

Cuyahoga 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, Cuyahoga County had a population of 1,295,958 in 2007. 53.5% of the population are families with no children, 46.5% are families with children.

Cuyahoga County Government

- Cuyahoga County, www.cuyahogacounty.us
- City of Cleveland, www.city.cleveland.oh.us
- City of Solon, www.solonohio.org
- City of Westlake, www.cityofwestlake.org
- City of Shaker Heights, www.shakeronline.com
- City of South Euclid, www.cityofsoutheuclid.com
- City of Beachwood, www.beachwoodohio.com
- Cuyahoga County Employment & Family Services, employment.cuyahogacounty.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
- Cuyahoga County Government, www.cuyahogacounty.us

24.9% of the population is under the age 18, and 37.7% is over the age of 45. 51.7% of the population has attended some college or higher. The median household income is \$39,168. Municipalities in Cuyahoga County include the following:

- County Seat, Cleveland City - population 438,042
- Parma City - population 78,785
- Lakewood City - population 51,305

Where Are We Today?

Cuyahoga County residents utilize the Internet to conduct business through a variety of methods at a rate slightly higher than the state average. Uses of the Internet by Cuyahoga County residents are as follows:

- 77 of residents research products online (77% statewide)
- 71% of residents purchase products online (70% statewide)
- 54% of residents use online banking (55% statewide)
- 55% of residents search for jobs online (50% statewide)
- 39% 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.

Broadband capabilities, resources, funding and leadership vary greatly depending on the government entity. The county, City of Cleveland, City of Westlake, City of Solon and select suburban municipalities merit higher ratings (4, 5) in all categories while other suburban communities may have limited technology

capabilities and resources. The county and a number of communities have websites with varying levels of functionality.

The City of Cleveland's public website has been enhanced to form a portal from which future citizen transactions can be performed. Most city buildings are connected via fiber. Other technologies in use include OPT-E-MAN managed circuits, DSL, EVDO, and a few Wi-Fi access points.

In Westlake, the city's reliance on technology is steadily growing. Westlake has a well developed website for distributing information to the public concerning city services and local events. The city also has a media site for video streaming of city council meetings and other public meetings and events. The city recently completed a GIS project which is available to the residents.

Technology funding, including sustainability funding, and IT support are an issue for many government entities in Cuyahoga County.

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

The Cuyahoga 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, Cuyahoga County's government sector is currently at stage 4 on a 0 to 5 scale. Some field workers use wireless networks to upload and download data in the field. Some employees use desktop videoconferencing. Sensors and webcams monitor locations, such as rivers that are important to public safety.
- **Applications & Services** – In the category of technology applications & services, the government sector is currently at stage 3 on a 0 to 5 scale. Some government applications are available, such as simple building permit applications, email lists ~~serve~~ and some downloadable forms. Email from residents is manually routed to the appropriate departments. Some agencies routinely use the

network to share data.

- **Leadership** – In terms of technology leadership within the government community, Cuyahoga County is currently at stage 3 on a 0 to 5 scale. Government staff is actively involved in framing technology and telecommunications issues. Processes are underway for enhancing connectivity, rights-of-way management and information technology innovation. Employees are trained and knowledgeable about basic applications.

Where Do We Need To Be?

The Cuyahoga County eCommunity Leadership Team has developed goals to provide a framework for robust government functions within the next two years. The team has set goals to move networked places from stage 4 to stage 5, applications & services from stage 3 to stage 4, and leadership from stage 3 to stage 4, all on a 0 to 5 scale. The team's vision includes:

- There is greater technology information sharing and collaboration across communities in Cuyahoga County.
- The telephone system is being converted to VoIP to save money. Many field workers use wireless networks to upload and download data in the field. Critical traffic signals are connected.
- 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.
- Some agencies have a formal policy that allows some employees to work from home at least one day a week. Rights-of-way and tower siting policies are in place. Elected officials understand the importance of the network for economic development and quality of life.

How Do We Get There?

Project Ideas

- In the City of Cleveland:
 - Implement more citizen transaction applications on the city's web portal.
 - Provide wireless Internet access to all citizens to enhance digital communication with the and to address the "digital divide."

- Review possibilities of sharing infrastructure resources and communications technologies with other area governmental organizations. Define a sustainable business model for supporting universal wireless infrastructure. This includes finding applications that will support the costs, including remote automated meter reading, automated parking meters, automated vehicle location and tracking, increased use of field worker data entry.
- Complete the fiber optic network, infrastructure consolidation and enhanced video system projects in the City of Westlake.
- Complete wireless corridor project in the City of South Euclid.
- Explore options for providing wireless Broadband service throughout Cuyahoga County for use by public safety and other government agencies.
- Implement VoIP throughout all communities in Cuyahoga County.

Other Potential Projects

- Establish a formal multi-jurisdiction technology group.
- Improve the ability to conduct business with government over the Internet, e.g. permitting, purchasing and payments, by developing more egovernment applications that provide value to the consumer.
- Seek grant funding to improve the technology infrastructure and information technology support functions.
- Encourage inter-governmental sharing of software, information and ecommerce concepts.
- Ensure that government is utilizing “best practices” in data storage and security.

The eCommunity Leaders within the Government sector include:

Doug Knowles, City of Cleveland
Raymond Hurtt, City of Cleveland
Doug Divish, City of Cleveland
Chris Grau, City of Westlake
Georgine Welo, Mayor-City of South Euclid
Earl Williams, City of Shaker Heights
Harvey Rose, City of Beachwood



Chris Bauer, Cuyahoga County Board of Health
Tim Gallagher, Cuyahoga County Board of Health

In working toward the implementation of the sector-specific goals, Connect Ohio recommends that additional participants be brought into the process, which 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.

Dave Davidson, Northeast 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.