

Electronic Government 2004

Survey Methodology

ICMA's *Electronic Government 2004* surveys were mailed in the spring of 2004 to the chief administrative officers in municipalities with populations 2,500 and over and to the chief administrative officers of counties with the council-administrator or council-elected executive form of government. Those local governments that did not respond to the first mailing received a second mailing in the summer of 2004. Of the 7,944 municipalities and counties that received surveys, 3,410 responded (42.9%).

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.

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 Internet connectivity? **99.4** Yes **0.6** No

1A. If you have Internet connectivity, please identify the method. (*Check only one.*)

7.1	a. Dial-up
27.8	b. DSL
22.2	c. Cable
42.3	d. High bandwidth
0.6	e. Other

2. Does your local government have a web site? **91.1** Yes **8.9** No

2A. If "No," do you plan to create a web site in the next year? **49.6** Yes **50.4** No

2B. If your local government does not plan to create a web site in the next year, please explain why.

2C. If your local government has a web site, which department has overall responsibility for the day-to-day management of your local government's web site? (*Check only one.*)

20.4	a. City/county manager/CAO	9.6	h. Clerk
30.7	b. IT department	6.3	i. Web management team with representatives from different departments
5.0	c. Finance department	4.3	j. Consultants
4.8	d. PIO/Communications office	3.2	k. Planning/economic development dept
1.0	e. Library	2.4	l. Volunteers
2.4	f. Mayor's office	9.2	m. Other
0.7	g. Business development office		

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

3. Does your local government have a separate information technology department that is responsible for all information technology needs, including e-government? **40.6** Yes **59.4** No
- 3A. If “Yes,” how many FTEs are in that department?
61.1 a. 1-5 **15.8** b. 6-10 **9.7** c. 11-20 **8.3** d. 21-50 **5.2** e. More than 50
4. What is your total *operating* budget for information technology for the *current fiscal year*? **Average \$1,312,427**
5. Has your local government conducted a citizen survey to determine what online services residents and businesses want?
10.0 Yes **90.0** No
- 5A. If “yes,” which are the top three most requested online services identified by survey respondents? (*Check only three. If more than three are checked, none of the answers will be used.*)

35.7	a. Online service requests (e.g., requesting pothole repair)	5.6	g. Police reports
44.4	b. Online financial transactions (e.g., online payment of taxes)	10.9	h. Newsletters e-mailed to residents
40.1	c. Online registration for community events (e.g., park/rec activities, adult education)	37.9	i. Employment info./applications
19.6	d. Online complaints (e.g., reporting graffiti, missed trash pickup)	37.3	j. Permits/licenses
37.6	e. Council meeting minutes	15.2	k. Other
10.9	f. Budget document	5.0	l. Other

6. 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	% of residents/businesses using (Average)	We plan to offer the service	We do not plan to offer the service
a. Online payment of taxes	8.6	91.4	6.6 %	31.1	68.9
b. Online payment of utility bills	9.2	90.8	8.6 %	50.3	49.7
c. Online payment of fines/fees	7.3	92.7	10.6 %	51.8	48.2
d. Online completion and submission of permit applications	10.2	89.8	13.4 %	72.4	27.6
e. Online completion and submission of business license applications/renewals	6.3	93.7	14.6 %	61.9	38.1
f. Online requests for local government records	27.1	72.9	10.8 %	54.2	45.8
g. Online delivery of local governments records to the requestor.	18.1	81.9	14.3 %	41.8	58.2
h. Online requests for services , such as pothole repair	29.5	70.5	9.3 %	62.1	37.9
i. Online registration for use of recreational facilities/activities, such as classes and picnic areas	16.4	83.6	18.1 %	59.3	40.7
j. Online voter registration	2.4	97.6	18.4 %	15.3	84.7
k. Online property registration , such as animal, bicycle registration	2.8	97.2	8.7 %	31.8	68.2
l. Forms that can be downloaded for manual completion (e.g., voter registration, building permits, etc.)	58.3	41.7	14.2 %	71.6	28.4
m. Online communication with individual elected and appointed officials	65.6	34.4	17.2 %	44.1	55.9
n. GIS mapping/data	27.2	72.8	18.2 %	58.6	41.4
o. Employment info. /applications	59.6	40.4	20.6 %	57.1	42.9

Service	Is currently offered	Is NOT currently offered	% of residents/businesses using (Average)	We plan to offer the service	We do not plan to offer the service
p. Council agendas/minutes	75.6	24.4	22.1 %	70.1	29.9
q. Codes/ordinances	65.6	34.4	21.0 %	74.4	25.6
r. Electronic newsletter sent to residents/businesses	27.7	72.3	16.9 %	49.5	50.5
s. Streaming video	9.3	90.7	10.2 %	28.2	71.8
t. Other	19.7	80.3	12.4 %	17.0	83.0

7. 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? **94.8** Yes **5.2** No

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

62.8	a. Lack of technology/web staff	35.8	j. Issues regarding security
43.1	b. Lack of technology/web expertise	63.6	k. Lack of financial resources
17.3	c. Lack of information about E-govt applications	24.3	l. Need to upgrade technology (PCs, networks, etc.)
12.5	d. Lack of support from elected officials	5.9	m. Resident resistance to change
28.8	e. Issues relating to convenience fees for online transactions	27.0	n. Lack of resident/business interest/demand
14.4	f. Lack of collaboration among departments	30.3	o. Web site does not accept payment by credit card
34.5	g. Difficulty justifying return on investment	7.4	p. Bandwidth issues
17.5	h. Staff resistance to change	4.0	q. Other
26.4	i. Issues regarding privacy		

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

2.4	a. Has reduced the number of staff	22.8	g. Business processes are being re-engineered
32.9	b. Has changed the role of staff	23.1	h. Business processes are more efficient
25.6	c. Has reduced time demands on staff	11.0	i. Has reduced administrative costs
33.8	d. Has increased demands on staff	67.8	j. Has improved local gov't communication with the public
1.2	e. Has increased non-tax-based revenues	55.5	k. Has improved customer service from fees, advertising
39.9	f. Has increased citizen contact with elected and appointed officials	4.0	l. Other

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

62.5	a. Developed in-house by local government staff	24.7	d. Programs are purchased from IT vendors and integrated into our databases.
45.9	b. Developed by consultants and local government staff	2.4	e. Other
17.7	c. Outsourced to Application Service Providers		

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

	In-house by local government staff	Currently outsources
a. Web site hosting	38.5	63.2
b. Web site design	55.9	49.5
c. Web site operations and management	77.1	27.7
d. Integration of Web site with local government databases	68.0	37.6

11A. Do you use a Web Content Management System? **29.6** Yes **70.4** No

11B. If "no," do you plan to introduce a Content Management System that enables non-technical staff to manage and maintain your Web site? **35.6** Yes **64.4** No

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

	Yes	No
a. Web site privacy	46.2	53.8
b. Web site options for visually impaired users	13.3	86.7
c. Web site security	56.2	43.8
d. Web site language translation capability	7.2	92.8
e. Paid advertising on the web site	10.0	90.0
f. Links to businesses that request a link	33.7	66.3

ONLINE PROCUREMENT

13. 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	18.4	81.6	4.4	95.6
b. Equipment	72.4	27.6	52.0	48.0
c. Office supplies	74.2	25.8	62.4	37.6

GEOGRAPHIC INFORMATION SYSTEMS (GIS)

14. Does your jurisdiction utilize GIS programs that create maps and display data spatially to help you to analyze information?

73.3 Yes **26.7** No

14A. 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.? **61.7** Yes **6.8** No **31.5** Not Sure

14B. Does your local government **provide GIS data online** to residents/businesses? **33.3** Yes **66.7** No

14C. If "Yes," does your local government **charge a fee** to residents/businesses for GIS data? **19.8** Yes **80.2** No

15. Which department manages the GIS function? (Please check the department that has primary responsibility.)

23.7	a. Information technology	28.5	c. Planning
23.0	b. Engineering	24.9	d. Other

INTRANET

16. Does your local government have an Intranet (a web server accessible only to local governments employees, sometimes called a "portal")? **50.3** Yes **49.7** No

16A. If "yes," how is the Intranet managed? **87.0** in house **13.0** by a service provider

16B. If “yes,” how do you use/plan to use the intranet? (Please check all below.)

	Currently use		If you do not currently use an intranet, do you plan to use one in the future?	
	Yes	No	Yes	No
a. Provide news & information	81.1	18.9	65.0	35.0
b. Publish documents & manuals online to reduce printing costs	62.0	38.0	64.7	35.3
c. Post job openings for internal recruitments	50.5	49.5	57.1	42.9
d. Provide employee benefit forms	46.1	53.9	65.0	35.0
e. Provide online report generation	34.7	65.3	53.7	46.3
f. Provide online procurement tools	26.6	73.4	48.3	51.7
g. Enable project teams to collaborate	33.4	66.6	54.7	45.3
h. Enable inter-/intra-agency data and information sharing	50.2	49.8	58.4	41.6
i. For financial reporting	37.9	62.1	51.6	48.4
j. Expand telecommuting staff access to information and data	37.3	62.7	43.1	56.9
k. Provide online training	29.4	70.6	55.5	44.5
l. GIS	45.0	55.0	57.6	42.4
m. Timesheets	27.3	72.7	57.0	43.0
n. Online help desk	30.7	69.3	53.2	46.8
o. Other	28.1	71.9	26.5	73.5

FINANCING

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

81.7	a. There is no separate budget item for e-government.
4.6	b. There is a separate budget item for e-government, and each department develops and submits its own e-government budget
13.7	c. 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.

18. 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?

13.6	a. Under \$5,000	14.8	d. \$25,000-\$49,999
15.7	b. \$5,000-\$9,999	17.5	e. \$50,000-\$99,999
19.2	c. \$10,000-\$24,999	19.2	f. \$100,000 or over

19. 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.)

55.6	a. Our cost information was obtained primarily from IT solution vendors	48.0	c. We estimated most of the costs for e-government
22.3	b. Our cost information was obtained primarily from other cities/counties who have implemented similar e-government services	3.2	d. Other

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

7.5	a. Federal or state grants	3.3	f. Cable fees
5.2	b. Transaction fees from services provided	9.8	g. Utility funds/revenues
92.6	c. General revenues	7.0	h. Enterprise fund
4.0	d. Risk-sharing (a private sector firm provides the application and receives a percent of the revenue)	0.1	i. Website advertising
2.2	e. Municipal bond financing	4.0	j. Other