

Syracuse University

SURFACE

Community Benchmarks Program

Maxwell School of Citizenship and Public
Affairs

Fall 2002

2002 Technology Audit of Onondaga Municipalities

Maxwell School of Syracuse University. Community Benchmarks Program

Follow this and additional works at: <https://surface.syr.edu/cbp>



Part of the [Public Affairs, Public Policy and Public Administration Commons](#)

Recommended Citation

Maxwell School of Syracuse University. Community Benchmarks Program, "2002 Technology Audit of Onondaga Municipalities" (2002). *Community Benchmarks Program*. 10.

<https://surface.syr.edu/cbp/10>

This Report is brought to you for free and open access by the Maxwell School of Citizenship and Public Affairs at SURFACE. It has been accepted for inclusion in Community Benchmarks Program by an authorized administrator of SURFACE. For more information, please contact surface@syr.edu.

2002 Technology Audit of Onondaga County Municipalities

Fall 2002



*Community Benchmarks Program
The Maxwell School of Syracuse University*

RESEARCH TEAM: TOM BOISVERT
KIM GUGINO
APRIL GURLEY
JACKIE HURLBURT

KATIE KURCZ
JESSICA LESPERANCE
JOSH MITCHELL
SARA YASHPAN

COMMUNITY BENCHMARKS DIRECTOR: CAROL DWYER
ASSISTANT PROJECT MANAGER: LAUREN SKOWRONSKI

Executive Summary
Technology Audit of Onondaga County Municipalities
Community Benchmark Program
Fall 2002

Introduction: This study reports information about the recent technology audit of 30 of the 35 municipalities in Onondaga County. Data collection time was designated from Sept. 15 to Oct. 15, 2002. Several extensions were made with the final data accepted on Oct. 23, 2002. Researchers used an instrument designed to gather information about number of computers accessible to staff, type of hardware and software used, funding allocated for computer training, number of printers available, access to the Internet, employee satisfaction with current technology and future technology needs. The report provides the results of the audit comparing the compiled data using bar graphs, pie charts and tables. Municipal pages break down the information by individual municipality and provide comparisons using the average found in the 30 municipalities in Onondaga County.

Methodology: Data were collected based on the technology audit instrument designed with the aid of consultant, Frank Shultz. The surveys were completed in several different ways, including face-to-face questioning of municipal staff with knowledge of the available technology, faxes returned by a municipal staff member and direct observation of technology by researchers. Due to variations in data collection, the information presented is only as accurate as the knowledge of the source completing the instrument. In evaluating the data researchers divided the municipalities into four categories:

- City of Syracuse
- First Class Towns (7 out of 10)
- Second Class Towns (9 out of 9)
- Villages (13 out of 14)

The percentages found in all of the findings listed are based on the total number of municipalities and/or departments that participated in this study, not the total number of municipalities in the county or the total number of departments in each municipality.

Findings:

1. 80% of departments in the City of Syracuse have one or more computers per employee (n= 15).
2. 50% of First Class Towns in Onondaga County have more than one computer per employee (n=6).
3. 88% of Second Class Towns in Onondaga County have one or more computers per employee (n=9).
4. 58% of villages in Onondaga County have one or more computer per employee (n=12).
5. On average, the City of Syracuse has more inkjet printers than laser or dot matrix printers (n=15).

6. On average, First Class Towns in Onondaga County have more laser printers than inkjet or dot matrix printers (n=7).
7. On average, Second Class Towns have more laser printers than inkjet or dot matrix printers (n=9).
8. On average, villages in Onondaga County have more inkjet printers than laser or dot matrix printers (n=13).
9. 100% of departments within the City of Syracuse use Windows 98 as their operating system (n=15).
10. 100% of First Class Towns in Onondaga County use Windows 98 as their operating system (n=7).
11. 67% of Second Class Towns in Onondaga County use Windows 98 as their operating system (n=9).
12. 77% of villages in Onondaga County use Windows 98 as their operating system (n=13).
13. 93% of municipalities in Onondaga County have email capacity (n=29).
14. 72% of municipalities in Onondaga County use email software (n=25).
15. 100% of departments within the City of Syracuse use Microsoft 2000 as their office product (n=15).
16. Microsoft 97, Microsoft 2000, and Microsoft XP are the favored software products used by First Class Towns in Onondaga County (n=7).
17. 69% of Second Class Towns in Onondaga County use Microsoft 2000 as their office product (n=9).
18. 67% of villages in Onondaga County use Microsoft 2000 as their office product (n=13).
19. 72% of municipalities in Onondaga County have networked computers (n=29).
20. 58% of municipalities in Onondaga County are connected to the Internet through a permanent connection (n=26).
21. 82% of municipalities in Onondaga County allocate funding annually for computer repairs and/or upgrades (n=28).
22. 79% of municipalities in Onondaga County offer software training to their employees (n=29).
23. 69% of municipalities in Onondaga County do not have a staff member who is responsible for computer support (n=29).
24. 61% of municipalities in Onondaga County receive computer support from an external source (n=24).
25. 57% of municipalities in Onondaga County believe there is a downside to technology (n=23).
26. 61% of municipalities in Onondaga County say there is a downside to technology, citing computer crashes or lack of software proficiency as the reason (n=18).
27. 65% of municipalities in Onondaga County list their top technology needs as computer software, a permanent connection or server and computer equipment (n=26).
28. 73% of municipalities in Onondaga County have a Web site (n=29).
29. 59% of municipalities in Onondaga County use an external source to maintain their Web site (n=17).
30. 53% of municipalities in Onondaga County have a schedule for updating their Web site (n=17).

31. 53% of municipalities in Onondaga County update their Web site monthly or as needed (n=17).
32. 69% of municipalities in Onondaga County have changed their Web site design in the past three years (n=16).
33. 93% of municipalities in Onondaga County believe it is valuable to have a Web site (n=14).
34. 74% of the municipalities in Onondaga County say ease of information dissemination and accessibility are the primary value of a Web site (n=27).

TABLE OF CONTENTS

Introduction.....	1
Key Terms.....	3
Methodology.....	6
Findings.....	9
Appendices.....	44
Municipal Pages.....	I
Survey Instrument.....	II
Original Letter Sent to Municipalities	III

INTRODUCTION

This study reports information about the recent technology audit of 30 of the 35 municipalities in Onondaga County. In cases where the data were made available, information is categorized by municipal department as well as for the entire municipality. Most of the data collection occurred from Sept. 15, 2002 to Oct. 15, 2002. Several exceptions were made extending the final deadline to Oct. 23, 2002.

In addition to the City of Syracuse, the following Onondaga County municipalities participated in this study:

Towns

- | | | |
|-------------|-------------|---------------|
| ▪ Camillus | ▪ Manlius | ▪ Salina |
| ▪ Cicero | ▪ Marcellus | ▪ Skaneateles |
| ▪ Elbridge | ▪ Onondaga | ▪ Spafford |
| ▪ Fabius | ▪ Otisco | ▪ Tully |
| ▪ Geddes | ▪ Pompey | ▪ Van Buren |
| ▪ LaFayette | | |

Villages

- | | | |
|-----------------|-------------|------------------|
| ▪ Baldwinsville | ▪ Jordan | ▪ Minoa |
| ▪ Camillus | ▪ Liverpool | ▪ North Syracuse |
| ▪ East Syracuse | ▪ Manlius | ▪ Skaneateles |
| ▪ Elbridge | ▪ Marcellus | ▪ Tully |
| ▪ Fayetteville | | |

Municipalities that along with the City of Syracuse provided not only overall municipal information, but a breakdown by department as well:

- | | |
|--------------|------------------|
| <i>Towns</i> | <i>Villages</i> |
| ▪ Cicero | ▪ Baldwinsville |
| ▪ Geddes | ▪ Liverpool |
| ▪ Tully | ▪ North Syracuse |

Municipalities that did not participate in the study:

- | | |
|--------------|----------------|
| <i>Towns</i> | <i>Village</i> |
| ▪ Clay | ▪ Fabius |
| ▪ Dewitt | |
| ▪ Lysander | |

Because of an oversight, the Village of Solvay was never contacted by researchers.

Researchers collected a variety of information, including the number of computers accessible to staff, type of hardware and software used and funding allocated for computer training. Information was also requested about the number of printers available, Internet access, employee

satisfaction with current technology and future needs. The results of this study are located in the Findings section. For the convenience of readers the report also includes municipal pages that provide individual information for each local government. In some cases, the data are compared with the average for the 30 participating municipalities.

Technological advancements in local government are important because society is growing increasingly reliant on technology. Computers improve government's ability to organize and retrieve information enabling elected officials, municipal employees and the public to be better informed. Because of Internet technology, government can now offer automated services, allowing citizens to access public information from anywhere, regardless of the time or day. Automated services can also save municipal staff time and energy because it has the capacity to streamline business and improve internal communications, resulting in a quicker and more efficient way of functioning (Cook 4-5).

Staffs at various municipalities recognize the need for technological advancements. However, in some instances employees are reluctant to adapt to these new advances because they are comfortable with older, more familiar equipment and programs. Through comparative measures, this study illustrates the level of technological sophistication currently found at the local government level.

Researchers acknowledge the contributions of technology consultant Frank Shultz and all municipal officials who sacrificed time from their busy schedules to provide the necessary information. In particular, it is important to recognize Fabius Town Supervisor Robert DeMore, head of the local chapter of the New York State Association of Towns; North Syracuse Mayor James Hotchkiss, head of the local chapter of the New York State Conference of Mayors; and Randy Scott, director of the Department of Information Services in the City of Syracuse. These three participated in a panel discussion at the start of the project, informing researchers of the range of technology currently used by local governments.

Note: The Town of Cicero has additional computers and printers in the Parks and Recreation Department and the Town Clerk Office. The information was submitted past the report correction deadline and is therefore not included in the graphs.

Source: Cook, Meghan E., et al. Making a Case for Local Government. Center for Technology in Government. University at Albany, SUNY: July 2002.

KEY TERMS

Client	A relationship in which one computer program (the client) requests information from another computer program (the server, defined below), and the server is the conduit to fulfilling the request.
Electronic Reporting	Refers to forms that can be completed and submitted online.
Email	External email allows a person to send email to others not on their network. Internal email allows a person to send email only to those on the same network.
GIS	A GIS (geographic information system) enables users to envision the geographic aspects of a body of data. The information can be filtered, analyzed, and displayed as a map. Since many types of data have important geographic aspects, a GIS can have many uses: weather forecasting, sales analyses, population forecasting, and land use planning, to name a few.
Hard Drive Size	A data storage medium that houses all of the electronic information and software programs on a computer. This is measured in gigabytes which are used to quantify memory or disk capacity.
ISP	An ISP (Internet Service Provider) is a company that provides users access to the Internet. Before a connection to the Net occurs, an account must be established with an ISP. For a monthly fee, the ISP provides a software package, a username, a password, and an access phone number. Once the software is installed and registered, users can surf the Web, send e-mail, chat, and participate in newsgroups, among many other things.
Network	A collection of two or more computers and associated devices that are linked together with communications equipment. Once connected, each member of the network can benefit by sharing software, hardware and information.
MS Office Product	Microsoft Office Programs are the most widely-used products found on office and home computers. There is a broad range of services, depending on the version. Potentially, typical applications provide the capabilities to create Word documents, spread sheets, and computerized slide show presentations. Programs constituting an office product include MS Office 2000, MS 2001, Word Perfect, MS Office XP, and Microsoft Works.
Operating Platform	The foundation software of a computer system, responsible for controlling and launching the installed applications and computer peripherals. Common operating systems include MS-DOS, Unix, OS/2, Macintosh and Windows. It schedules tasks, allocates storage, handles the interface to peripheral hardware, and presents a default interface to the user when no application program is running.

Permanent Connection	A high-speed internet connection that allows the user to access the Internet immediately without using a main telephone line (i.e. DSL, Roadrunner).
Printers	<ul style="list-style-type: none"> ▪ Laser printer is a popular type of personal computer printer that uses a non-impact (keys don't strike the paper), photocopier technology. ▪ Inkjet printer sprays ink at a sheet of paper. Ink-jet printers produce high-quality text and graphics. Not as quick as the laser printer, the inkjet uses more ink. ▪ Dot Matrix is a printer that is a low-cost personal computer printer. It is an impact printer that strikes the paper one line at a time. Resolution of a dot matrix tends to be a lower quality than laser and ink jet printers.
Proprietary Software	A software design or technique specifications that is not made public to prevent competitors from duplicating the product. Proprietary software, for example, has been privately developed and is privately owned and controlled.
RAM	RAM (random access memory) is the place in a computer where the operating system, application programs, and data in current use are kept so that they can be quickly retrieved by the computer's processor. RAM is much faster to read from and write to than the other kinds of storage in a computer, the hard disk, floppy disk, and CD-ROM. However, the data in RAM stays there only as long as your computer is running.
Server	A host computer on a network. The server houses information and responds to requests for information (for example, it houses Web sites and executes their links to other Web sites). The term "server" also refers to the software that makes the act of "serving information" possible.
Town Classifications	<p>Town law separates towns into two classes based on population. All towns with populations of 10,000 or more, based on the latest federal decennial census, are classified as a first class town. Exceptions are the towns of Ulster and Potsdam and all towns in Suffolk and Broome counties, which are by designated first class by statute.</p> <p>A town may also be categorized as first class by resolution of the town board and subject to a permissive referendum if it:</p> <ul style="list-style-type: none"> ▪ has a population of 5,000 or greater, as shown in any federal census; or ▪ has an assessed valuation of over \$10 million; or ▪ adjoins a city with a population of at least 300,000. <p>All other towns are designated second class. Originally, the classifications were created with distinctions in the levels of powers granted to first and second class towns. Over time, these differences have diminished, if not disappeared. Regardless of statutory classification, all towns now have similar legal authority.</p>

**Uniform
Computers**

Computers that function on the same operating systems.

Windows

Although not the only computer operating system, Windows is probably the best known. The operating system runs software applications on PCs. There are several versions, including Windows 95, Windows 2000, Windows Me (Millennium Edition) and Windows XP. Different versions of Windows are also available for Macintosh computers.

Sources: <http://whatis.techtarget.com>

Local Government Handbook, 5th Edition, January 2000, Department of State.

<http://www.dos.state.ny.us/lgss/pdfs/Handbook.pdf>.

Methodology

Data Collection

Instrument Design

The Community Benchmarks Program (CBP) developed a technology checklist with the help of technology consultant Frank Shultz. Researchers used the instrument to conduct a technology audit of 30 municipalities in Onondaga County.

The final checklist included information about the number of computers, the number and types of printers, software and hardware, e-mail and Internet services, availability and funding of computer training, and Web site information. In addition, the municipal contact person was asked to rate his/her level of satisfaction with the various forms of technology within the municipality. A copy of the survey can be found in Appendix III.

Sample

The target population was the 35 municipalities within Onondaga County. The sample size was the 30 municipalities that participated in the study. The Towns of Clay, Dewitt, and Lysander and the Village of Fabius declined to participate in the study. Due to an oversight made by CPB, the Village of Solvay was never contacted.

Method of Contact

On Aug. 16, 2002, CBP Professor Carol Dwyer notified all chief elected officials of local governments by letter of plans to conduct the technology audit. A copy of the letter can be found in Appendix IV. Researchers were assigned to one of five teams on Sept. 10, 2002. Each of the teams was responsible for collecting data from the designated municipalities. Teams one through four were in charge of gathering information from the towns and villages within Onondaga County. The fifth team was responsible for conducting the audit of the City of Syracuse.

Teams one through four contacted the town or village clerk, or individual responsible for computers, in each of the municipalities. The researchers and respective contacts determined the best possible method to collect the data. Methods used included direct questioning of the contact person, faxing the contact person the instrument to complete, and access to the technology by researchers to visually gather the necessary information. In cases where students ran into difficulty in the data collection process, the municipalities were sent faxes requesting the completion of the attached checklist by Oct. 11. The date of final data collection was extended from the original deadline of Oct. 15, 2002 to Oct. 23, 2002.

Team Five met with Randy Scott, Director of Information Services for the City of Syracuse, on Sept. 12, 19 and 25. Mr. Scott provided the necessary contact information for the person in each department with the most knowledge about the computers in their unit. The designated individuals were faxed a letter of introduction on Sept. 27, informing them of the upcoming audit. The departments were called on Sept. 30 or October 1 to set up appointments to complete

the technology audit. Seven departments complied with this request. Since the information was due Oct. 15, unresponsive departments were contacted again on Oct. 4, by placing the introductory letter as well as the audit instrument in their personal mailboxes at city hall. The departments that did not respond by Oct. 11 were faxed again with a letter requesting that the instrument be completed and faxed back to the Public Affairs office no later than Oct. 15. Attempted contact was made with the Bureau of Accounts, Economic Development, Engineering, the Mayor's Office, Traffic, Treasury, Water and Water Shop. Contacts were attempted via fax and followed up by telephone or email. Many attempts to submit the audit were unsuccessful due to the inability to locate contact information and/or miscommunications between Team 5 and certain departments. The Mayor's Office is the only department that did not comply with the survey.

All contact information is located in Appendix II.

Data Analysis

Data entry went into a communal spreadsheet for comparison purposes. The data were separated into four categories including:

- City of Syracuse
- First Class Towns
- Second Class Towns
- Villages

The distinctions between First and Second Class Towns are based on population size. Further clarification is described in the Key Terms section of this report.

Graphs and tables were designed to present the data in a visual format, making it easy to interpret. The collected data were further broken down for use in the municipal pages, allowing readers to compare individual municipalities with averages for the 30 municipalities.

Quality of Data

Several methods of data collection were used to gather information for this study. To begin, researchers completed the surveys by questioning town clerks, department heads, or other municipal employees with knowledge of the subject matter. Other data for this study were self-reported by the municipalities. In some instances, researchers evaluated the computers at the individual sites. The accuracy of the data depends on the knowledge of the source completing the instrument.

Once the data were collected, researchers employed various quality assurance checks in order to verify the accuracy of the data entry process. Each team entered data into individual databases according to the codebooks created by the data coordinator, (see Appendix V). In many instances two members of each team took turns, one reading and one entering information. The next step in this process involved a member other than the individual initially entering the data checking every third field of the database to assure accurate entry. In some cases, team members checked all fields. The data coordinator then transferred the team data into the main database and conducted a final check of the compiled data.

A dilemma arises concerning questions containing an N/A response because numerous meanings are attached to this term. The slight variations of the interpretation of this response may alter the meaning. In some instances, the respondent may have answered N/A because the question didn't apply to his/her municipality. On other occasions, a blank response cannot be interpreted as it is uncertain whether the individual did not know the answer or simply refused to respond. N/A also represents phone and fax numbers, email addresses, title of contacts, and departments that the researchers could not obtain.

Data Presentation

The data are displayed in the Findings as pie charts, bar graphs and tables representing all municipalities within Onondaga County. The Municipal Pages are tables containing data for each municipality along with some limited comparative data.

FINDINGS

1. 80% of departments in the City of Syracuse have one or more computers per employee.

**Figure 1: Number of Computers in the City of Syracuse
n=15**

<i>CITY OF SYRACUSE DEPARTMENTS</i>	<i>COMPUTER USE</i>		
	Number of Computers	Number of Employees who use Computers	Number of Computers to Number of Employees who use Computers
Assessment	13	13	1:1
Audit	4	4	1:1
Aviation	74	60	37:30
City Clerk	8	7	8:7
Code Enforcement	25	49	25:49
Common Council	7	7	1:1
Fire	63	150	21:50
Information Systems	8	7	8:7
Law	29	29	1:1
Management & Budget	9	9	1:1
Parks	26	26	1:1
Personnel	4	4	1:1
Police	250	550	5:11
Public Works	19	18	19:18
Research	6	4	3:2

Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

2. 50% of First Class Towns in Onondaga County have more than one computer per employee.

**Figure 2: Number of Computers in First Class Towns
n=6**

FIRST CLASS TOWNS	COMPUTER USE		
	Number of Computers	Number of Employees who use Computers	Number of Computers to Number of Employees who use Computers
Town of Camillus	37	51	37:51
Town of Cicero	15	16	15:16
Town of Geddes	26	23	26:23
Town of Manlius	40	60	2:3
Town of Onondaga	26	16	13:8
Town of Salina	37	42	37:42
Town of Van Buren	15	14	15:14

Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

3. 88% of Second Class Towns in Onondaga County have one or more computer per employee.

**Figure 3: Number of Computers in Second Class Towns
n=9**

<i>SECOND CLASS TOWNS</i>	<i>COMPUTER USE</i>		
	Number of Computers	Number of Employees who use Computers	Number of Computers to Number of Employees who use Computers
Town of Elbridge	10	8	5:4
Town of Fabius	1	1	1:1
Town of LaFayette	7	8	7:8
Town of Marcellus	12	11	12:11
Town of Otisco	2	1	2:1
Town of Pompey	3	3	1:1
Town of Skaneateles	24	22	12:11
Town of Spafford	3	3	1:1
Town of Tully	7	8	7:8

Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

4. 58% of villages in Onondaga County have one or more computer per employee.

**Figure 4: Number of Computers in Villages
n=12**

<i>VILLAGES</i>	<i>COMPUTER USE</i>		
	Number of Computers	Number of Employees who use Computers	Number of Computers to Number of Employees who use Computers
Village of Baldwinsville	16	22	8:11
Village of Camillus	3	3	1:1
Village of East Syracuse	31	25	31:25
Village of Elbridge	3	2	3:2
Village of Fayetteville	4	3	4:3
Village of Jordan	5	3	5:3
Village of Liverpool	15	35	3:7
Village of Manlius	48	N/A	N/A
Village of Marcellus	4	6	2:3
Village of Minoa	9	7	9:7
Village of North Syracuse	27	28	27:28
Village of Skaneateles	5	5	1:1
Village of Tully	1	2	1:2

Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

5. On average, the City of Syracuse has more inkjet printers than laser or dot matrix printers.

**Figure 5: Number and Type of Printers in the City of Syracuse
n=15**

CITY OF SYRACUSE DEPARTMENTS	PRINTER TYPE		
	Laser	Inkjet	Dot Matrix
Assessment	3	1	0
Audit	2	1	0
Aviation	40	0	0
City Clerk	4	0	1
Code Enforcement	13	4	3
Common Council	4	0	0
Fire	1	62	12
Information Systems	3	2	1
Law	7	0	0
Management & Budget	6	2	0
Parks	8	5	1
Personnel	1	1	0
Police	12	15	3
Public Works	15	3	0
Research	1	2	0
AVERAGE	8	9	4

Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

Comments: The zeros in the chart may indicate either no printers or no response to the survey question. One out of 15 of the departments in the City of Syracuse was dissatisfied with their printers stating “one Deskjet 540 jams frequently.”

6. On average, First Class Towns in Onondaga County have more laser printers than inkjet or dot matrix printers.

**Figure 6: Number and Type of Printers in First Class Towns
n=7**

FIRST CLASS TOWNS	PRINTER TYPE		
	Laser	Inkjet	Dot Matrix
Town of Camillus	10	6	4
Town of Cicero	2	6	2
Town of Geddes	10	2	2
Town of Manlius	1	1	2
Town of Onondaga	9	7	1
Town of Salina	13	9	5
Town of Van Buren	5	6	3
AVERAGE	7	5	3

Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

Comments: The zeros in the chart may indicate either no printers or no answer to the survey question. Two out of seven First Class Towns in Onondaga County were dissatisfied with their printers. Their statements are as follow: “[printers are] always being repaired” and “printers are slow, but [we] don’t use them much.” General comments include “some of the employees want newer printers, and others are satisfied.”

7. On average, Second Class Towns have more laser printers than inkjet or dot matrix printers.

**Figure 7: Number and Type of Printers in Second Class Towns
n=9**

SECOND CLASS TOWNS	PRINTER TYPE		
	Laser	Inkjet	Dot Matrix
Town of Elbridge	4	1	4
Town of Fabius	0	0	1
Town of LaFayette	4	2	1
Town of Marcellus	2	5	3
Town of Otisco	2	0	1
Town of Pompey	1	2	0
Town of Skaneateles	12	5	5
Town of Spafford	0	1	1
Town of Tully	4	3	0
AVERAGE	4	3	2

Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

Comments: The zeros in the chart may indicate either no printers or no answer to the survey question. One out of nine Second Class Towns in Onondaga County was dissatisfied with their printers stating that “dot matrix has limited uses.” A general comment was “[printers] could be more user friendly; it is hard to solve problems.”

8. On average, villages in Onondaga County have more inkjet printers than laser or dot matrix printers.

**Figure 8: Number and Type of Printers in Villages
n=13**

<i>VILLAGES</i>	<i>PRINTER TYPE</i>		
	Laser	Inkjet	Dot Matrix
Village of Baldwinsville	3	3	1
Village of Camillus	2	1	1
Village of East Syracuse	5	8	3
Village of Elbridge	0	2	1
Village of Fayetteville	3	0	1
Village of Jordan	0	3	2
Village of Liverpool	2	6	2
Village of Manlius	6	15	
Village of Marcellus	1	2	1
Village of Minoa	5	0	1
Village of North Syracuse	4	3	1
Village of Skaneateles	2	2	3
Village of Tully	1	0	1
AVERAGE	3	5	2

Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

Comments: The zeros in the chart may indicate either no printers or no answer to the survey question. A general comment was “color printer capability desired.”

9. 100% of departments within the City of Syracuse use Windows 98 as their operating system.

**Figure 9: Operating Systems in the City of Syracuse
n=15**

CITY OF SYRCUSE DEPARTMENTS	OPERATING SYSTEMS				
	Windows 95	Windows 98	Windows ME	Windows NT	Windows 2000
Assessment		✓			
Audit		✓			
Aviation	✓	✓		✓	✓
City Clerk		✓			✓
Code Enforcement	✓	✓			
Common Council		✓			✓
Fire		✓	✓	✓	
Information Systems		✓		✓	✓
Law		✓			✓
Management & Budget		✓			✓
Parks		✓		✓	
Personnel		✓			✓
Police	✓	✓		✓	✓
Public Works	✓	✓		✓	✓
Research		✓			✓
PERCENTAGE	27%	100%	7%	4%	67%

Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

10. 100% of First Class Towns in Onondaga County use Windows 98 as their operating system.

Figure 10: Operating Systems in First Class Towns
n=7

FIRST CLASS TOWNS	OPERATING SYSTEMS				
	Windows 95	Windows 98	Windows ME	Windows NT	Windows 2000
Town of Camillus		✓			✓
Town of Cicero		✓			
Town of Geddes	✓	✓			✓
Town of Manlius		✓			✓
Town of Onondaga		✓			
Town of Salina		✓			✓
Town of Van Buren	✓	✓			✓
PERCENTAGE	29%	100%	0%	0%	71%

Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

11. 67% of Second Class Towns in Onondaga County use Windows 98 as their operating system.

Figure 11: Operating Systems in Second Class Towns
n=9

SECOND CLASS TOWNS	OPERATING SYSTEMS				
	Windows 95	Windows 98	Windows ME	Windows NT	Windows 2000
Town of Elbridge	✓	✓			
Town of Fabius		✓			
Town of LaFayette		✓			
Town of Marcellus		✓			✓
Town of Otisco					✓
Town of Pompey					
Town of Skaneateles		✓			✓
Town of Spafford			✓		
Town of Tully	✓	✓	✓		✓
PERCENTAGE	22%	67%	22%	0%	44%

Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

Comments: The Town of Spafford has Windows 3.1 and DOS operating systems.

12. 77% of villages in Onondaga County use Windows 98 as their operating system.

**Figure 12: Operating Systems in Villages
n=13**

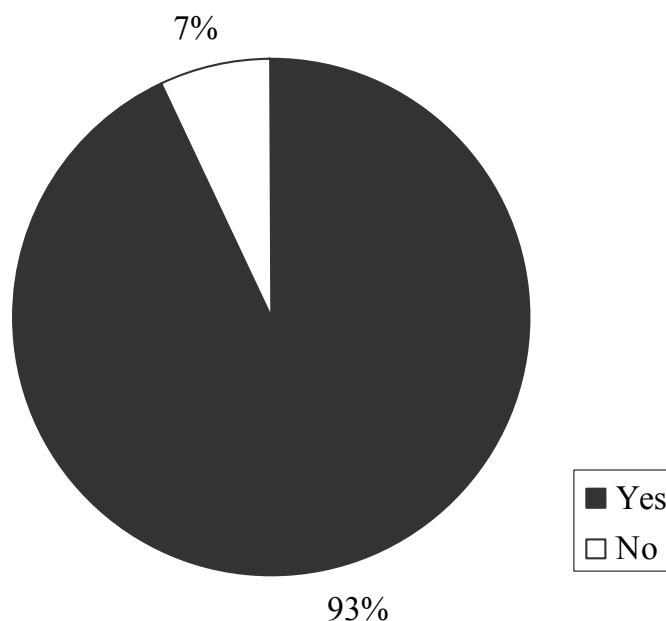
<i>VILLAGES</i>	<i>OPERATING SYSTEMS</i>				
	Windows 95	Windows 98	Windows ME	Windows NT	Windows 2000
Village of Baldwinsville		✓		✓	✓
Village of Camillus		✓			
Village of East Syracuse	✓	✓		✓	✓
Village of Elbridge		✓			
Village of Fayetteville		✓			
Village of Jordan	✓			✓	
Village of Liverpool		✓			✓
Village of Manlius		✓			✓
Village of Marcellus		✓			
Village of Minoa	✓				
Village of North Syracuse		✓		✓	✓
Village of Skaneateles		✓			
Village of Tully					
PERCENTAGE	23%	77%	8%	31%	38%

Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

Comments: The Village of Minoa has a DOS operating system.

13. 93% of municipalities in Onondaga County have email capacity.

Figure 13: Email Capacity
n = 29

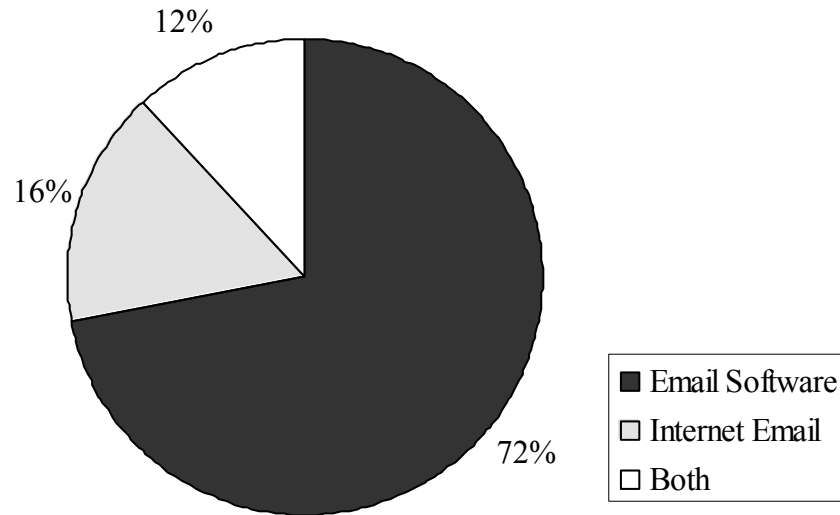


Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

Email Capacity	City of Syracuse, Town of Camillus, Town of Cicero, Town of Elbridge, Town of Geddes, Town of LaFayette, Town of Manlius, Town of Marcellus, Town of Onondaga, Town of Salina, Town of Skaneateles, Town of Spafford, Town of Tully, Town of Van Buren, Village of Baldwinsville, Village of Camillus, Village of East Syracuse, Village of Elbridge, Village of Fayetteville, Village of Jordan, Village of Liverpool, Village of Manlius, Village of Marcellus, Village of Minoa, Village of North Syracuse, Village of Skaneateles, Village of Tully
No Email Capacity	Town of Fabius, Town of Otisco

14. 72% of municipalities in Onondaga County use email software.

Figure 14: Type of Email
n = 25



Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

Comments: Email software is an office program that is downloaded to a computer. The respondents' email software programs include Dreamscape, Eudora Light, Outlook, Outlook Express, and Pegasus. Internet email is acquired through Internet providers and is not downloaded to a computer. The respondents' Internet email includes AOL, Hotmail, Juno, Netscape, and Yahoo.

Email Software	City of Syracuse, Town of Camillus, Town of Elbridge, Town of Geddes, Town of Marcellus, Town of Onondaga, Town of Pompey, Town of Salina, Town of Skaneateles, Town of Spafford, Village of Baldwinsville, Village of East Syracuse, Village of Elbridge, Village of Fayetteville, Village of Liverpool, Village of Manlius, Village of North Syracuse, Village of Tully
Internet Email	Town of LaFayette, Village of Camillus, Village of Jordan, Village of Marcellus
Both	Town of Cicero, Town of Tully, Village of Skaneateles

15. 100% of departments within the City of Syracuse use Microsoft 2000 as their office product.

**Figure 15: Office Products in the City of Syracuse
n=15**

CITY OF SYRCUSE DEPARTMENTS	OFFICE PRODUCTS					
	Microsoft 97	Microsoft 2000	Microsoft 2001	Microsoft XP	Word Perfect	Microsoft Works
Assessment	✓	✓				
Audit		✓				
Aviation		✓			✓	
City Clerk		✓				
Code Enforcement		✓			✓	
Common Council	✓	✓				
Fire	✓	✓		✓	✓	✓
Information Systems		✓		✓		
Law	✓	✓				
Management & Budget	✓	✓				
Personnel	✓	✓			✓	
Police	✓	✓				
Public Works	✓	✓				
Purchasing Division of Budget	✓	✓		✓	✓	✓
Research	✓	✓				
PERCENTAGE:	67%	100%	0%	20%	33%	13%

Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

16. Microsoft 97, Microsoft 2000, and Microsoft XP are the favored software products used by First Class Towns in Onondaga County.

Figure 16: Office Products in First Class Towns
n=7

<i>FIRST CLASS TOWNS</i>	<i>OFFICE PRODUCTS</i>					
	Microsoft 97	Microsoft 2000	Microsoft 2001	Microsoft XP	Word Perfect	Microsoft Works
Town of Camillus		✓				
Town of Cicero				✓	✓	
Town of Geddes	✓					
Town of Manlius				✓		
Town of Onondaga					✓	
Town of Salina	✓	✓		✓		
Town of Van Buren	✓	✓				✓
PERCENTAGE:	43%	43%	0%	43%	29%	14%

Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

17. 67% of Second Class Towns in Onondaga County use Microsoft 2000 as their office product.

**Figure 17: Office Products in Second Class Towns
n=9**

<i>SECOND CLASS TOWNS</i>	<i>OFFICE PRODUCTS</i>					
	Microsoft 97	Microsoft 2000	Microsoft 2001	Microsoft XP	Word Perfect	Microsoft Works
Town of Elbridge		✓				
Town of Fabius		✓			✓	
Town of LaFayette		✓				
Town of Marcellus		✓				
Town of Otisco						
Town of Pompey				✓		
Town of Skaneateles	✓	✓				✓
Town of Spafford						
Town of Tully		✓		✓	✓	✓
PERCENTAGE:	11%	67%	0%	22%	22%	22%

Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

18. 69% of villages in Onondaga County use Microsoft 2000 as their office product.

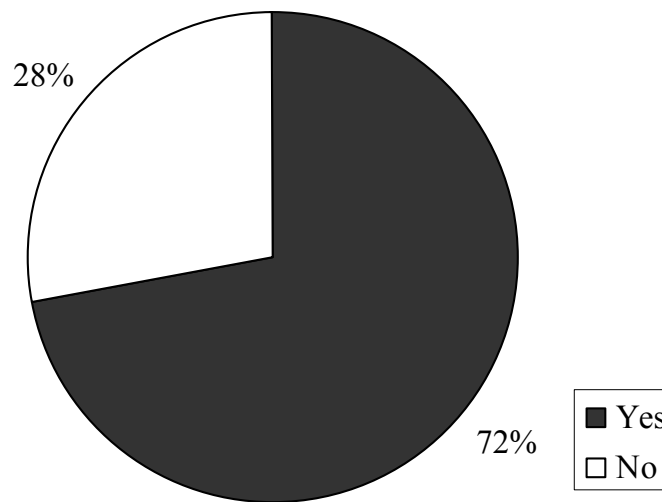
Figure 18: Office Products in Villages
n=13

<i>VILLAGES</i>	<i>OFFICE PRODUCTS</i>					
	Microsoft 97	Microsoft 2000	Microsoft 2001	Microsoft XP	Word Perfect	Microsoft Works
Village of Baldwinsville		✓				
Village of Camillus		✓				
Village of East Syracuse		✓				
Village of Elbridge	✓					
Village of Fayetteville		✓				
Village of Jordan	✓					✓
Village of Liverpool	✓	✓				
Village of Manlius		✓				
Village of Marcellus		✓				
Village of Minoa		✓				
Village of North Syracuse	✓	✓		✓		
Village of Skaneateles	✓					
Village of Tully				✓		
PERCENTAGE:	38%	69%	0%	15%	0%	8%

Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

19. 72% of municipalities in Onondaga County have networked computers.

Figure 19: Networked Computers
n = 29



Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

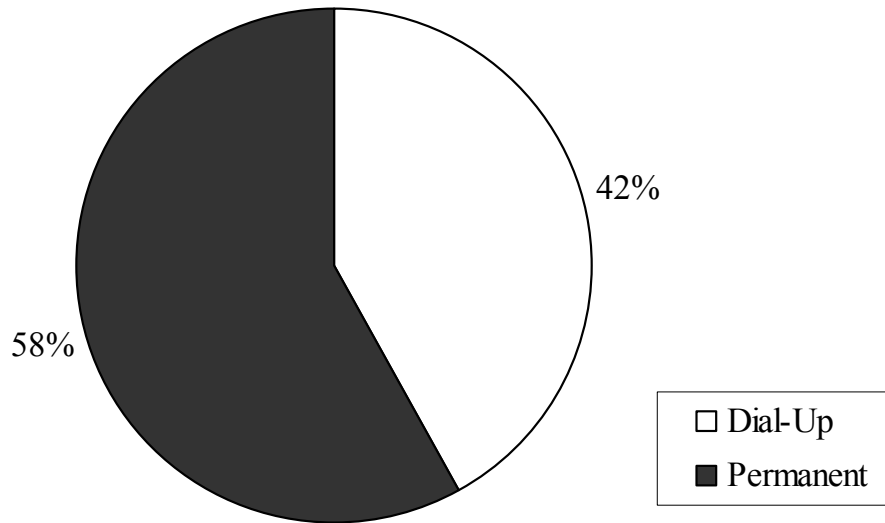
Comments: A network is a collection of two or more computers and associated devices that are linked together with communications equipment. Once connected, each member of the network can benefit by sharing software, hardware and information.

Networked Computers	City of Syracuse, Town of Camillus, Town of Cicero, Town of Elbridge, Town of Fabius, Town of Geddes, Town of LaFayette, Town of Manlius, Town of Marcellus, Town of Otisco, Town of Pompey, Town of Salina, Town of Skaneateles, Town of Spafford, Town of Tully, Town of Van Buren, Village of Baldwinsville, Village of Camillus, Village of East Syracuse, Village of Elbridge, Village of Fayetteville
Not Networked Computers	Village of Jordan, Village of Liverpool, Village of Manlius, Village of Marcellus, Village of Minoa, Village of North Syracuse, Village of Skaneateles, Village of Tully

20. 58% of municipalities in Onondaga County are connected to the Internet through a permanent connection.

Figure 20: Type of Internet Connection

n = 26



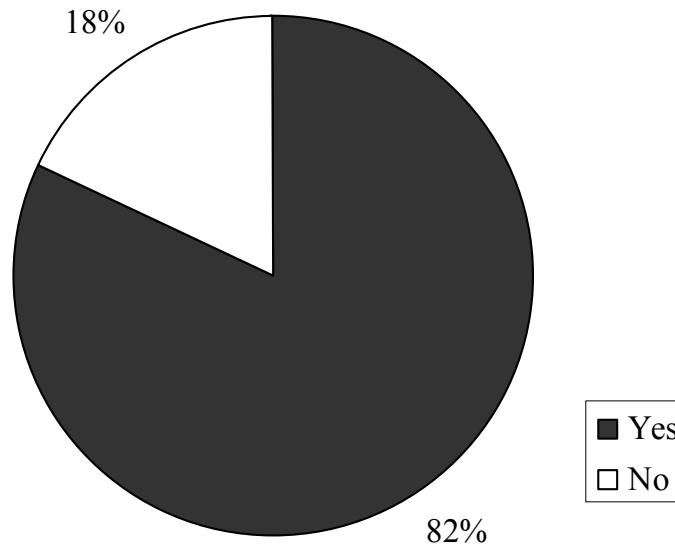
Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

Comments: Dial-up connection is an internet connection that uses a main telephone line. Permanent connection is a high-speed internet connection that allows the user to access the internet immediately without using a main telephone line (i.e. DSL, Roadrunner). The Village of East Syracuse has both dial-up and permanent connections.

Dial-Up	Town of LaFayette, Town of Onondaga, Town of Pompey, Town of Skaneateles, Town of Spafford, Town of Tully, Town of Van Buren, Village of Camillus, Village of Elbridge, Village of Jordan, Village of Marcellus, Village of Tully
Permanent	City of Syracuse, Town of Camillus, Town of Cicero Town of Elbridge, Town of Geddes, Town of Manlius, Town of Marcellus, Town of Salina, Town of Skaneateles, Village of Baldwinsville, Village of Fayetteville, Village of Liverpool, Village of Manlius, Village of Minoa, Village of North Syracuse, Village of Skaneateles

21. 82% of municipalities in Onondaga County allocate funding annually for computer repairs and/or upgrades.

Figure 21: Funding Allocated Annually for Computer Repairs and Upgrades
n = 28

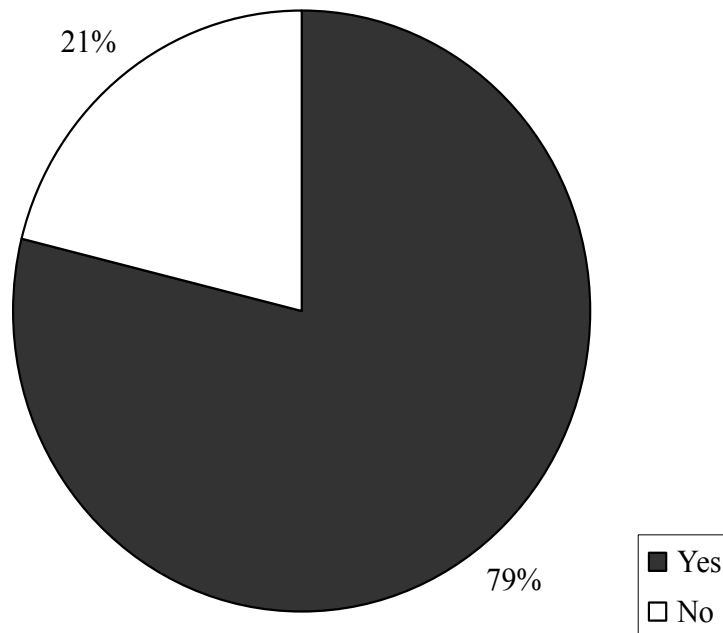


Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

Allocated	City of Syracuse, Town of Camillus, Town of Cicero, Town of Fabius, Town of Geddes, Town of LaFayette, Town of Manlius, Town of Marcellus, Town of Onondaga, Town of Otisco, Town of Salina, Town of Skaneateles, Town of Tully, Town of Van Buren, Village of Baldwinsville, Village of East Syracuse, Village of Elbridge, Village of Jordan, Village of Liverpool, Village of Manlius, Village of Marcellus, Village of North Syracuse, Village of Skaneateles
Not Allocated	Town of Elbridge, Town of Spafford, Village of Camillus, Village of Minoa, Village of Tully

22. 79% of municipalities in Onondaga County offer software training to their employees.

Figure 22: Software Training Offered to Employees
n = 29

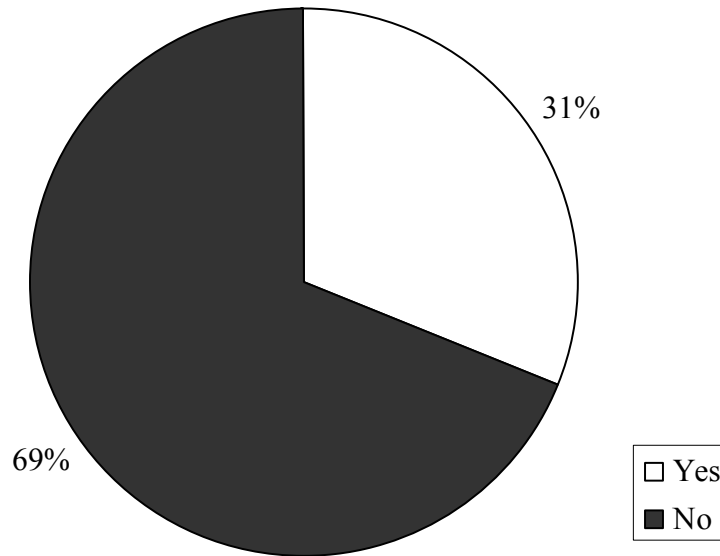


Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

Offers Training	City of Syracuse, Town of Camillus, Town of Cicero, Town of Elbridge, Town of Fabius, Town of Geddes, Town of Manlius, Town of Marcellus, Town of Onondaga, Town of Otisco, Town of Salina, Town of Skaneateles, Town of Spafford, Town of Tully, Village of Baldwinsville, Village of East Syracuse, Village of Elbridge, Village of Jordan, Village of Liverpool, Village of Manlius, Village of Minoa, Village of North Syracuse, Village of Tully
No Training Offered	Town of LaFayette, Town of Pompey, Village of Camillus, Village of Fayetteville, Village of Marcellus, Village of Skaneateles

23. 69% of municipalities in Onondaga County do not have a staff member who is responsible for computer support.

Figure 23: Staff Member is Responsible for Computer Support
n = 29

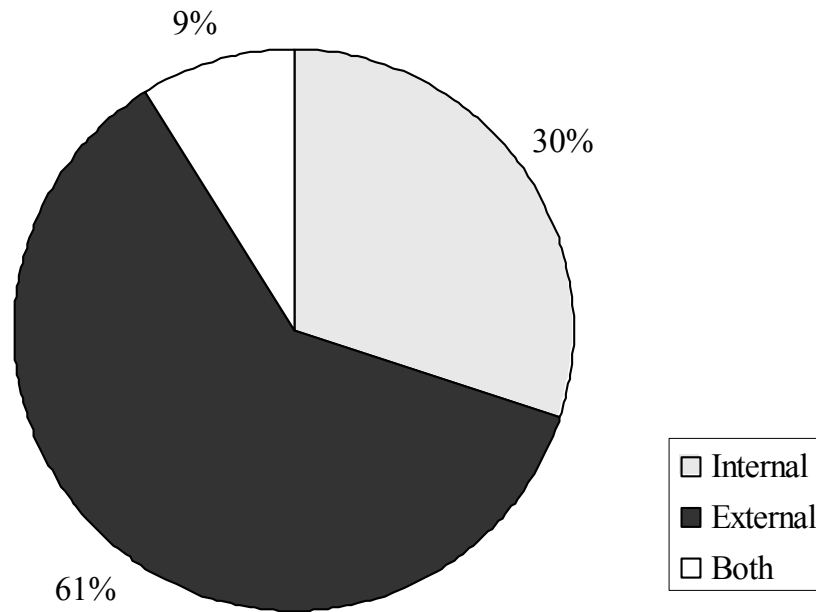


Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

Computer Staff	City of Syracuse, Town of Camillus, Town of Cicero, Town of LaFayette, Village of Baldwinsville, Village of East Syracuse, Village of Fayetteville, Village of Manlius, Village of North Syracuse
No Computer Staff	Town of Elbridge, Town of Fabius, Town of Geddes, Town of Manlius, Town of Marcellus, Town of Onondaga, Town of Otisco, Town of Pompey, Town of Salina, Town of Skaneateles, Town of Spafford, Town of Tully, Town of Van Buren, Village of Camillus, Village of Elbridge, Village of Jordan, Village of Marcellus, Village of Minoa, Village of Skaneateles, Village of Tully

24. 61% of municipalities in Onondaga County receive computer support from an external source.

Figure 24: Type of Computer Support
n = 23



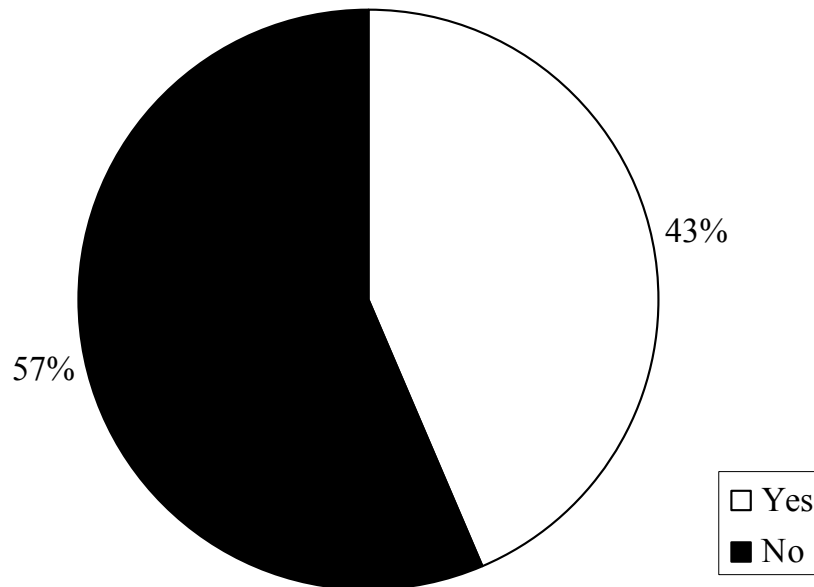
Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

Comments: Internal is defined as an employee within the municipality that is contacted for computer support; however their job description may not specifically include this responsibility. External is defined as an outside vendor, consultant, or volunteer that provides computer support for the municipality.

Internal	City of Syracuse, Town of Camillus, Town of Otisco, Town of Pompey, Town of Tully, Town of Van Buren, Village of East Syracuse
External	Town of Elbridge, Town of Geddes, Town of Manlius, Town of Onondaga, Town of Salina, Town of Skaneateles, Town of Spafford, Village of Camillus, Village of Elbridge, Village of Jordan, Village of Liverpool, Village of Marcellus, Village of Minoa, Village of Tully
Both	Town of Marcellus, Village of North Syracuse

25. 57% of municipalities in Onondaga County believe there is a downside to technology.

Figure 25: Technology has a Downside
n = 23

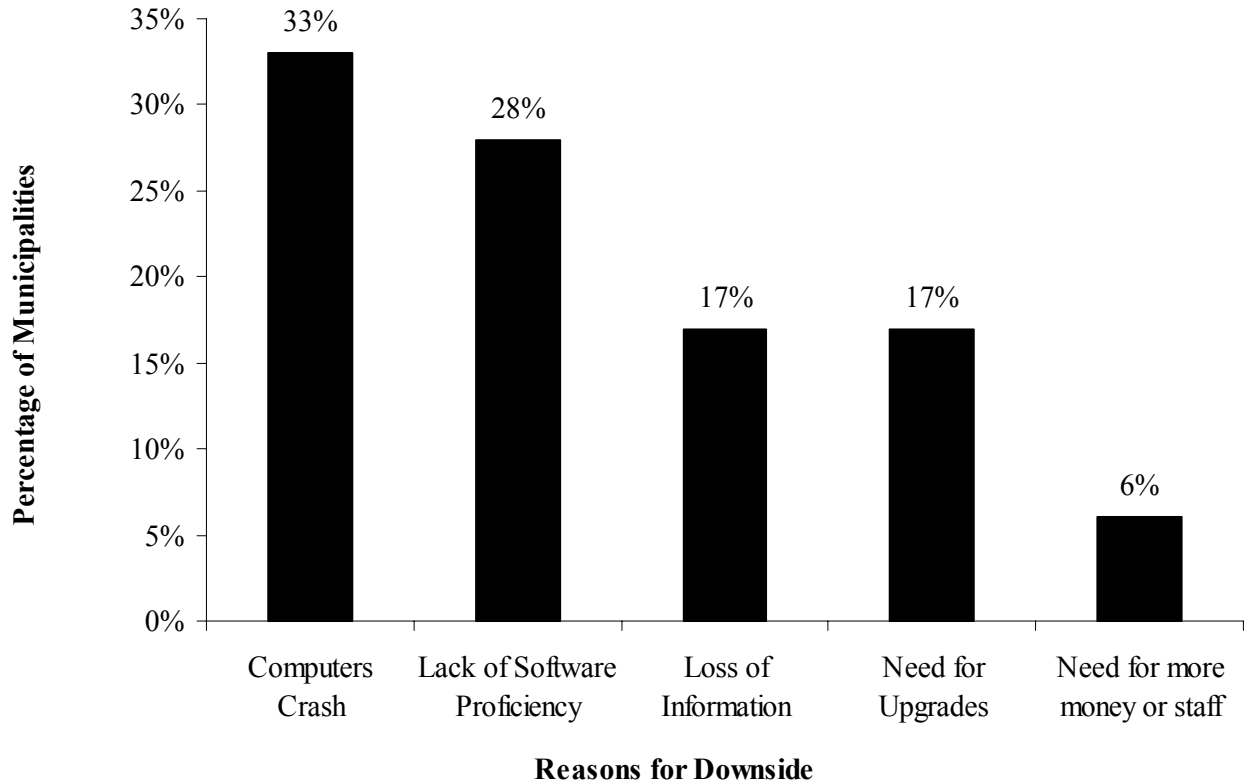


Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

Downside	City of Syracuse, Town of Elbridge, Town of LaFayette, Town of Manlius, Town of Marcellus, Town of Van Buren, Village of Camillus, Village of East Syracuse, Village of Manlius, Village of Skaneateles
No Downside	Town of Camillus, Town of Fabius, Town of Onondaga, Town of Otisco, Town of Pompey, Town of Salina, Town of Skaneateles, Town of Tully, Village of Elbridge, Village of Fayetteville, Village of Marcellus, Village of Minoa, Village of North Syracuse

26. 61% of municipalities in Onondaga County say there is a downside to technology, citing computer crashes or lack of software proficiency as the reason.

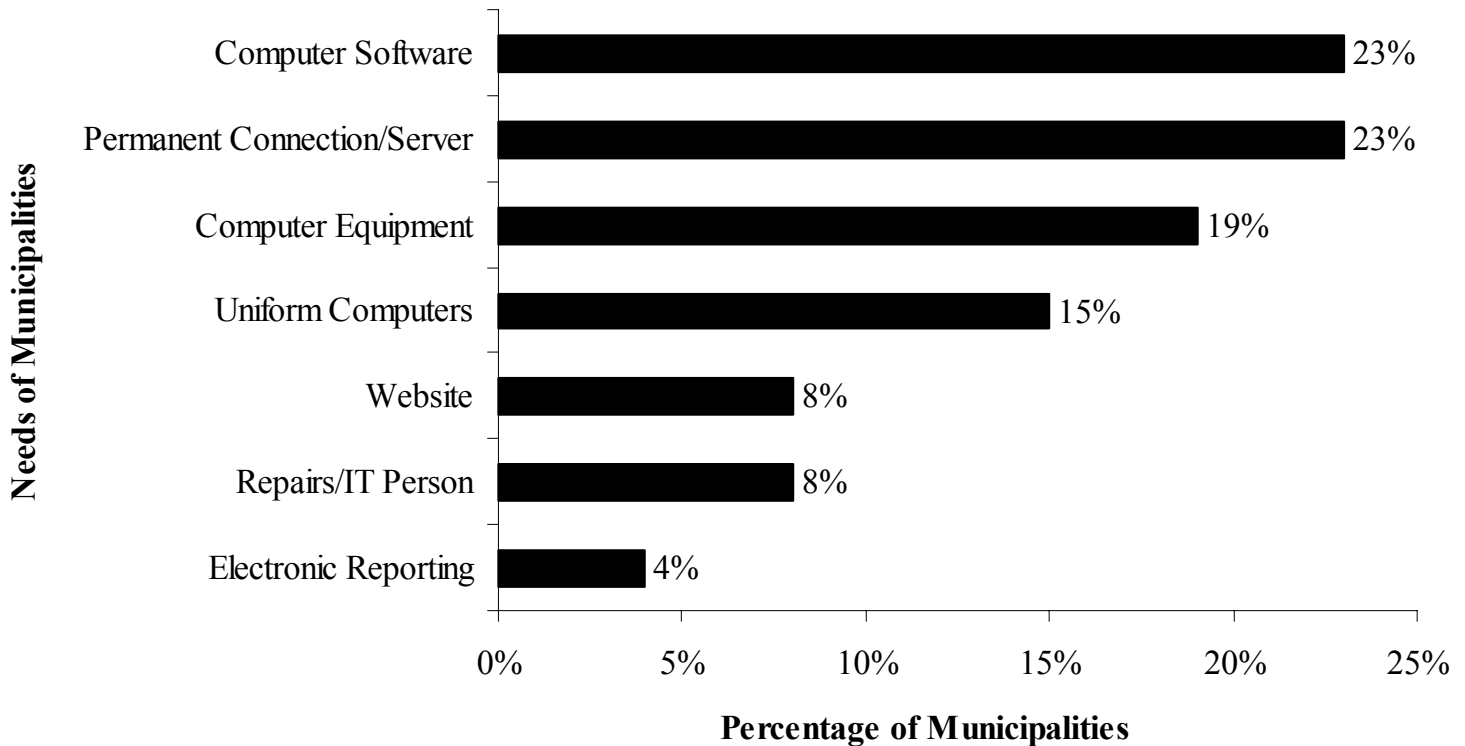
Figure 26: Reasons for Technology Downside
n = 18



Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

27. 65% of municipalities in Onondaga County list their top technology needs as computer software, a permanent connection or server and computer equipment.

Figure 27: Technology Needs
n = 26

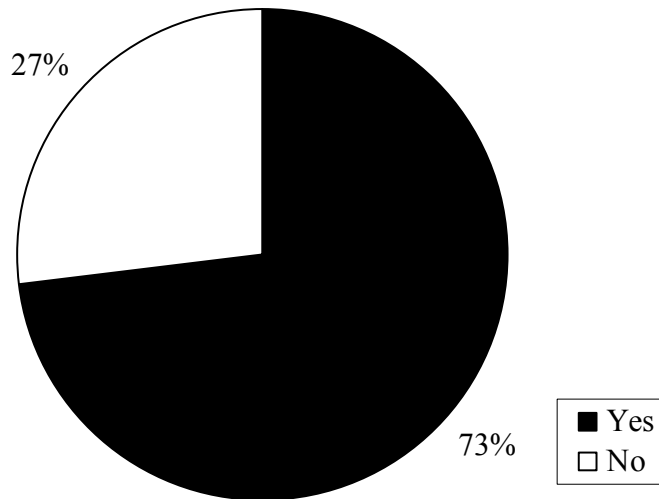


Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

Comments: Permanent connection is a high-speed internet connection that allows the user to access the Internet immediately without using a main telephone line (i.e. DSL, Roadrunner). A server is a computer that provides shared resources to network users. Computer equipment is laptops and palm pilots. Uniform computers are computers that function on the same operating systems. IT means information technology. Electronic reporting refers to forms that can be completed and submitted online.

28. 73% of municipalities in Onondaga County have a Web site.

Figure 28: Web Site Exists
n = 30

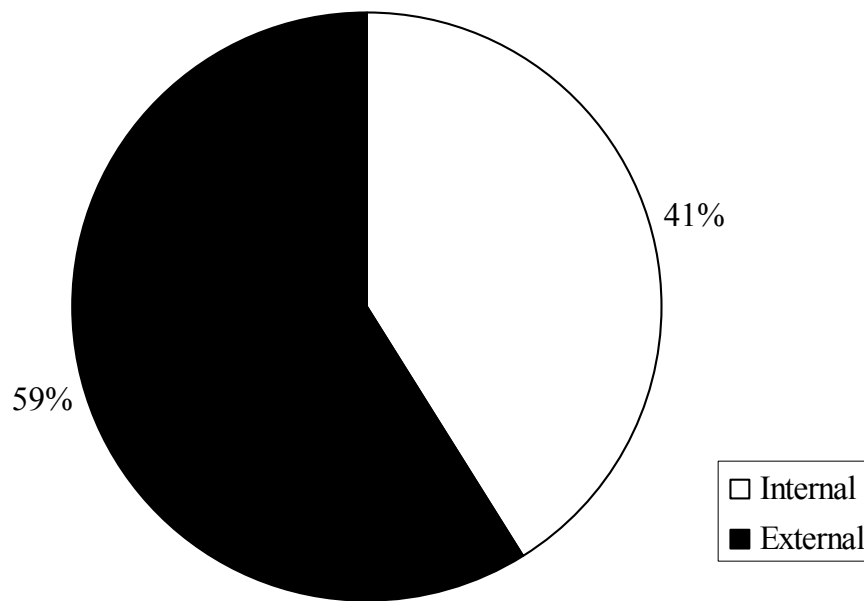


Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

Web Site	City of Syracuse, Town of Camillus, Town of Cicero, Town of Elbridge, Town of Fabius, Town of Geddes, Town of LaFayette, Town of Manlius, Town of Marcellus, Town of Pompey, Town of Salina, Town of Skaneateles, Town of Tully, Town of Van Buren, Village of Camillus, Village of Elbridge, Village of Fayetteville, Village of Liverpool, Village of Manlius, Village of Marcellus, Village of North Syracuse, Village of Tully
No Web Site	Town of Onondaga, Town of Otisco, Town of Spafford, Village of Baldwinsville, Village of East Syracuse, Village of Jordan, Village of Minoa, Village of Skaneateles

29. 59% of municipalities in Onondaga County use an external person/firm to maintain their Web site.

Figure 29: Type of Web Site Maintenance
n =17



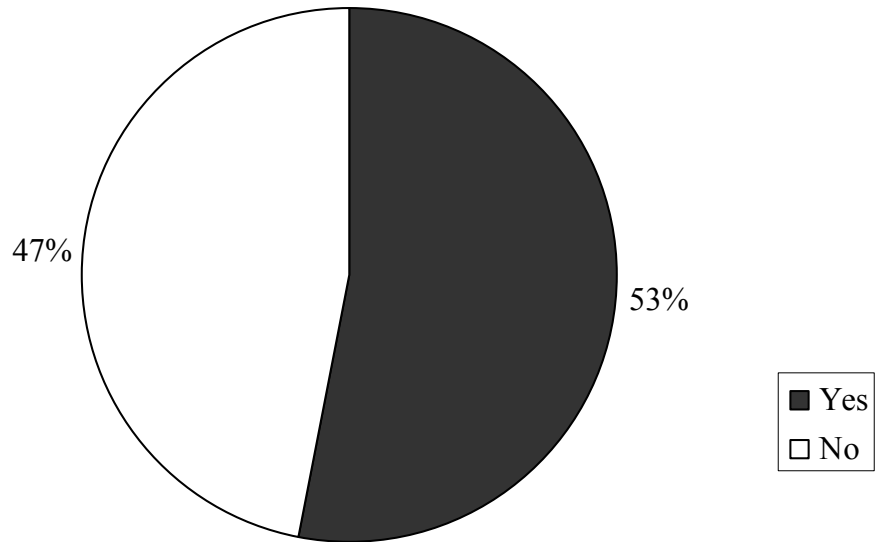
Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

Comments: Internal is defined as an employee within the municipality that maintains the Web site; however their job description may not specifically include this responsibility. External is defined as an outside vendor, consultant, or volunteer that maintains the municipality’s Web site.

Internal	City of Syracuse, Town of Manlius, Town of LaFayette, Town of Marcellus, Village of Liverpool, Village of Marcellus, Village of North Syracuse
External	Town of Cicero, Town of Elbridge, Town of Salina, Town of Skaneateles, Town of Tully, Town of Van Buren, Village of Camillus, Village of Elbridge, Village of Manlius, Village of Tully

30. 53% of municipalities in Onondaga County have a schedule for updating their Web site.

Figure 30: Web Site Updates Schedule
n = 17



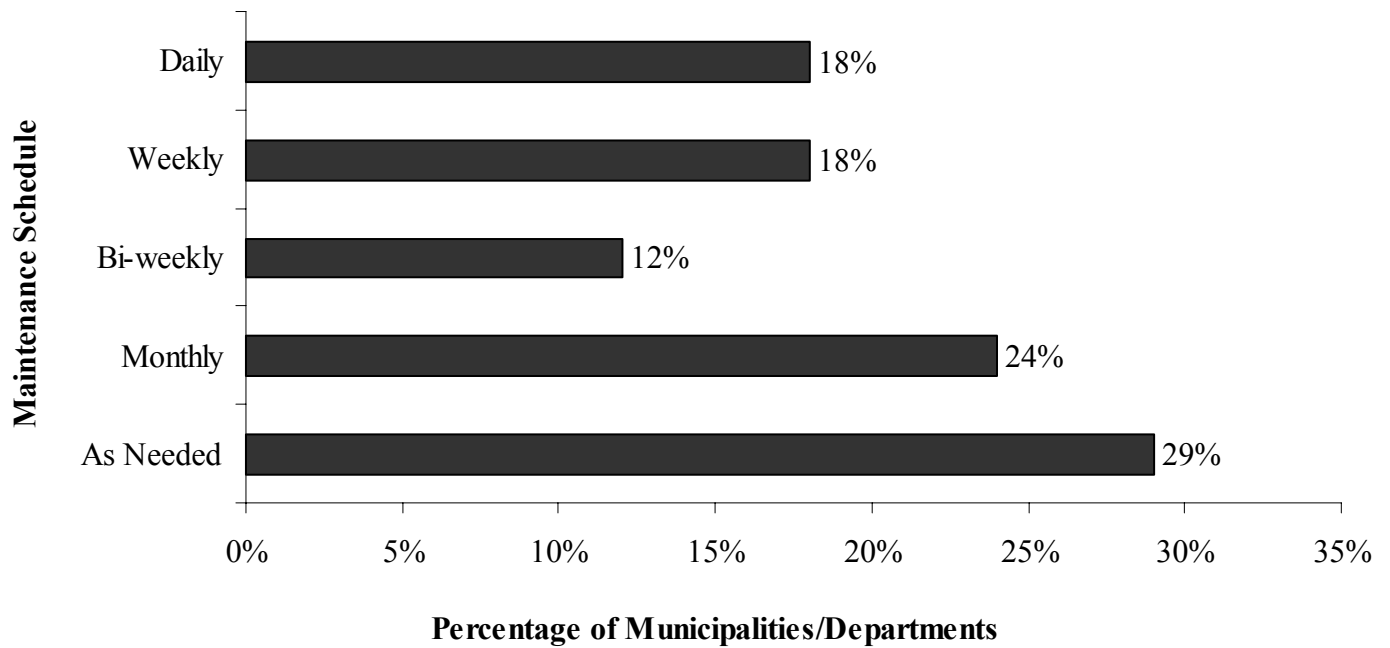
Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

Schedule	Town of Cicero, Town of LaFayette, Town of Manlius, Town of Marcellus, Town of Pompey, Town of Salina, Town of Skaneateles, Village of Camillus, Village of Liverpool, Village of North Syracuse
No Schedule	City of Syracuse, Town of Camillus, Town of Elbridge, Town of Tully, Town of Van Buren, Village of Elbridge, Village of Fayetteville

31. 53% of municipalities in Onondaga County update their Web site monthly or as needed.

Figure 31: Web Site Maintenance Schedule

n = 17

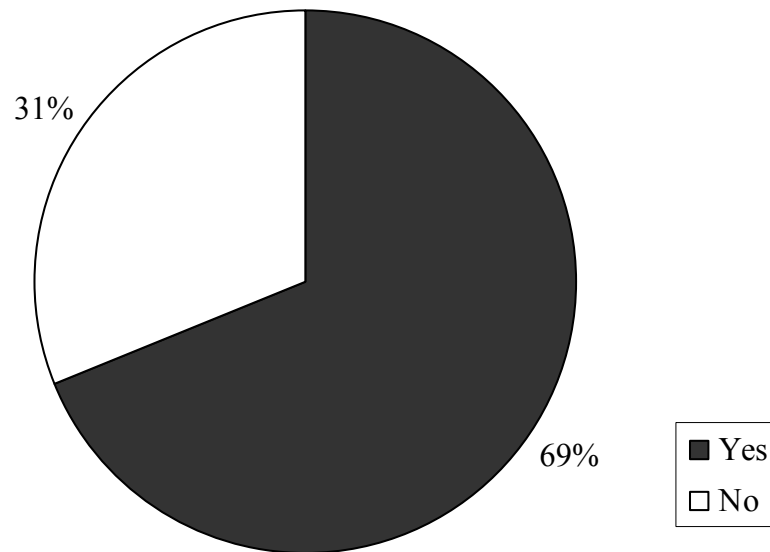


Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

Comments: Municipalities may have provided more than one answer due to departmental differences. The data could not be aggregated.

32. 69% of municipalities in Onondaga County have changed their Web site design in the past three years.

Figure 32: Web Site Design has Changed in the Past Three Years
n = 16

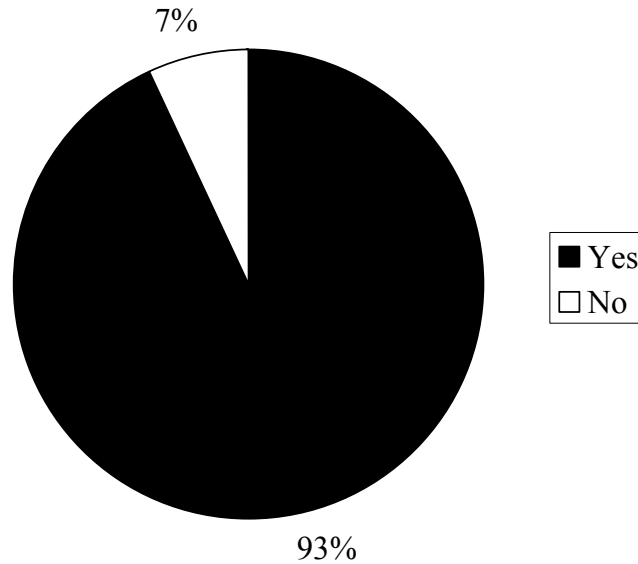


Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

Changed	City of Syracuse, Town of Cicero, Town of LaFayette, Town of Manlius, Town of Marcellus, Town of Salina, Town of Skaneateles, Village of Liverpool, Village of Manlius, Village of Marcellus, Village of North Syracuse
Not Changed	Town of Camillus, Town of Elbridge, Town of Pompey, Town of Tully, Village of Camillus

33. 93% of municipalities in Onondaga County believe it is valuable to have a Web site.

Figure 33: Percentage of Municipalities that find a Web Site Valuable
n=14

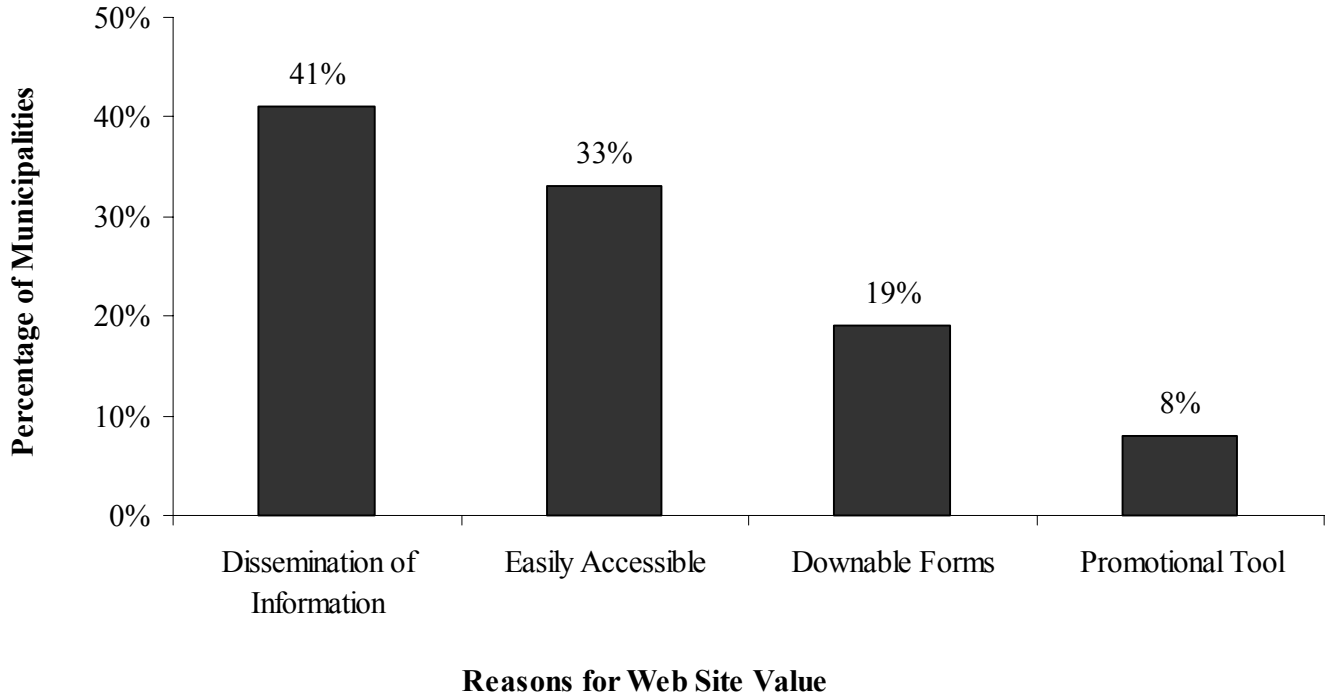


Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

Valuable	City of Syracuse, Town of Camillus, Town of LaFayette, Town of Manlius, Town of Marcellus, Town of Pompey, Town of Salina, Town of Skaneateles, Village of Fayetteville, Village of Liverpool, Village of Manlius, Village of Marcellus, Village of North Syracuse
Not Valuable	Town of Onondaga

34. 74% of the municipalities in Onondaga County say ease of information dissemination and accessibility are the primary value of a Web site.

Figure 34: Web Site Value
n = 27



Source: Community Benchmarks Program 2002, Technology Audit of Municipalities in Onondaga County.

Comments: Municipalities may have provided more than one answer.

Appendix I

Municipal Pages

Municipal Profiles

- Information for the City of Syracuse appears first, followed by an alphabetical listing of participating First Class Towns, Second Class Towns and Villages. Refer to page 7 for a definition of First and Second Class Towns.
- Population figures for municipalities are from the 2000 United States Census.
- Fiscal Year 2000 Expenditures are taken from the Municipal Finance Data provided by the Office of the NYS Comptroller.
- Land Area figures are obtained from the Municipal Reference Guide: New York, Western Edition 2002, published by Towndata.com Network, Inc., © 2001.
- The heading titled “Employees” represents the number of employees using computers, which may not equal the total number of employees within the department.
- *Internet Connection* and *Software Training* are italicized because the pie charts reflect comparative data for those fields.
- A record containing DK means the municipality did not know the information requested.
- A record containing N/A means the municipality did not answer the question or the question was not applicable.
- The following municipalities did not participate in the study: Town of Clay, Town of DeWitt, Town of Lysander and Village of Fabius.
 - The Village of Solvay is not included because researchers failed to contact them.

City of Syracuse



2000 Demographics	
Population	147,306
FY Expenditures	\$205,768,873
Land Area (in sq miles)	25.1

Department	Computers	Employees*	Printers
Assessment	13	13	4
Audit	4	4	3
Aviation	74	60	40
City Clerk	8	7	5
C Council	7	7	4
Codes Enf**	25	49	20
DPW	19	18	18
Fire	63	150	79
IT	8	7	6
Law	29	29	7
Management	9	9	8
Parks & Rec	26	26	14
Personnel	4	4	2
Police	250	550	30
Research	6	4	3
Total	545	937	243

Software/Hardware	
Operating System(s)	Windows 95, 98, ME, NT, 2000, XP; AS400; OS400
Office Products	MS Office, 97, 2000, XP; WordPerfect; MS Works; Lotus 123; Adobe;
Proprietary Software	Arc View GIS; AutoCAD LT 97; OnBase; Billing

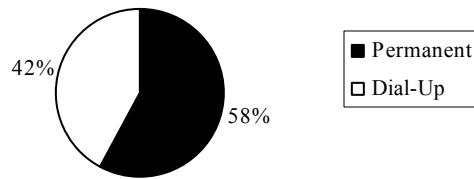
Proprietary Software (Cont)	Program; SDG; Sportslog; Dossier Fleet Management System; CHAIRS/PROS/DCOPS;
Email Client(s)	Outlook Express; Outlook
Amount of RAM (range)	16 MB – 512 MB
Hard Drive Size (range)	1.1 GB – 360 GB

Infrastructure	
Network	Yes
Internet Connection	Permanent
Internet Service Provider	Road Runner
Email Capability	Yes

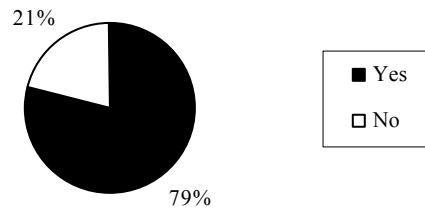
Training & Support	
Annual Funding	Yes
Software Training	Yes
IT Person on Staff	Yes

Web Site	
Web Address	www.syracuse.ny.us
Webmaster	IT Department
Update Frequency	weekly

**Type of Internet Connection Within
Municipalities Within Onondaga County**
N=26



**Percentage of Municipalities in Onondaga
County That Offer Software Training to Employees**
N=29



Comments:

* Employees heading reflects the number of employees using computers, which may not equal the total number of employees within the department

** Reflects Permits division only

All departments within the City did not participate, and therefore not all are listed.

Town of Camillus

First Class Town

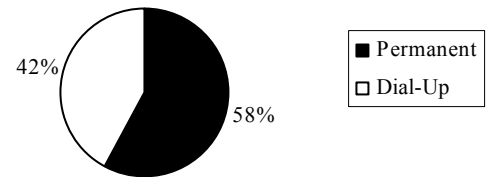


2000 Demographics	
Population	23,152
FY Expenditures	\$14,134,840
Land Area (in sq miles)	34.5

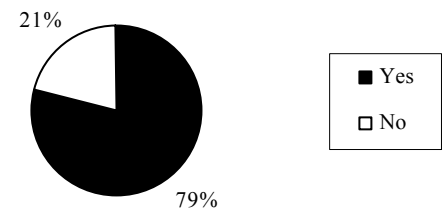
Computers	Employees *	Printers
37	51	20

Software/Hardware	
Operating System(s)	Windows 98, 2000, XP
Office Products	MS Office 2000
Proprietary Software	Code Enforcement Software; RPS; Water Bills Program and Tax Bills Program (by Write Concepts); EOS; Courtroom Program; BAS Clerks System
Email Client(s)	Outlook
Amount of RAM (range)	64 MB – 261 MB
Hard Drive Size (range)	4 GB – 19 GB
Infrastructure	
Network	Yes
Internet Connection	Permanent
Internet Service Provider	Choice One
Email Capability	Yes
Training & Support	
Annual Funding	Yes
Software Training	Yes
IT Person on Staff	Yes
Web Site	
Web Address	www.townofcamillus.com
Webmaster	ACC
Update Frequency	N/A

Type of Internet Connection Within Municipalities Within Onondaga County
N=26



Percentage of Municipalities in Onondaga County That Offer Software Training to Employees
N=29



Comments:

* Employees heading reflects the number of employees using computers, which may not equal the total number of employees within the department

Town of Cicero

First Class Town



2000 Demographics	
Population	31,000
FY Expenditures	\$6,339,302
Land Area (in sq miles)	48.5

Department	Computers	Employees*	Printers
Assessor	4	4	4
Code Enf.	4	4	1
Comptroller	2	2	2
Justice	4	4	2
Supervisor	1	2	1
Total	15	16	10

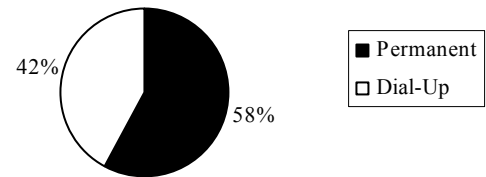
Software/Hardware	
Operating System(s)	Windows 98, XP
Office Products	MS Office XP; WordPerfect
Proprietary Software	GIS; RPS; Court Software
Email Client(s)	Outlook Express; Netscape Mail
Amount of RAM (range)	32 MB – 512 MB
Hard Drive Size (range)	2 GB – 80 GB

Infrastructure	
Network	Yes
Internet Connection**	N/A
Internet Service Provider	Roadrunner
Email Capability	Yes

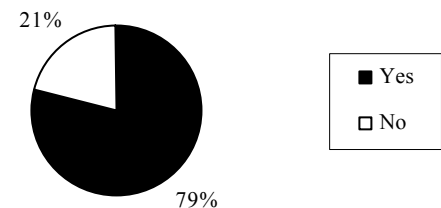
Training & Support	
Annual Funding	Yes
Software Training	No
IT Person on Staff	Yes

Web Site	
Web Address	www.ciceronewyork.com
Webmaster	Doug Pennock
Update Frequency	N/A

Type of Internet Connection Within Municipalities Within Onondaga County
N=26



Percentage of Municipalities in Onondaga County That Offer Software Training to Employees
N=29



Comments:

* Employees heading reflects the number of employees using computers, which may not equal the total number of employees within the department

**Pie Chart regarding Internet Connections only reflects municipalities who completed the question

Town of Geddes

First Class Town

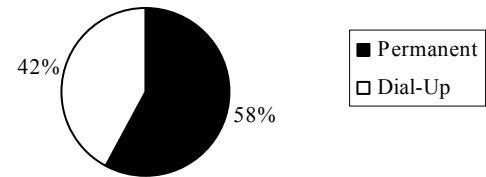


2000 Demographics	
Population	17,740
FY Expenditures	\$7,008,403
Land Area (in sq miles)	9.2

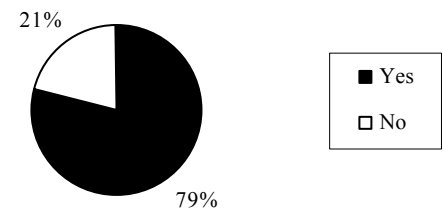
Department	Computers	Employees*	Printers
Assessor	4	4	3
Codes Enf.	1	1	1
Comptroller	3	3	1
Justice	2	2	2
Police	12	9	3
Supervisor	2	2	2
Town Clerk	2	2	2
Total	26	23	14

Webmaster	N/A
Update Frequency	N/A

Type of Internet Connection Within Municipalities Within Onondaga County
N=26



Percentage of Municipalities in Onondaga County That Offer Software Training to Employees
N=29



Software/Hardware	
Operating System(s)	Windows 95, 98, 2000
Office Products	MS Office 97
Proprietary Software	GIS; ARPUS
Email Client(s)	Outlook Express
Amount of RAM (range)	64 MB – 256 MB
Hard Drive Size (range)	4 GB – 38 GB
Infrastructure	
Network	Yes
Internet Connection	Permanent
Internet Service Provider	N/A
Email Capability	Yes
Training & Support	
Annual Funding	Yes
Software Training	Yes
IT Person on Staff	No
Web Site	
Web Address	None

Comments:

* Employees heading reflects the number of employees using computers, which may not equal the total number of employees within the department

Town of Manlius

First Class Town

2000 Demographics		
Population	31,872	
FY Expenditures	\$9,490,235	
Land Area (in sq miles)	49.6	
Computers	Employees *	Printers
40	60	30

Software/Hardware	
Operating System(s)	Windows 98, 2000
Office Products	MS Office XP
Proprietary Software	Clerk Software; Accounting Software
Email Client(s)	DK
Amount of RAM (range)	126 MB – 128 MB
Hard Drive Size (range)	4GB – 19 GB

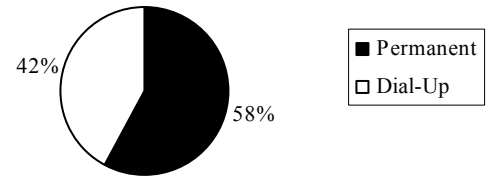
Infrastructure	
Network	Yes
Internet Connection	Permanent
Internet Service Provider	Time Warner
Email Capability	Yes

Training & Support	
Annual Funding	Yes
Software Training	Yes
IT Person on Staff	No

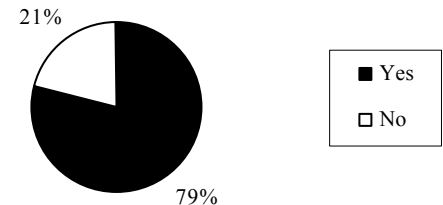
Web Site	
Web Address	www.townofmanlius.org
Webmaster	Town Manager
Update Frequency	Bi-Weekly



Type of Internet Connection Within
Municipalities Within Onondaga County
N=26



Percentage of Municipalities in Onondaga
County That Offer Software Training to Employees
N=29



Comments:

* Employees heading reflects the number of employees using computers, which may not equal the total number of employees within the department

Town of Onondaga

First Class Town



2000 Demographics		
Population	21,063	
FY Expenditures	\$6,240,953	
Land Area (in sq miles)	57.7	
Computers	Employees *	Printers
26	16	17

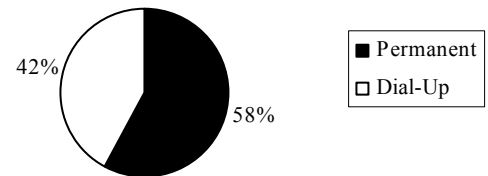
Software/Hardware	
Operating System(s)	Windows 98, XP
Office Products	WordPerfect
Proprietary Software	GIS; Court Program; InfoPay; Town Clerk Program; Director of Finance Software
Email Client(s)	Eudora Light
Amount of RAM (range)	N/A
Hard Drive Size (range)	N/A

Infrastructure	
Network	N/A
Internet Connection	Dial-Up
Internet Service Provider	Intermedia Comm.
Email Capability	Yes

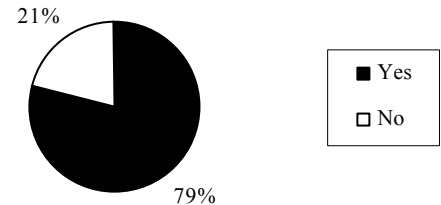
Training & Support	
Annual Funding	Yes
Software Training	Yes
IT Person on Staff	No

Web Site	
Web Address	No Web Site
Webmaster	N/A
Update Frequency	N/A

Type of Internet Connection Within Municipalities Within Onondaga County
N=26



Percentage of Municipalities in Onondaga County That Offer Software Training to Employees
N=29



Comments:

* Employees heading reflects the number of employees using computers, which may not equal the total number of employees within the department

Town of Salina

First Class Town



2000 Demographics		
Population	33,290	
FY Expenditures	\$8,667,897	
Land Area (in sq miles)	13.8	
Computers	Employees *	Printers
37	42	27

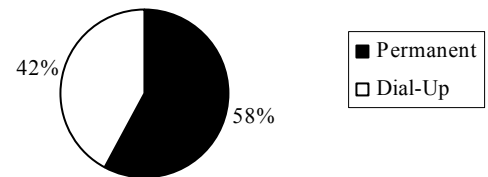
Software/Hardware	
Operating System(s)	Windows 98, 2000
Office Products	MS Office 97, 2000, XP
Proprietary Software	GIS; CASBOY; EIM; Blackband; RPS System; Court Program; BAS Town Clerk System
Email Client(s)	Outlook
Amount of RAM (range)	64 MB – 512 MB
Hard Drive Size (range)	4 GB – 20 GB

Infrastructure	
Network	Yes
Internet Connection	Permanent
Internet Service Provider	Road Runner
Email Capability	Yes

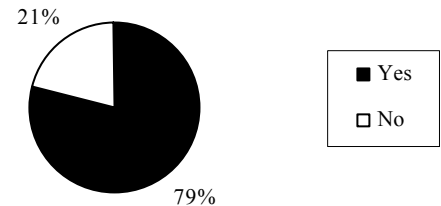
Training & Support	
Annual Funding	Yes
Software Training	Yes
IT Person on Staff	No

Web Site	
Web Address	www.salina.ny.us
Webmaster	Brokendreams.net
Update Frequency	Weekly

Type of Internet Connection Within Municipalities Within Onondaga County
N=26



Percentage of Municipalities in Onondaga County That Offer Software Training to Employees
N=29



Comments:

* Employees heading reflects the number of employees using computers, which may not equal the total number of employees within the department

Town of Van Buren

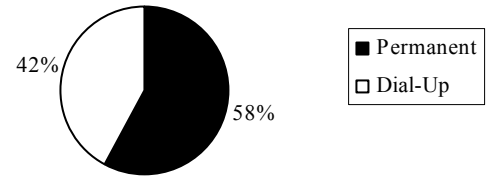
First Class Town



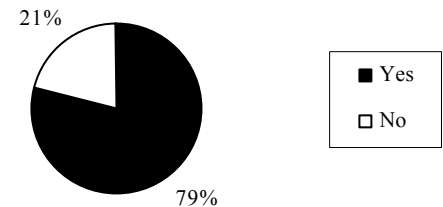
2000 Demographics		
Population	12,667	
FY Expenditures	4,609,541	
Land Area (in sq miles)	35.6	
Computers	Employees *	Printers
15	14	14

Software/Hardware	
Operating System(s)	Windows 95, 98, 2000
Office Products	MS Office 97, 2000; MS Works; Lotus 97
Proprietary Software	GIS; Real Property Tax Service; BAS; DAC; CodePro; Court Program; AFR Filing Software; Quickbooks; Infocu\$; EOS Accounting; Allen Tunnel
Email Client(s)	Baldwin Comm. Client
Amount of RAM (range)	32 MB – 256 MB
Hard Drive Size (range)	3 GB – 13 GB
Infrastructure	
Network	Yes
Internet Connection	Dial-Up
Internet Service Provider	Baldwin Comm.
Email Capability	Yes
Training & Support	
Annual Funding	Yes
Software Training	DK
IT Person on Staff	NO
Web Site	
Web Address	www.townofvanburen.com
Webmaster	Virtual Town Hall
Update Frequency	Weekly

Type of Internet Connection Within Municipalities Within Onondaga County
N=26



Percentage of Municipalities in Onondaga County That Offer Software Training to Employees
N=29



Comments:

* Employees heading reflects the number of employees using computers, which may not equal the total number of employees within the department

Town of Elbridge

Second Class Town

2000 Demographics	
Population	6,091
FY Expenditures	\$1,865,600
Land Area (in sq miles)	37.6

Computers	Employees *	Printers
10	8	9

Software/Hardware	
Operating System(s)	Windows 95, 98
Office Products	MS Office 2000
Proprietary Software	GIS; Clerk's Software; Info.Management
Email Client(s)	Outlook Express
Amount of RAM (range)	32 MB – 320 MB
Hard Drive Size (range)	3 GB – 13 GB

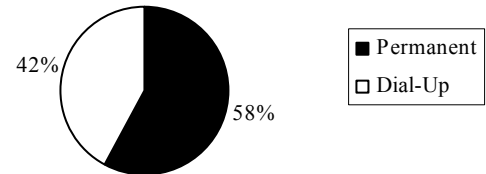
Infrastructure	
Network	No
Internet Connection	Permanent
Internet Service Provider	Road Runner
Email Capability	Yes

Training & Support	
Annual Funding	No
Software Training	Yes
IT Person on Staff	No

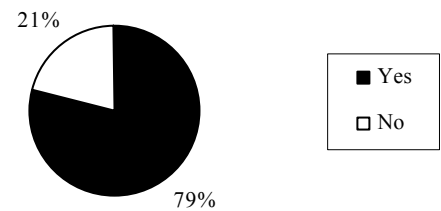
Web Site	
Web Address	www.townofelbridge.org
Webmaster	Baldwin Comm.
Update Frequency	No Schedule



Type of Internet Connection Within Municipalities Within Onondaga County
N=26



Percentage of Municipalities in Onondaga County That Offer Software Training to Employees
N=29



Comments:

* Employees heading reflects the number of employees using computers, which may not equal the total number of employees within the department

Town of Fabius

Second Class Town

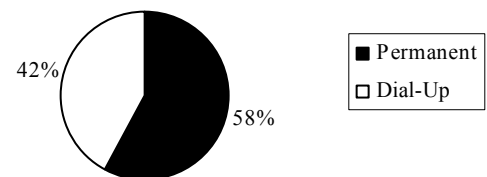


2000 Demographics	
Population	1,974
FY Expenditures	\$583,693
Land Area (in sq miles)	46.6

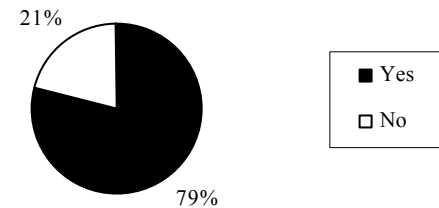
Computers	Employees *	Printers
1	1	1

Software/Hardware	
Operating System(s)	Windows 98
Office Products	MS Office 2000
Proprietary Software	N/A
Email Client(s)	N/A
Amount of RAM (range)	N/A
Hard Drive Size (range)	N/A
Infrastructure	
Network	No
Internet Connection	None
Internet Service Provider	N/A
Email Capability	No
Training & Support	
Annual Funding	Yes
Software Training	Yes
IT Person on Staff	No
Web Site	
Web Address	No Web Site
Webmaster	N/A
Update Frequency	N/A

Type of Internet Connection Within Municipalities Within Onondaga County
N=26



Percentage of Municipalities in Onondaga County That Offer Software Training to Employees
N=29



Comments:

* Employees heading reflects the number of employees using computers, which may not equal the total number of employees within the department

Town of LaFayette

Second Class Town



2000 Demographics		
Population	4,833	
FY Expenditures	\$1,596,874	
Land Area (in sq miles)	39.2	
Computers	Employees *	Printers
7	8	7

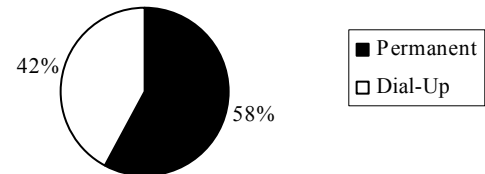
Software/Hardware	
Operating System(s)	Windows 98
Office Products	MS Office 2000
Proprietary Software	Billing Program; BAS; Assessor Program; Court Program
Email Client(s)	AOL
Amount of RAM (range)	N/A
Hard Drive Size (range)	N/A

Infrastructure	
Network	No
Internet Connection	Dial-Up
Internet Service Provider	AOL
Email Capability	Yes

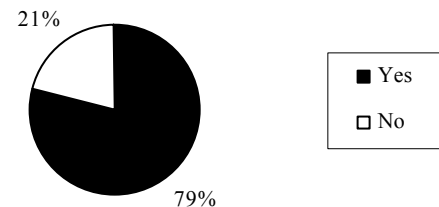
Training & Support	
Annual Funding	Yes
Software Training	No
IT Person on Staff	Yes

Web Site	
Web Address	Townoflafayette.com
Webmaster	Town Clerk
Update Frequency	When Necessary

Type of Internet Connection Within Municipalities Within Onondaga County
N=26



Percentage of Municipalities in Onondaga County That Offer Software Training to Employees
N=29



Comments:

* Employees heading reflects the number of employees using computers, which may not equal the total number of employees within the department

Town of Marcellus

Second Class Town

2000 Demographics	
Population	6,319
FY Expenditures	\$2,062,717
Land Area (in sq miles)	326

Computers	Employees *	Printers
12	11	10

Software/Hardware	
Operating System(s)	Windows 98, 2000
Office Products	MS Office 2000
Proprietary Software	Court Program; BAS; EOS; Tax Program
Email Client(s)	Outlook
Amount of RAM (range)	63 MB – 512 MB
Hard Drive Size (range)	2 GB – 80 GB

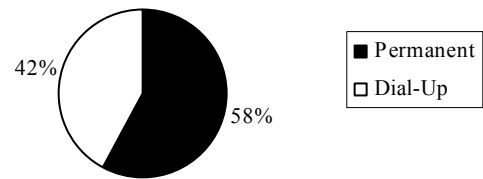
Infrastructure	
Network	Yes
Internet Connection	Permanent
Internet Service Provider	Road Runner
Email Capability	Yes

Training & Support	
Annual Funding	Yes
Software Training	Yes
IT Person on Staff	No

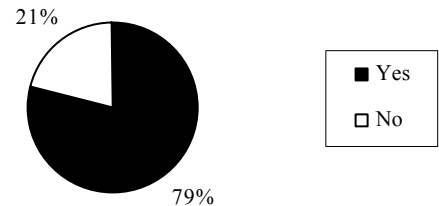
Web Site	
Web Address	Marcellusny.com
Webmaster	Bill Reagan (Codes Enf)
Update Frequency	Daily



Type of Internet Connection Within Municipalities Within Onondaga County
N=26



Percentage of Municipalities in Onondaga County That Offer Software Training to Employees
N=29



Comments:

* Employees heading reflects the number of employees using computers, which may not equal the total number of employees within the department

Town of Otisco

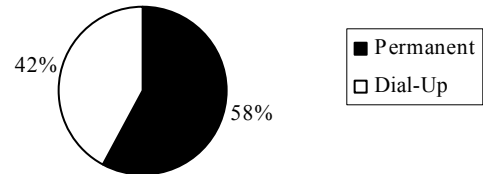
Second Class Town



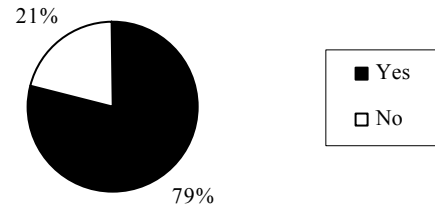
2000 Demographics		
Population	2,561	
FY Expenditures	\$999,153	
Land Area (in sq miles)	29.6	
Computers	Employees *	Printers
2	1	3

Software/Hardware	
Operating System(s)	Windows 2000, XP
Office Products	N/A
Proprietary Software	N/A
Email Client(s)	N/A
Amount of RAM (range)	N/A
Hard Drive Size (range)	N/A
Infrastructure	
Network	No
Internet Connection	None
Internet Service Provider	N/A
Email Capability	No
Training & Support	
Annual Funding	Yes
Software Training	Yes
IT Person on Staff	No
Web Site	
Web Address	No Web Site
Webmaster	N/A
Update Frequency	N/A

Type of Internet Connection Within Municipalities Within Onondaga County
N=26



Percentage of Municipalities in Onondaga County That Offer Software Training to Employees
N=29



Comments:

* Employees heading reflects the number of employees using computers, which may not equal the total number of employees within the department

Town of Pompey

Second Class Town

2000 Demographics	
Population	6,159
FY Expenditures	\$1,456,808
Land Area (in sq miles)	66.4

Computers	Employees *	Printers
3	3	3

Software/Hardware	
Operating System(s)	Windows XP
Office Products	MS Office XP
Proprietary Software	Town Clerk Program
Email Client(s)	Outlook Express
Amount of RAM (range)	256 MB
Hard Drive Size (range)	2 GB

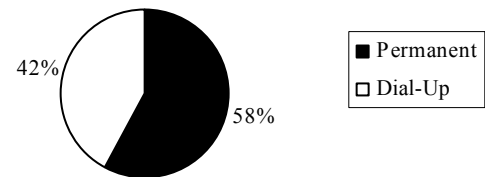
Infrastructure	
Network	No
Internet Connection	Dial-Up
Internet Service Provider	Traknet
Email Capability	Yes

Training & Support	
Annual Funding	N/A
Software Training	No
IT Person on Staff	No

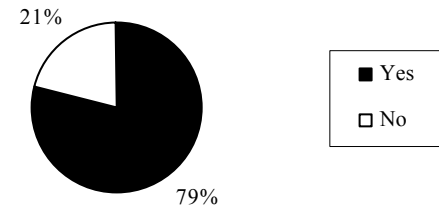
Web Site	
Web Address	www.townofpompey.org
Webmaster	Donna Fotts (employee)
Update Frequency	As Necessary



Type of Internet Connection Within Municipalities Within Onondaga County
N=26



Percentage of Municipalities in Onondaga County That Offer Software Training to Employees
N=29



Comments:

* Employees heading reflects the number of employees using computers, which may not equal the total number of employees within the department

Town of Skaneateles

Second Class Town



2000 Demographics		
Population	7,323	
FY Expenditures	\$3,337,135	
Land Area (in sq miles)	42.7	
Computers	Employees *	Printers
24	22	22

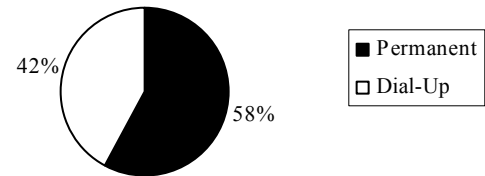
Software/Hardware	
Operating System(s)	Windows 98, 2000
Office Products	MS Office 97, 2000; MS Works
Proprietary Software	Billing Program; BAS; Water Utility Program; Rectracks; Court Program; Tax Collecting Program
Email Client(s)	Dreamscape
Amount of RAM (range)	184 MB – 256 MB
Hard Drive Size (range)	3 GB – 10 GB

Infrastructure	
Network	Yes
Internet Connection	Dial-up/Permanent
Internet Service Provider	Dreamscape/Adelphia
Email Capability	Yes

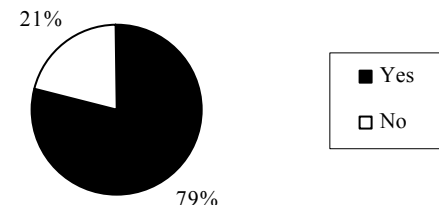
Training & Support	
Annual Funding	Yes
Software Training	Yes
IT Person on Staff	No

Web Site	
Web Address	Townofskaneateles.com
Webmaster	Volunteer
Update Frequency	As Necessary

Type of Internet Connection Within Municipalities Within Onondaga County
N=26



Percentage of Municipalities in Onondaga County That Offer Software Training to Employees
N=29



Comments:

* Employees heading reflects the number of employees using computers, which may not equal the total number of employees within the department

Town of Spafford

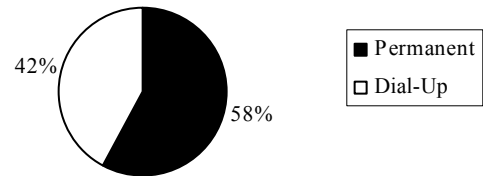
Second Class Town



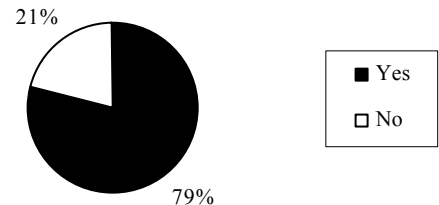
2000 Demographics		
Population	1,661	
FY Expenditures	\$697,738	
Land Area (in sq miles)	32.8	
Computers	Employees *	Printers
3	3	2

Software/Hardware	
Operating System(s)	Windows 3.1, ME; DOS
Office Products	Arcos Works
Proprietary Software	Town Clerk Software
Email Client(s)	Outlook
Amount of RAM (range)	N/A
Hard Drive Size (range)	N/A
Infrastructure	
Network	No
Internet Connection	Dial-Up
Internet Service Provider	Traknet
Email Capability	Yes
Training & Support	
Annual Funding	No
Software Training	Yes
IT Person on Staff	No
Web Site	
Web Address	No Web Site
Webmaster	N/A
Update Frequency	N/A

Type of Internet Connection Within Municipalities Within Onondaga County
N=26



Percentage of Municipalities in Onondaga County That Offer Software Training to Employees
N=29

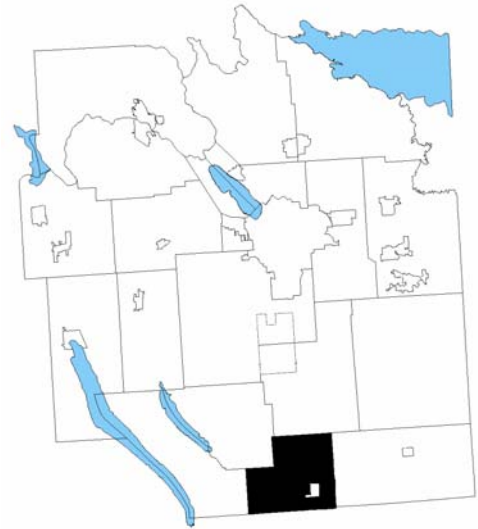


Comments:

* Employees heading reflects the number of employees using computers, which may not equal the total number of employees within the department

Town of Tully

Second Class Town



2000 Demographics	
Population	2,709
FY Expenditures	\$1,448,362
Land Area (in sq miles)	25.9

Department	Computers	Employees*	Printers
Assessor	2	2	3
Court	2	2	1
Highway	1	2	1
Supervisor	1	1	1
Tax Collect.	1	1	1
Total	7	8	7

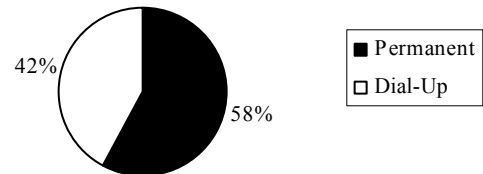
Software/Hardware	
Operating System(s)	Windows 95, 98, ME, 2000, XP
Office Products	MS Office 2000, XP; WordPerfect; MS Works
Proprietary Software	Billing Program; SEI Court Program; RPS
Email Client(s)	Outlook Express; AOL
Amount of RAM (range)	64 MB – 512 MB
Hard Drive Size (range)	10 GB- 20 GB

Infrastructure	
Network	No
Internet Connection	Dial-Up
Internet Service Provider	N/A
Email Capability	Yes

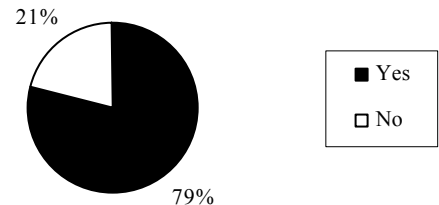
Training & Support	
Annual Funding	Yes
Software Training	Yes
IT Person on Staff	No

Web Site	
Web Address	www.tullyny.org
Webmaster	HA Technical Services
Update Frequency	N/A

Type of Internet Connection Within Municipalities Within Onondaga County
N=26



Percentage of Municipalities in Ononodaga County That Offer Software Training to Employees
N=29



Comments:

* Employees heading reflects the number of employees using computers, which may not equal the total number of employees within the department

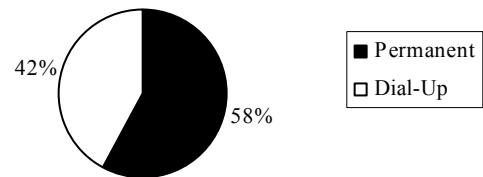
Village of Baldwinsville



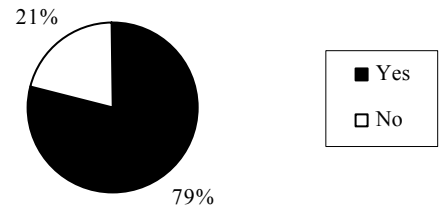
2000 Demographics			
Population	7,053		
FY Expenditures	4,605,000		
Land Area (in sq miles)	3.1		
Department	Computers	Employees*	Printers
Clerk**	8	6	5
Police	8	16	5
Total	16	22	10

Software/Hardware	
Operating System(s)	Windows 98, 2000, ME, NT
Office Products	MS Office 2000
Proprietary Software	Williams Law Book
Email Client(s)	Outlook Express
Amount of RAM (range)	128 MB
Hard Drive Size (range)	12.7 GB
Infrastructure	
Network	Yes
Internet Connection	Permanent Connection
Internet Service Provider	N/A
Email Capability	Yes
Training & Support	
Annual Funding	Yes
Software Training	Yes
IT Person on Staff	Yes
Web Site	
Web Address	N/A
Webmaster	N/A
Update Frequency	N/A

Type of Internet Connection Within Municipalities Within Onondaga County
N=26



Percentage of Municipalities in Onondaga County That Offer Software Training to Employees
N=29



Comments:

* Employees heading reflects the number of employees using computers, which may not equal the total number of employees within the department

** Data provided for the Clerk's Office also includes the Treasurer's Office

Village of Camillus



2000 Demographics	
Population	1,249
FY Expenditures	\$891,472
Land Area (in sq miles)	0.4

Computers	Employees *	Printers
3	3	4

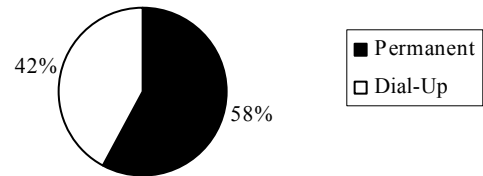
Software/Hardware	
Operating System(s)	Windows 98
Office Products	MS Office 2000
Proprietary Software	Accounting Program; Tax Program; Budget Program
Email Client(s)	AOL
Amount of RAM (range)	128 MB – 256 MB
Hard Drive Size (range)	8 GB – 19 GB

Infrastructure	
Network	No
Internet Connection	Dial-Up
Internet Service Provider	AOL
Email Capability	Yes

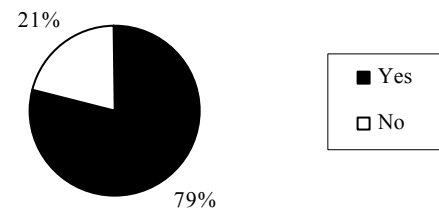
Training & Support	
Annual Funding	No
Software Training	No
IT Person on Staff	No

Web Site	
Web Address	Members.aol.com/ Villagecamillus
Webmaster	Deputy Clerk
Update Frequency	Bi-Weekly

Type of Internet Connection Within Municipalities Within Onondaga County
N=26



Percentage of Municipalities in Onondaga County That Offer Software Training to Employees
N=29



Comments:

* Employees heading reflects the number of employees using computers, which may not equal the total number of employees within the department

Village of East Syracuse



2000 Demographics	
Population	3,178
FY Expenditures	\$4,062,574
Land Area (in sq miles)	1.6

Computers	Employees *	Printers
31	25	16

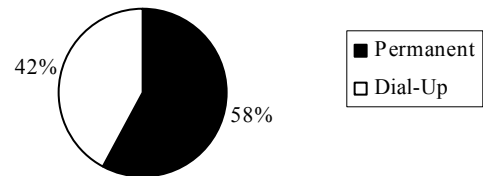
Software/Hardware	
Operating System(s)	Windows 95, 98, NT, 2000, XP
Office Products	MS Office 2000
Proprietary Software	Billing Program; Managing Digital Images; KVS Accounting; Taxes Program; Assessment Program
Email Client(s)	Outlook; Outlook Express
Amount of RAM (range)	32 MB – 128 MB
Hard Drive Size (range)	10 GB – 61 GB

Infrastructure	
Network	Yes
Internet Connection	Permanent
Internet Service Provider	N/A
Email Capability	Yes

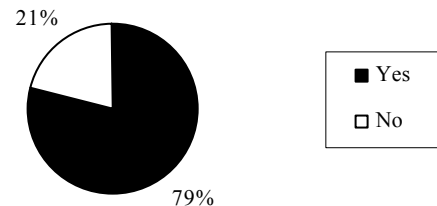
Training & Support	
Annual Funding	Yes
Software Training	Yes
IT Person on Staff	Yes

Web Site	
Web Address	www.eastsyracuse.org
Webmaster	DK
Update Frequency	N/A

Type of Internet Connection Within Municipalities Within Onondaga County
N=26



Percentage of Municipalities in Onondaga County That Offer Software Training to Employees
N=29



Comments:

* Employees heading reflects the number of employees using computers, which may not equal the total number of employees within the department

Village of Elbridge



2000 Demographics		
Population	6,091	
FY Expenditures	\$473,912	
Land Area (in sq miles)	1.0	
Computers	Employees *	Printers
3	2	3

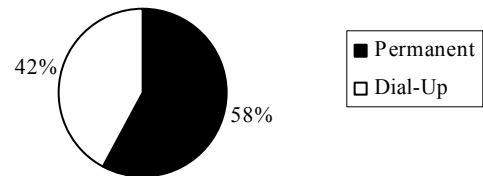
Software/Hardware	
Operating System(s)	Windows 98
Office Products	MS Office 97
Proprietary Software	Accounting Software; Code Enf. Software; Water Software; Payroll and Taxes Software
Email Client(s)	Outlook
Amount of RAM (range)	16 MB – 128 MB
Hard Drive Size (range)	1 GB – 12 GB

Infrastructure	
Network	Yes
Internet Connection	Dial-Up
Internet Service Provider	Baldwin Comm.
Email Capability	Yes

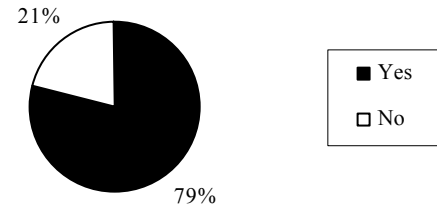
Training & Support	
Annual Funding	Yes
Software Training	Yes
IT Person on Staff	No

Web Site	
Web Address	Villageofelbridge.com
Webmaster	Baldwin Comm.
Update Frequency	Monthly

Type of Internet Connection Within Municipalities Within Onondaga County
N=26



Percentage of Municipalities in Onondaga County That Offer Software Training to Employees
N=29



Comments:

* Employees heading reflects the number of employees using computers, which may not equal the total number of employees within the department

Village of Fayetteville



2000 Demographics		
Population	4,190	
FY Expenditures	\$2,826,074	
Land Area (in sq miles)	1.7	
Computers	Employees *	Printers
4	3	4

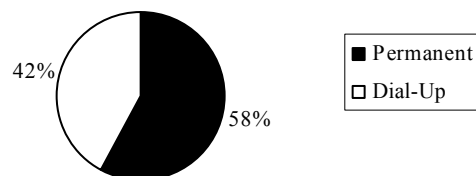
Software/Hardware	
Operating System(s)	Windows 98
Office Products	MS Office 2000
Proprietary Software	Billing Program; Receiving Program; Payroll Software
Email Client(s)	Outlook Express
Amount of RAM (range)	128 MB – 256 MB
Hard Drive Size (range)	13 GB

Infrastructure	
Network	Yes
Internet Connection	Permanent
Internet Service Provider	Road Runner
Email Capability	Yes

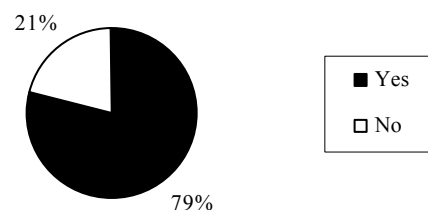
Training & Support	
Annual Funding	DK
Software Training	No
IT Person on Staff	Yes

Web Site	
Web Address	www.fayettevillenys.com
Webmaster	Volunteer
Update Frequency	N/A

Type of Internet Connection Within Municipalities Within Onondaga County
N=26



Percentage of Municipalities in Onondaga County That Offer Software Training to Employees
N=29



Comments:

* Employees heading reflects the number of employees using computers, which may not equal the total number of employees within the department

Village of Jordan



2000 Demographics		
Population	1,314	
FY Expenditures	\$1,081,490	
Land Area (in sq miles)	1.2	
Computers	Employees *	Printers
5	3	5

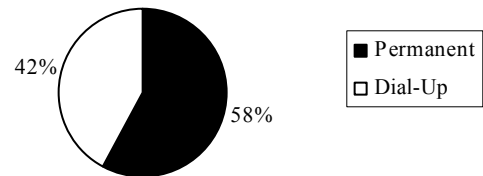
Software/Hardware	
Operating System(s)	Windows 95, NT
Office Products	MS Office 97; MS Works
Proprietary Software	Billing Program
Email Client(s)	CNY Internet
Amount of RAM (range)	40 MB – 129 MB
Hard Drive Size (range)	2 GB – 6 GB

Infrastructure	
Network	Yes
Internet Connection	Dial-Up
Internet Service Provider	CNY Internet
Email Capability	Yes

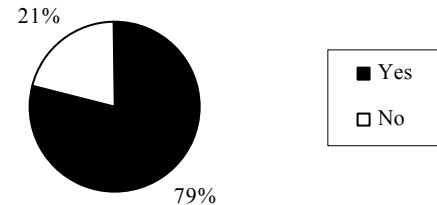
Training & Support	
Annual Funding	Yes
Software Training	Yes
IT Person on Staff	No

Web Site	
Web Address	No Web Site
Webmaster	N/A
Update Frequency	N/A

Type of Internet Connection Within Municipalities Within Onondaga County
N=26



Percentage of Municipalities in Onondaga County That Offer Software Training to Employees
N=29



Comments:

* Employees heading reflects the number of employees using computers, which may not equal the total number of employees within the department

Village of Liverpool



2000 Demographics		
Population	5,505	
FY Expenditures	\$2,668,459	
Land Area (in sq miles)	0.8	
Computers	Employees *	Printers
15	35	8

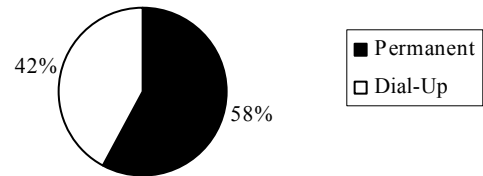
Software/Hardware	
Operating System(s)	Windows 98, 2000, XP
Office Products	MS Office 97, 2000
Proprietary Software	Billing Program; CLERS
Email Client(s)	Outlook Express
Amount of RAM (range)	32 MB – 256 MB
Hard Drive Size (range)	3 GB – 20 GB

Infrastructure	
Network	Yes
Internet Connection	Permanent
Internet Service Provider	N/A
Email Capability	Yes

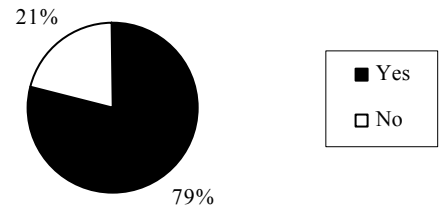
Training & Support	
Annual Funding	Yes
Software Training	Yes
IT Person on Staff	No

Web Site	
Web Address	www.villageofliverpool.org
Webmaster	Village Clerk
Update Frequency	Weekly

Type of Internet Connection Within Municipalities Within Onondaga County
N=26



Percentage of Municipalities in Onondaga County That Offer Software Training to Employees
N=29



Comments:

* Employees heading reflects the number of employees using computers, which may not equal the total number of employees within the department

Village of Manlius



2000 Demographics		
Population	4,819	
FY Expenditures	\$3,374,897	
Land Area (in sq miles)	1.8	
Computers	Employees *	Printers
48	N/A	21

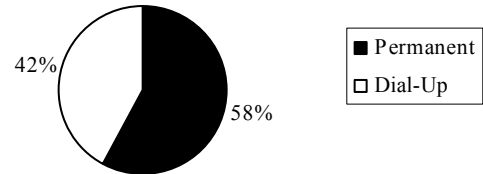
Software/Hardware	
Operating System(s)	Windows 98, 2000
Office Products	MS Office 2000
Proprietary Software	N/A
Email Client(s)	Outlook Express
Amount of RAM (range)	32 MB – 256 MB
Hard Drive Size (range)	2 GB – 80 GB

Infrastructure	
Network	Yes
Internet Connection	Permanent
Internet Service Provider	Dreamscape
Email Capability	Yes

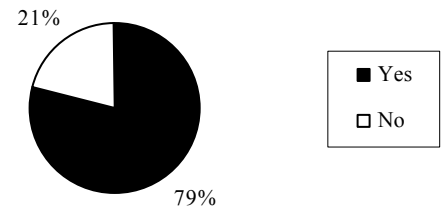
Training & Support	
Annual Funding	Yes
Software Training	Yes
IT Person on Staff	Yes

Web Site	
Web Address	villageofmanlius.org
Webmaster	Dreamscape
Update Frequency	DK

Type of Internet Connection Within Municipalities Within Onondaga County
N=26



Percentage of Municipalities in Onondaga County That Offer Software Training to Employees
N=29



Comments:

* Employees heading reflects the number of employees using computers, which may not equal the total number of employees within the department

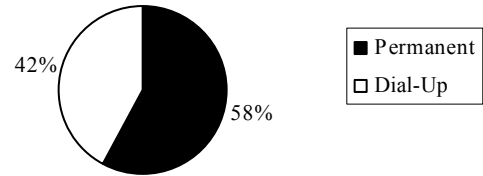
Village of Marcellus



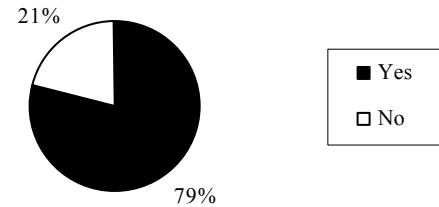
2000 Demographics		
Population	1,826	
FY Expenditures	\$2,732,412	
Land Area (in sq miles)	0.6	
Computers	Employees *	Printers
4	6	4

Software/Hardware	
Operating System(s)	Windows 98
Office Products	MS Office 2000
Proprietary Software	Billing Program; Accounting Software; Taxes Software; Budget Software; Water/Sewage/Refuge Utilities Program
Email Client(s)	Hotmail
Amount of RAM (range)	64 MB
Hard Drive Size (range)	2 GB – 13 GB
Infrastructure	
Network	Yes
Internet Connection	Dial-Up
Internet Service Provider	Dreamscape
Email Capability	Yes
Training & Support	
Annual Funding	Yes
Software Training	No
IT Person on Staff	No
Web Site	
Web Address	Marcellusny.com
Webmaster	Town of Marcellus
Update Frequency	DK

Type of Internet Connection Within Municipalities Within Onondaga County
N=26



Percentage of Municipalities in Ononodaga County That Offer Software Training to Employees
N=29



Comments:

* Employees heading reflects the number of employees using computers, which may not equal the total number of employees within the department

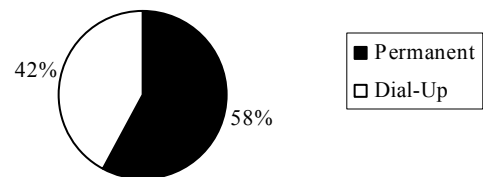
Village of Minoa



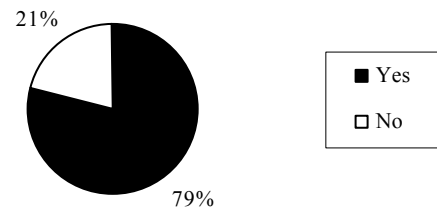
2000 Demographics		
Population	3,348	
FY Expenditures	\$2,717,820	
Land Area (in sq miles)	1.2	
Computers	Employees *	Printers
9	7	6

Software/Hardware	
Operating System(s)	Windows 95
Office Products	MS Office 2000
Proprietary Software	Billing Program; Payroll Software; Tax System; CATS; Accounting Program; Codes Enf. Software; Williamson Law Book
Email Client(s)	N/A
Amount of RAM (range)	32 MB
Hard Drive Size (range)	5 GB
Infrastructure	
Network	Yes
Internet Connection	Permanent
Internet Service Provider	Dreamscape
Email Capability	Yes
Training & Support	
Annual Funding	No
Software Training	Yes
IT Person on Staff	No
Web Site	
Web Address	No Web Site
Webmaster	N/A
Update Frequency	N/A

Type of Internet Connection Within Municipalities Within Onondaga County
N=26



Percentage of Municipalities in Onondaga County That Offer Software Training to Employees
N=29



Comments:

* Employees heading reflects the number of employees using computers, which may not equal the total number of employees within the department

Village of North Syracuse



2000 Demographics			
Population	6,862		
FY Expenditures	\$3,750,689		
Land Area (in sq miles)	2.0		
Department	Computers	Employees*	Printers
Admin.	12	13	5
Police	15	15	3
Total	27	28	8

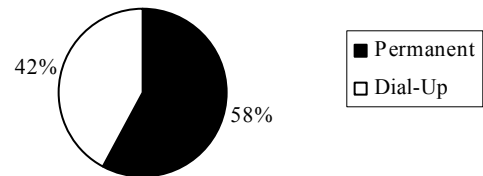
Software/Hardware	
Operating System(s)	Windows 98, NT, 2000, XP
Office Products	MS Office 97, 2000, XP
Proprietary Software	Williamson Law Book; Code Enf. Software
Email Client(s)	Outlook Express
Amount of RAM (range)	114 MB – 512 MB
Hard Drive Size (range)	6 GB – 19 GB

Infrastructure	
Network	Yes
Internet Connection	Permanent
Internet Service Provider	N/A
Email Capability	Yes

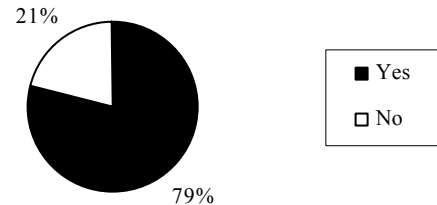
Training & Support	
Annual Funding	Yes
Software Training	Yes
IT Person on Staff	Yes

Web Site	
Web Address	Villageofnorthsyracuse.org
Webmaster	Mayor Jim Hotchkiss
Update Frequency	Daily

Type of Internet Connection Within Municipalities Within Onondaga County
N=26



Percentage of Municipalities in Onondaga County That Offer Software Training to Employees
N=29



Comments:

* Employees heading reflects the number of employees using computers, which may not equal the total number of employees within the department

Village of Skaneateles



2000 Demographics		
Population	2,616	
FY Expenditures	\$5,065,256	
Land Area (in sq miles)	1.4	
Computers	Employees *	Printers
5	5	7

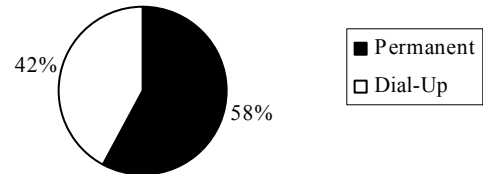
Software/Hardware	
Operating System(s)	Windows 98
Office Products	MS Office 97
Proprietary Software	Billing Program; Williamson Law Book
Email Client(s)	Outlook Express, Yahoo
Amount of RAM (range)	64 MB
Hard Drive Size (range)	3 GB – 8 GB

Infrastructure	
Network	Yes
Internet Connection	Permanent
Internet Service Provider	Adelphia
Email Capability	Yes

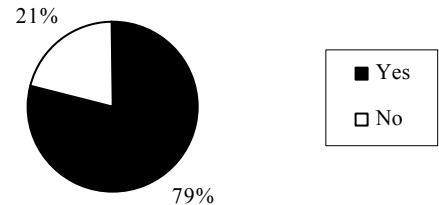
Training & Support	
Annual Funding	Yes
Software Training	No
IT Person on Staff	No

Web Site	
Web Address	No Web Site
Webmaster	N/A
Update Frequency	N/A

Type of Internet Connection Within Municipalities Within Onondaga County
N=26



Percentage of Municipalities in Onondaga County That Offer Software Training to Employees
N=29



Comments:

* Employees heading reflects the number of employees using computers, which may not equal the total number of employees within the department

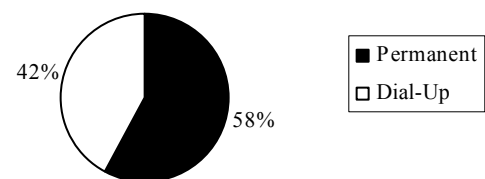
Village of Tully



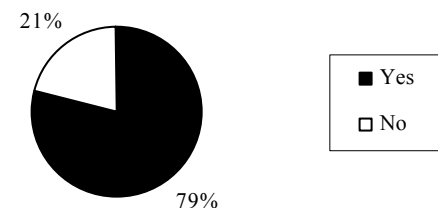
2000 Demographics		
Population	924	
FY Expenditures	\$1,791,838	
Land Area (in sq miles)	0.6	
Computers	Employees *	Printers
1	2	2

Software/Hardware	
Operating System(s)	Windows XP
Office Products	MS Office XP
Proprietary Software	Billing Program
Email Client(s)	Outlook Express
Amount of RAM (range)	N/A
Hard Drive Size (range)	N/A
Infrastructure	
Network	No
Internet Connection	Dial-Up
Internet Service Provider	N/A
Email Capability	Yes
Training & Support	
Annual Funding	No
Software Training	Yes
IT Person on Staff	No
Web Site	
Web Address	www.tullyny.org
Webmaster	HA Technical Services
Update Frequency	DK

Type of Internet Connection Within Municipalities Within Onondaga County
N=26



Percentage of Municipalities in Onondaga County That Offer Software Training to Employees
N=29



Comments:

* Employees heading reflects the number of employees using computers, which may not equal the total number of employees within the department

Appendix II

Instrument

Onondaga County Municipal Technology Assessment – Computer Checklist

Name _____ Title _____

Phone _____ Fax _____ Email _____

Municipality _____ Department _____

1. Number of Computers _____ in municipality or department (circle)
2. Number of Employees _____ in municipality or department (circle)
3. Number of employees using the computer(s) _____

Hardware

Memory

4. What is the RAM amount (64MB, 128MB, etc.)? _____ (range?)
5. What is the hard drive size (6GB, 10GB, etc.)? _____ (range?)

Printers

6. Number of Lasers? _____
7. Number of Inkjets? _____
8. Number of Dot Matrixes? _____
9. How satisfied are you with your printer(s) (Scale of 1-5 with 1 being very dissatisfied and 5 being very satisfied)? _____
10. If you responded with a 1 or 2, what is the reason you are dissatisfied? _____

Software

Platform (Operating System) (Circle as many as apply) Specific #s are not required. The range of systems used is sufficient.

11. Windows 95
12. Windows 98
13. Windows ME
14. Windows NT
15. Windows 2000
16. Windows XP
17. Macintosh
18. Unix
19. Linux

20. Other Please specify: _____

21. Don't Know

Email (Circle as many as apply)

22. Internal only External only Both No email capability

23. Outlook Express Outlook Netscape Mail

Hotmail Yahoo Pegasus

Other Please specify: _____ Don't Know

24. Are you satisfied with your email system (Scale of 1-5)? _____

Office Products (Circle as many as apply) MS Office is a package that includes Word, Excel, Access and Power Point) Breakdown of #s not required.

25. Microsoft Office 97

26. MS Office 2000

27. MS 2001 (Mac only)

28. MS Office XP (aka 2002)

29. WordPerfect

30. Star Office or Open Office

31. Microsoft Works

32. 602 PC Suite

33. Other Please specify: _____

34. Don't Know

35. In general, are you satisfied with the Office products used (Scale of 1-5)? _____

Proprietary Software (Customized use, not off the shelf)

36. Billing Programs

37. GIS Programs

38. Other Please specify: _____

39. Don't Know

40. If you are dissatisfied with any proprietary software, what is the function of the software?

41. If you are dissatisfied, what is the problem? _____

60. Has the design of the Web site changed in the last three years? Yes No DK

61. Is having a Web site valuable? Yes No DK

62. Why or why not? _____

Name of CBP Researcher _____

Appendix III

Original Letter Sent to Municipalities



SYRACUSE UNIVERSITY
THE MAXWELL SCHOOL
COMMUNITY BENCHMARKS PROGRAM

Aug. 16, 2002

«M_1st_Nm» «Last_Nm»
«Organization»
«Address»
«City», «ST» «Zip»

Dear «Title» «Last_Nm»:

This semester, students enrolled in the Community Benchmarks Program (CBP) course will be revisiting the 1999 research of municipal Web sites along with conducting a technology audit.

Sometime in September or October students, working in teams, will contact your office to set up a meeting to discuss existing technology. The class will be collecting information on the number of computers available to staff, type of hardware and software used and monies allocated for computer training and/or support. The students would also like to interview each department head to learn what their computer needs are and whether staff believe that computer technology has been an asset or a detriment and why. Staff will also be asked if the municipality's Web site (assuming there is one) has had any impact on the way they do business.

This letter is going out to all the chief elected officials in the county and I am hoping that some of you or your department heads might be willing to attend one of the classes to talk to students about technology in your municipality, i.e., problems, costs, needs, pros and cons, etc. The class meets Tuesdays and Thursdays, 2:30-3:50. Please contact me at 443-3934 or via email at cdwyer@maxwell.syr.edu if you would be willing to attend one of the September classes.

The CBP views this research as having the potential to produce important information and I hope you agree. It is likely that many departments/municipalities do not possess current technology at the same time that citizens are becoming more comfortable with technology and are willing to budget personal funds to purchase computers and software. According to a 1999 study, over 46 percent of Onondaga County residents had Internet access. It is likely that this figure has increased significantly since then. For that reason, the CBP findings might be useful information to win support in spending public monies for technology improvements in your community.

I am assuming that all preliminary contacts should be made through the town or village clerk and with the city's IST department. Please contact me with the name, phone number and email address (if available) if you would like students to initiate a contact with someone else. I would appreciate it if you could share this letter with the town/village clerk and all department heads so they will be aware of this project. Any suggestions that would make the information collected more valuable to you are appreciated.

Sincerely,

Carol Dwyer