

Transforming Local Government



“STATE, COUNTY AND CITY STAFF DELIVER A VARIETY OF SERVICES TO THE PEOPLE IN THEIR REGIONS. THOSE SERVICES SPAN EVERYTHING FROM SOCIAL SERVICES TO HEALTH AND SAFETY. YET MANY OF THESE GOVERNMENTS ARE FACING INCREASED DEMAND FOR SERVICES, COUPLED WITH SHRINKING BUDGETS. WHILE NOTHING WILL REPLACE THE VALUE OF FACE-TO-FACE CONTACT WITH A PUBLIC SERVANT, ESPECIALLY FOR VULNERABLE POPULATIONS, BROADBAND HAS THE CAPACITY TO DELIVER MANY SERVICES EFFICIENTLY AND RAPIDLY WHILE OPENING UP NEW VENUES FOR CIVIC ENGAGEMENT.”

MoBroadbandNow Initiative

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TRANSFORMING LOCAL GOVERNMENT

High-speed connectivity, or broadband, has the potential to transform local government in Missouri by:

- enabling online handling of routine requests (i.e. licensing and tax questions) faster, cheaper and with fewer resources;
- enabling online transmission and viewing of large files necessary for transactions (like building permits), which shortens government response time;
- enabling real-time traffic conditions and public transit updates to be accessed online;
- facilitating two-way video streaming that allows constituents to join public government meetings from a distance;
- facilitating videoconferencing to handle arraignments, depositions and interpreter services which will cut costs in the criminal justice system;
- enabling e-mail, online petitions and social networks that allow for instant communication between constituents and elected officials.

FEDERAL COMMUNICATIONS COMMISSION (FCC) NATIONAL BROADBAND PLAN

The FCC's National Broadband Plan includes goals for our government. These goals serve as a starting point for regional discussions about the



best way to deliver and use broadband technology to transform local government across Missouri. The Plan's recommendations include:

Streamline complex government processes and deliver services online to citizens quickly and efficiently

For example, someone wanting to communicate with social services can access local government and state government at the same time through broadband-enabled online services. Paper trails can be a thing of the past. Governments can move forms online with broadband technology. Online tutorials for basic government services can be made available, freeing government employees to focus on more complex issues. Efficiency can be boosted using broadband by increasing the speed and depth of cooperation across departments and levels of government.



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Embrace cost-saving platforms and infrastructure that also increase productivity

Government can become a model of efficiency and increased performance through strategic deployment of broadband-enabled technologies. Social media tools can be leveraged to improve internal collaboration, communication, and efficiency within the government and between government and its constituencies.

Partner with ISPs to make sure America's communications networks are strong and secure

Building on efforts already begun by Internet Service Providers (ISPs), the FCC should work with ISPs to build cybersecurity protection and defenses into networks offered to business and individuals. To meet this global challenge, the government should also continue to build

workforce capability in cybersecurity to ensure our networks - and the information that travels over them - are reliable, safe, and secure.

Allow state and local governments to leverage the buying power of the federal government to get lower service prices for telecommunication services and infrastructure

State and local governments often buy technology hardware and software under contracts that leverage group buying power. Access to federal contracts could further efforts to consolidate purchases and save local and state governments time and money.

How can Broadband Transform Local Government in my area?

Several other factors need to be considered along with implementing broadband technology. Are the right tools in place for local government to leverage broadband? Do current processes and proce-

dures allow enough room for use of broadband? Is everyone properly trained to use the technology effectively?

MoBroadbandNow, a five-year initiative launched by Gov. Nixon in 2009, coordinates efforts to obtain funding from the U.S. Department of Agriculture and the U.S. Department of Commerce specifically set aside for broadband expansion. *MoBroadbandNow* seeks to expand broadband accessibility to 95 percent of the total population, a significant increase from the current projected accessibility of 79.7 percent.

MoBroadbandNow can provide education, awareness, and facilitate communication of funding opportunities for local government.

But, we also need to more fully understand how local government would like to use broadband, and what are the barriers and challenges you face to integrating it into your community?

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@MoBroadbandNow

IN THEIR OWN WORDS ...

Without access to broadband networks our community will not attract new industry and create technology-based jobs. For protection of our communities we need this access to provide essential services from our police, fire protections, local governments, hospitals, libraries and schools. – City of Laurie

The lack of broadband coverage to key sectors of our County impedes our ability to attract, retain, and grow the personal and professional lives of our citizens. – Benton County Development Corporation

QUESTIONS TO CONSIDER ABOUT LOCAL GOVERNMENT AND BROADBAND

1. Are the right tools in place for local government to leverage broadband? If yes, what tools are in place? If not, what hardware, software and other equipment do you need? Can you provide examples of how it would improve today's local government?
2. Do current processes and procedures encourage the use of broadband? What could you do differently with broadband that would promote its use in local government?
3. Is everyone properly trained to use broadband technology effectively? How can we better prepare the local government workforce to utilize broadband to its maximum benefit?
4. Does broadband access and availability meet minimum standards for effective online government services? If yes, how? If not, what are the locations that need broadband enhancements and the challenges in getting it there?
5. Is broadband technology cost prohibitive? If so, what are some cost-saving measures that could be implemented to increase use?