

Town of



Amherst Massachusetts

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Town of Amherst Earns Top Municipal Website Award

For Immediate Release

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(February 20, 2014) Town Manager John Musante announced that Amherst was one of five communities to earn the Massachusetts Municipal Association's annual municipal website award. Amherst was cited as a top municipal website for communities with a population range of 14,999 – 49,999. The MMA presented the award to Town Manager John Musante during the Municipal Award Ceremony at the MMA's 2014 Annual Meeting and Trade Show at the Hynes Convention Center in Boston on January 25. This is the second year in a row that the Town of Amherst received the annual MMA website award.

The award recognizes excellence in customer service, functionality, convenience and government transparency delivered by a municipal website. "Our award-winning website is one of the clearest examples of the leading-edge progress we are making on electronic transparency and accessibility," Musante said. "I am proud of the simplicity and the many unique and forward-thinking features offered by the site. The number of daily active users of the Town website continue to grow at an impressive pace and the site is an asset to Amherst businesses, residents, and visitors."

Kristopher Pacunas, the Town's Information Technology Director, said, "The Amherst IT Department takes a lot of care and pride in the work we do for the Amherst community so we get excited when we receive external validation like this. This is an especially great representation of how we're doing compared to the other cities and towns because it's a blind survey, the MMA judges visit the city and town websites across the state and pick the best websites using a rating system broken down by a list of categories."

In FY 2014 the Town of Amherst website experienced significant growth in unique daily users; up by 22% from FY 2013 to 428,051 unique daily visitors (totalled over a 12 month period). In FY 2014 over 40,000 online transactions were conducted through the Town's website offering convenience to residents and businesses while delivering paperless and more efficient transactions. More information at www.amherstma.gov/itd.

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