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Report looks at performance of banks' Web sites

By [PATRICK THIBODEAU](#)
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A study of the performance of banking institutions with World Wide Web sites found a median load response time of 48 seconds. The report by [Positive Support Review, Inc.](#) (PSR), a Santa Monica, Calif.-

based consultancy, looked at the Internet performance of 500 banking institutions. The study also found that many banks have spotty Web availability. "The Bank Survey," which examined load speed, average access time and overall industry ranking among other factors, is available from PSR for \$1,500. The firm said preliminary data from a similar study under way on computer hardware and software vendors found load responses 10 seconds slower on average than the banking industry.

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