What It Means to Be a Digital County

Highlights from the 2018 Digital Counties Survey

The Center for Digital Government’s annual Digital Counties Survey considers the state of technology use across county governments in the U.S. Submissions from counties in five population categories are vetted and judged; and winners are selected and highlighted for their innovative system deployments, citizen-focused initiatives and tech-enabled efficiencies.

The following infographic offers some high-level data points that benchmark the state of technology in America’s counties, and give rising jurisdictions practices to emulate. For Government Technology’s full story and interactive map summing up key efforts in each winning county, visit www.govtech.com/DigitalCounties2018.

Help Wanted

Counties identify the following as their greatest staffing needs in coming years:

- **Cybersecurity**: 97%
- **Business Intelligence/Analytics**: 80%
- **Application Building, Integration and Modernization**: 73%

Means of Engagement

Most commonly used citizen engagement tools:

- **Social Media**: 93%
- **Livestreaming of Board Meetings**: 85%
- **Responsive Design/Mobile-Enabled Website**: 84%
- **Citizen Surveys/Crowdsourcing**: 74%

CIO Priorities

1. Cybersecurity
2. Disaster Recovery/Continuity of Operations
3. Citizen Engagement/Experience
4. IT Staffing
5. Transparency/Open Data/Data Governance

38% of counties report using participatory budgeting

55% of counties have Key Performance Indicators (KPIs) established, defined and published

On the Upswing

Counties report increased use of business intelligence/data analytics tools over the past few years — from about one-quarter of participating counties in 2015 to more than two-thirds in 2018.

<table>
<thead>
<tr>
<th>Year</th>
<th>Social Media</th>
<th>Livestreaming</th>
<th>Responsive Design/Mobile-Enabled Website</th>
<th>Citizen Surveys/Crowdsourcing</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>43%</td>
<td>30%</td>
<td>37%</td>
<td>38%</td>
</tr>
<tr>
<td>2017</td>
<td>55%</td>
<td>43%</td>
<td>43%</td>
<td>55%</td>
</tr>
<tr>
<td>2018</td>
<td>69%</td>
<td>55%</td>
<td>69%</td>
<td>74%</td>
</tr>
</tbody>
</table>

Counties and Emerging Tech

Here’s where counties stand on today’s buzziest technologies:

<table>
<thead>
<tr>
<th>Technology</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blockchain</td>
<td>4%</td>
<td>8%</td>
<td>6%</td>
<td>0%</td>
</tr>
<tr>
<td>Augmented/Virtual Reality</td>
<td>4%</td>
<td>8%</td>
<td>6%</td>
<td>0%</td>
</tr>
<tr>
<td>Artificial Intelligence/Machine Learning</td>
<td>11%</td>
<td>11%</td>
<td>36%</td>
<td>21%</td>
</tr>
<tr>
<td>Drones</td>
<td>11%</td>
<td>11%</td>
<td>11%</td>
<td>14%</td>
</tr>
<tr>
<td>Internet of Things/Edge Computing</td>
<td>11%</td>
<td>11%</td>
<td>11%</td>
<td>14%</td>
</tr>
</tbody>
</table>

And the Winners Are:

- Nevada County, Calif.
- Arlington County, Va.
- Montgomery County, Md.
- Dutchess County, N.Y.
- Sonoma County, Calif.
- Montgomery County, Md.
- And the Winners Are...

© e.Republic 2018 "The Center for Digital Government is part of e.Republic, Government Technology’s parent company."