

Electronic Government 2002

The *Electronic Government* surveys were mailed in spring 2002 to the Chief Administrative Officers in municipalities with populations 2,500, and over and to the Chief Administrative Officers of counties with populations 2,500 and over with the council-administrator or council-elected executive form of government. Of the 7,005 municipalities and 839 counties that received surveys, 3,700 responded (52.8%) and 423 responded (50.4%) respectively. Of the 7,844 municipalities and counties that received surveys, 4,123 responded (52.6%).

For more information on the ICMA's *Electronic Government* survey, please contact [Survey Research](#).



[Click here to buy the complete dataset from bookstore.icma.org.](http://bookstore.icma.org)

Following is the survey text with the aggregate results shown next to each answer. Each answer represents the percentage reporting for that question, except where noted.

E-GOVERNMENT CUSTOMER SERVICES AND MANAGEMENT

For the purposes of this survey, the local government **web site** is the official web site. This does not include web sites produced by the Chamber of Commerce.

1. Does your local government have a web site? **74.2** Yes **25.8** No

1A. If "No," do you plan to create a web site in the next year? **58.8** Yes **41.2** No

1B. If "Yes," which department has overall responsibility for the day-to-day management of your local government's web site?
(Check only one.)

23.4 a. City/county manager/CAO	1.2 Library	9.7 Web management team with
26.0 b. IT department	2.8 Mayor's office	representatives from different
5.2 c. Finance department	1.0 Business development office	departments
6.1 d. PIO/Communications office	8.8 Clerk	13.1 Other
		2.7 Consultants/contractor

For purposes of this survey, **e-government** is the use of the Internet to deliver services and information to citizens and businesses.

2. Does your local government have a separate information technology department that is responsible for all information technology needs, including e-government? **39.6** Yes **60.4** No

2A. If "Yes," how many FTEs are in that department?

61.8 1-5	15.1 6-10	10.4 11-20	8.2 21-50	4.6 More than 50
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3. Has your local government conducted a citizen survey to determine what online services residents and businesses want?
9.5 Yes **90.5** No

3A. If "yes," which are the top three most requested online services identified by survey respondents?

53.4 Online service requests (e.g., requesting pothole repair)	40.9 Council meeting minutes
48.7 Online financial transactions (e.g., online payment of taxes)	11.2 Budget document
56.5 Online registration for community events (e.g., park/rec activities, adult education)	4.3 Police reports
33.2 Online complaints (e.g., reporting graffiti, missed trash pickup)	11.2 Newsletters e-mailed to residents
	20.3 Other

7.8 Other

4. Please provide the following information about e-government on your local government web site. *(Place a check in the box under the relevant columns.)*

Service	Is currently offered	Is NOT currently offered →	We plan to offer the service	We do not plan to offer the service
a. Online payment of taxes	4.6	95.4	30.3	69.7
b. Online payment of utility bills	4.6	95.4	50.5	49.5
c. Online payment of fines/fees	3.9	96.1	53.9	46.1
d. Online completion and submission of permit applications	9.3	90.7	75.4	24.6
e. Online completion and submission of business license applications/renewals	5.1	94.9	64.4	35.6
f. On line requests for local government records	28.6	71.4	57.8	42.2
g. On line delivery of local governments records to the requestor.	18.4	81.6	46.6	53.4
h. Online requests for services , such as pothole repair	30.9	69.1	66.2	33.8
i. Online registration for use of recreational facilities, such as reserving picnic areas, racquetball courts, and classes	13.1	86.9	62.5	37.5
j. Online voter registration	2.1	97.9	17.2	82.8
k. Online property registration , such as animal, bicycle registration	2.5	97.5	35.1	64.9
l. Forms that can be downloaded for manual completion (e.g., voter registration, building permits, etc.)	2.5	97.5	74.4	25.6
m. Online communication with individual elected and appointed officials	71.2	28.8	54.4	45.6

5. If your local government offers any of the web-based online services listed above, is there also a paper option and payment by mail or in person for the majority of these services? **93.1** Yes **6.9** No

6. Which if any of the following barriers to E-government initiatives has your local government encountered? *(Check all applicable.)*

65.7 Lack of technology/web staff	32.7 Issues regarding privacy
46.7 Lack of technology/web expertise	41.7 Issues regarding security
20.5 Lack of information about E-govt applications	57.1 Lack of financial resources
11.1 Lack of support from elected officials	29.8 Need to upgrade technology (PCs, networks, etc.)
28.8 Issues relating to convenience fees for online transactions	15.8 Staff resistance to change
15.0 Lack of collaboration among departments	7.4 Other
36.8 Difficulty justifying return on investment	

7. How has E-government changed your local government? *(Check all applicable.)*

1.3 Has reduced the number of staff	25.5 Business processes are being re-engineered
36.9 Has changed the role of staff	21.0 Business processes are more efficient
20.1 Has reduced time demands on staff	8.9 Has reduced administrative costs
46.4 Has increased demands on staff	10.4 Other
0.8 Has increased non-tax-based revenues from fees, advertising	
47.5 Has increased citizen contact with elected and appointed officials	

8. If you currently provide e-government services, how are they developed? *(Check all applicable.)*

60.2 Developed in-house by local government staff	18.2 Programs are purchased from IT vendors and integrated into our databases.
45.8 Developed by consultants and local government staff	3.0 Other
16.6 Outsourced to Application Service Providers	

9. How does your local government provide the following? *(Check all applicable.)*

	In-house by local government staff	Currently outsources
a. Web site hosting	35.2	64.8
b. Web site design	55.0	45.0
c. Web site operations and management	74.9	25.1
d. Integration of Web site with local government databases	63.3	36.7

10. Does your local government have a policy or procedure on any of the following? *(Check all applicable.)*

	Yes	No
a. Web site privacy	36.4	63.6
b. Web site options for visually impaired users	7.8	92.2
c. Web site security	44.2	55.8
d. Web site language translation capability	4.5	95.5
e. Paid advertising on the web site	11.3	88.7

ONLINE PROCUREMENT

11. Please indicate by checking the boxes below which procurement activities you complete online.

Service	<u>Review product offerings online</u>		<u>Make purchases online</u>	
	Yes	No	Yes	No
a. Property and/or liability insurance	14.2	85.8	2.3	97.7
b. Equipment	68.4	31.6	43.4	56.6
c. Office supplies	67.8	32.2	52.4	47.6

12. How have the September 11 terrorist attacks changed your information security practices?

- 10.5** We have removed certain information from our Web site for security reasons
17.9 We have/will incur additional expenditures for new network security equipment/services
15.1 We have/will make major changes to existing security processes and practices.
67.0 The terrorist attacks have not changed our information security practices.
3.1 Other

GEOGRAPHIC INFORMATION SYSTEMS (GIS)

13. Does your jurisdiction utilize GIS programs that create maps and display data spatially to help you to analyze information?
63.4 Yes **36.6** No

13A. If "yes," will you rely more on GIS technology to assist in emergency preparedness as a result of recent terrorism-related threats in the U.S.?
50.5 Yes **10.4** No **39.2** Not Sure

14. Does your local government **provide GIS data online** to residents/businesses upon request? **17.2** Yes **82.8** No

14A. If "Yes," does your local government **charge a fee** to residents/businesses for GIS data? **33.5** Yes **66.5** No

INTRANET

15. Does your local government have an Intranet (a web server accessible only to local governments employees)?

42.8 Yes **57.2** No

15A. If "Yes," how do you use/plan to use the intranet? (*Please check all below.*)

	Currently use		Do not currently use but plan to use in the future		Do not currently use and do not plan to use in the future	
	Yes	No	Yes	No	Yes	No
a. Provide news & information	75.9	24.1	94.9	5.1	35.1	64.9
b. Publish documents & manuals online to reduce printing costs	61.5	38.5	94.3	5.7	28.8	71.2
c. Post job openings for internal recruitments	53.4	46.6	84.1	15.9	39.0	61.0
d. Provide employees benefit forms	33.9	66.1	89.9	10.1	31.3	68.8
e. Provide online report generation	37.9	62.1	89.4	10.6	40.0	60.0
f. Provide online procurement tools	25.4	74.6	81.9	18.1	43.7	56.3
g. Enable project teams to collaborate	39.0	61.0	85.1	14.9	45.2	54.8
h. Expand telecommuting staff access to information and data	43.4	56.6	77.1	22.9	41.2	58.8
i. Provide online training	26.5	73.5	84.1	15.9	43.8	56.2

FINANCING

16. Please check the box beside the option below that best describes the e-government budget process in your local government

75.6 There is **no separate** budget item for e-government.

5.9 There is a separate budget item for e-government, and each department develops and submits its own e-government budget

18.5 There is a separate budget item for e-government, and the Information Technology (or equivalent) department develops and submits the e-government budget for the local government

17. If you have a separate budget item for e-government, how much do you plan to budget for e-government for the coming next fiscal year?

15.3 Under \$5,000

19.6 \$10,000-\$25,000

16.7 \$50,000-\$100,000

14.6 \$5,000-\$10,000

16.8 \$25,000-\$50,000

17.0 Over \$100,000

18. Regardless of whether your local government budgets separately for e-government, as you plan for e-government, where do you obtain your cost estimates? (*Check all applicable.*)

53.2 Our cost information was obtained primarily from IT solution vendors

21.9 Our cost information was obtained primarily from other cities/counties who have implemented similar e-government services.

51.9 We estimated most of the costs for e-government

19. How are your current e-government efforts funded? (*Check all applicable.*)

6.8 Federal or state grants

3.7 Transaction fees from services provided

2.6 Municipal bond financing

96.5 General revenues

0.3 Risk-sharing (a private sector firm provides the application and receives a percent of the revenue)

3.3 Other