



Livingston County

2016 Communication Surveys Summary Report

BACKGROUND: As part of the annual strategic planning process being conducted by the Communication Workgroup, communication surveys were conducted to get input from employees, the public and local units. This report provides findings from the three surveys conducted October 1st – 31st, 2016 alongside of the data collected in 2015. The employee survey and local unit survey were sent electronically to their recipients, while the public survey was made available on the Livgov.com website and publicized on WHMI.com, the Livingston Daily, and the County’s social media sites.

RESPONSE RATE: 237 Livingston County employees completed the survey out of a total population of 699. That’s a response rate of 34%. The public survey was completed by 148 respondents out of an estimated population size of 180,967. That’s a response rate of much less than 1%. The local unit survey was completed by 29 members of our local units. The population size of our local units is difficult to estimate.

DEMOGRAPHIC INFORMATION

Which of the following age groups best describes you?	Employee		Public		Local Unit	
	2015 (242)	2016 (237)	2015 (121)	2016 (148)	2015 (24)	2016 (29)
18 - 24 years	2%	1%	64%	1%	0%	0%
25 - 40 years	27%	26%	23%	28%	0%	7%
41 - 65 years	67%	68%	13%	60%	79%	72%
65 years or older	4%	5%	1%	10%	21%	21%

What is your gender?	Employee		Public		Local Unit	
	2015 (242)	2016 (237)	2015 (122)	2016 (148)	2015 (25)	2016 (29)
Female	64%	63%	49%	73%	52%	69%
Male	36%	36%	49%	26%	44%	28%
Other	0%	1%	2%	1%	4%	3%

How many years have you been an employee of Livingston County?	Employee		Public		Local Unit	
	2015 (243)	2016 (237)				
Less than 5 years	34%	35%	–	–	–	–
5 - 9 years	14%	10%	–	–	–	–
10 - 14 years	19%	20%	–	–	–	–
15 - 19 years	16%	15%	–	–	–	–
20+ years	17%	20%	–	–	–	–



What City, Township, or Village do you represent?	Employee		Public		Local Unit	
			2015 (123)	2016 (148)	2015 (23)	2016 (29)
Brighton	—	—	13%	12%	35%	21%
City of Brighton	—	—	5%	3%	4%	7%
City of Howell	—	—	7%	9%	0%	0%
Cohoctah	—	—	4%	1%	4%	0%
Conway	—	—	2%	1%	4%	3%
Deerfield	—	—	1%	3%	0%	0%
Genoa	—	—	10%	7%	0%	7%
Green Oak	—	—	4%	1%	4%	3%
Hamburg	—	—	9%	3%	13%	3%
Handy	—	—	2%	0%	0%	7%
Hartland	—	—	13%	30%	9%	10%
Howell	—	—	6%	4%	0%	3%
Iosco	—	—	0%	1%	4%	3%
Marion	—	—	9%	6%	0%	3%
Oceola	—	—	7%	5%	9%	10%
Putnam	—	—	2%	1%	4%	3%
Tyrone	—	—	1%	2%	4%	7%
Unadilla	—	—	2%	1%	0%	3%
Village of Fowlerville	—	—	2%	2%	0%	0%
Village of Pinckney	—	—	1%	2%	4%	3%
Other	—	—	2%	3%	—	—

Other Answers:

Kalamazoo
 Oakland County
 Argentine Township, but I work in the city of Howell.



How do you usually obtain information about Livingston County?	Employee		Public		Local Unit	
	2015 (242)	2016 (237)	2015 (118)	2016 (148)	2015 (25)	2016 (29)
County Website	55%	51%	46%	32%	68%	72%
County Newsletters	—	—	—	—	—	48%
County Employee Newsletter	—	41%	—	—	—	—
Co-Workers	81%	74%	—	—	28%	24%
Department Directors	36%	27%	—	—	—	—
Department Meetings	29%	18%	—	—	—	—
Department Newsletters/Flyers	9%	11%	—	—	—	—
Email	82%	75%	8%	7%	76%	83%
Family/Friends	10%	10%	27%	32%	8%	3%
Internet Search	13%	11%	35%	29%	24%	3%
Newspaper	38%	36%	57%	41%	68%	41%
Public Health Newsletters	—	—	—	2%	—	—
Public Meetings	14%	11%	12%	4%	32%	24%
Radio	33%	31%	53%	41%	32%	34%
SharePoint	7%	3%	—	—	—	—
Social Media	9%	14%	20%	55%	8%	3%
Television	8%	5%	8%	7%	4%	0%

Comments from the public:

Online newspapers
 Livingston Daily website, but not as much since they went to a paywall.
 WHMI
 WHMI.com (3x)
 Hartland Moms Facebook Page
 Facebook posts
 Co-Workers
 County Employees receive copies of the Bd/Comm’s agenda.



How would you prefer to receive information from Livingston County?	Employee		Public		Local Unit	
	2015 (239)	2016 (237)	2015 (121)	2016 (148)	2015 (24)	2016 (29)
County Website	54%	47%	60%	43%	67%	59%
County Newsletters	—	—	—	—	—	45%
County Employee Newsletter	51%	70%	—	—	—	—
Co-Workers	18%	17%	—	—	13%	3%
Department Directors	43%	30%	—	—	—	—
Department Meetings	33%	25%	—	—	—	—
Department Newsletters/Flyers	22%	20%	—	—	—	—
Email	79%	77%	45%	51%	88%	93%
Family/Friends	1%	1%	8%	11%	4%	0%
Internet Search	6%	5%	19%	19%	13%	3%
Newspaper	8%	11%	45%	30%	38%	24%
Public Meetings	8%	5%	17%	7%	25%	14%
Radio	8%	11%	43%	36%	13%	14%
SharePoint	12%	7%	—	—	—	—
Social Media	9%	12%	36%	60%	13%	10%
Television	4%	4%	17%	12%	0%	7%

Comments from the public:

Mailing

An active Livingston County Facebook page and Instagram account.

Facebook posts

The County website rarely publishes specific news about departments, etc.

Why can't the county televise its meetings like the townships do? Why can't it post its agendas on line in advance?

I would like to see board meetings televised and or livestreamed.

Text messages

Push text messages that I enroll in for urgent matters.



Please rate the extent to which you agree with the following aspects of communication	Employee		Public		Local Unit	
	2015 (242)	2016 (237)	2015 (121)	2016 (148)	2015 (24)	2016 (29)
Communication is encouraged between Livingston County and its employees, its local units, or the public	Agree (45%)	Agree (43%)	Neither Agree or Disagree (34%)	Neither Agree or Disagree (41%)	Agree (50%)	Agree (34%)

Comments from the public:

We only seem to hear from board members during re-election campaigns.

Only until the hard questions get asked from the public.

I don't think communication is a priority; and I don't necessarily think it should be. The County provides very few services that I actually care about.

	Employee		Public		Local Unit	
	2015 (242)	2016 (237)	2015 (121)	2016 (148)	2015 (24)	2016 (29)
Livingston County effectively communicates its mission statement and goals	Agree (39%)	Agree (40%)	Neither Agree or Disagree (36%)	Neither Agree or Disagree (39%)	Disagree (57%)	Neither Agree or Disagree (48%)

Comments from the public:

Have not read them. I have not visited their web site.

I am unaware of the County's mission statement.

Don't think so, as I would know by now.

I rarely hear/see communication from the County level.

Don't know what they are.

I've always thought this was pointless. That's an internal thing irrelevant and unknown to most of the public.

	Employee		Public		Local Unit	
	2015 (242)	2016 (237)	2015 (121)	2016 (148)	2015 (24)	2016 (29)
Livingston County is committed to keeping the channels of communication open	Agree (48%)	Agree (46%)	Neither Agree or Disagree (35%)	Neither Agree or Disagree (37%)	Neither Agree or Disagree (67%)	Agree (41%)

Comments from the public:

We need to be able to watch the meetings online.

I know little of how the County functions, but am interested in knowing more.



Comments from the public (CONTINUED):

Just don't know! Have a Shiawassee mailing address, Morrice Schools, attend Morrice Sr. Center, use Rt 69 to go to city.

I only know what's going on if I read it in the paper, and the paper is slanted and not very accurate.

Perhaps "is" with an eye toward the future, but definitely not "was" over the past 20 years I have been a resident.

Not when it comes to public health and safety, it seems that the blinds go down at the County level when a problem occurs. Especially with Sewers with the County Drain Commissioner.

Agendas for County meetings are not posted on the website. They want to discourage people knowledge.

County government seems to have an issue with anyone that disagrees with them or their ideas.

I am not even aware of events happening in the County unless I fetch it after someone told me about it.

I typically have to search out information.

	Employee		Public		Local Unit	
	2015 (242)	2016	2015 (121)	2016 (148)	2015 (24)	2016 (29)
Livingston County is transparent in its communication efforts	Agree (48%)	★	Neither Agree or Disagree (39%)	Neither Agree or Disagree (49%)	Neither Agree or Disagree/ Agree (40%/40%)	Neither Agree or Disagree (34%)

* This question was accidentally omitted from the 2016 Employee Survey. It will be included on the 2017 survey.

Comments from the public:

Need to reach out more.

I am unaware of the County's communication efforts.

This is a good first step – I don't know if the County is trying to be transparent.

Not sure, but don't think so – lived here over 30 years and have taken newspaper too.

Not in all circumstances.

	Employee		Public		Local Unit	
	2015 (242)	2016 (237)	2015 (121)	2016 (148)	2015 (24)	2016 (29)
Overall, I am satisfied with the amount of communications from Livingston County	Agree (33%)	Agree (38%)	Disagree (37%)	Disagree (39%)	Neither Agree or Disagree/ Strongly Disagree (40%/40%)	Agree (31%)

Comments from the public:

Those who want to "sit in" on the meetings shouldn't have to attend in person.

As a fairly new member of the community it is difficult to know how information is found and communication is shared.

Would like to see more information on the website about larger building projects, many times it's not in the newspaper.



Comments from the public (CONTINUED):

Public needs to have more input on issues facing this County it's called open government.

As you can see, I am unaware of much of the communication outside of the DPH, so I can't even answer these questions.

	Employee		Public		Local Unit	
	2015 (242)	2016 (237)	2015 (121)	2016 (148)	2015 (24)	2016 (29)
Overall, I am satisfied with the flow of communications from Livingston County	Agree (32%)	Agree (34%)	Disagree (39%)	Disagree (39%)	Agree/ Strongly Agree (50%/50%)	Neither Agree or Disagree/ Agree/ Strongly Agree (28%/28%/28%)

Comments from the public:

Not really.

I receive alerts from Washtenaw County for missing persons, crime, etc, but not Livingston.

I would like to see regular emails regarding County services and how to access them.

	Employee		Public		Local Unit	
	2015 (242)	2016 (237)	2015 (121)	2016 (148)	2015 (24)	2016 (29)
Overall, I am satisfied with the methods of communications from Livingston County	Agree (39%)	Agree (39%)	Neither Agree or Disagree/ Disagree (33%/33%)	Disagree (34%)	Agree (100%)	Agree (34%)

Comments from the public:

The methods are great. Getting out the word and continuing a presence is imperative.

	Employee		Public		Local Unit	
	2015 (242)	2016 (237)	2015 (121)	2016 (148)	2015 (24)	2016 (29)
Overall, I am satisfied with the timing of communications from Livingston County	Agree (36%)	Neither Agree or Disagree (37%)	Neither Agree or Disagree (36%)	Neither Agree or Disagree (40%)	Agree (44%)	Agree (31%)

Comments from the public:

I feel the reason I am aware of what is happening is because of varying boards and nonprofits that I am involved in. If I was not involved there I would not know or hear about the things that I do.

Agendas are not posted online in advance.



Help us understand what interest you have in hearing communication about each of the following	Employee		Public		Local Unit	
	2015 (241)	2016 (237)	2015 (122)	2016 (148)	2015 (25)	2016 (29)
Staff news and achievements	Moderately Interested (56%)	Moderately Interested (62%)	—	—	—	—
Departmental news and achievements	Very Interested (53%)	Moderately Interested (53%)	—	—	—	—
Policy changes at Livingston County	Very Interested (89%)	Very Interested (83%)	—	—	—	—
Important issues and decisions made by the Board of Commissioners	Very Interested (79%)	Very Interested (79%)	—	—	—	—
A Media Toolkit containing best practices for communicating with the media	Moderately Interested (53%)	Moderately Interested (57%)	—	—	—	—
An expanded LivCommunity site accessible via SharePoint	Moderately Interested (52%)	Moderately Interested (60%)	—	—	—	—
Airport Information	—	—	Moderately Interested (49%)	Moderately Interested (57%)	Moderately Interested (57%)	Moderately Interested (41%)
Animal Control Information	—	—	Moderately Interested (53%)	Moderately Interested (52%)	Moderately Interested (74%)	Moderately Interested (48%)
Board of Commissioners Information	—	—	Moderately Interested/ Very Interested (45%/45%)	Moderately Interested (57%)	Very Interested (63%)	Very Interested (59%)
Central Dispatch 911 Information	—	—	Moderately Interested (48%)	Moderately Interested (48%)	Moderately Interested (48%)	Very Interested (55%)
County Clerk Information	—	—	Moderately Interested (63%)	Moderately Interested (64%)	Very Interested (65%)	Moderately Interested (48%)



	Employee		Public		Local Unit	
	2015 (241)	2016 (237)	2015 (122)	2016 (148)	2015 (25)	2016 (29)
Department of Public Health Information	—	—	Very Interested (48%)	Very Interested (60%)	Moderately Interested (57%)	Moderately Interested (52%)
Drain Commission Information	—	—	Moderately Interested (50%)	Moderately Interested (49%)	Very Interested (52%)	Very Interested (66%)
Employment Opportunities	—	—	Moderately Interested (39%)	Moderately Interested (47%)	Moderately Interested (41%)	Moderately Interested (59%)
EMS Information	—	—	Moderately Interested (53%)	Moderately Interested (57%)	Moderately Interested (61%)	Very Interested (45%)
Equalization Information	—	—	Moderately Interested (49%)	Moderately Interested (61%)	Very Interested (57%)	Very Interested (48%)
Human Resources Information	—	—	Moderately Interested (52%)	Moderately Interested (51%)	Moderately Interested (64%)	Moderately Interested (41%)
LETS Information	—	—	Moderately Interested (53%)	Moderately Interested (57%)	Moderately Interested (44%)	Moderately Interested/ Very Interested (41%/41%)
Livingston County Courts Information	—	—	Moderately Interested (56%)	Moderately Interested (52%)	Moderately Interested (59%)	Moderately Interested (48%)
Planning Department Information	—	—	Very Interested (49%)	Very Interested (61%)	Very Interested (80%)	Very Interested (55%)
Property Tax Information	—	—	Very Interested (48%)	Very Interested (47%)	Very Interested (57%)	Very Interested (76%)
Register of Deeds Information	—	—	Moderately Interested (63%)	Moderately Interested (57%)	Moderately Interested (57%)	Very Interested (55%)
Sheriff Department Information	—	—	Moderately Interested (47%)	Very Interested (54%)	Moderately Interested (52%)	Very Interested (66%)
Veteran Services Information	—	—	Moderately Interested (44%)	Moderately Interested (47%)	Moderately Interested (61%)	Moderately Interested (48%)



Comments from the public:

Family events

County promotion and info – look to the Oakland County Twitter feed for example of impactful reachout @OakGov.

County events

LESA

Road Commission (2x)

Road Commission updates

Information on ways citizens can get involved in County government.

Information on openings on boards and commissions.

Recreation

I would like to see an increase in LETS services and I would like to see more jobs in the County for individuals with disabilities.

Do you use any of the following social media?	Employee		Public		Local Unit	
	2015 (240)	2016 (237)	2015 (121)	2016 (148)	2015 (20)	2016 (29)
Facebook	61%	68%	75%	82%	35%	38%
Google+	23%	25%	24%	23%	5%	3%
I don't use social media	22%	21%	17%	12%	60%	55%
Instagram	14%	20%	18%	31%	0%	0%
LinkedIn	27%	20%	29%	27%	15%	10%
Pinterest	31%	26%	23%	39%	0%	0%
Twitter	12%	10%	24%	31%	15%	21%
YouTube	34%	30%	43%	45%	5%	7%

Comments from the public:

WHMI and online paper

Periscope

Snapchat

Reddit

Wordpress.com



Would you use any of the following social media to receive information from Livingston County	Employee		Public		Local Unit	
	2015 (178)	2016 (237)	2015 (111)	2016 (148)	2015 (16)	2016 (29)
Facebook	58%	53%	73%	82%	44%	41%
Google+	17%	11%	15%	11%	13%	7%
I don't use social media	32%	42%	20%	14%	56%	55%
Instagram	8%	6%	8%	20%	0%	0%
LinkedIn	22%	8%	14%	13%	13%	7%
Pinterest	8%	6%	3%	11%	0%	3%
Twitter	11%	6%	19%	25%	13%	21%
YouTube	18%	12%	17%	24%	6%	3%

Comments from the public:

Twitter is my first place for hearing things then I will follow links to further details.

Email, text.

Text

Not for news – social media is no longer considered to be a valid news source.

NextDoor

Option should be “no.” I honestly don't want to get anything via social media.

Snapchat

Do you follow any of Livingston County's social media sites?	Employee (237)	Public (148)	Local Unit (29)
911 Central Dispatch - Facebook	8%	7%	3%
Animal Shelter - Facebook	11%	12%	7%
Department of Public Health - Facebook	13%	10%	3%
Human Resources – Facebook	8%	—	—
L.E.T.S. Transportation - Facebook	3%	3%	3%
Veterans Services - Facebook	4%	5%	0%
Veterans Services - Twitter	1%	3%	0%
Livingston County Government - Facebook	14%	22%	17%
Livingston County Government - Twitter	1%	5%	3%
I don't follow Livingston County on social media	39%	53%	62%
I don't use social media	29%	9%	28%



Comments from the public:

I don't use Facebook.

I rarely use Facebook, but did not know those accounts existed.

I was not aware that the County was active on social media.

I was unaware of the County's social media services until seeing this list. I will definitely check them out!

Had no idea these were even there.

I was not aware these pages had Facebook pages. I will now follow them.

I didn't know it was available. Maybe advertise on some of the local "moms" pages or sale sites.

I didn't know there were Facebook pages for Livingston County.

Didn't know of these sites.

Who even knew they had these?

I was not aware of these sites.

I was not aware of these social media pages.

I will look for these and follow them.

Didn't know you could.

Didn't know most of these existed. (2x)

Didn't know any of these existed, but will follow some now.

Didn't even know this was available until now.

I didn't realize some of these had their own social media sites. I will now connect with them on social media.

This is the first time I've seen a list of social media. I was unaware these pages exist outside of the DPH. I would be a great start by getting the word out there that these exist!

WHO KNEW? I didn't even know about these sites? Why Facebook – just have their own webpage and forget Facebook!

I usually don't – but was following when my neighbor died.

I sure will follow it now.

I will be checking the County's Facebook and other social media outreach.

I did not know Liv.Co was on social media. I searched for it a while ago and did not find anything. I will be following the County now that I know.

If Livingston County is going to use social media, it HAS to be up to date with, at the very least, weekly posts.

There need to be an overall strategy for making residents aware of social media channels for all departments and what is happening in the County that affects all residents – i.e. road patrol and road improvements. We have to depend on our Township to share these when they know.

Thanks to this survey I am now aware that Livingston County is on social media. I'm going to look into that!



How often do you visit the Livingston County website	Employee		Public		Local Unit	
			2015 (123)	2016 (148)	2015 (25)	2016 (29)
Rarely	—	—	32%	36%	8%	7%
Occasionally	—	—	31%	40%	24%	28%
Weekly	—	—	16%	7%	44%	31%
Monthly	—	—	15%	12%	20%	24%
Daily	—	—	7%	4%	4%	10%

Comments from the public:

Never. Wasn't aware there is one until today.
 Didn't even know there was one!
 Didn't even know about it until today.
 Never knew there was one till now.
 It looks old. But I can still find anything I need.

How can Livingston County improve communication	Employee	Public	Local Unit
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Comments from the public:

I would like to see a weekly or monthly email newsletter and a quarterly newsletter in the mail would be great.

Post a calendar (if one does not already exist) of county meetings and events on the website (if it already exists, publicize it more through radio, website, and social media). - Share information on county meetings, area events/happenings, and local government on local radio (potentially have a weekly, bi-weekly, or monthly radio feature that provides a brief update on county happenings). - Establish an e-newsletter (if it doesn't already exist) that residents can subscribe to via e-mail - ensure availability of the e-newsletter and sign-up information is prominent on the website and publicized via local radio, newspapers, and social media.

Use Twitter with links to Facebook and other places.

How about a postcard, maybe once a quarter? It's something that will definitely make it to a person's hands. All they have to do is turn it over to read a few bullet points and direct them where to go/call if they want more info.

We live in Hartland and very rarely know what's going on regarding potential new businesses.

Follow the lead of the townships and cities, and broadcast the meetings. A simple option: a phone on a tripod, streaming the meetings on Facebook Live, will automatically store the videos on the county's FB page.

The County needs to take the lead on County stories in the news rather than allowing the news outlets to lead.

Livingston Co needs to ensure that they are open and honest with the people living here. The courts are a joke, the police departments are jokes and the opportunities for younger people are non-existent!

Use of social media, promote your website.

Make certain the various boards and commissions of the county municipalities know your meeting schedule and are invited to visit and become aware of what's going on.



Comments from the public (CONTINUED):

This is a good first step but a very large undertaking - additional information on taking your survey maybe should be communicated to WHMI and the Argus - social media is very good but limited reach.

Twitter and Facebook

Publish a newsletter of some sort. Go out to various clubs or organizations and give a County update.

Interested in getting emails.

Oh, really, I don't know - I hardly interact in Livingston County. I'm sorry for this lack of interest, but this is the way things have gone.

If the county was to help with compost bin sale or some other eco-friendly event, maybe an article in the paper, educating the public on the benefits prior to the sale would be very helpful. A quick sentence in the business brief area is not that effective and often overlooked.

Perhaps a radio & newspaper campaign letting people know of your social media presence? That would have helped me.

I'd like to see more updates that provide a little more information, rather than quick 2-5 sentences on important topics followed by a litany of residents/comments coming to their own conclusions. Sure, the comments will always come, but with such bare bones information provided, it frustrates people.

I will check out the website.

Do a better job trying to reach new residents.

Keep information current and useful.

Quarterly or at least annual newsletter mailed to residents, especially to lead residents to websites, Facebook and Twitter.

I've seen a few times where a scheduled construction project is ahead of schedule and Hartland township doesn't know about it before they post. They correct it quickly but would be ideal to know ahead of the post.

All of my LivCo information comes from 1 source--Facebook. I follow 3 "pages"--Livingston Daily Press & Argus, WHMI News, and Hartland Township. These 3 pages are active and up to date, and I think LivCo should use them as inspiration and a model.

County Promotion and info - look to the Oakland County Twitter feed for example of impactful reachout @OakGov.

Email-able newsletters available

Post votes and plans BEFORE votes ect. A specific site would be nice (for all news)

Newsletters, WHMI, Livingston daily etc.

Email newsletters on a weekly basis.

Get it together and stop looking at one another to get answers or to blame. The country, city and township need to be one on one page or at least properly linked together with a clear and correct answers.

Email

I didn't know about the Facebook pages. I may follow some now, but maybe following one page would interest me more.



Comments from the public (CONTINUED):

Please share interactions with other countries, i.e., "Livingston county and Oakland rails to trails joint venture under consideration"

Newsletter delivered through snail mail once a month. An interactive and interesting Facebook page and Instagram account.

Website dedicated to County news only.

Return phone calls.

Televise meetings, publish agendas on line in advance.

Televise or live stream meetings, post agendas on line 24 hours or more in advance of meetings, post minutes promptly.

Broadcast Commission Meetings live

I really only care about "big stories" and it is increasingly difficult to share big stories with constituents, given media cutbacks. WHMI is probably your best option.

Use WHMI to get the word out about the web sites and other social media platforms that are being used by the county.

Let our village offices know about things so they can put it on their own website. Forget Facebook!

Tyrone Twp. could take a lesson from the County to improve its communication with residents.

Updating about even seemingly-trivial information.

I would like to see a regular email newsletter sent to me. You could also link it to county Web page. I would like to see more employment opportunities for individuals with disabilities. I would also like to see LETS services increase.

Let people know how to get info, I had no idea there were information sites.

Share your Social Media pages on the city websites to promote your pages

Focus group with community to gather opinions. Random phone or paper surveys to community to gather input on priorities similar to what Hartland and Genoa does. I participated on the health MAPP process which was great process but a lot of time but worthwhile.

Continue to partner with citizens.

Be more transparent and hire because a person is a right fit for the job and not just because they have the background you may be looking for.

Start by regularly posting a list of links on your pages to the other ones. We need to know they exist! Even on this survey I'm unable to copy the address so I can go to the pages. I'll be left guessing and searching.