

## Wayne 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](http://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, Wayne County had a population of 113,554 in 2007. 51.9% of the population are families with no children, 48.1% are families with children. 27.5% of the population is under the age 18, and 34.8% is over the age of 45. 38% of the population has attended some college or higher. The median household income is \$41,538.

#### Wayne County Government

- Job & Family Services, [www.wayneohio.org](http://www.wayneohio.org)
- State of Ohio, [www.ohio.gov](http://www.ohio.gov)
- Ohio General Assembly, [www.legislature.state.oh.us](http://www.legislature.state.oh.us)
- Geographic Information, [www.puco.ohio.gov/PUCO/GIS/?navitem=leftsidebar](http://www.puco.ohio.gov/PUCO/GIS/?navitem=leftsidebar)
- Public Utilities, [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)
- State Senate Districts, [www.puc.state.oh.us/pucogis/NewDistricts/Senate\\_links.pdf](http://www.puc.state.oh.us/pucogis/NewDistricts/Senate_links.pdf)
- State House Districts, [www.puc.state.oh.us/pucogis/NewDistricts/House\\_links2.pdf](http://www.puc.state.oh.us/pucogis/NewDistricts/House_links2.pdf)
- Wayne County Government, [www.wayneohio.org](http://www.wayneohio.org)
- City of Wooster [www.woosteroh.com](http://www.woosteroh.com)
- City of Orrville [www.orrville.com](http://www.orrville.com)
- City of Rittman [www.rittman.com](http://www.rittman.com)

Municipalities in Wayne County include the following:

- County Seat, Wooster city - population 26,010
- Orrville city - population 8,399
- Chippewa Township - population 7,029
- Rittman city population 6,300.

## Where Are We Today?

Wayne 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 Wayne County residents are as follows:

- 78% of residents research products online (77% statewide)
- 78% of residents purchase products online (70% statewide)
- 55% of residents use online banking (55% statewide)
- 44% of residents search for jobs online (50% statewide)
- 42% 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](http://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 and technology resources vary depending on the government entity. Wayne County has an active website, all employees have email accounts and the County Administration Building has 10Mbps connectivity. The Engineer's Office has only DSL connectivity and very limited number of workstations to

serve its employees. The cities of Wooster, Orrville and Rittman all have websites offering information about thier cities with some limited online transaction capabilities. Rittman has moved to VoIP and Orrville is planning to do so in the near future. Orrville currently has only T-1 connectivity to serve city employees. Broadband coverage, including mobile wireless broadband coverage is limited or not available in some areas of the county. More bandwidth, specifically fiber optic connectivity will be needed to accommodate future needs of government entities in the county.

Funding is a major barrier for all government entities when it comes to technology. Technology leadership varies by government entity with some officials very supportive of advancing technology and making the required investments, while others are less enthusiastic.

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

The Wayne 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, Wayne 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 3 on a 0 to 5 scale.—Some government applications are available, such as simple building permit applications, email list servs 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, Wayne County is currently at stage 2 on a 0 to 5 scale. Public agencies do not have a strategy for how best to use egovernment. Minimal telecommunications planning has occurred. Elected officials are not involved in telecommunications issues.

## Where Do We Need To Be?

The Wayne 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 2 to stage 4, applications & services from stage 3 to stage 4, and leadership from stage 2 to stage 3, all on a 0 to 5 scale. The team's vision includes:

- Affordable broadband and mobile wireless broadband is available in all areas of the county.
- There are additional fiber optic resources in the county and many government entities have upgraded to this service and have connectivity between facilities.
- VoIP has been implemented at a number of government entities.
- There are more online services available for constituents and constituents are using these services extensively.
- Funding is available to enable government entities to stay on top of technology and all government officials see the benefits of technology and support technology investments.
- 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.
- 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.
- 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.

## How Do We Get There?

### Project Ideas

- Work with existing and new broadband providers to extend coverage to all areas of the county and to secure fiber optic resources to accommodate current and future needs of government entities.
- Secure funding sources to enable required broadband and technology upgrades.
- Continue to educate and work with elected officials to ensure they fully understand the benefits that

broadband and technology can provide.

#### Other Potential Projects

- Establish a formal multi-jurisdiction technology group.
- Develop more thorough employee technology training programs.
- Upgrade email connections using fiber optic connections for large file transfers.
- 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 information 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:

Larry Boggs, City of Rittman  
Ron Zickefoose, City of Orrville  
Larry Conn, Wayne County Engineer’s Office  
Brian Hall, Wayne County Auditor’s Office  
Cindy Horn, Wayne County Board of Commissioners  
Kevin Brazee, Southeast Local Mental Health Board

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 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.