

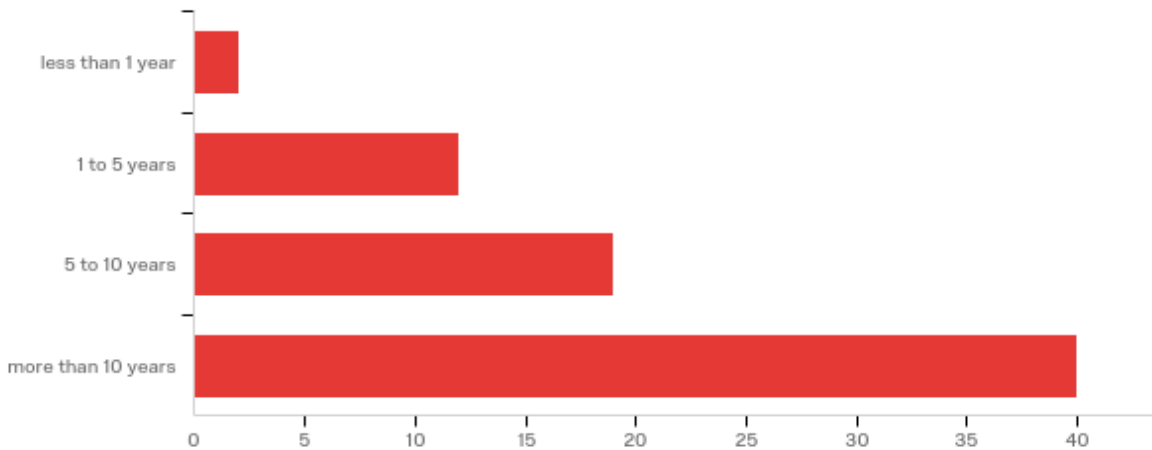
AZSITE Fee Structure Survey Report

September 2019, Malissa Hubbard, AZSITE Manager

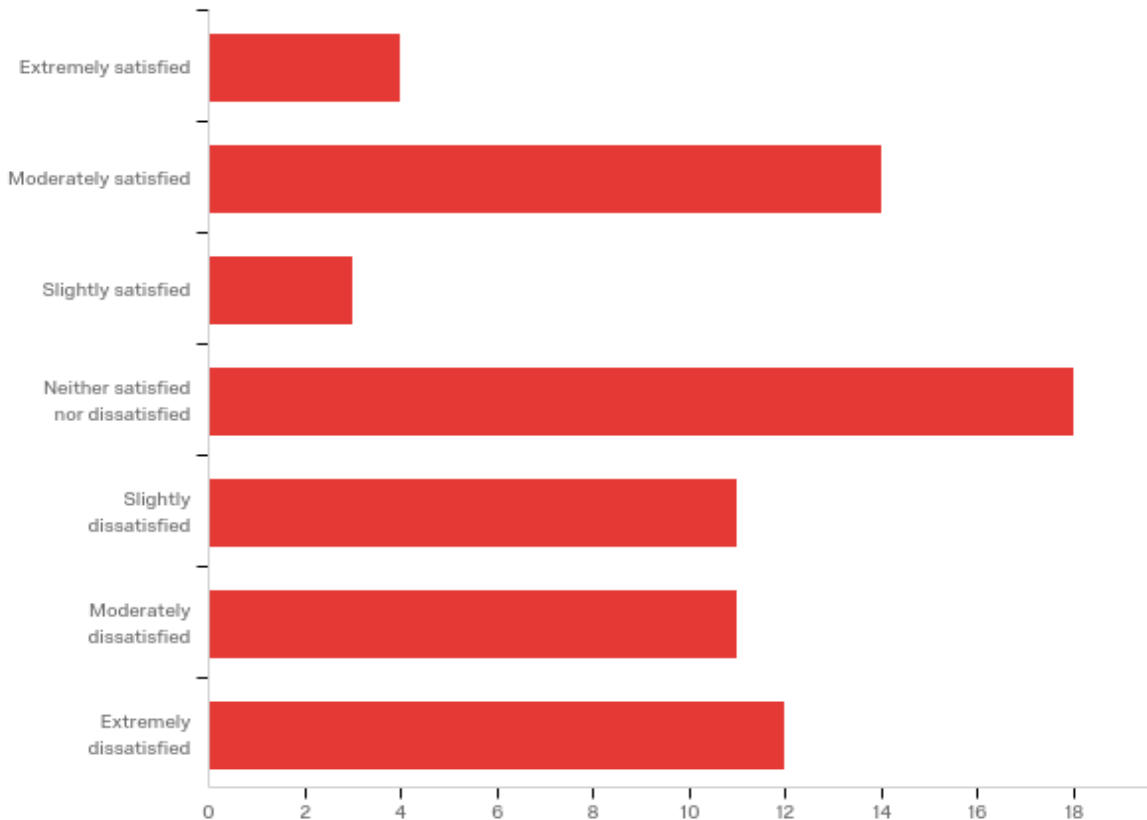
Results

I have summarized the results of each question below. For questions which allowed open ended answers, I have provided bullet points of the most frequently expressed opinions.

Q1 - How long have you been an AZSITE user?



Q2 - How satisfied are you with AZSITE's current 2019 fee structure?



Q3 - What do you like about AZSITE's 2019 (current) fee structure?

- 30-day non-consecutive account option
- Tiered options adaptable to size of organization
- Education account
- I like nothing about the current fee structure

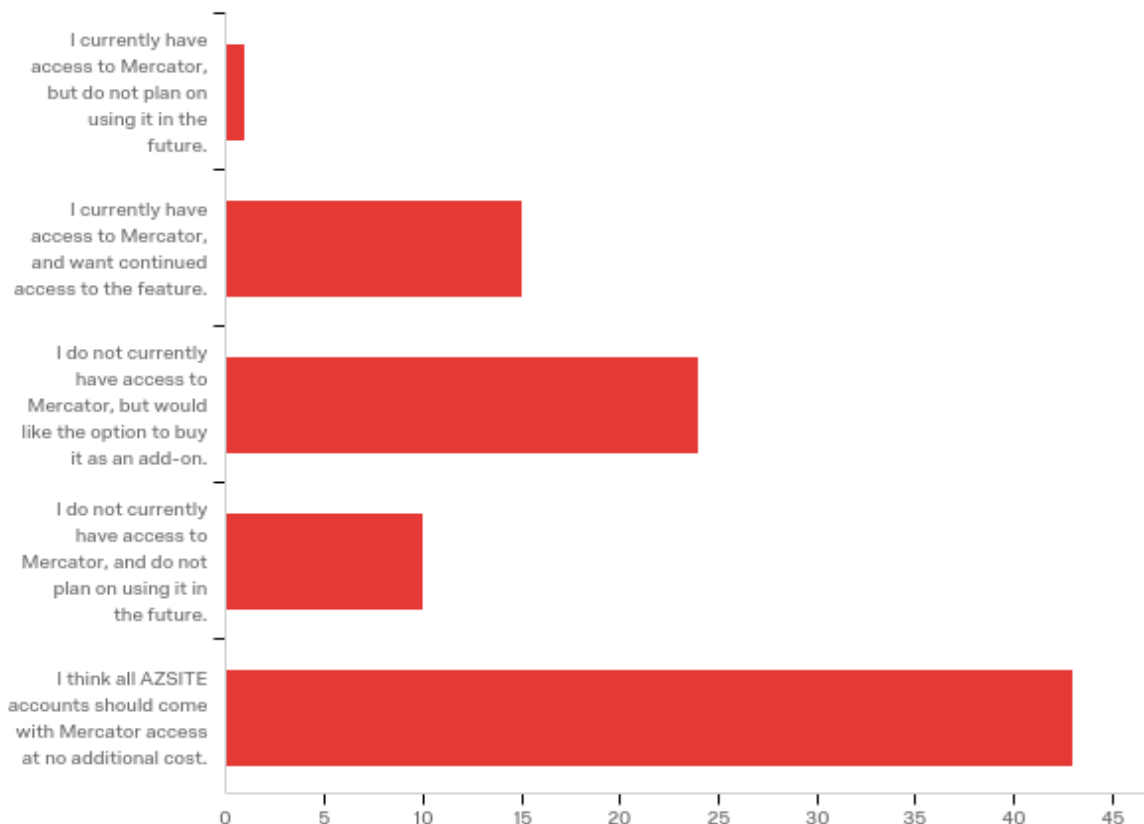
Q4 - What do you dislike about AZSITE's 2019 (current) fee structure?

- Too expensive
- Backlog and/or outdated data
- No Mercator access for accounts other than large, aka, the inability to download shapefiles without a large fee
- No reduced fees for government agencies or tribes

Q5 - What do you like about AZSITE's proposed 2020 fee structure?

- Everyone can buy access to Mercator
- Mercator should be included for no additional cost
- Cost per user decreases as users increase
- X-large account type
- I like nothing about the new structure

Q6 – Access to the ArcGIS Mercator server is currently only available to users with a large account. The proposed 2020 fee structure would allow all users to access the Mercator server as an add-on, for a fee. Mercator access allows users to view and manipulate data in ArcMap. Users can make shapefiles clips and create maps, which reflect current AZSITE shapefile boundaries. Select all that apply:



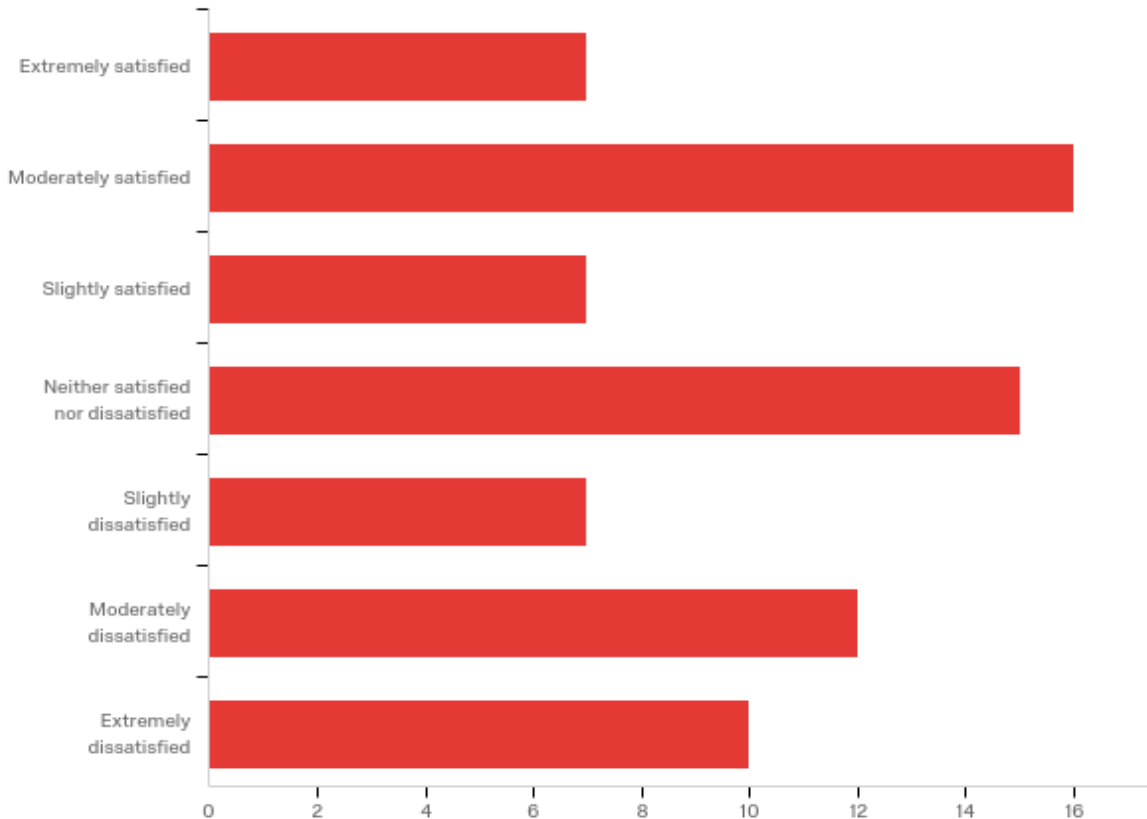
Q7 - What do you dislike about AZSITE's proposed 2020 fee structure?

- Still too expensive
- Mercator should be included without an extra fee
- Mercator access costs too much
- There is nothing I dislike about the new fee structure

Q8 - Are there any changes you would like to see implemented in the new fee structure which have not yet been proposed?

- One person yearly account type for a smaller cost than the small account
- Mercator should be included for free or a more reasonable fee
- Fix backlog before increasing prices
- Government/municipal account with reduced rate
- Update AZSITE data and utility
- Update users on changes to AZSITE
- More account options
- Per user fee structure
- I have no additional changes

Q9 - How satisfied are you with AZSITE's proposed 2020 fee structure?



Q10 - Do you have any additional comments regarding AZSITE's fee structure?

- Make AZSITE up to date and reliable
- Additional comments were quite varied and cannot be summarized

Conclusions

AZSITE users are slightly happier with the proposed 2020 fee structure than with the existing fee structure. However, the difference is small and varies by user.

I believe this means that the new fee structure addressed the needs of some AZSITE users, but not all.

Many users want an option where, instead of account types, each organization pays for exactly the number of users they have. This has been recommended to the board before.

Recommendations

1. I recommend that all AZSITE users be given Mercator access.
 - a. Fees for large accounts should be reduced, or fees for small/medium user increased, to even out the distribution once everyone has Mercator access. This is because large users are already paying a premium for Mercator access.
 - b. There is a cost increase to AZSITE for this upgrade. The cost for the required upgrade is from \$1,500 to \$2,700.
2. I recommend we upgrade the AZSITE servers to the \$2,700 level to increase efficiency.
 - a. This should be done regardless of upgrading Mercator Access because the AZSITE servers are already slow at current levels of use.
3. I recommend an account type with a larger upper limit to accommodate our largest users.