect

1. When a login form is cancelled it mustn’t return “Security error”
   - ORIGIN: RT
   - MAINSTAYS: SER: 2 - DEM: 0 - ACC: 0 - PAC: 2 - TRA: 0

2. The web site can be seen in standard resolution (1024x768)
   - ORIGIN: RT
   - DESIGN AND CONTENT: FR: 4 - NA: 5 - US: 3 - AC: 5 - IN: 0 - VE: 0 - FU: 0
   - MAINSTAYS: None

3. The web site doesn’t have code errors.
   - ORIGIN: W3C
   - MAINSTAYS: None

4. The Domain is in clear concordance with local government name.
   - ORIGIN: ONTI

5. Web pages do NOT reload automatically
   - ORIGIN: W3C
   - MAINSTAYS: None

6. The web pages can be used even when they don’t include applets or script support.
   - ORIGIN: W3C
   - MAINSTAYS: None

7. The web site does not include images’ license errors.
   - ORIGIN: RT
   - MAINSTAYS: None

8. The web site does not include not available (broken) images.
   - ORIGIN: RT
   - MAINSTAYS: None

9. The web site does not include links to other site’s banners.
   - ORIGIN: RT
   - DESIGN AND CONTENT: FR: 3 - NA: 5 - US: 4 - AC: 0 - IN: 0 - VE: 0 - FU: 0
   - MAINSTAYS: None

10. The web site does not include mobile contents that move through the page.
    - ORIGIN: W3C
    - DESIGN AND CONTENT: FR: 3 - NA: 0 - US: 3 - AC: 4 - IN: 0 - VE: 0 - FU: 0
    - MAINSTAYS: None

11. The web site does not include scripts or applets’ event controllers depending on the input device.
    - ORIGIN: W3C
    - MAINSTAYS: None
12. The web site does not include broken links.
   - ORIGIN: ONTI
   - DESIGN AND CONTENT: FR: 0 - NA: 4 - US: 4 - AC: 4 - IN: 0 - VE: 0 - FU: 0
   - MAINSTAYS: None

13. The web site does not include frames.
   - ORIGIN: PUB [2]
   - MAINSTAYS: None

14. The web site does not include mark ups to redirection pages automatically.
   - ORIGIN: W3C
   - MAINSTAYS: None

15. The web site does not include tables to content organization.
   - ORIGIN: W3C
   - MAINSTAYS: None

16. The web site does not include pop ups windows.
   - ORIGIN: W3C
   - MAINSTAYS: None

17. If the web site uses ASCII Art, it can be skipped.
   - ORIGIN: W3C
   - MAINSTAYS: None

18. The web site includes redundant text links for images maps.
   - ORIGIN: W3C
   - MAINSTAYS: None

19. The web site gives security to on line transactions.
   - ORIGIN: Research Team
   - MAINSTAYS: None

20. The web site offers image maps on the client’s side instead of the server’s side excepting when the regions cannot be defined by a geometric shape.
   - ORIGIN: W3C
   - MAINSTAYS: None

21. The web site uses style sheets.
   - ORIGIN: W3C
   - MAINSTAYS: None

22. The web site uses relative units in mark ups and other visual elements.
   - ORIGIN: W3C
   - MAINSTAYS: None

1.2 Category: Banner

23. In the banner, the name and municipality’s logo is NOT built by Flash or Silverlight.
    - ORIGIN: RT
    - MAINSTAYS: None
24. The banner refers to municipality name and location
   - ORIGIN: ONTI
   - MAINSTAYS: SER: 2 - DEM: 2 - ACC: 0 - PAC: 0 - TRA: 0

25. The banner shows the local government logo
   - ORIGIN: ONTI
   - MAINSTAYS: SER: 2 - DEM: 2 - ACC: 0 - PAC: 0 - TRA: 0

26. In the banner, the organization name does not move
   - ORIGIN: RT
   - MAINSTAYS: None

1.3 Category: Browsers

27. The browsers’ results, when searching for the municipality web site, include the municipality name and they mention “official web site”.
   - ORIGIN: RT
   - MAINSTAYS: SER: 2 - DEM: 0 - ACC: 2 - PAC: 0 - TRA: 0

28. It is enrolled in the main web browsers (ALTA VISTA, GOOGLE, LIVE, YAHOO).
   - ORIGIN: ONTI
   - MAINSTAYS: SER: 3 - DEM: 0 - ACC: 3 - PAC: 0 - TRA: 0

29. The web site includes metadata to add semantic information to web pages and sites.
   - ORIGIN: W3C
   - MAINSTAYS: SER: 2 - DEM: 0 - ACC: 2 - PAC: 0 - TRA: 0

1.4 Category: General Characteristics

30. The web site offers keyboard shortcuts.
   - ORIGIN: W3C
   - DESIGN AND CONTENT: FR: 3 - NA: 3 - US: 4 - AC: 3 - IN: 0 - VE: 0 - FU: 0
   - MAINSTAYS: None

31. The web site does not include transition music or sounds.
   - ORIGIN: RT
   - MAINSTAYS: None

32. The presentation page could be skipped before the site is loaded.
   - ORIGIN: RT
   - MAINSTAYS: None

33. The web site shows the path from the home page to any other page inside the site. (breadcrumbs)
   - ORIGIN: ONTI
   - MAINSTAYS: None

34. The web site allows using the mouse’s right button.
   - ORIGIN: RT
   - DESIGN AND CONTENT: FR: 0 - NA: 3 - US: 3 - AC: 3 - IN: 0 - VE: 0 - FU: 0
   - MAINSTAYS: None
35. The web site allows returning to home page from any page inside the web site.
   - ORIGIN: ONTI
   - MAINSTAYS: None

36. The web site allows using the navigator’s RETURN button.
   - ORIGIN: ONTI
   - MAINSTAYS: None

37. The web site has its logo in the address bar.
   - ORIGIN: RT
   - MAINSTAYS: None

38. All the web site functionalities are available into the site.
   - ORIGIN: PUB [2]
   - DESIGN AND CONTENT: FR: 3 - NA: 4 - US: 0 - AC: 3 - IN: 0 - VE: 0 - FU: 0
   - MAINSTAYS: None

1.5 Category: Main Menu’s Categories

39. The main menu includes interaction areas option.
   - ORIGIN: ONTI
   - MAINSTAYS: SER: 0 - DEM: 5 - ACC: 0 - PAC: 5 - TRA: 0

40. The main menu includes contact option.
   - ORIGIN: ONTI
   - MAINSTAYS: SER: 0 - DEM: 5 - ACC: 0 - PAC: 5 - TRA: 0

41. The main menu includes government option.
   - ORIGIN: ONTI
   - DESIGN AND CONTENT: FR: 3 - NA: 3 - US: 3 - AC: 0 - IN: 0 - VE: 0 - FU: 0
   - MAINSTAYS: SER: 0 - DEM: 5 - ACC: 5 - PAC: 0 - TRA: 0

42. The main menu includes services option.
   - ORIGIN: ONTI
   - MAINSTAYS: SER: 5 - DEM: 0 - ACC: 5 - PAC: 0 - TRA: 0

1.6 Category: Colors/Design

43. It provides good background and text contrast to improve reading.
   - ORIGIN: W3C
   - MAINSTAYS: SER: 2 - DEM: 0 - ACC: 2 - PAC: 0 - TRA: 2

44. The content area of the page does not have vertical scroll bar, to move through the text.
   - ORIGIN: RT
   - MAINSTAYS: None

45. The content area of the page does not have horizontal scroll bar to move through the text.
   - ORIGIN: RT
   - MAINSTAYS: None
46. The secondary pages’ design coincides with main page’s design.
   • ORIGIN: W3C
   • DESIGN AND CONTENT: FR: 5 - NA: 5 - US: 5 - AC: 5 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: None

47. The web shows explanations not only by colors
   • ORIGIN: W3C
   • MAINSTAYS: SER: 2 - DEM: 0 - ACC: 2 - PAC: 0 - TRA: 2

48. The only way to access an option into the web site must not be by a banner built with Flash or Silverlight
   • ORIGIN: RT
   • DESIGN AND CONTENT: FR: 3 - NA: 5 - US: 0 - AC: 5 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: None

49. The inner page of the web site must open in the same window used by the main page.
   • ORIGIN: RT
   • DESIGN AND CONTENT: FR: 3 - NA: 5 - US: 3 - AC: 0 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: None

50. The web site uses the same typefont in all its pages.
   • ORIGIN: ONTI
   • DESIGN AND CONTENT: FR: 4 - NA: 0 - US: 0 - AC: 3 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: None

51. The web site does not use green over red or brown contrast (most frequently daltonism type)
   • ORIGIN: PUB [11]
   • MAINSTAYS: SER: 1 - DEM: 0 - ACC: 1 - PAC: 0 - TRA: 1

52. The web site must not offer empty pages without the sign “UNDER CONSTRUCTION”
   • ORIGIN: Research Team
   • DESIGN AND CONTENT: FR: 4 - NA: 3 - US: 2 - AC: 0 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: None

53. The web site must not use blinking text or colors.
   • ORIGIN: W3C
   • MAINSTAYS: None

54. The main page must not be too long.
   • ORIGIN: RT
   • DESIGN AND CONTENT: FR: 3 - NA: 4 - US: 2 - AC: 0 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: None

55. All the pages are centered.
   • ORIGIN: RT
   • MAINSTAYS: None

1.7 Category: Multimedia Contents

56. The web site offers content’s readers for deaf users.
   • ORIGIN: RT
   • MAINSTAYS: SER: 3 - DEM: 0 - ACC: 3 - PAC: 0 - TRA: 2

57. The text that reproduce the dynamic content is updated when the content changes.
   • ORIGIN: W3C
   • DESIGN AND CONTENT: FR: 3 - NA: 0 - US: 0 - AC: 5 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: None
58. The web site offers text according the information showed in the multimedia (videos, recordings)
   • ORIGIN: W3C
   • DESIGN AND CONTENT: FR: 0 - NA: 0 - US: 0 - AC: 4 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: SER: 3 - DEM: 0 - ACC: 3 - PAC: 0 - TRA: 1

1.8 Category: Legal Stuff

59. The web site shows the last updating date
   • ORIGIN: ONTI
   • DESIGN AND CONTENT: FR: 0 - NA: 0 - US: 0 - AC: 0 - IN: 0 - VE: 3 - FU: 0
   • MAINSTAYS: SER: 1 - DEM: 0 - ACC: 1 - PAC: 0 - TRA: 0

60. The web site does not include private advertisements.
   • ORIGIN: PUB [2]
   • MAINSTAYS: SER: 0 - DEM: 0 - ACC: 3 - PAC: 3 - TRA: 0

61. The web site does not disclaim its own information.
   • ORIGIN: ONTI
   • MAINSTAYS: SER: 0 - DEM: 0 - ACC: 5 - PAC: 0 - TRA: 3

1.9 Category: Downloads

62. The purpose of the file to be downloaded is mentioned.
   • ORIGIN: ONTI
   • MAINSTAYS: None

63. The web site offers alternative file formats.
   • ORIGIN: ONTI
   • DESIGN AND CONTENT: FR: 0 - NA: 0 - US: 0 - AC: 3 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: None

64. The weight of the file to be downloaded is shown.
   • ORIGIN: ONTI
   • DESIGN AND CONTENT: FR: 0 - NA: 0 - US: 5 - AC: 5 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: None

1.10 Category: Published Documents

65. The web site shows the news’ author
   • ORIGIN: ONTI
   • MAINSTAYS: SER: 0 - DEM: 3 - ACC: 3 - PAC: 0 - TRA: 3

66. The web site provides news’ author contact.
   • ORIGIN: ONTI
   • MAINSTAYS: SER: 0 - DEM: 3 - ACC: 0 - PAC: 3 - TRA: 3

67. The web site shows news date.
   • ORIGIN: ONTI
   • DESIGN AND CONTENT: FR: 0 - NA: 0 - US: 2 - AC: 0 - IN: 2 - VE: 4 - FU: 0
   • MAINSTAYS: SER: 3 - DEM: 0 - ACC: 3 - PAC: 0 - TRA: 0

68. The web site doesn’t disclaim its own publications.
   • ORIGIN: ONTI
   • DESIGN AND CONTENT: FR: 0 - NA: 0 - US: 0 - AC: 0 - IN: 0 - VE: 4 - FU: 0
   • MAINSTAYS: SER: 0 - DEM: 5 - ACC: 5 - PAC: 0 - TRA: 5
1.11 Category: Forms

69. The forms clearly differentiate the mandatory form’s fields.
   • ORIGIN: PUB [11]
   • MAINSTAYS: SER: 3 - DEM: 0 - ACC: 0 - PAC: 0 - TRA: 0

70. It offers forms to e-mail web site contents.
   • ORIGIN: ONTI
   • MAINSTAYS: SER: 0 - DEM: 3 - ACC: 0 - PAC: 3 - TRA: 0

71. The printable forms are in A4 .pdf format.
   • ORIGIN: ONTI
   • MAINSTAYS: SER: 5 - DEM: 0 - ACC: 5 - PAC: 0 - TRA: 0

72. The form’s data are validated in the client with clear messages.
   • ORIGIN: RT
   • DESIGN AND CONTENT: FR: 5 - NA: 0 - US: 3 - AC: 3 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: SER: 3 - DEM: 0 - ACC: 0 - PAC: 3 - TRA: 0

73. The forms allow the tabulator use and follow a logic order.
   • ORIGIN: W3C
   • DESIGN AND CONTENT: FR: 5 - NA: 5 - US: 4 - AC: 3 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: SER: 3 - DEM: 0 - ACC: 3 - PAC: 0 - TRA: 0

74. It offers forms to fulfill on line transactions.
   • ORIGIN: ONTI
   • MAINSTAYS: SER: 5 - DEM: 0 - ACC: 0 - PAC: 5 - TRA: 0

75. The form’s input data are validated to check them.
   • ORIGIN: RT
   • DESIGN AND CONTENT: FR: 0 - NA: 0 - US: 0 - AC: 0 - IN: 0 - VE: 3 - FU: 0
   • MAINSTAYS: SER: 3 - DEM: 0 - ACC: 0 - PAC: 3 - TRA: 0

76. It provides close questions in the forms as frequently as possible.
   • ORIGIN: PUB [11]
   • DESIGN AND CONTENT: FR: 4 - NA: 0 - US: 4 - AC: 0 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: SER: 3 - DEM: 0 - ACC: 3 - PAC: 0 - TRA: 0

77. The forms include elements directly related with the expected options number.
   • ORIGIN: PUB [11]
   • DESIGN AND CONTENT: FR: 4 - NA: 0 - US: 4 - AC: 0 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: SER: 3 - DEM: 0 - ACC: 3 - PAC: 0 - TRA: 0

1.12 Category: Administrative Transactions

78. It allows transaction’s condition consulting.
   • ORIGIN: ONTI
   • MAINSTAYS: SER: 5 - DEM: 0 - ACC: 0 - PAC: 5 - TRA: 0
79. It offers transaction’s information.
   • ORIGIN: ONTI
   • MAINSTAYS: SER: 5 - DEM: 0 - ACC: 5 - PAC: 0 - TRA: 0

80. It provides ways to request appointments.
   • ORIGIN: RT
   • MAINSTAYS: SER: 5 - DEM: 0 - ACC: 5 - PAC: 0 - TRA: 0

81. It informs about jobs policy and vacancies.
   • ORIGIN: ONTI
   • DESIGN AND CONTENT: FR: 0 - NA: 0 - US: 0 - AC: 0 - IN: 3 - VE: 2 - FU: 0
   • MAINSTAYS: SER: 0 - DEM: 0 - ACC: 0 - PAC: 0 - TRA: 5

1.13 Category: Icons

82. It has an icon to enlarge type fonts
   • ORIGIN: ONTI
   • DESIGN AND CONTENT: FR: 3 - NA: 0 - US: 0 - AC: 3 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: SER: 3 - DEM: 0 - ACC: 3 - PAC: 0 - TRA: 2

83. It has an icon to send mail
   • ORIGIN: ONTI
   • DESIGN AND CONTENT: FR: 3 - NA: 0 - US: 0 - AC: 0 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: SER: 3 - DEM: 3 - ACC: 3 - PAC: 3 - TRA: 0

84. It has an icon to print
   • ORIGIN: ONTI
   • DESIGN AND CONTENT: FR: 3 - NA: 0 - US: 0 - AC: 0 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: SER: 3 - DEM: 0 - ACC: 3 - PAC: 0 - TRA: 0

85. It has an icon to see more information
   • ORIGIN: ONTI
   • DESIGN AND CONTENT: FR: 3 - NA: 0 - US: 0 - AC: 0 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: SER: 3 - DEM: 0 - ACC: 3 - PAC: 0 - TRA: 0

1.14 Category: Images and Size

86. When the user moves the mouse over an image or an icon a context text appears
   • ORIGIN: W3C
   • DESIGN AND CONTENT: FR: 4 - NA: 0 - US: 4 - AC: 5 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: None

87. The web site has light images in gif or jpg format.
   • ORIGIN: ONTI
   • DESIGN AND CONTENT: FR: 0 - NA: 3 - US: 0 - AC: 5 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: None

88. The page’s weigh is up to 250 KB
   • ORIGIN: ONTI
   • DESIGN AND CONTENT: FR: 0 - NA: 3 - US: 0 - AC: 5 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: None

89. The web site has image’s resolution up to 72 dpi
   • ORIGIN: ONTI
   • DESIGN AND CONTENT: FR: 0 - NA: 0 - US: 0 - AC: 4 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: None

1.15 Category: Site’s Information

90. It has an icon to enlarge type fonts
   • ORIGIN: ONTI
   • MAINSTAYS: SER: 0 - DEM: 3 - ACC: 3 - PAC: 0 - TRA: 3
91. It has an icon to Send Mail.
   • ORIGIN: ONTI
   • DESIGN AND CONTENT: FR: 0 - NA: 0 - US: 0 - AC: 0 - IN: 3 - VE: 0 - FU: 0
   • MAINSTAYS: SER: 0 - DEM: 5 - ACC: 5 - PAC: 0 - TRA: 5

92. It has an icon to print.
   • ORIGIN: ONTI
   • MAINSTAYS: SER: 5 - DEM: 0 - ACC: 5 - PAC: 0 - TRA: 0

93. It has an icon to see more information.
   • ORIGIN: ONTI
   • DESIGN AND CONTENT: FR: 0 - NA: 0 - US: 0 - AC: 0 - IN: 3 - VE: 2 - FU: 0
   • MAINSTAYS: SER: 1 - DEM: 0 - ACC: 0 - PAC: 0 - TRA: 0

94. It provides electronic address of government areas.
   • ORIGIN: ONTI
   • DESIGN AND CONTENT: FR: 0 - NA: 0 - US: 0 - AC: 0 - IN: 3 - VE: 2 - FU: 0
   • MAINSTAYS: SER: 0 - DEM: 5 - ACC: 0 - PAC: 5 - TRA: 3

95. It provides information on annual budget.
   • ORIGIN: ONTI
   • DESIGN AND CONTENT: FR: 0 - NA: 0 - US: 0 - AC: 0 - IN: 4 - VE: 2 - FU: 0
   • MAINSTAYS: SER: 0 - DEM: 5 - ACC: 5 - PAC: 0 - TRA: 3

96. It informs municipality’s hours of opening.
   • ORIGIN: ONTI
   • MAINSTAYS: SER: 5 - DEM: 0 - ACC: 5 - PAC: 0 - TRA: 0

97. It informs on transportation to arrive to the town hall.
   • ORIGIN: PUB [6]
   • MAINSTAYS: SER: 3 - DEM: 0 - ACC: 3 - PAC: 0 - TRA: 0

98. It provides information on government areas.
   • ORIGIN: ONTI
   • DESIGN AND CONTENT: FR: 0 - NA: 0 - US: 0 - AC: 0 - IN: 3 - VE: 2 - FU: 0
   • MAINSTAYS: SER: 0 - DEM: 3 - ACC: 3 - PAC: 0 - TRA: 0

99. It provides map with the town hall location.
   • ORIGIN: ONTI
   • DESIGN AND CONTENT: FR: 0 - NA: 0 - US: 0 - AC: 0 - IN: 3 - VE: 0 - FU: 0
   • MAINSTAYS: SER: 2 - DEM: 0 - ACC: 2 - PAC: 0 - TRA: 0

100. It provides information on local government aims and objectives.
     • ORIGIN: ONTI
     • MAINSTAYS: SER: 0 - DEM: 2 - ACC: 2 - PAC: 0 - TRA: 2

101. It provides updated news.
     • ORIGIN: ONTI
     • DESIGN AND CONTENT: FR: 0 - NA: 0 - US: 0 - AC: 0 - IN: 4 - VE: 4 - FU: 0
     • MAINSTAYS: SER: 3 - DEM: 0 - ACC: 3 - PAC: 0 - TRA: 5

102. It informs on Projects and Programs.
     • ORIGIN: ONTI
     • DESIGN AND CONTENT: FR: 0 - NA: 0 - US: 0 - AC: 0 - IN: 3 - VE: 0 - FU: 0
     • MAINSTAYS: SER: 0 - DEM: 5 - ACC: 5 - PAC: 0 - TRA: 5
103. It shows the local government’s regulations.
   - ORIGIN: ONTI
   - MAINSTAYS: SER: 0 - DEM: 5 - ACC: 5 - PAC: 0 - TRA: 5

104. It includes authorities’ curriculum vitae.
   - ORIGIN: ONTI
   - DESIGN AND CONTENT: FR: 0 - NA: 0 - US: 0 - AC: 0 - IN: 3 - VE: 3 - FU: 0
   - MAINSTAYS: SER: 0 - DEM: 3 - ACC: 3 - PAC: 0 - TRA: 5

105. It informs the town hall telephone numbers.
   - ORIGIN: ONTI
   - MAINSTAYS: SER: 5 - DEM: 0 - ACC: 5 - PAC: 0 - TRA: 0

1.16 Category: Links

106. When placing the mouse pointer over a link, it changes its color.
   - ORIGIN: RT
   - MAINSTAYS: None

107. The visited link’s color is different from not visited links.
   - ORIGIN: RT
   - DESIGN AND CONTENT: FR: 3 - NA: 4 - US: 3 - AC: 0 - IN: 0 - VE: 0 - FU: 0
   - MAINSTAYS: None

108. The link’s text isolated from its context, identifies the link.
   - ORIGIN: ONTI
   - MAINSTAYS: None

109. Between two adjacent links, printable characters separated by spaces are always included.
   - ORIGIN: W3C
   - MAINSTAYS: None

110. All the links are underlined.
   - ORIGIN: Research Team
   - DESIGN AND CONTENT: FR: 3 - NA: 4 - US: 3 - AC: 0 - IN: 0 - VE: 0 - FU: 0
   - MAINSTAYS: None

111. Links to other web sites open in other window.
   - ORIGIN: ONTI
   - DESIGN AND CONTENT: FR: 4 - NA: 4 - US: 3 - AC: 0 - IN: 0 - VE: 0 - FU: 0
   - MAINSTAYS: None

112. The web site must not include downloads from others web sites.
   - ORIGIN: ONTI
   - DESIGN AND CONTENT: FR: 0 - NA: 3 - US: 0 - AC: 4 - IN: 0 - VE: 5 - FU: 0
   - MAINSTAYS: None

113. The Little hand appears over the link when pointing it with the mouse.
   - ORIGIN: RT
   - MAINSTAYS: None

114. If the web site includes link’s lists, they must be organized by categories.
   - ORIGIN: RT
   - DESIGN AND CONTENT: FR: 3 - NA: 0 - US: 0 - AC: 3 - IN: 0 - VE: 0 - FU: 0
   - MAINSTAYS: None
115. The web site links the site with sites from national and international organizations.
   • ORIGIN: ONTI
   • MAINSTAYS: SER: 3 - DEM: 0 - ACC: 3 - PAC: 0 - TRA: 0

### 1.17 Category: Lists

116. Nested lists are labeled by level.
   • ORIGIN: ONTI
   • DESIGN AND CONTENT: FR: 3 - NA: 0 - US: 3 - AC: 3 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: None

117. The web site uses numeric or alphabetic labels for the lists.
   • ORIGIN: ONTI
   • DESIGN AND CONTENT: FR: 3 - NA: 0 - US: 3 - AC: 3 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: None

### 1.18 Category: Main Menu

118. The main menu does not include more than 12 options in the same category.
   • ORIGIN: RT
   • DESIGN AND CONTENT: FR: 4 - NA: 4 - US: 4 - AC: 0 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: None

119. The main menu remains in all the page of the web site.
   • ORIGIN: ONTI
   • DESIGN AND CONTENT: FR: 5 - NA: 5 - US: 5 - AC: 0 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: None

120. If the main menu is built in Flash or Silverlight, all its options appear at the end of the page
   • ORIGIN: ONTI
   • MAINSTAYS: None

### 1.19 Category: Menus in General

121. The menus must not include images without their text.
   • ORIGIN: ONTI
   • DESIGN AND CONTENT: FR: 5 - NA: 0 - US: 3 - AC: 0 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: None

122. When placing over a menu’s option, the rest of the options must not move.
   • ORIGIN: Research Team
   • DESIGN AND CONTENT: FR: 5 - NA: 5 - US: 4 - AC: 0 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: None

123. When placing over a menu’s option, it highlights.
   • ORIGIN: RT
   • DESIGN AND CONTENT: FR: 3 - NA: 3 - US: 3 - AC: 0 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: None

124. The menu’s options are representatives.
   • ORIGIN: RT
   • DESIGN AND CONTENT: FR: 5 - NA: 5 - US: 4 - AC: 0 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: None

125. The browser title bar shows actual pagemunicipality name.
   • ORIGIN: RT
   • DESIGN AND CONTENT: FR: 3 - NA: 3 - US: 3 - AC: 0 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: SER: 1 - DEM: 0 - ACC: 1 - PAC: 0 - TRA: 0

### 1.20 Category: Navigators

126. The web site is optimized for a specific navigator (Explorer version…, Mozilla Firefox version…)
   • ORIGIN: ONTI
   • MAINSTAYS: None
1.21 Category: Resources

127. The search box includes a button to begin searching.
   - ORIGIN: RT
   - MAINSTAYS: SER: 2 - DEM: 0 - ACC: 2 - PAC: 0 - TRA: 0

128. It provides Help Area
   - ORIGIN: ONTI
   - MAINSTAYS: SER: 0 - DEM: 0 - ACC: 0 - PAC: 3 - TRA: 0

129. The web site includes search.
   - ORIGIN: W3C
   - MAINSTAYS: SER: 5 - DEM: 0 - ACC: 0 - PAC: 5 - TRA: 0

130. It provides site’s use polls
   - ORIGIN: RT
   - MAINSTAYS: SER: 0 - DEM: 3 - ACC: 0 - PAC: 3 - TRA: 3

131. It provides local government’s actions and decisions polls.
   - ORIGIN: RT
   - MAINSTAYS: SER: 0 - DEM: 5 - ACC: 0 - PAC: 5 - TRA: 5

132. It provides Contact Us Form or E-mail Form.
   - ORIGIN: ONTI
   - MAINSTAYS: SER: 0 - DEM: 5 - ACC: 0 - PAC: 5 - TRA: 0

133. The web site includes site map.
   - ORIGIN: W3C
   - MAINSTAYS: SER: 3 - DEM: 0 - ACC: 3 - PAC: 0 - TRA: 3

134. It provides e-Newsletter
   - ORIGIN: ONTI
   - MAINSTAYS: SER: 0 - DEM: 3 - ACC: 3 - PAC: 0 - TRA: 3

135. It includes Suggestions and Complaints section.
   - ORIGIN: ONTI
   - MAINSTAYS: SER: 0 - DEM: 5 - ACC: 0 - PAC: 5 - TRA: 5

136. The web site offers advanced search
   - ORIGIN: W3C
   - MAINSTAYS: SER: 2 - DEM: 0 - ACC: 0 - PAC: 2 - TRA: 0

137. It includes Chat Room
   - ORIGIN: ONTI
   - MAINSTAYS: SER: 0 - DEM: 5 - ACC: 0 - PAC: 5 - TRA: 0
138. It includes Forums
   • ORIGIN: ONTI
   • MAINSTAYS: SER: 0 - DEM: 5 - ACC: 0 - PAC: 5 - TRA: 0

139. The web site offers FAQ and their answers' section.
   • ORIGIN: PUB [10]
   • DESIGN AND CONTENT: FR: 3 - NA: 0 - US: 0 - AC: 0 - IN: 2 - VE: 0 - FU: 0
   • MAINSTAYS: SER: 0 - DEM: 4 - ACC: 4 - PAC: 0 - TRA: 3

140. The web site allows printable version of some of its pages.
   • ORIGIN: PUB [7]
   • MAINSTAYS: SER: 4 - DEM: 0 - ACC: 0 - PAC: 4 - TRA: 0

1.22 Category: Technology

141. The web site includes semantic search
   • ORIGIN: RT
   • MAINSTAYS: SER: 2 - DEM: 0 - ACC: 2 - PAC: 0 - TRA: 0

142. The web site includes RSS
   • ORIGIN: RT
   • MAINSTAYS: None

143. Mobile Site
   • ORIGIN: W3C
   • DESIGN AND CONTENT: FR: 0 - NA: 0 - US: 0 - AC: 3 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: SER: 3 - DEM: 0 - ACC: 3 - PAC: 0 - TRA: 3

1.23 Category: Text

144. The web site includes headers in rows and columns of the tables
   • ORIGIN: W3C
   • MAINSTAYS: None

145. It explains the meaning of each abbreviation used in a document the first time it appears
   • ORIGIN: W3C
   • DESIGN AND CONTENT: FR: 3 - NA: 0 - US: 0 - AC: 3 - IN: 0 - VE: 0 - FU: 0

146. It shows information organized by categories
   • ORIGIN: W3C
   • DESIGN AND CONTENT: FR: 4 - NA: 0 - US: 4 - AC: 4 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: SER: 3 - DEM: 0 - ACC: 3 - PAC: 0 - TRA: 0

147. The special characters can be seen correctly
   • ORIGIN: Research Team
   • DESIGN AND CONTENT: FR: 5 - NA: 0 - US: 3 - AC: 4 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: None

148. It highlights important words
   • ORIGIN: ONTI
   • DESIGN AND CONTENT: FR: 4 - NA: 0 - US: 0 - AC: 4 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: SER: 1 - DEM: 0 - ACC: 1 - PAC: 0 - TRA: 0

149. Technical words are avoided or explained
   • ORIGIN: ONTI
Annex 2

150. Text is organized in paragraphs.
   • ORIGIN: W3C
   • DESIGN AND CONTENT: FR: 0 - NA: 0 - US: 4 - AC: 4 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: SER: 1 - DEM: 0 - ACC: 1 - PAC: 0 - TRA: 0

151. The web site uses SanSerif type fonts
   • ORIGIN: PUB [11]
   • DESIGN AND CONTENT: FR: 3 - NA: 0 - US: 0 - AC: 3 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: None

152. The web site uses dots to join text subsets.
   • ORIGIN: ONTI
   • DESIGN AND CONTENT: FR: 3 - NA: 0 - US: 0 - AC: 0 - IN: 0 - VE: 0 - FU: 0
   • MAINSTAYS: None