Local Government Survey Research

Throughout the year PTI conducts surveys of local government officials on timely and important topics. The intent is to gain a better understanding of the technology trends, and management and operational issues that impact city and county governments.

PTI shares its analysis of these issues with local officials and the technology community to help drive better decision-making in local government.
Which emerging I.T. areas will have the most impact on local governments in the next 3–5 years?

#1 INTERNET OF THINGS (IOT)
#2 ARTIFICIAL INTELLIGENCE/MACHINE LEARNING
#3 BLOCKCHAIN
#4 CONNECTED/AUTONOMOUS VEHICLES
#5 UNMANNED AIRCRAFT SYSTEMS (UAS)
#6 AUGMENTED/VIRTUAL REALITY

In July-August 2018 PTI conducted a survey of local government I.T. executives representing cities and counties across the U.S.

The deployment of these technologies has a direct and beneficial impact on cities and counties, both in terms of the quality of life for our communities and the quality and speed local government service delivery. Local officials need to consider how these technologies can transform government services, transform the economy, and impact society.

PTI advocates taking a strategic and thoughtful approach to examining the implementation of any new technology or service. Because the adoption of these technologies relies on accessing a community’s telecommunications or technology infrastructure, the I.T. Department MUST be part of the discussions when it comes to implementing emerging technologies. Is your city or county able to take advantage of these emerging technologies? If not, what are the obstacles to implementation and how might these obstacles be overcome?

What is the role of I.T.?

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Questions to Consider

- How do you get senior management to support your awareness efforts? How often is your awareness program offered to employees?
- What are the elements of an effective awareness program?
- What outside resources are available?
- What are the real risks with cloud services and cloud-based applications?
- Ransomware—To pay or not to pay? What would be your immediate response to an attack? Do you maintain a “breach response” policy?
- What does cyber insurance cover and what should you look for when shopping for a policy?
- Do you have a Mobile Device Management strategy? What are the risks for not having a strategy?
**Analytics:** How does the I.T. Department support the needs of other departments/customers?

<table>
<thead>
<tr>
<th>Activity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides tools</td>
<td>56%</td>
</tr>
<tr>
<td>Performs analytics on behalf of customers</td>
<td>36%</td>
</tr>
<tr>
<td>Procuers solutions</td>
<td>40%</td>
</tr>
<tr>
<td>Our approach is ad hoc</td>
<td>42%</td>
</tr>
<tr>
<td>We have no role</td>
<td>20%</td>
</tr>
<tr>
<td>Defines policy</td>
<td>14%</td>
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<tr>
<td>Provides a center of excellence</td>
<td>7%</td>
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**A Coordinated Approach**

PTI advocates the design of a coordinated approach for the use of data analytics within the enterprise. The city or county manager should serve as champion with the I.T. Department providing the necessary tools and expertise to allow other departments to access and share information related to their program areas.

A number of local governments are creating the position of Chief Data Officer to oversee performance analytics, while others rely on the I.T. executive to perform that function. The bottom line here is direct access to key decision-makers, and having a well-planned and sustainable strategy that actively engages other areas of the enterprise is vital. Analytics for better decision making should not be seen as a “hot” concept or fad that disappears off the radar screen of local governments after a year or two.
Smart City/County Strategy and the Role of the Information Technology Department

Does your I.T. Department have a main role in developing or implementing your government’s Smart Strategy?

- Yes, we are just beginning: 26%
- Yes, we’re well along in our strategy development: 15%
- No, it is not relevant to my jurisdiction: 15%
- No, but we should: 50%

What makes a City or County Smart?

- Smart Transportation
- Smarter Digital Infrastructure (Digitazation)
- Citizen Engagement & Digital Citizen Services
- Smart & Big Data
- Data Visualization
- Public Safety
- Healthcare Services
- Leadership & Vision
- Citizen Satisfaction

Every one of these factors has at least one or more technology components. Source: Dr. Alan Shark, 2018

If your I.T. Department has a role in your jurisdiction’s smart strategy, which of the following components have you considered?

- A roadmap that communicates the IT vision for a smart city/county: 78%
- An accountable IT leader who will champion the operational and strategic implementation: 71%
- An IT governance structure that enables inter-agency and inter-jurisdictional information sharing: 50%
- Incorporating the smart city/county standards and guidelines into project and portfolio evaluation: 41%
- Shifting the view of data management from the agency to the city-/county-wide level: 40%

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Digital Service Delivery: What’s your Strategy?

The Local Government Approach to Delivering Digital Services

- **36%** Ad-hoc/Not defined
- **32%** Responsibility of individual agencies/departments
- **18%** We already have a digital services organization
- **14%** We plan to create a digital services organization

What does Your Digital Services Strategy Address?

The delivery of digital services has become more complex as expectations increase and many new and more sophisticated users—whether residents or other departments—are utilizing government web services.

An effective strategy for digital services addresses:

- Citizen participation and engagement
- Web management
- App management
- The use of multi-channel systems
- The use of metrics and sharing that information with other departments
- Active management and engagement with leadership and the community
- Governance, policies and procedures
- Security and crisis management
- Understanding and anticipating issues of compliance
- The use of GIS

*Each of these topics is addressed as part of the PTI Certified Government Digital Services Professional education program, presented in partnership with the National Association of Government Web Professionals (NAGW) and the Rutgers University Center for Government Services.

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City Law Enforcement Technology Priorities: 2018 National Survey

HIGHEST PRIORITY TECHNOLOGY PROJECTS OVER THE NEXT FIVE YEARS

1. Mobile data
2. Radio communications
3. Body-worn cameras
4. Smart devices and public safety applications
5. Records management and e-discovery

STAFFING LEVELS SINCE 2017

- Stayed the same: 61%
- Increased: 28%
- Decreased: 11%

BUDGET/SPENDING LEVELS SINCE 2017

- Increased: 47%
- Stayed about the same: 42%
- Decreased: 11%

63% Respondents who stated that their agency is doing an adequate job in providing the staff expertise necessary to implement and maintain new technology solutions, or to process the data generated from the increased use of technology in law enforcement.

DOES YOUR AGENCY UTILIZE BODY-WORN CAMERAS?

- Yes, all officers have body-worn cameras: 43%
- Yes, but only some officers have body-worn cameras: 10%
- No, but we are planning for it: 14%
- We have no plans to utilize body-worn cameras: 33%

28% Local command and control or communications centers that have been upgraded to handle implementation of NG911 by 2020.

37% of city IT departments also handle IT development for city law enforcement agencies.

CITY LAW ENFORCEMENT AGENCIES ARE ALSO INTERESTED IN:

- Funding sources for technology are always an issue
- Artificial intelligence
- Human identification technologies (facial recognition, biometrics)
- Smaller agencies with limited staffing and resources do not have the ability to take advantage of available technologies
- Finding qualified candidates to handle the variety of IT issues in our department

*PTI conducted a survey of law enforcement officials representing cities across the U.S. from June–August 2018.*
County Law Enforcement Technology Technology Priorities: 2018 National Survey

HIGHEST PRIORITY TECHNOLOGY PROJECTS OVER THE NEXT FIVE YEARS

1. Radio communications
2. 9-1-1 upgrades (including text/data and/or video)
3. Mobile data
4. Information-sharing or other multi-jurisdictional initiatives
5. Smart devices and public safety applications

STAFFING LEVELS SINCE 2017

- Stayed the same: 61%
- Increased: 30%
- Decreased: 9%

BUDGET/SPENDING LEVELS SINCE 2017

- Increased: 43%
- Stayed about the same: 42%
- Decreased: 15%

Respondents who stated that their agency is doing an adequate job in providing the staff expertise necessary to implement and maintain new technology solutions, or to process the data generated from the increased use of technology in law enforcement.

COUNTY LAW ENFORCEMENT AGENCIES ARE ALSO INTERESTED IN:

- How technology is used in the training environment
- If agencies are experimenting with virtual reality
- What pursuit termination technologies or non-lethal weapon technologies are being deployed
- A centralized records management system
- County wide data storage for all data and body-worn-camera data and video
- Officer hotspot integration
- Funding, funding, funding!

PTI conducted a survey of law enforcement officials representing counties across the U.S. from June–August 2018.

DOES YOUR AGENCY UTILIZE BODY-WORN CAMERAS?

- 39% Yes, all officers have body-worn cameras
- 16% Yes, but only some officers have body-worn cameras
- 16% No, but we are planning for it
- 28% We have no plans to utilize body-worn cameras

33% Local command and control or communications centers that have been upgraded to handle implementation of NG911 by 2020.

48% of county IT departments also handle IT development for county law enforcement agencies.

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