

Clinton County Government Sector

Why Is This Important?

Government serves citizens in numerous ways, from offering services like vehicle registration to providing information such as election results. While it is common for people to feel disengaged from the everyday actions of state and local government, technology has allowed governments to begin closing that gap. On the state level, Ohio has developed www.ohio.gov, a comprehensive website that provides government services and information to all citizens. On this site, residents can purchase and update hunting licenses, car dealers can access title searches on cars and citizens can monitor the progress of legislation when the General Assembly is in session. By bringing the services of the state government to the convenience of residents' homes, the ohio.gov site provides participants a greater sense of relevance in the actions of state government.

Local governments have also seen the importance of an online presence. They provide communities with many services that offer a great deal of local information and encourage public involvement and awareness. With a web presence, local governments can distribute information to more citizens, provide increased opportunities for interaction with the agencies that affect them and make transactions that previously required a drive to the courthouse accessible online.

According to the U.S. Census Bureau, Clinton County had a population of 43,100 in 2007. 51% of the population are families with no children, 49% are families with children. 24% of the population is under the age 18, and 34% is over the age of 45. 41% of the population has attended some college or higher. The median household income is \$40,500.

Clinton County Government

- Clinton County Government
www.co.clinton.oh.us
- Clinton Family Services,
www.co.clinton.oh.us
- State of Ohio
www.ohio.gov
- Ohio General Assembly
www.legislature.state.oh.us
- Geographic Information
www.puco.ohio.gov/PUCO/GIS/?navitem=leftsidebar
- Public Utilities
www.PUCO.ohio.gov
- State Senate Districts
www.puc.state.oh.us/pucogis/NewDistricts/Senate_links.pdf
- State House Districts
www.puc.state.oh.us/pucogis/NewDistricts/House_links2.pdf

Municipalities in Clinton County include the following:

- County Seat, City of Wilmington - population 12,500
- Blanchester Village - population 4,300
- Union Township - population 3,400

Where Are We Today?

There is a concern in Clinton County on the lack of infrastructure and IT expertise. Local websites need to be improved and overall concerns for privacy and security shadow many would be users. Clinton County residents utilize the Internet to conduct business through a variety of methods at a rate slightly lower than the state averages in most categories. Uses of the Internet by Clinton County residents are as follows:

- 73% of residents research products online (77% statewide)
- 71% of residents purchase products online (70% statewide)
- 46% of residents use online banking (55% statewide)
- 52% of residents search for jobs online (50% statewide)
- 30% of residents conduct online government transactions (35% statewide)

The State of Ohio has taken a leadership role in the development of online government services through its portal at www.ohio.gov. Many of the services available are targeted at local residents. Visiting Ohio's website allows users to access state laws and regulations, renew driver's licenses, locate local colleges and public schools, apply for unemployment services and hundreds of other services. Information about business, education, travel, employment and government is also available to residents.

All entities within the government sector understand that technology is important to conduct the government's business more effectively. Broadband is viewed as a way to better communicate with the residents of the cities and county. With the use of Broadband, the government sector wants to utilize applications that take advantage of that infrastructure.

Government Sector Assessment Overview			
Category	Current Assessment	Future Vision	Additional Comments
Networked Places	2	3	
Applications & Services	2	4	
Leadership	2	5	

The Clinton County eCommunity Leadership Team found that the government sector is just beginning to use technology to its advantage and believes the Internet to be essential to business operations.

- **Networked Places** – In the category of Networked Places, Clinton County’s government sector is currently at stage 2 on a 0 to 5 scale. Some employees have email accounts.
- **Applications & Services** – In the category of technology Applications & Services, the government sector is currently at stage 2 on a 0 to 5 scale. Most public agency websites offer informational features such as a community calendar, staff directory, and downloadable forms. Customers rely mostly on postal mail and telephone to conduct business.
- **Leadership** – In terms of technology Leadership within the government community, Clinton County is currently at stage 2 on a 0 to 5 scale. Public agencies do not have a strategy for how best to use e-government. Minimal telecommunications planning has occurred. Elected officials are not involved in telecommunications issues.

Where Do We Need To Be?

The Clinton County eCommunity Leadership Team has developed goals to provide a framework for robust e-government functions within the next two years, moving Networked Places from stage 2 to stage 3, Applications and Services from stage 2 to stage 4 and Leadership from stage 2 to stage 5, all on a 1 to 5 scale. The team’s vision includes being able to quickly and directly reach the constituents of Clinton County via open government web casts. The county needs a central location to store information and list services available in the community. Power backup is also needed for all communication systems. The team’s vision also includes:

- Regularly updated and highly interactive websites for all local governments, including county, city, village, and township.
- Most employees having email accounts. Some field workers collecting data on laptop computers or

palmtops. Webcams starting to be deployed.

- Customers can make routine payments, such as parking fines, online using credit cards or electronic fund transfer. Parks and recreation classes have online registration. Employees can enter building inspections and violations from the field.

How Do We Get There?

Project Ideas

- Educate and promote the public on available IT technologies.
- Fund IT by attaching a tax to cell phones, landlines, or cable access which would provide a countywide system available to everyone.
- Mandate that all local governments use standardized domain registry.

Other Potential Projects

- Establish a formal multi-jurisdiction technology board.
- Develop more thorough employee technology training programs.
- Upgrade email connections using fiber optic connections for large file transfers.
- Allow for donation of appropriate surplus computers to non-governmental organizations and individuals.
- Allow for closest-unit dispatching resulting in more lives saved.
- Make all applications and documents download accessible from the Internet.
- Improve the ability to conduct business with government over the Internet, e.g. permitting, purchasing and payments, by developing more e-government applications that provide value to the consumer.
- Seek grant funding to improve the technology infrastructure and technology support functions.
- Encourage inter-governmental sharing of software, information and eCommerce concepts.
- Initiate and complete a new information technology strategic plan to improve all automated systems, re-engineer manual procedures and evaluate how departments collaborate.
- Ensure that government is utilizing “best practices” in data storage and security.

The eCommunity Leaders within the Government sector include:

Randy Riley
Rob Jaehnig
David Allen
Mike Boyle

In working toward the implementation of the sector-specific goals, Connect Ohio recommends that additional participants be brought into the process, who may include technology providers, subject matter experts, other community organizations, funding sources, and the resources of agencies and commercial providers of products and services to the government sector.

Sage Cutler, Southwest State Operations Manager for Connect Ohio will continue to work with the sector leaders to advance selected projects toward their completion. By leveraging Connect Ohio's project management process, its research information, and its partners, projects will be defined, developed, and reviewed to help assure that the local teams are equipped to execute them. Connect Ohio will assist in the identification of funding sources, introducing technical resources, and helping to define the measurable goals and timelines that will ensure that the projects are actionable, measurable, and valuable.