



FRANKLIN COUNTY STRATEGIC TECHNOLOGY PLAN

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A. Executive Summary

A. Executive Summary

Purpose

This document provides a “road map” for technology-based growth and economic development in Franklin County. Detailed assessments and recommendations are provided in Tab 1 of this report. The full report provides an overview of ConnectKentucky’s findings and recommendations related to the assessment of Franklin County’s technology needs, particularly related to computers, broadband and Information Technology.

Summary

Franklin County’s e-Community Leadership Team is leading the way into a new economy for Franklin County, working in partnership with ConnectKentucky. By leveraging the latest in technology and networking, ConnectKentucky is ensuring Kentucky remains the place of choice to work, live and raise a family.

Pursuing the *Five A’s to technology acceleration in Kentucky* (Availability, Affordability, Awareness, Applications and Adoption) ConnectKentucky has established the Commonwealth as a national model for technology development. Over the past two years, Kentucky has achieved growth rates in technology availability and adoption that lead the nation.

Today, the world is smaller because technology makes it easier to work and to live nearly anywhere. In order to compete on a global scale, we must provide our citizens and businesses with the best available technology in the world, wherever they choose to live, learn, work or play. Central to technology-based development is access to and usage of computers and high-speed Internet, commonly referred to as “broadband.”

The need for improved technology in Kentucky is great. In 2003 rankings, Kentucky was 44th in its proportion of high-tech companies, 45th in household computer use, and 43rd in resident Internet use. But that is changing fast, as Kentucky transforms from a technology laggard into a national leader in universal access and innovative technology solutions. Some evidence of the progress Kentucky has made:

- According to the Federal Communications Commission, Kentucky leads the nation in its rate of broadband adoption over the past two years.
- In 2003, about 60 percent of Kentucky households had the ability to subscribe to broadband. Now, an estimated 77 percent of households can access broadband, an addition of 240,000 households over two years. Increased investment from telecommunications companies is expected to bring the broadband coverage rate to 90 percent by the end of 2006.

Though Kentucky’s recent progress has been swift, there remains much to be accomplished. If we do not act on our dreams, we are destined to remain at the bottom of most technology rankings.

With this vision of hope for all Kentuckians, Governor Fletcher introduced his *Prescription for Innovation*, a comprehensive initiative to achieve aggressive goals for broadband deployment and technology adoption in Kentucky. ConnectKentucky is working community by community, provider by provider to ensure that each of these goals is achieved by 2007, including:

1. Broadband availability for all Kentuckians, businesses and local governments;
2. Dramatically improved usage (adoption) of computers and the Internet;
3. Meaningful online applications for local government, businesses, educators, etc.;
4. Establishment of local technology leadership teams in every county promoting technology growth for: local government, business and industry, education, healthcare, agriculture, libraries, tourism and community-based organizations.

Governor Fletcher's *Prescription for Innovation* is being implemented through ConnectKentucky, in partnership with local community leaders. The leadership of Franklin County asked ConnectKentucky to facilitate an evaluation of its current uses of technology, identifying and filling broadband coverage gaps and developing a strategic plan to increase the use of technology in each sector of the local community, including:

- Local government
- Business and industry
- K-12 education
- Higher education
- Healthcare
- Libraries
- Agriculture
- Tourism, recreation & parks
- Community-based organizations

This project has culminated in the development of initiatives to increase the competitiveness of Franklin County through the expansion of broadband availability and the increased usage of computers and broadband-related applications. In completing this analysis, ConnectKentucky engaged local leaders in all economic sectors, led the group through a visioning exercise and developed a unique strategic plan for the county.

Additionally, ConnectKentucky has engaged its network of telecommunications and Information Technology resources to determine which technology resources are currently available to Franklin County and which services are expected in the near future.

ConnectKentucky found that broadband is readily available in larger cities and communities, which contain more than 75% of the county's population, and there are broadband services of some kind available in various locations throughout the county. ConnectKentucky will work with current and potential broadband providers to achieve full broadband availability to all residents of Franklin County by 2007.

ConnectKentucky recommends that Franklin County focus on these general areas in order to encourage further build-out of broadband throughout the community and to create awareness of the broadband-related services that already exist.

- Creating awareness of the many available digital applications that provide convenience, growth, productivity and empowerment.
- Developing and expanding community applications that will drive the use of broadband access and ultimately encourage residents to become more technologically savvy.

Methodology

Activity 1 – Kickoff meeting and follow-up benchmarking meetings defined existing and future uses of broadband:

- How stakeholders currently use telecommunications and broadband services and applications
- What telecommunications and broadband needs are not currently being met
- What applications would be useful to increase the economic competitiveness of the area
- What telecommunications and broadband services and applications key stakeholders desire for the future

Activity 2 – Interviews with key telecommunications and Information Technology providers in the community determined what services and infrastructure are in place now and what services and infrastructure are planned for the future.

Activity 3 – ConnectKentucky reported the findings, provided analysis of potential alternatives and made recommendations on potential future initiatives:

- Benchmarked current uses of technology
- Researched applications that will enhance the economic vitality of the community in various participating sectors
- Recommended a strategic approach to adopting appropriate applications
- Provided project management to assure successful implementation
- Collected coverage data from existing broadband providers in the Commonwealth. In GIS format, mapped coverage footprints of all providers
- Provided data for areas not served by broadband
- Shared relevant market data with potential providers to encourage additional investment

- Identified possible grant and low-interest loan availability to areas not currently served
- Encouraged investment from all providers, including cable, telecommunications companies, municipals, satellite and wireless, to fill remaining gaps.

How Do We Get There?

ConnectKentucky will continue to assist the e-Community Leadership Team, working together to ensure that Franklin County remains a strong place to work, live and raise a family. ConnectKentucky will remain engaged with the leadership and stakeholders from each sector to implement the recommendations provided in this report.



B. WHY DOES THIS MATTER?

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Business and Industry

Today, a number of factors are forcing businesses to change time-honored models of operation, including global competition, a trend toward partnering/outsourcing for all but core functions, and a demand for more personalized services. Each of these trends can save businesses time and money, but they require a sound technological infrastructure. The good news is that while these trends are emerging, the costs of technology are falling.

Businesses cannot be sheltered from competitors. The reality is that Franklin County businesses must adapt to the changing world in which they operate. Businesses have to learn the tools of the networked economy and innovate to survive.

Business and industry often experience the most direct benefit of high-speed Internet with increased sales, profit and growth. However, many businesses and industries are utilizing high-speed Internet to simplify processes, increase efficiency and develop new marketing methods. While the employees benefit immediately, the consumer ultimately sees lower prices and better quality.

Gaining benefits from the implementation of high speed Internet is not just for large corporations. For smaller businesses, technology creates an even playing field with companies much bigger than themselves. E-commerce (the buying and selling of goods over the Internet) allows small or even home-based businesses to operate and sell their goods on a national and sometimes international scale. Where small businesses were once limited to whatever local customers they could attract through local advertising and word of mouth, the Internet now allows them to attract customers across the globe.

Technology has allowed larger businesses to maximize efficiency in order to better serve customers. E-mail, intranets, paperless operations and automated logistics processes are just a few examples of how the Internet is allowing large companies to work with much greater efficiency and at lower costs. This allows those businesses to expand into other markets and grow their companies, or even pass the savings on to their customers.

K-12 Education

For our children to succeed in the New Economy, the tools of the Information Age should be as comfortable to use as a pencil and paper. The future health of the nation's economy depends on how broadly and deeply we reach a new level of literacy – that includes strong academic skills, thinking, reasoning, teamwork skills, and proficiency in the use of technology. Our schools must equip every student, regardless of family income, with the ability to use these tools. Equally important is the use of these tools in the educational process itself. The interactive nature of the Web provides a richer learning experience that engages and motivates students to explore and learn.

In Kentucky, Internet applications used in elementary and secondary schools continue to develop. Typically, the Internet is a communication tool for teachers and parents to remain up-to-date on the recent happenings of the classroom. Everything from homework assignments to scheduled activities and pictures can be found on classroom websites,

keeping everyone connected to educational resources. Elementary and secondary schools provide students with the opportunity to learn more about computer technology and explore the Internet with school computer labs. Committed to protecting students and maintaining a safe, educational environment, schools monitor and restrict Internet access of students to ensure the highest quality resources are being viewed and to ensure the safety of our children.

Healthcare

The healthcare industry has unique challenges. It inherently generates mountains of information yet at the same time is duty bound to keep these mountains hidden for the sake of individual privacy. For companies charged with managing and working with this information, high-speed Internet access and technology innovations are crucial. On a daily basis, doctors must keep up with the latest research; patient records have to be easily accessible and accurate; and images, test results and prescriptions have to be delivered promptly, without errors, to practitioners, pharmacies and insurance providers. In healthcare, errors and delays are not only costly, but also dangerous. Many providers are converting to electronic medical records which can be easily updated and shared on secure, internal networks. Network-based technologies like video-conferencing and digital stethoscopes allow specialists to consult with rural patients, reducing travel time and hazards. This ability to reach rural patients through technology has allowed many people to seek treatment that otherwise might not. Bringing the best of healthcare to every Kentucky citizen is a worthy goal.

Because of the nature of their activities, the healthcare industry has found the perfect partner in high-speed Internet technology. The convenience of the Internet has simplified information transfers and improved medical equipment while maintaining the integrity of confidential patient information.

Libraries

Today, libraries are more than just books on the shelves. Everything from the card catalog to check out can be simplified with the help of high-speed Internet. Public libraries often play a vital role in the community by providing every resident with the opportunity to receive instruction and use the Internet free of charge. Though they are not available 24 hours a day as a home computer is, libraries are still a central point of access to the Internet that is available to each and every citizen in the community. Many businesses have been launched as a result of research done on a computer in a Kentucky library. Many children are able to do their homework online or research reports because of the Internet access provided by the local library. Because the library plays such an important role in the community, it is essential that local libraries are on the cutting edge of technology and continue to develop new methods of keeping their patrons up to date. High speed Internet can help libraries continue their tradition as a trusted and indispensable resource.

Higher Education

Colleges, universities and community and technical colleges in Kentucky continue to find new ways to use the Internet to improve everyday activities. Websites are an important source of information about the institution, from providing news and information concerning campus activities to online registration of classes. Colleges and universities often implement the use of the school websites to attract prospective students, remain connected to alumni and allow for online donations.

The most common application of high-speed Internet on college and university campuses, however, is typically not actually used on-campus. Most colleges and universities offer online classes and academic programs to better equip students with the opportunity to learn. In 2004, 35,000 students participated in higher education classes through Kentucky Virtual University, www.kyvu.org. By bringing the classroom to the students, participants from every walk of life and region of the state were able to participate in higher education classes. However, it is necessary to have high-speed Internet to participate successfully in online classes. High-speed Internet is crucial to supporting the capabilities and the possibilities of higher education in Kentucky.

Community-Based Organizations

Non-profit agencies provide a wide variety of services to citizens, including health services, religious services, community sports and athletic facilities and public entertainment. Like any organization, community-based organizations need technology to manage operations, apply for grants, reduce costs, improve client services and better serve the community. Unfortunately, their budgets are typically limited, and they often depend on outdated technologies and donated services. As a result, community-based organizations must be creative in order to serve their constituents in the best manner possible. Fortunately, there is no shortage of creativity among community-based organizations, and many are using innovative solutions to offer important local services. As with other sectors, the Internet is an enabling factor for these creative solutions.

Government

Government serves citizens in numerous ways, from providing services such as vehicle registration to providing information such as election results. While it is common for people to feel disengaged from the everyday actions of state and local government, technology has allowed governments to begin closing that gap. On the state level, Kentucky has developed Kentucky.gov, a comprehensive website that provides government services and information to all citizens. On this site, residents can purchase and update hunting licenses; car dealers can access title searches on cars; and citizens can monitor the progress of legislation when the General Assembly is in session. By bringing the services of the state government to the convenience of residents' homes, the Kentucky.gov site provides participants a greater sense of relevance in the actions of state government.

Local governments have also seen the importance of an online presence. Local governments provide communities with many services, offer a great deal of local information and encourage public involvement and awareness. With a web presence, local governments can distribute information to more citizens, provide more opportunities for interaction with the agencies that affect them and make more convenient transactions that previously required a drive to the courthouse.

Tourism, Recreation, and Parks

As citizens become more comfortable with the Internet, they typically continue to find more uses for it. One of the industries benefiting from this trend is the tourism industry. Increasingly, people are using the Internet to research, book and pay for airline tickets, hotels, rental cars, and to make other logistical arrangements for their vacations and business travel. In light of this fact, hotels, travel agents, restaurants, attractions and other support businesses in the tourism industry are taking advantage of this trend and making their information and services available on the Internet.

Additionally, with the help of high-speed Internet and computer technology, the leisure time planned and purchased over the Internet can also be used more efficiently, allowing for a more enjoyable experience. Whether it is vacation, recreation or a visit to a local park, high-speed Internet is making the travel experience more enjoyable and more convenient. Already, a number of innovative tourism attractions are using high-speed Internet to improve services and meet the changing demands of their guests.

Agriculture

Too often, the agricultural community sees little need for broadband technology in the day-to-day activities of maintaining farms and livestock. However, broadband technology allows for growing innovation in agriculture, simplifying and mainstreaming important daily tasks, and developing marketing and sales. With high-speed Internet, farmers can remain up-to-date with everything from the weather to the conditions of the chicken coops equipped with temperature-sensitive monitors. Livestock farmers can access market prices and gain access to the latest in livestock management techniques. Farmers can advertise and even sell goods on the Internet, generating customers from all over the world. The Internet can also help Kentucky farmers diversify their operations and develop cutting edge revenue streams thus alleviating some of the loss of revenue from the Tobacco Quota Buyout Program. Internet resources can give Kentucky farmers an edge on production and results. The possibilities are virtually endless. The marriage of agriculture and high-speed Internet can produce abundant success for farmers across Kentucky by creating opportunities.



C. WHERE ARE WE AND WHERE ARE WE GOING?

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BUSINESS AND INDUSTRY

In terms of access to broadband Internet, Franklin County ranks above the state average with more than half of the population having access to broadband. The technological infrastructure is excellent because of the presence of state government. However, there are still areas that need to be addressed. There are topographically challenging areas that require additional funding to develop infrastructure.

The main vision for Franklin County is to have increased speeds at affordable cost in the near future. Currently, the Frankfort Plant Board is working on adding additional speeds to give several options to their customers. An entry level of 128K is available for about \$10 per month, plus 2, 4, 6, and 8 megabyte service range so they offer more flexibility with their plans.

Two key issues that need to be addressed in the business and industry sector are funding and education for small business owners.

Total employment for all industries in Franklin County = 32,042 employees.

Leading industries by employment

- Public Administration = 12,830 employees
- Services = 6,813
- Trade, Transportation, and Utilities = 3,709

Leading employers

- Montplast of North America = 651 employees
- Topy Corp = 600
- Ohi Automotive of America Corp = 300

The Kentucky Economic Development System website can be viewed at:

<http://www.thinkkentucky.com/edis/cmnty/cmntyindex.htm>.

The Assessment

- **Networked Places** – In the category of networked places, Franklin County's business and industry sector is currently at stage 3 on a 0 to 5 scale, with most office employees having always-on connections to the Internet at their desks. Some mobile workers have laptop computers and can access the office network remotely.
- **Applications and Services** – In the area of technology applications and services, the business and industry sector is currently at stage 3 on a 0 to 5 scale, with most businesses having informational websites. Some retail websites can accept credit card transactions. Additionally, some businesses participate in the electronic supply chain.
- **Leadership** – In terms of technology leadership within the business community, Franklin County is currently at stage 3 on a 0 to 5 scale. Most office employees have always-on connections to the Internet at their desks. On the other hand, some mobile workers have laptop computers and can access the office network remotely. Furthermore, affordable videoconferencing facilities are available in the community.

The Vision

While the Franklin County eCommunity Leadership Team found that business and industry's current use of technology is somewhat limited, the team has an aggressive vision for how the county's business and industry sector will be using technology in two years. The team set goals that would move the business and industry sector from stage 3 to stage 4 in the three categories outlined above. The team's vision includes:

- Some businesses use **Voice over Internet Protocol (VoIP)** to save money
- Some office workers have converted from desktop computers to **portable devices** with **wireless connections**
- Some office computers have **webcams for videoconferencing**
- Some businesses **outsource** most of their computing services to **local service providers** to allow for concentration on core business functions
- Some retailers and manufacturers **sell goods out of state or internationally**
- Some employees **work remotely**, some out of state
- Some businesses **permit some employees to telework** one or two days a week
- **Some businesses encourage** employees to take work related **courses online**
- Businesses are working with educational partners to **raise workforce skill levels**

K-12 EDUCATION

The K-12 school system currently has a total of 1,600 computers. However, keeping the computers updated and serviced has been a challenge because of lack of funding for technology, exacerbated by the decrease in funding for education in general. Nevertheless, there is currently a 4:1 student to computer ratio in the schools. The middle school and the high school have STI online via the schools' servers, so parents can access that information online.

One of the goals of this sector is to make available training resources for teachers using technology in classrooms more effectively. The sector is considering SmartPads, which is a newer technology, for the near future.

The *Franklin County School District* enrolled 5,677 students in the 2004-2005 school year. The Franklin County district is made up of 10 schools: six elementary schools (K-5); two middle schools (6-8); and two high schools (9-12). In addition, there is a career and technical center for high school students, an alternative education center and an extensive adult education programs. The district provides preschool programs for three- and four-year-olds. Special education classes and gifted/talented programs across the curriculum further enhance the instructional climate. All schools in the district focus on teaching the necessary skills that will make students successful as they progress. At the elementary level, literacy programs, along with math skills, are emphasized in order to give students the basics necessary for future success. A variety of programs at the elementary level expose students to arts and humanities, as well as practical living and vocational skills, in order to develop well-rounded students. Middle schools continue to build on these skills, while at the same time exposing students to a wider variety of courses. In order to promote self-esteem in early adolescent students, programs are also in place at this level to foster personal as well as academic growth. Franklin County's high schools offer a varied curriculum that prepares every student for successful transition to adult life. The Career and Technical Center gives students more options to take courses suited to their future plans.

	Attendance Rate	Retention Rate	Dropout Rate	Graduation Rate	College	Military	Work	Voc/Tech Training	Work & Part-Time School	Not Successful
District	94.8%	4.1%	2.8%	80%	59%	2.9%	25.5%	6.2%	5.6%	0.8%
State	94.3%	3.3%	2.2%	81.5%	54.7%	2.6%	27.5%	4.8%	6.4%	4%

Technology is used throughout the district by both students and staff. Computer labs in every school allow students to explore the many ways technology can be used to further their education. Every classroom in the district has at least one computer station with Internet access to allow for research, and most have an accompanying big-screen television allowing the entire class to participate. Courses at the Career and Technical Center allow students to take advanced computer courses. Professional development is also available for teachers to help them better use the available technology.

	Spending per Student	Student Teacher Ratio	Student/Computer Ratio	% of Classrooms with at Least One KETS Workstation With Internet Access
District	\$7,102	16:1	4.5:1	100
State	\$8,663	16:1	3.7:1	100

District website: <http://www.franklin.k12.ky.us>.

The *Frankfort Independent School District* enrolled 881 students in the 2004-2005 school year. The vision of the Frankfort Independent Schools Board of Education is that all students will be prepared for their next educational step. To achieve this vision, the Board has established four goals.

- 1) To adopt the system standards outlined by the Schlechty Center for Leadership in School Reform in order to impact low-performing students. This will result in changes in the way classroom lessons are designed and implemented, the way teachers connect with colleagues, and the ways we interact as a district.
- 2) To implement an advisor/advisee program for middle/high school students effective August 1, 2006. This will ensure that each student has challenging academic, social, and career goals to prepare them for their future. It will also help monitor student performance on an ongoing basis toward success in coursework and helping students meet the goals in their Individual Graduation Plans.
- 3) To improve communication including new or enhanced community outreach initiatives. This will connect us with our parents and other community members in ways that will improve our schools for students.
- 4) To develop a facilities/maintenance/repair plan and move forward with construction of the addition to Frankfort High School. This will ensure that we have quality facilities in good condition for all of the demands we place on them. The district employs talented, committed, and highly effective teachers, administrators, and classified staff to help achieve these goals.

	Attendance Rate	Retention Rate	Dropout Rate	Graduation Rate	College	Military	Work	Voc/Tech Training	Work & Part-Time School	Not Successful
District	94.9%	2.9%	2.4%	83.1%	72.6%	1.6%	9.7%	9.7%	3.2%	3.2%
State	94.3%	3.3%	2.2%	81.5%	54.7%	2.6%	27.5%	4.8%	6.4%	4%

The leadership in the schools ensures technology integration by requiring evidence in the lesson plans of teachers. Technology is readily available to staff and students in the classroom and also in lab settings. A district technology plan is updated regularly including review of goals, needed acquisitions and replacements as well as needed professional development activities for teachers. The SBDM Council at SSS has established a

technology committee to make recommendations for instructional purposes. Each school maintains a website as does the district for communication purposes.

	Spending per Student	Student Teacher Ratio	Student/Computer Ratio	% of Classrooms with at Least One KETS Workstation With Internet Access
District	\$10,800	13:1	3.6:1	100
State	\$8,663	16:1	3.7:1	100

District website: <http://www.frankfort.k12.ky.us>.

There are four non-public schools in Franklin County:

- Capital Day School
Enrollment: 118 Grades: K-8
- Good Shepherd School
Enrollment: 331 Grades: K-8
- Stewart Home School
Enrollment: 397
- The Frankfort Christian Academy
Enrollment: 237 Grades: PK-8

The Assessment

In its evaluation, the Franklin County eCommunity Leadership Team determined that the K-12 education sector has made significant progress in making technology a priority, and the team set goals for enhanced access and use of technology and its applications. The current assessment includes:

- **Networked Places** – In the category of networked places, Franklin County's K-12 education sector is currently at stage 3 on a 0 to 5 scale. Most schools in Franklin County provide at least one computer for every four students in grades K-12. Furthermore, most classrooms have computers for student use, and some teachers use computer-based presentation tools and projectors for their lessons.
- **Applications and Services** – In the category of technology applications and services, the education sector is currently at stage 3 on a 0 to 5 scale, with some schools having an interactive website that offers access to homework assignments and communication with teachers and administrators. Additionally, many experienced teachers know how to incorporate Internet-based lesson plans into the curriculum, and most teachers welcome e-mail from parents and students.
- **Leadership** – In terms of technology leadership within the education sector, Franklin County is currently at stage 3 on a 0 to 5 scale. The school board sees opportunities to use the network to raise test scores and operate the schools more efficiently. Teacher training on new technologies is a priority at most school districts, and schools are using consultants to take advantage of e-rate and other school discounts.

The Vision

The Franklin County eCommunity Leadership Team recognizes that the school systems have made technology a priority, and the team has outlined a clear vision for enhanced technology usage and application in the classroom. The goals set forth by the Franklin

County eCommunity Leadership Team include reaching stage 4 in the three categories outlined above. The vision includes:

- Some high school students are provided their own **laptop computers at school**
- Many classroom teachers have **access to digital projection** capabilities
- Most middle and high schools have video programs that **allow students to produce and share** shows on a public network
- Some schools use **wireless sensors to monitor energy consumption**
- Many schools have an **interactive website** that offers access to homework assignments and **e-mail contact with teachers** and administrators
- All teachers **meet National Educational Technology Standards**
- Most students **meet National Educational Technology Standards**
- Parents and family members are **encouraged to participate** in student learning via e-mail and online applications
- **Online classes are available** to high school students via Internet-based instruction, including college online classes and Kentucky Virtual High School
- Some schools have **comprehensive plans for learning activities** using technology in the classroom
- New hires are **required to have experience using new technology** in the classroom
- **Computer labs are made available** to family and community members
- Schools take responsibility for **continuing e-rate** and other discounts

HEALTHCARE

Franklin County's medical needs are serviced by Frankfort Regional Medical Center, a 173-bed, acute-care facility. It also provides healthcare for Anderson, Owen, Woodford, Shelby and surrounding counties. Frankfort Regional Medical Center is accredited by the Joint Commission on Accreditation of Healthcare Organizations and focuses on delivering the highest quality patient care possible. The FRMC website can be viewed at:

<http://www.frankfortregional.com/default.aspx>

The local health department also has a website and responds to e-mail from constituents. The department has a staff person who maintains the website and responds to e-mails. The health department currently has 60-70 computers with Internet access. The department currently does not have online appointment scheduling, but that is something the staff wants to do in the future. The home health nurses have portable laptops that they use for data entry when they are in the field, and they also have access to an online training resource called "Train Kentucky."

The Assessment

The Franklin County eCommunity Leadership Team found that the healthcare sector is beginning to use technology to its advantage and identified a large opportunity for technology applications within the healthcare community.

- **Networked Places** – In the category of networked places, Franklin County's healthcare sector is currently at stage 3 on a 0 to 5 scale. In this stage, some doctors and nurses are using laptop and palmtop devices connected to wireless networks to enter patient information and access databases.
- **Applications and Services** – In the category of technology applications and services, the healthcare sector is currently at stage 3 on a 0 to 5 scale, with many providers having informational websites. Many providers store patient records electronically and

some offices are electronically transmitting records to insurers for reimbursement. Moreover, telemedicine is being evaluated.

- **Leadership** – In terms of technology leadership within the healthcare community, Franklin County is currently at stage 4 on a 0 to 5 scale. This means that work is underway by some providers to begin online exchanging of test results and other medical records with appropriate parties. Healthcare leaders are talking with the community about enhancing online services and using the network to improve communitywide healthcare.

The Vision

The Franklin County eCommunity Leadership Team sees great potential for the use of technology in the healthcare sector but understands the industry is limited in its resources and ability to implement changes within a brief period. The team has set goals to move each of the three categories to stage 5 on a 0 to 5 scale. The team's vision includes:

- Most equipment has been **converted to digital**
- **Desktop videoconferencing** is routine at all hospitals and major clinics
- Telephone systems have converted to **Voice over Internet Protocol (VoIP)** to save money
- **Remote monitoring of patients** with chronic conditions is standard procedure
- All providers **allow patients to schedule appointments**, view records and get advice online
- All patient records are **stored electronically and routinely sent electronically** to distant providers to aid diagnosis and treatment for emergency patients
- **Telemedicine routinely is used** to access specialists
- **Wireless feeds in ambulances** provide real-time patient assessment to ER staff
- Healthcare leaders see themselves as a key part of the community's **overall economic strategy**. Leaders are visible and **active in strategy development** and implementation
- Executives of the region's hospitals, clinics, insurers, employers and other healthcare providers are meeting regularly to find ways to **collaboratively reduce the cost of healthcare** without compromising quality of service

LIBRARIES

Paul Sawyer Public Library in Franklin County offers a robust library website. The site offers specific sections for adults, youth and children. Within the adult section, there are links to databases, online book clubs, search engines, community pages, interlibrary loan services and other pertinent information. The youth section has links to Accelerated Reader books, information about getting a library card, and specific pages for teens and kids. The page offers an interactive calendar, a monthly schedule of computer classes that will be offered at the library and an online card catalog. Patrons can also check their own library accounts to keep up with books on loan and charges to their accounts.

The PSPL website, <http://www.pspl.org/>, also serves as a community portal, with links to several other organizations in the community. The library currently offers monthly computer training classes for the community and library workers. There are currently 10 computers for public use, plus two "express" computers. There are an additional 12 computers that are used for training classes. A new library is currently being constructed and is scheduled to

be completed by the end of 2006. The new library will have wireless access and its own technology person. There is a plan to add e-books once the new building is complete. Currently there is wireless access in the old library and library workers are in the process of collecting e-mail addresses from patrons so they can improve communications.

The Assessment

The Franklin County eCommunity Leadership Team found that the library sector had a great deal of potential with technology and could benefit a great deal from the implementation for more.

- **Networked Places** – In the category of networked places, the library sector is currently at stage 3 on a 0 to 5 scale. There is rarely more than a 10-minute wait to use the Internet-enabled computers.
- **Applications and Services** – In the category of technology applications and services, the library sector is currently at stage 4 on a 0 to 5 scale. Patrons may review their accounts online and pay fines by credit card. Moreover, patrons can access the library online as a portal for other online information services.
- **Leadership** – In terms of technology leadership within the library system, the sector is currently at stage 4 on a 0 to 5 scale. In this respect, the library helps the community understand copyright issues and how to protect privacy on the Internet. The library takes internal responsibility for continuing e-rate and other discounts. The library also has developed network management policies and technologies to prevent patrons from sending spam. Furthermore, new hires in the libraries are required to have experience using new technology.

The Vision

The Franklin County eCommunity Leadership Team has set forth a two-year vision for enhancing the library so that it serves the community more effectively and efficiently, concentrating on networked places and leadership. The team set a goal of moving to stage 5 on a 0 to 5 scale in the categories of networked places and leadership. The team also set a goal of moving the category of application and services to stage 4. The vision includes:

- Offers patrons a **54 mbps or faster wireless network**
- Patrons may **review their accounts online** and **pay fines by credit card**
- Patrons can **access the library online as a portal** for other online information services
- The library **continues to upgrade** its facilities to offer the community the next generation in technology, services and training
- The library actively **promotes information technology literacy** to drive **positive impacts on economic performance**, skills, and innovation in the community

HIGHER EDUCATION

Kentucky State University is the only higher education institution in Franklin County. Kentucky State University recently migrated from GroupWise Server to Microsoft Exchange Server. The university has a substantial number of online courses which were specifically designed to cater to students in the surrounding counties. The university has 15 computer labs around the campus available to students. Furthermore, the library has 15 computers available for public access.

Kentucky State University is an 1890 Land Grant institution. Its Government Services Center serves public employees in the Commonwealth. Teacher education and other

undergraduate/graduate programs are expressed through partnerships with other institutions in the system. KSU is committed to providing broad access to its small classes. KSU faculty prepares students for continuous participation as leaders in the university, the Commonwealth, the nation and the world.

The KSU website can be viewed at: <http://www.kysu.edu/index.cfm>.

The Assessment

The Franklin County eCommunity Leadership Team found that the higher education sector is currently taking advantage of technology more than most others in the community; however, there is also a large opportunity to expand current services with technology applications.

- **Networked Places** – In the category of networked places, Franklin County's higher education sector is currently at stage 3 on a 0 to 5 scale with most on-campus facilities having connections to the network in every room at least 10 mbps. Some classrooms have projection equipment that allows the instructor to display videos from the Internet into the classroom.
- **Applications and Services** – In the category of technology applications and services, the higher education sector is currently at stage 3 on a 0 to 5 scale. Many of the faculty are trained to use the Internet for instruction. Many classes use digital content and/or web-based content for instruction. Students use chat rooms to discuss lessons and ask questions of instructors outside of class hours. Online registration, catalogs and payment are available.
- **Leadership** – In terms of technology leadership within the higher education community, Franklin County is currently at stage 3 on a 0 to 5 scale. Specialized courses have been developed to cater to area businesses seeking to improve the skills of workers. Some colleges and universities have or are developing online classes to provide greater convenience for students and to increase student enrollment. Faculty training on new technology is a priority.

The Vision

The Franklin County eCommunity Leadership Team sees great potential for the use of technology in the higher education sector but understands that colleges and universities are limited in their resources and ability to implement changes within a brief period. The team has set goals of reaching stage 4 out of 5 in all three categories over the next two years.

The team's vision includes:

- Some classrooms have been remodeled to include **network connections** and power outlets at every seat
- Many students bring laptop computers or other **network-enabled devices** to class
- Some classrooms have **video equipment** for recording lectures
- Most of the faculty are trained to use the **Internet for instruction**
- Most classes use **digital content** and/or **web-based content** for instruction
- Some undergraduate students take **distance learning classes** for specialized subjects and graduate-level research
- Higher education and local businesses are working together to raise the **skill level of the current workforce**
- Community and technical colleges are expanding their capacity by using **distance learning** technologies to reduce the need for classroom time
- Some colleges and universities are **developing online classes** to market to students in other parts of the country and the world

COMMUNITY-BASED ORGANIZATIONS

There are approximately 425 community-based organizations in Franklin County, including Frankfort YMCA, Habitat for Humanity, Kentucky Association for Community Action, Kentucky Special Olympics, Children's Alliance, Simon House, and the Woman's Club of Frankfort.

Assessment

The Franklin County eCommunity Leadership Team found that the community-based organization sector is just beginning to use technology to its advantage and identified a large opportunity for technology applications within the community-based organizations.

- **Networked Places** – In the category of networked places, Franklin County's community-based organization sector is currently at stage 2 on a 0 to 5 scale. Some organizations have computers that are no older than three years old. Many organizations have e-mail. Some office employees have always-on connections to the Internet at their desks.
- **Applications and Services** – In the category of technology applications and services, the community-based organization sector is currently at stage 2 on a 0 to 5 scale, with some organizations having an informational website.
- **Leadership** – In terms of technology leadership within the community-based organization community, Franklin County is currently at stage 2 on a 0 to 5 scale, with organizations being minimally involved in community economic development issues. Furthermore, little or no plans exist for better using telecommunications services and technologies. However, some organizations provide technology training to their staff at least once a year.

The Vision

The Franklin County eCommunity Leadership Team sees great potential for the use of technology in the community-based organization sector but understands the sector is limited in its resources and ability to implement changes within a brief period. The team has set goals to move each of the three categories to stage 3 on a 0 to 5 scale. The team's vision includes:

- Most community-based organizations with at least five paid staff have at least **one computer for every three employees**
- Many organizations have **e-mail**
- Many organizations have an **informational website**
- Many local chapters are able to **share data electronically** with the national parent organization
- Some organizations **accept online donations**
- Some organizations are **involved in specific economic development initiatives**, but most do not participate
- Some organizations plan to use **telecommunications services and technologies** within the next year
- Some organizations provide **technology training to their staff** at least once a year

GOVERNMENT

Government entities in Franklin County are as follows:

- Franklin County
- Frankfort

The only official county representative website, the Franklin County Clerk's Office site, <http://www.franklincountyclerk.org/>, ranks 37th out of 60 official county websites in the state. The official Frankfort City website, <http://www.cityoffrankfortky.com>, ranks 12th out of 116 official city websites in the state and currently posts city council meetings and city ordinances online.

County officials are currently working with Kentucky.gov to build an official county website.

The Assessment

Although the government entities in Franklin County have a limited online presence, the Franklin County eCommunity Leadership Team found that the local government is currently using technology to improve processes in other areas.

- **Networked Places** – In the category of networked places, the government sector is currently at stage 2 on a 0 to 5 scale, with some employees having e-mail accounts.
- **Applications and Services** – In the category of technology applications and services, the government sector is currently at stage 1 on a 0 to 5 scale, with some employees using the Internet for e-mail purposes.
- **Leadership** – In terms of technology leadership within the government community, Franklin County and its associated governments are currently at stage 1 on a 0 to 5 scale. The Internet is seen as a possible way to enhance the basic daily operations in Franklin County.

The Vision

The Franklin County eCommunity Leadership Team has developed goals to provide a framework for robust e-government functions in the next two years, which will bring the sector to stage 4 in the category of networked places; the rating for applications and services to a stage 4; and the rating for leadership to stage 4. The team's vision includes:

- Some field workers use **wireless networks** to upload and download data in the field
- Some employees are using **desktop videoconferencing**
- Sensors and **webcams monitor locations**, such as rivers, that are critical to public safety
- Customers can **make routine payments**, such as parking fines, online **using credit cards or electronic fund transfer**
- **Parks and recreation classes** have online registration
- Employees can **enter building inspections and violations from the field**
- Building **inspections and violations** can be entered from the field
- Some agencies have a formal policy that allows some employees to **work at home** at least one day a week
- **Rights-of-way and tower siting** policies are in place
- Elected officials understand the **importance of the network for economic development and quality of life**

TOURISM, RECREATION AND PARKS

The Frankfort/Franklin County Tourist and Convention Commission has four employees. All of them have direct access to the Internet. They have a website at www.visitfrankfort.com that lists current events and links to all the major attractions and organizations in the county. It also provides a way for people to give feedback and offer suggestions via e-mail. The

webmaster is in Texas and most of their communications are done via e-mail. Their future goal is to have an online reservation system for tourism and the organizations in the county.

Franklin County's tourism and recreation points of interest include:

- A Little Bit of Heaven Riding Stables
- Bluegrass Theatre Guild
- Buffalo Trace Distillery
- Candleberry Tearoom
- Canoe Kentucky
- Capital City Museum
- Completely Kentucky
- Country Place Jamboree
- Daniel Boone's Grave, Frankfort Cemetery
- Downtown Frankfort Walking Tour
- Elkhorn Campground
- Floral Clock
- Frank Lloyd Wright's Zeigler House
- Frankfort Boat Dock
- Governor's Mansion
- Greenhill Cemetery
- Kentucky Bicycle Tours
- Kentucky Coffeetree Café
- Kentucky Department for Libraries & Archives
- Kentucky Department of Fish & Wildlife Game Farm
- Kentucky Military History Museum
- Kentucky River Campground
- Kentucky State Capitol
- Kentucky Vietnam Veteran's Memorial
- Liberty Hall Historic Site
- Old Governor's Mansion
- Old State Capitol
- Orlando Brown House
- Rebecca Ruth Candy Factory & Tours
- Salato Wildlife Education Center
- Starway Family Fun Park
- Still Waters Campground & Canoe Trails
- Switzer Covered Bridge
- Thomas D. Clark Center for Kentucky History

The Assessment

The Franklin County eCommunity Leadership Team found that the tourism, recreation, and parks sector is beginning to use technology to its advantage and identified a large opportunity for technology applications within the tourism, recreation, and parks sector.

- **Networked Places** – In the category of networked places, Franklin County's tourism, recreation, and parks sector is currently at stage 3 on a 0 to 5 scale. Most office employees have always-on connections to the Internet at their desks. Some mobile workers have laptop computers and can access the office network remotely. In addition, Franklin County has affordable videoconferencing facilities available.

- **Applications and Services** – In the category of technology applications and services, the tourism, recreation, and parks sector is currently at stage 3 on a 0 to 5 scale. While most facilities have an informational website, some websites can accept credit card purchases, and some facilities participate in an electronic supply
- **Leadership** – In terms of technology leadership within the tourism, recreation, and parks sector, Franklin County is currently at stage 2 on a 0 to 5 scale. The Internet is seen as essential to business operations, and employees are trained on basic applications.

The Vision

The Franklin County eCommunity Leadership Team sees great potential for the use of technology in the tourism, recreation and parks sector but understands the industry is limited in its resources and ability to implement changes within a brief period. The team has set goals to move the categories of networked places and applications and services to stage 4 on a 0 to 5 scale. The team has also set a goal to move the category of leadership to stage 3. The team's vision includes:

- Some facilities use **Voice over Internet Protocol (VoIP)** to save money
- Some office workers have converted from desktop computers to **portable devices** with wireless connections
- Some office computers have **webcams for videoconferencing**
- Some facilities **outsource** most of their **computing services**
- Some facilities **market themselves** out of state or internationally
- Some employees **work remotely**
- Some facilities permit some employees **periodically to telework**
- Some facilities **encourage employees to take work-related classes** online
- Employee **training** on new technology **is a priority**

AGRICULTURE

In 2002, there were 689 farms, comprising 82,056 (averaging 119 acres per farm). The total market value of production was \$12.1 million. Crop sales accounted for \$7.4 million; livestock sales accounted for \$4.8 million. The average market value of production per farm was \$17,625. There were \$121,000 government payments. Franklin County is ranked 71st in the value of agricultural products sold in the state. The leading agricultural products in sales in Franklin County are:

- Cattle and calves – \$4,168,000
- Tobacco – \$4,172,000
- Milk and other dairy products from cows – \$2,087,000

Franklin County tobacco farmers received \$29.8 million in burley payments from the Tobacco Buyout Program. There were no dark payments.

The Assessment

The Franklin County eCommunity Leadership Team found that the agricultural sector is just beginning to use technology to its advantage and identified a large opportunity for technology applications within the farming community.

- **Networked Places** – In the category of networked places, Franklin County's agricultural sector is currently at stage 2 on a 0 to 5 scale. Some growers, suppliers and processors have always-on connections to the Internet at their desks.

- **Applications and Services** – In the category of technology applications and services, the agriculture sector is currently at stage 2 on a 0 to 5 scale, with some growers, suppliers and processors having an informational website. Other growers, suppliers and processors transmit or receive some orders electronically.
- **Leadership** – In terms of technology leadership within the agricultural community, Franklin County is currently at stage 2 on a 0 to 5 scale. In this sector, the Internet is seen as essential to business operations. Moreover, employees are trained on basic applications.

The Vision

The Franklin County eCommunity Leadership Team sees great potential for the use of technology in the agricultural sector but understands the industry is limited in its resources and ability to implement changes within a brief period. The team has set goals to move to stage 3 on a 0 to 5 scale in all of the abovementioned categories. The team's vision includes:

- Most growers, suppliers and processors have **always-on connections** to the Internet
- Some mobile workers have **laptop computers and can access the network remotely**
- Affordable **videoconferencing facilities** are available in the community
- Most growers, suppliers and processors have **informational websites**
- Some websites can **accept credit card purchases**
- Some growers, suppliers and processors participate in an **electronic supply chain**
- Some suppliers and processors **permit employees periodically to telework**
- Some growers, suppliers and processors **encourage employees to take work-related classes online**

Business and Industry	Franklin County
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● Franklin County's Benchmark Assessment Results are presented in red.

■ Franklin County's Vision for this Sector is presented in blue.

	Stage	Networked Places	Applications & Services	Leadership
<div style="display: flex; flex-direction: column; align-items: center;"> <div style="margin-bottom: 10px;">Least Connected</div> <div style="margin-top: 10px;">Most Connected</div> </div>	0	Not using the Internet.	No computer use or website. Customers use phone and postal mail.	No technology or telecom plan.
	1	Some employees have limited access to the Internet through a dial-up connection.	Some employees use basic e-mail services through their connection.	The Internet is considered a possible business enhancement.
	2	Some office employees have always-on connections to the Internet at their desks.	Some businesses have an informational website. Some businesses transmit or receive some orders electronically.	Some view the Internet as essential to business operations. Employees are trained on basic applications.
	3	● Most office employees have always-on connections to the Internet at their desks. Some mobile workers have laptop computers and can access the office network remotely. Affordable videoconferencing facilities are available in the community.	● Most businesses have an informational website. Some retail websites can accept credit card transactions. Some businesses participate in the electronic supply chain.	● Some businesses permit some employees periodically to telework. Some businesses encourage employees to take work-related classes offline. Employee training on new technology is a priority.
	4	■ Some businesses use Voice over Internet Protocol (VoIP) to save money. Some office workers have converted from desktop computers to portable device. Some office computers have webcams for videoconferencing.	■ Some businesses outsource most of their computer services. Some retailers and manufacturers sell goods out of state or internationally. Some employees work remotely, some out of state.	■ Some businesses permit some employees to telework one or two days a week. Some businesses encourage employees to take work-related courses online. Businesses are working with educational partners to raise workforce skill levels.
	5	Most businesses use Voice over Internet Protocol (VoIP) to save money. Most computers have video cameras. Some retailers and manufacturers use RFID (radio frequency identification) to track inventory and equipment.	Some businesses send and receive video mail. Some businesses outsource most of their computing services. Some businesses routinely use multiparty videoconferencing to coordinate operations.	Some businesses have restructured to focus on their core contribution and outsource nonessential functions. New hires are required to have experience using new technology in business applications.

● Franklin County's Benchmark Assessment Results are presented in red.

■ Franklin County's Vision for this Sector is presented in blue.


	Stage	Networked Places	Applications & Services	Leadership
<p style="text-align: center;">Least Connected</p>  <p style="text-align: center;">Most Connected</p>	0	Not using the Internet.	Schools use phone and postal mail. Schools have no website.	There is no technology or telecom plan.
	1	Few middle and high schools have computer labs for students. Few classrooms/teachers have access to computer projectors.	Few schools have an informational website. The Internet is not used as a resource for instruction or homework assignments.	Few experienced teachers are trained on how to incorporate material from the Internet into their curriculum.
	2	Many middle and high schools have computer labs for students. Some classrooms and teachers have access to computer projectors.	Many schools have an informational website. The Internet is rarely used as a resource for instruction or homework assignments.	Few schools have plans for better using telecommunications services and technologies in their classrooms. Some experienced teachers are trained on how to incorporate material from the Internet into their curriculum.
	3	● Schools provide at least one computer for every four students in grades K-12. Most classrooms have computers for student use. Some teachers use computer-based presentation tools and projectors for their lessons.	● Some schools have an interactive website that offers access to homework assignments and communication with teachers and administrators. Many teachers can incorporate Internet material into the curriculum. Teachers welcome e-mail from parents and students.	● The school board sees opportunities to use the network to raise test scores and operate the school more efficiently. Teacher training on new technologies is a priority at most school districts. Schools are using consultants to take advantage of e-rate and other school discounts.
	4	■ Some high school students are provided their own laptop computers at school. Many classroom teachers have access to digital projection capabilities. Most middle and high schools have video programs that allow students to produce and share shows on a public network. Some schools use wireless sensors to monitor energy consumption.	■ Many schools have an interactive website that offers access to homework assignments and e-mail contact with teachers and administrators. All teachers meet National Educational Technology Standards. Most students meet National Educational Technology Standards. Parents and family members are encouraged to participate in student learning via e-mail and online applications. Online classes are available to high school students via Internet-based instruction, including college online classes and Kentucky Virtual High School.	■ Some schools have comprehensive plans for learning activities using technology in the classroom. New hires are required to have experience using new technology in the classroom. Computer labs are made available to family and community members. Schools take responsibility for continuing e-rate and other discounts.
	5	Many classrooms have large, flat-panel displays or projectors for video-based instruction. Most schools have converted their phone system to Voice over Internet Protocol (VoIP) to save money. Most high schools have one-to-one computing for their students. Some school computer labs have been made available to the public.	Schools use the network to connect students, teachers and parents, improve learning via online resources, and manage administrative responsibilities more efficiently. All students meet grade level requirements in the National Educational Technology Standards. Technology training is offered in the community. Many high school students use online teachers and experts to explore subjects and execute individual learning plans.	All schools have comprehensive plans for learning activities utilizing technology in the classroom. School districts actively promote information technology literacy to drive positive impacts on economic performance, skills and innovation in the classroom. The school system plays a vital role in raising the skill level and awareness of community and family members.

Healthcare

Franklin County

● Franklin County's Benchmark Assessment Results are presented in red.

■ Franklin County's Vision for this Sector is presented in blue.


	Stage	Networked Places	Applications & Services	Leadership
<p>Least Connected</p>  <p>Most Connected</p>	0	Not using the Internet.	Customers use phone and postal mail. No website.	No technology or telecom plan.
	1	Some physicians and/or staff have access to the Internet through a dial-up connection.	Physicians and/or staff use a dial-up connection in order to access health-related sites.	Healthcare providers are considering what advantage may come from using the Internet in the office.
	2	Some doctors regularly use computers to enter and maintain patient records. Digital instruments and imaging equipment are being acquired.	Some providers have informational websites. Some providers store patient records electronically. Telemedicine is being evaluated. Some offices are electronically transmitting records to insurers for reimbursement.	Some providers have begun the conversion to electronic medical records. Some providers are investigating how to deploy wireless technologies for mobile workers.
	3	● Some doctors and nurses are using laptop and palmtop devices connected to wireless networks to enter patient information and access databases.	● Many providers have informational websites. ● Many providers store patient records electronically. ● Telemedicine is being evaluated. ● Some offices are electronically transmitting records to insurers for reimbursement.	Many providers have begun the conversion to electronic medical records. Many providers are investigating how to deploy wireless technologies for mobile workers.
	4	Internet-based video conferencing is used to consult experts and for training programs. Some patients are being monitored at home and at work via portable devices with wireless transmitters.	Some providers allow patients to e-mail doctors. Most providers store patient records electronically. Some lab results and images are received electronically.	● Work is underway by some providers to begin online exchanging of test results and other medical records with appropriate parties. Healthcare leaders are talking with the community about enhancing online services and using the network to improve communitywide healthcare.
	5	■ Most equipment has been converted to digital. Desktop videoconferencing is routine at all hospitals and major clinics. Telephone systems have been converted to Voice over Internet Protocol (VoIP) to save money. Remote monitoring of patients with chronic conditions is standard procedure.	■ All providers allow patients to schedule appointments, view records and get advice online. All patient records are stored electronically and routinely sent electronically to distant providers to aid diagnosis and treatment for emergency patients. Telemedicine routinely is used to access specialists. Wireless feeds in ambulances provide real-time patient assessment to ER staff.	■ Healthcare leaders see themselves as a key part of the community's overall economic strategy. Leaders are visible and active in strategy development and implementation. Executives of the region's hospitals, clinics, insurers, employers and other healthcare providers are meeting regularly to find ways to collaboratively reduce the cost of healthcare without compromising quality of service.

Libraries

Franklin County

● Franklin County's Benchmark Assessment Results are presented in red.

■ Franklin County's Vision for this Sector is presented in blue. Blue is used when Assessment and Vision are the same.


	Stage	Networked Places	Applications & Services	Leadership
<p style="text-align: center;">Least Connected</p>  <p style="text-align: center;">Most Connected</p>	0	Libraries do not provide Internet access.	Customers use postal mail or phone. No website.	There is no technology or telecom plan.
	1	Some employees have access to a dial-up connection.	Some employees are accessing e-mail and library-related websites.	Employees are accessing the Internet in order to help the patrons of the facility.
	2	Public libraries provide several computers with free access to the Internet.	Most libraries have a website with basic information about hours of operation and location.	Libraries are the first to offer free access and instruction in the use of the Internet.
	3	● There is rarely more than a 10-minute wait to use the Internet-enabled computers.	Most libraries have catalogs online. Patrons may use the Internet to place books on hold and request books from other libraries in the library system. Patrons can search online databases from home, school, or work. Libraries host live video feeds of public interest events.	The library research desk is an online community resource. Staff training on new technologies is a priority at most libraries. Libraries are using consultants to take advantage of e-rate and other discounts. Library policies reflect appropriate filtering requirements.
	4	Public libraries have added network ports or wireless networks and electrical outlets to carrels.	● ■ Patrons may review their accounts online and pay fines by credit card. ■ Patrons can access the library online as a portal for other online information services.	● Libraries help the community understand copyright issues and how to protect privacy on the Internet. New hires are required to have experience using new technology. Libraries take internal responsibility for continuing e-rate and other discounts. Libraries have developed network management policies and technologies to prevent patrons from sending spam.
	5	■ Most public libraries offer patrons a 54 mbps or faster wireless network.	Public libraries offer live video consultations. Public libraries allow patrons to borrow e-books over the Internet. They help patrons conduct research and assist with legal access to copyrighted databases and publications, including music and movies. Two-way videoconferencing is available to the general public.	■ Libraries continue to upgrade their facilities to offer the community the next generation in technology, services and training. Libraries actively promote information technology literacy to drive positive impacts on economic performance, skills, and innovation in the community.

Higher Education

Franklin County

● Franklin County's Benchmark Assessment Results are presented in red.

■ Franklin County's Vision for this Sector is presented in blue.


	Stage	Networked Places	Applications & Services	Leadership
<div style="text-align: center;"> <p>Least Connected</p>  <p>Most Connected</p> </div>	0	Not using the Internet.	Use phone and postal mail.	There is no technology or telecom plan.
	1	Some on-campus residents have broadband connections through non-university providers.	Few faculty members are trained to use the Internet for instruction. Few classes use digital content and/or web-based content for instruction.	Few departments have plans for better utilizing telecommunications services and technologies in their operations.
	2	Most on-campus residences have a 10 mbps connection to the network. Some classrooms are wired to the college/university network and are equipped with digital projection capabilities.	Some faculty members are trained to use the Internet for instruction. Some classes use digital content and/or web-based content for instruction.	Few departments have plans for better utilizing telecommunications services and technologies in their operations.
	3	● Most on-campus residences have connections to the network in every room at least 10 mbps. Some classrooms have projection equipment that allows the instructor to display videos from the Internet into the classroom.	● Many of the faculty are trained to use the Internet for instruction. Many classes use digital content and/or web-based content for instruction. Students use chat rooms to discuss lessons and ask questions of instructors outside of class hours. Online registration, catalogs and payment are available.	● Specialized courses have been developed to cater to area businesses seeking to improve the skills of workers. Some colleges and universities have or are developing online classes to provide greater convenience for students and to increase student enrollment. Faculty training on new technology is a priority.
	4	■ Some classrooms have been remodeled to include network connections and power outlets at every seat. Many students bring laptop computers or other network-enabled devices to class. Some classrooms have video equipment for recording lectures.	■ Most of the faculty are trained to use the Internet for instruction. Most classes use digital content and web-based content for instruction. Some undergraduate students take distance learning classes for specialized subjects and graduate-level research.	■ Higher education and local businesses are working together to raise the skill level of the current workforce. Community colleges are expanding their capacity by using distance learning technologies to reduce the need for classroom time. Some colleges and universities are developing online classes to market to students in other parts of the country and the world.
	5	Many classrooms have been remodeled to include network connections and power outlets at every seat. Most students bring laptop computers or other network-enabled devices to class. Many classrooms have video equipment for recording lectures.	Many undergraduate students take distance learning classes for specialized subjects and graduate-level research. All aspects of higher education are available through the network including instruction and administration.	Colleges and universities see themselves as a vital partner in the community's economic development strategy and have formed partnerships with local businesses to provide skilled technology workers and innovative solutions. Colleges and universities actively promote information technology literacy to drive positive impacts on economic performance, skills, and innovation in the classroom.

Community-Based Organizations

Franklin County

● Franklin County's Benchmark Assessment Results are presented in red.

■ Franklin County's Vision for this Sector is presented in blue.


	Stage	Networked Places	Applications & Services	Leadership
 <p>Least Connected</p> <p>Most Connected</p>	0	Not using the Internet.	No computer use. No website. Use phone and postal mail.	No technology or telecom plan.
	1	Accessing the Internet through a limited dial-up connection.	Currently using e-mail and possibly other basic Internet functions.	The Internet is seen as a possible enhancement and marketing tool.
	2	<p>● Some organizations have computers that are no older than three years old.</p> <p>Many organizations have e-mail.</p> <p>Some office employees have always-on connections to the Internet at their desks.</p>	<p>● Some organizations have informational websites.</p>	<p>● Organizations are minimally involved in community economic development issues.</p> <p>Little or no plans exist for better using telecommunications services and technologies.</p> <p>Some organizations provide technology training to their staff at least once a year.</p>
	3	<p>■ Most organizations with at least five paid staff have at least one computer for every three employees.</p> <p>Many organizations have e-mail.</p>	<p>■ Many organizations have an informational website.</p> <p>Many local chapters are able to share data electronically with the national parent organization.</p> <p>Some organizations accept online donations.</p>	<p>■ Some organizations are involved in specific economic development initiatives, but most do not participate.</p> <p>Some organizations plan to use telecommunications services and technologies within the next year.</p> <p>Some organizations provide technology training to their staff at least once a year.</p>
	4	<p>Many organizations with at least five employees have direct connections to the Internet.</p> <p>All paid staff have e-mail accounts.</p> <p>Some organizations use Voice over Internet Protocol (VoIP) to save money.</p> <p>Some office workers have converted from desktop computers to portable wireless devices.</p> <p>Some office computers have video cameras.</p>	<p>Most organizations have an informational website.</p> <p>A unified portal provides access to a broad range of community information and services.</p> <p>Most local chapters are able to share data with the parent organization.</p>	<p>Some organization leaders are actively involved in community economic development issues and there are visible leaders taking a significant role in economic development.</p> <p>Many organizations plan to use telecommunications services and technologies within the next year.</p> <p>Most organizations provide technology training to their staff at least once a year.</p>
	5	<p>Many organizations use Voice over Internet Protocol (VoIP).</p> <p>Every organization is connected to the Internet.</p> <p>Every computer can access the Internet via a local area network.</p> <p>Many computers have video cameras.</p> <p>Most organizations use affordable videoconferencing facilities.</p>	<p>Most organizations accept online donations.</p> <p>Some organizations use an interactive service to further engage the community and make their services more broadly available.</p> <p>Electronic data sharing is a common practice between organizations locally and with national parent organizations.</p>	<p>Organizations collaborate with one another regularly to share resources and provide up-to-date training to their employees and volunteers.</p> <p>Organizations have a defined role in supporting local economic development initiatives.</p> <p>Most organizations plan to use telecommunications services and technologies within the next year.</p>

Government

Franklin County

● Franklin County's Benchmark Assessment Results are presented in red.

■ Franklin County's Vision for this Sector is presented in blue.


	Stage	Networked Places	Applications & Services	Leadership
<p>Least Connected</p>  <p>Most Connected</p>	0	Not using the Internet.	No website.	There is no technology or telecom plan.
	1	Select employees have access to the Internet through a dial-up connection.	● Some employees use the Internet for e-mail purposes.	● The Internet is seen as a possible way to enhance the basic daily operations.
	2	● Some employees have e-mail accounts.	Most public agency websites offer informational features such as a community calendar, staff directory and downloadable forms. Customers rely mostly on postal mail and telephone to conduct business.	Public agencies do not have a strategy for how best to use e-government. Minimal telecommunications planning has occurred. Elected officials are not involved in telecommunications issues.
	3	Many employees have e-mail accounts. Some field workers are collecting data on laptop computers or palmtops. Webcams are starting to be deployed.	Some e-government applications are available, such as simple building permit applications, e-mail listservs and some downloadable forms. E-mail from residents is manually routed to the appropriate departments. Some agencies routinely use the network to share data.	Government staff is actively involved in framing technology and telecommunications issues. Processes are underway for enhancing connectivity, rights-of-way management, and information technology innovation. Employees are trained and knowledgeable about basic applications.
	4	■ Some field workers use wireless networks to upload and download data in the field. Some employees use desktop videoconferencing. Sensors and webcams monitor locations, such as rivers, that are important to public safety.	■ Customers can make routine payments, such as parking fines, online using credit cards or electronic fund transfer. Parks and recreation classes have online registration. Employees can enter building inspections and violations from the field.	■ Some agencies have a formal policy that allows some employees to work from home at least one day a week. Rights-of-way and tower siting policies are in place. Elected officials understand the importance of the network for economic development and quality of life.
	5	The telephone system is being converted to Voice over Internet Protocol (VoIP) to save money. Many field workers use wireless networks to upload and download data in the field. Critical traffic signals are connected. Desktop videoconferencing is widely available.	Interactive applications, such as customer relationship management, online GIS and video streaming are in regular use. Employees manage benefits programs on an intranet. Emergency response teams can reliably communicate across jurisdictions. Council meetings are indexed and available for searching and retrieval online.	The government has telecommunications, e-government and information technology master plans in place to guide its efforts. Innovative processes are used to collaborate with the private sector.

Tourism, Recreation and Parks

Franklin County

● Franklin County's Benchmark Assessment Results are presented in red.

■ Franklin County's Vision for this Sector is presented in blue.


Least Connected  Most Connected	Stage	Networked Places	Applications & Services	Leadership
	0	Not using the Internet.	No computer use. No website. Customers use phone and postal mail.	There is no technology or telecom plan.
	1	Some employees can access the Internet through a dial-up connection.	Some employees currently use the Internet for e-mail.	The Internet is seen as a possible way to enhance operations.
	2	Some office employees have always-on connections to the Internet at their desks.	Some facilities have an informational website. Some facilities transmit or receive some reservations electronically.	● The Internet is seen as essential to business operations. Employees are trained on basic applications.
	3	● Most office employees have always-on connections to the Internet at their desks. Some mobile workers have laptop computers and can access the office network remotely. Affordable videoconferencing facilities are available.	● Most facilities have an informational website. Some websites can accept credit card purchases. Some facilities participate in an electronic supply chain.	■ Some facilities permit some employees periodically to telework. Some facilities encourage employees to take work-related classes online. Employee training on new technology is a priority.
	4	■ Some facilities use Voice over Internet Protocol (VoIP) to save money. Some office workers have converted from desktop computers to portable devices with wireless connections. Some office computers have webcams for videoconferencing.	■ Some facilities outsource most of their computing services. Some facilities market themselves out of state or internationally. Some employees work remotely.	Some facilities permit some employees to telework one or two days a week. Some facilities encourage employees to take work-related classes online. Facilities work with educational partners to raise workforce skill levels.
5	Most facilities use Voice over Internet Protocol (VoIP) to save money. Most computers have video cameras.	Some facilities send and receive video mail. Some facilities outsource most of their computing services. Some facilities routinely use multiparty videoconferencing to coordinate operations.	Some facilities have restructured to focus on their core contribution and outsource nonessential functions. New hires are required to have experience using new technology in business applications.	

Agriculture

Franklin County

● Franklin County's Benchmark Assessment Results are presented in red.

■ Franklin County's Vision for this Sector is presented in blue.

	Stage	Networked Places	Applications & Services	Leadership
 <p>Least Connected</p> <p>Most Connected</p>	0	Not using the Internet.	No computer use. No website. All contacts via phone and postal mail.	There is no technology or telecom plan.
	1	Some growers, suppliers and processors have limited access through a dial-up connection.	Some growers, suppliers and processors use e-mail and Internet.	The Internet is seen as a possible enhancement to the way daily business is conducted.
	2	● Some growers, suppliers and processors have always-on connections to the Internet at their desks.	● Some growers, suppliers and processors have an informational website. Some growers, suppliers, and processors transmit or receive some orders electronically.	● The Internet is seen as essential to business operations. Employees are trained on basic applications.
	3	■ Most growers, suppliers and processors have always-on connections to the Internet. Some mobile workers have laptop computers and can access the network remotely. Affordable videoconferencing facilities are available in the community.	■ Most growers, suppliers and processors have informational websites. Some websites can accept credit card purchases. Some growers, suppliers and processors participate in an electronic supply chain.	■ Some suppliers and processors permit employees periodically to telework. Some growers, suppliers and processors encourage employees to take work-related classes online.
	4	Some growers, suppliers and processors use Voice over Internet Protocol (VoIP) to save money. Some workers have converted from desktop computers to portable devices with wireless connections. Some office computers have webcams for videoconferencing.	Some suppliers and processors outsource most of their computing services. Some growers, suppliers and processors sell goods out of state or internationally.	Training on new technology is a priority. Some processors and suppliers permit employees to telework one or two days a week.
	5	Most growers, suppliers and processors use Voice over Internet Protocol (VoIP) to save money. Most computers have video cameras. Some use Radio Frequency Identification (RFID) to track inventory and equipment.	Some growers, suppliers and processors send and receive video mail. Some outsource most of their computing services. Some routinely use multiparty videoconferencing to coordinate operations.	Some suppliers and producers have restructured to focus on their core contribution and outsource nonessential functions. New hires are required to have experience using new technology.



D. HOW DO WE GET THERE?

D. HOW DO WE GET THERE?

The Leadership Team identified the following project ideas during an extensive meeting process. The projects listed are the most important areas to focus on over the next 12 to 18 months. Project teams are already underway in each of these areas. Brief project overviews for each, followed by initial concept outlines, are described below.

Project Overviews

Training and Education

Project Leaders: Donna Gibson, Nancy Adler, Mary Foster

Team Members: TBD

Cooperative effort among schools, library, business, government and community education to improve knowledge, awareness, skills and use of technology in community

- Overcome fear factor through basic technology training
- Show how to use computers and what can be done online
- Cover safety and security issues – including i-safe training
- Teach about online banking, bill pay, buying, selling, scheduling vacations and trips, etc.
- Offer classes and seminars to promote Internet and computer use in community and region
- Work with the library and schools to offer classes to citizens on technology utilization in home, business and recreation
- Use students to help teach and assist
- Develop marketing strategy to increase awareness of value and benefits of technology

E-government and Online Services

Project Leaders: Fred Goins, Gary Watts, Wayne Dominick

Team Members: Donna Gibson

Improve communications between government, businesses and citizens. Promote available products and services more effectively throughout the county. Engage community, residents and organizations in coordinated online activities. Improve the online presence and collaboration for all organizations in the county.

- Implement kentucky.gov website for county government
 - Consider using as a community portal as an easy user interface for the county
- Increase city/county collaboration for improving online information, forms and services
 - Fiscal court and city council meetings, payments, license renewals, etc.
 - Include recreational forms – registration, etc, as needed
- Use an integrated approach for countywide information of all organizations
- Develop partnerships with schools and businesses for technology internships, funding options and infrastructure expansion

Project Concept Outline – Training and Education

Goal

Organize, promote and deliver technology education, training and awareness to the community. Develop a plan to help the community become more aware of the benefits available through using the Internet and computers in their daily lives and activities.

Importance

An educated community is essential in today's global economy. There are opportunities to leverage existing resources to expand and enhance workforce training programs, encourage more post secondary education, and create additional awareness within the community in regards to broadband and technology utilization.

Outcomes

1. An integrated approach to the organization, promotion and delivery of technology education, training and awareness for the community.
2. Inventory of all technology training resources available in the county.
3. Increased citizen usage of computers and the Internet.
4. Improved basic computer skills and knowledge levels for residents, encouraging greater economic opportunities.

Steps

1. Identify all organizations performing technology education and training services.
2. Create a list of training classes currently being offered.
3. Determine what additional classes need to be included.
4. Develop a collaborative and cooperative approach for delivery between all organizations.
5. Educate community through local banks about online banking.
6. Partner with local media to educate community through local newspaper and radio.
7. Use Mobile Skill Unit for training and awareness in outlying areas.
8. Partner with local Area Development District to provide more education and training as needed.
9. Engage high school students to provide part-time help.
10. Provide computers and training for senior citizens.

Participants

Franklin County Schools
Franklin County Community Education
Paul Sawyer Public Library
City of Frankfort
Franklin County Adult Education
Thornhill Learning Center
UK Cooperative Extension Service

Project Concept Outline: E-government and Online Services

Goal

Using technology, improve internal and external efficiencies within city and county government, allowing for better communication between the different government entities and the citizens of Franklin County.

Importance

Technology will allow local governments to deliver more applications and improved services to constituents while saving money. With growing public acceptance of online transactions and e-commerce growing dramatically, a well-planned e-government strategy will provide for the request and delivery of local government services over the Internet.

Outcomes

1. Determine the public need for electronic access to government.
2. Develop a strategy for significantly reducing visits by the public to government offices for routine transactions.
3. Identify applications specifically designed to help businesses interface with governments more efficiently.
4. Integrate information and provide an easy user interface for the entire community.

Steps

1. Review current e-government applications to identify areas containing gaps.
2. Develop a survey instrument to identify applications of public interest. Use the survey to examine potential e-government applications.
3. Identify high-volume services to target for automation/online service.
4. Identify partners and entities to assist in implementation.
5. Develop and launch applications.

Participants

Frankfort County Fiscal Court
City of Frankfort
Frankfort Fire Department
Frankfort Police Department
Franklin County Clerk and PVA

POTENTIAL ACTION ITEMS

Business and Industry

- Seek funding for technology to reach topographically challenging areas
- Educate individuals and small businesses about telecommunications services and the benefits of using technology in business
- Advocate for the use of e-commerce to conduct transaction between business and public agencies
- Develop a media campaign to help consumers and business to understand the benefits of high-speed Internet
- Organize the demonstration of new technologies and present local use cases
- Develop a directory for local IT-related services in the county, including business-to-business opportunities
- Create a technologically capable workforce through training and skills development
- Educate small businesses on available telecommunications services and the benefits of using technology in businesses

Education

- Provide more projection devices and tablet PCs
- Keep current hardware and software up-to-date
- Provide laptops to middle and high school students
- Acquire SmartPads which is a newer technology
- Enable teachers to do online grading from home
- Provide training for technology integration
- Make computer labs available for community and family seminars in the evening
- Provide more peripheral devices to connect and project
- Provide parents with access to school technology
- Assess teachers on technology integration
- Create web-based instructional materials
- Make it easier for low-income families to access computers and the Internet to facilitate communications with teachers and schools

Healthcare

- Obtain medical records electronically
- Enable clinic video conferencing
- Enable online appointment scheduling
- Access patient records online
- Update the healthcare providers' websites so that they are more informative and current
- Update equipment within the health sector
- Increase funding to reach level 5
- Identify funding initiatives for enhancing educational infrastructure
- Educate providers on available technologies and the benefits of technology in medicine

- Provide safe, vendor neutral, basic education, and training on information technology for healthcare providers using state and community colleges, adult education programs and libraries
- Expand access to affordable, high-speed networks for smaller providers and rural areas via private and public partnerships to provide telemedicine and teleconferencing services

Library

- Complete new library building
- Create links to more community based organizations
- Develop a way for patrons to receive announcements of library events, notice of books on hold and reminders of overdue books
- Scan and add informational pamphlets to web page
- Coordinate with community organizations to host their sites in a more organized and publicity-oriented way
- Translate services, directions, etc. into Spanish and other languages spoken by groups in our community
- Advertise library-electronic services available to all
- Encourage children/families to use computers for educational
- Improve the current website, and expand the capabilities of interacting with patrons
- Increase outreach to multilingual community
- Investigate cost-efficient ways to increase bandwidth to rural libraries

Higher Education

- Build a computer lab in the library
- Provide wireless access at several locations on campus
- Improve the VPN for faculty/staff
- Develop wireless networks to allow students and faculty seamless access to the campus network
- Substantially increase the number of web-enhanced and fully web-based courses
- Increase the number of classes using web-based or digital content to 75 percent
- Identify an ongoing source of funds for technology acquisition and support
- Provide continuous training to all educators and staff on technology use and applications
- Provide information technology resources to the community as well as educate the end-users in the use of technology
- Encourage citizens to take advantage of the online classes already available
- Increase computer literacy by introducing new classes and training techniques

Community-Based Organizations

- Identify the community-based organizations in the county and list their websites
- Develop a list of potential funding sources for technology acquisition
- Develop collaborative partnerships with educational institutions and corporate partners to provide web services/design and equipment

- Develop a networking event to share information, ideas and innovations in technology deployment
- Recruit university and high school students to develop websites
- Encourage community-based organizations to use e-mail and the web to reduce the use of paper mail
- Introduce a community portal that expands use of a variety of applications
- Help community-based organizations find locations to access the Internet
- Facilitate collaboration to share the costs of technology and expertise
- Develop “train-the-trainer” workshops to help agencies take advantage of technology resources and explain the benefits to clients
- Provide training on web page development, including the use of free web pages
- Identify and list the community-based organizations in the county as well as their websites
- Introduce a community portal that expands access and utilization of a variety of applications, including smart cards

Government

- Facilitate the payment of taxes online
- Launch interactive website, initiate online applications, and establish credit/debit card payments on the website
- Improve the ability to conduct business with government over the Internet, such as permitting, purchasing and payments
- Increase the number of public access terminals in the county
- Encourage inter-governmental sharing of software, information and e-commerce concepts
- Develop more e-government applications that provide value to the consumer
- Allow the donation of appropriate surplus computers to non-governmental organizations and individuals
- Set awareness and training goals as well as objectives to be completed in one year
- Develop more thorough employee technology training programs
- Seek grant funding to improve the technology infrastructure and information technology support functions

Tourism, Parks and Recreation

- Talk more with the webmaster about formatting the tourism site to help visitors make reservations online
- Train people offsite on how to handle our online requests
- Improve and correct local links and identification
- Establish a countywide web portal to share information, market the community, list attractions and hotels and provide a calendar of events
- Encourage more local companies to sell their goods and services online to promote local businesses and increase sales
- Develop affordable, high-speed services for rural parts of the county
- Make electronic brochures and information available for downloading

Agriculture

- Increase broadband awareness among the agricultural community
- Create a list of providers to help the agricultural sector understand what service is available and from whom
- Provide high-speed Internet access at the UK Cooperative Extension office
- Consider creating a local agricultural portal for sharing news and market information
- Create and promote the use of videoconferencing centers for use by the agricultural community and create promotional materials to show possible usages of video conferencing
- Develop educational materials to help the agricultural community understand the importance of broadband and what is available
- Promote online sales and auctions