



MONTGOMERY COUNTY STRATEGIC TECHNOLOGY PLAN

TABLE OF CONTENTS

A. Executive Summary	2
B. Why Does This Matter?	7
C. Where Are We and Where Are We Going?	12
D. How Do We Get There?	39



A. Executive Summary

A. Executive Summary

Purpose

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

Summary

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Methodology

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

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

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

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

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

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

How Do We Get There?

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



B. WHY DOES THIS MATTER?

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Business and Industry

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

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

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

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

Utilizing broadband and technology, businesses with multiple locations can save money by implementing Voice over Internet Protocol (VoIP). VoIP allows businesses to call between those locations with little or no costs. It allows users to travel anywhere in the world and still make and receive phone calls. Additionally, VoIP allows for collaboration not available using traditional telephone methods.

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

K-12 Education

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

process itself. The interactive nature of the Web provides a richer learning experience that engages and motivates students to explore and learn.

In Kentucky, Internet applications used in elementary and secondary schools continue to develop. Typically, the Internet is a communication tool for teachers and parents to remain up-to-date on the recent happenings of the classroom. Everything from homework assignments to scheduled activities and pictures can be found on classroom websites, keeping everyone connected to educational resources. Elementary and secondary schools provide students with the opportunity to learn more about computer technology and explore the Internet with school computer labs. Committed to protecting students and maintaining a safe, educational environment, schools monitor and restrict Internet access of students to ensure the highest quality resources are being viewed and to ensure the safety of our children.

Healthcare

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

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

Libraries

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

continue to develop new methods of keeping their patrons up to date. High speed Internet can help libraries continue their tradition as a trusted and indispensable resource.

Higher Education

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

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

Community-Based Organizations

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

Government

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

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

Tourism, Recreation, and Parks

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

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

Agriculture

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



C. WHERE ARE WE AND WHERE ARE WE GOING?

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BUSINESS AND INDUSTRY

Montgomery County businesses and industries employ a total of 10,222 workers.

The leading industries by employment are:

1. Manufacturing with 3,605;
2. Services with 2,394; and
3. Trade, Transportation, and Utilities with 1,863 employees.

The leading employers in Montgomery County are:

1. Nestle Prepared Foods
2. Quality Cabinets
3. Cooper Standard Automotive

Mt. Sterling-Montgomery County Chamber of Commerce Economic Development, www.mtsterlingchamber.com/industry.asp - Mt. Sterling is the county seat to Montgomery County which is home to some 25,000 residents. It is the economic engine for this central Kentucky region as noted by *Site Selection* magazine, recently placing the community as one of the top ten Micropolitan communities in Kentucky. This is due to the growth and capital investment made in the community. Montgomery County is home to 35 industries employing over 5,000 area residents, a 65 bed hospital, a regional arts center, the Clay Community Center which is home to the newest and fastest growing extended campus for Morehead State University plus numerous other amenities. Mt. Sterling qualifies for the KREDA program, a tax credit program established by the state, allowing a 100 percent tax credit against Kentucky income tax liability generated by the project and the utilization of a 4 percent job development assessment fee (see www.thinkkentucky.com for further details). In addition, they have the capability of local financing with five local banks whose combined assets are greater than 645 million dollars. They are also inclined to develop local incentives for any company offering to employ local men and women. They welcome the opportunity to discuss the needs of potential businesses and are willing to develop an incentive package that meets those particular needs.

The Gateway Area Development District, www.gwadd.org – The Revolving Loan Fund Program is designed to work in conjunction with private lending sources to provide financing for economic growth and job creation and retention. The prospective borrowers for the RLF are new or expanding companies that need funding to fill the “gap” between their equity and the amount lenders are willing to extend for a project.

The Montgomery County Cooperative Extension Service Community and Economic Development Program, <http://ces.ca.uky.edu/montgomery/communitydev/>, helps communities resolve locally determined problems with objective information and educational assistance. The program also develops community leadership potential and assists communities in determining long-range programs of action on such issues as economic development, community services, community planning and visioning, land use and community resource management.

KyWiFi, LLC, www.kywifi.com - The mission of KyWiFi is to provide its customers, both residential and commercial, with reliable and affordable phone, broadband and television programming. They strive to provide the highest level of quality service, always exceeding customer expectations.

Kentucky Airmotive, www.kentuckyairmotive.com/, is a family-owned and operated business that has been in operation over 15 years. The airport is located on U.S. 60, two miles west of Mt. Sterling and five miles east of I-64 off the 101 exit. They have a fleet of aircraft ranging from Cessna 152's to complex aircraft such as Cessna 182RG and Seneca I.

The Montgomery County eCommunity Leadership Team recognizes that this initiative will help to establish a solid vision for the future. They understand the importance of having technology equipment for all employees, along with up-to-date and ongoing technology training. In addition, there is also a growing need for mobile technology. Advanced telecommunications will enhance the climate for better business and industry opportunities.

The Assessment

- **Networked Places** – In the category of networked places, Montgomery County's business and industry sector is currently at stage 2 on a 0 to 5 scale with some office employees having always-on connections to the Internet at their desks.
- **Applications and Services** – In the area of technology applications and services, the business and industry sector is currently at stage 2 on a 0 to 5 scale with some businesses having an informational website, and some businesses transmitting or receiving some orders electronically.
- **Leadership** – In terms of technology leadership within the business community, Montgomery County is currently at stage 1 on a 0 to 5 scale where the Internet is seen as a possible business enhancement.

The Vision

While the Montgomery County eCommunity Leadership Team found that business and industry's current use of technology is somewhat limited, the team has an aggressive vision for how the county's business and industry sector will be using technology in two years. The team set goals that would move the business and industry sector from the middle stages to stage 4 in the categories of networked places and applications and services and to a stage 3 in the leadership category. The team's vision includes:

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

K-12 EDUCATION

Montgomery County Schools, <http://www.montgomery.k12.ky.us>, had a district enrollment of 4,109 students during the 2004-2005 school year. The Montgomery County School System's top priority is student achievement. The district's mission states that "the Montgomery County School System, in partnership with the community, serves individual students by providing quality education empowering them to be productive members of our global society." The school district consists of three elementary schools: Camargo Elementary, Mapleton Elementary, and Mt. Sterling Elementary; one middle school, J.B. McNabb Middle; and one high school, Montgomery County High. All are accredited by the Southern Association of Colleges and Schools. The district provides alternative classroom settings through Hillcrest Hall, Hope Hill Children's Home and Gateway Juvenile Diversion Center. Students are also served by the Area Technology Center, the 175-acre Chenault Agriculture Education Center and Morehead State University extended campus in the district Clay Community Center. The district provides a preschool program, an all-day kindergarten program, and before and after school childcare program. A commitment to education and excellence is represented by the district's special programs and organizations, including Montgomery County Education Foundation and Community Education. Two schools in the district participate in the 21st Century Community Learning Center Grant, and all three elementary schools are recipients of the Early Reading Incentive Grant. Reaching proficiency before 2014 is the district-wide goal.

	Attendance Rate	Retention Rate	Dropout Rate	Graduation Rate	College	Military	Work	Voc/Tech Training	Work & Part-Time School	Not Successful
District	93.8%	4%	1.9%	83.6%	60.1%	3.9%	25.8%	4.3%	0.9%	5.2%
State	94.3%	3.3%	2.2%	81.5%	54.7%	2.6%	27.5%	4.8%	6.4%	4%

All classrooms have at least one multimedia computer with Internet access and word processing, spreadsheet, database and presentation software. Many classrooms have three to five computers, especially at the elementary level. In addition, each school has at least one computer lab. Teachers utilize various presentation devices for instruction and whole-group activities including data projectors, interactive white boards, scan converters and presentation televisions. Schools have purchased software that enables teachers and students to participate in interactive group learning, simulations, critical thinking and/or multimedia presentations. Accelerated Reader and Accelerated Math are in use at all elementary schools and the middle school to supplement and enhance student learning. The high school has begun implementation of Accelerated Math. All schools have implemented Accelerated Grammar and Spelling. Teachers are evaluated on their knowledge of technology and their ability to use technology effectively in their instructional programs. The district has a Technology Integration Specialist who assists staff with integrating technology into the classroom. Each school has an active Student Technology Leadership Program. STLP students were invited to showcase their project at the 2004 Kentucky Teaching and Learning Conference. Camargo Elementary, Mapleton Elementary, Mt. Sterling Elementary, McNabb Middle and Montgomery County High each have achieved and maintained their STLP Gold Status for Excellence.

	Spending per Student	Student Teacher Ratio	Student/Computer Ratio	% of Classrooms with at Least One KETS Workstation With Internet Access
District	7978	16:1	2.9:1	100
State	8663	16:1	3.7:1	100

The two non-public schools in Montgomery County include:

Christian Traditional School with 50 students enrolled in grades PK-K; and
Mt. Sterling Christian School with 148 students enrolled in grades PK-5.

The Montgomery County eCommunity Leadership Team realizes that students must have the proper tools and the proper training, and they are very aware of the importance of technology in the education sector of their community. They realize the need for the expansion of a free broadband program for parents and staff. The continued vision is that all students have the resources they need to support their style of learning.

The Assessment

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

The current assessment includes:

- **Networked Places** – In the category of networked places, Montgomery County’s K-12 education sector is currently at stage 4 on a 0 to 5 scale. Some high school students are provided their own laptop computers at school. Many classroom teachers have access to digital projection capabilities. Most middle and high schools have video programs that allow students to produce and share shows on a public network. Lastly, some schools use wireless sensors to monitor energy consumption.
- **Applications and Services** – In the category of technology applications and services, the education sector is currently at stage 4 on a 0 to 5 scale. Many schools have an interactive website that offers access to homework assignments and e-mail contact with teachers and administrators, and all teachers meet National Educational Technology Standards. Most students meet National Educational Technology Standards. In addition, parents and family members are encouraged to participate in student learning via e-mail and online applications. Furthermore, online classes are available to high school students via Internet based instruction, including college online classes and Kentucky Virtual High School.
- **Leadership** – In terms of technology leadership within the education sector, Montgomery County is currently at stage 4 on a 0 to 5 scale. Some schools have comprehensive plans for learning activities using technology in the classroom, and new hires are required to have experience using new technology in the classroom. Additionally, computer labs are made available to family and community members, and schools take responsibility for continuing e-rate and other discounts.

The Vision

The Montgomery County eCommunity Leadership Team recognizes that the school systems have made technology a priority, and the team has outlined a clear vision for enhanced technology usage and application in the classroom. The goals set forth by the Montgomery County eCommunity Leadership Team include reaching stage 5 in all three categories outlined above. The vision includes:

- Many classrooms have **large, flat-panel displays or projectors** for video-based instruction
- Most schools have **converted their phone system to VoIP** to save money
- Most high schools have **one-to-one computing** for their students
- Some school **computer labs have been made available to the public**

- Schools **use the network to connect students, teachers and parents, improve learning via online resources, and manage administrative responsibilities** more efficiently
- All students **meet grade level requirements** in the National Educational Technology Standards
- Technology **training is offered in the community**
- Many high school **students use online teachers and experts** to explore subjects and execute individual learning plans
- All schools have **comprehensive plans for learning activities utilizing technology** in the classroom
- School districts **actively promote information technology literacy to drive positive impacts on economic performance**, skills and innovation in the classroom
- The school system plays a **vital role in raising the skill level and awareness of community** and family members

HEALTHCARE

The healthcare needs of residents in Montgomery County are provided by the following local and regional facilities:

Mary Chiles Hospital, www.marychiles.org, is the only hospital and the cornerstone of the Gateway Regional Health System. For almost 80 years, Mary Chiles Hospital has been providing quality care and advanced technology to the residents of Montgomery, Bath, Menifee and Powell Counties. The Gateway Regional Health System is made up of Mary Chiles Hospital, a 63-bed acute care facility; 2 satellite primary care centers, one located in Bath County, the other located in Menifee County. From minor outpatient procedures to major medical emergencies, the highly qualified physicians and skilled staff deliver a comprehensive range of health care services.

Montgomery County Health Department, www.montgomerycountyhealth.com/ - The services of the Montgomery County Health Department touch the lives of every Montgomery County citizen. From birth and death registration, to restaurant inspections, to health education and clinical services, everyone in the county is impacted. The Montgomery County Health Department often works behind the scenes to promote and protect the public's health. The MCHD Vision states: "We are committed to health education, assessment and assurance for the purpose of maintaining and improving the health of our community. We will treat everyone with honesty, dignity and respect. We will deliver quality services in a cost effective way, focused on the needs of the families and individuals we serve."

Clark Regional Medical Center, www.clarkregional.org/, located in nearby Winchester, is committed to providing the medical and surgical needs of the community. Their state-of-the-art equipment and services, combined with experienced medical staff provides the best possible care in the region.

The Montgomery County eCommunity Leadership Team understands that electronic medical records and telemedicine will be keys to healthcare in the 21st century. They recognize that resources are needed for full implementation including funding, trained personnel and hardware and software.

The Assessment

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

- **Networked Places** – In the category of networked places, Montgomery County’s healthcare sector is currently at stage 3 on a 0 to 5 scale where some doctors and nurses are using laptop and palmtop devices connected to wireless networks to enter patient information and access databases.
- **Applications and Services** – In the category of technology applications and services, the healthcare sector is currently at stage 3 on a 0 to 5 scale with many providers having informational websites, and many storing patient records electronically. In addition, telemedicine is being evaluated, and some offices are electronically transmitting records to insurers for reimbursement.
- **Leadership** – In terms of technology leadership within the healthcare community, Montgomery County is currently at stage 3 on a 0 to 5 scale. Many providers have begun the conversion to electronic medical records, and many providers are investigating how to deploy wireless technologies for mobile workers.

The Vision

The Montgomery County eCommunity Leadership Team sees great potential for the use of technology in the healthcare sector but understands the industry is limited in its resources and ability to implement changes within a brief period. The team has set goals to move each of the three categories to stage 4 on a 0 to 5 scale. The team’s vision includes:

- Some doctors and nurses are **using laptop and palmtop devices** connected to wireless networks to enter patient information and access databases
- **Internet-based videoconferencing** is used to consult experts and for training programs
- Some patients are being **monitored at home and at work via portable devices** utilizing wireless transmitters and/or broadband Internet
- Many providers have **informational websites**
- Most providers **store patient records electronically**
- Some providers allow **patients to e-mail doctors**
- Some lab **results and images are received electronically**
- Work is underway by some providers to begin **online exchanging of test results and other medical records** with appropriate parties
- Healthcare leaders are talking with the community about **enhancing online services** and using the network to **improve communitywide healthcare**

LIBRARIES

The Mt. Sterling-Montgomery County Public Library website located at: <http://www.youseemore.com/mtsterling/> provides contact and location information, a calendar of events, children’s program information and an online catalog.

The Montgomery County eCommunity Leadership Team understands the importance of maintaining a progressive technology program within the library. As advancements in technology are made, the library hopes to be able to offer them to their patrons. The Team knows that the library is a major beacon for the county for technology growth and other service resources, and plans to continue offering services to patrons in need of an Internet connection.

The Assessment

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

- **Networked Places** – In the category of networked places, the library sector is currently at stage 3 on a 0 to 5 scale where there is rarely more than a 10-minute wait to use the Internet-enabled computers.
- **Applications and Services** – In the category of technology applications and services, the library sector is currently at stage 3 on a 0 to 5 scale. Most libraries have catalogs online. Patrons may use the Internet to place books on hold and request books from other libraries in the library system. Patrons can search online databases from home, school or work. Lastly, libraries host live video feeds of public interest events.
- **Leadership** – In terms of technology leadership within the library system, the sector is currently at stage 3 on a 0 to 5 scale where the library research desk is an online community resource, and staff training on new technologies is a priority at most libraries. Moreover, libraries are using consultants to take advantage of e-rate and other discounts, and library policies reflect appropriate filtering requirements.

The Vision

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

- Most public libraries offer patrons a **10 mbps or faster wireless network**
- Public libraries offer **live video consultations**
- Public libraries allow patrons to borrow **e-books over the Internet**
- They help patrons conduct research and assist with **legal access to copyrighted databases and publications**, including music and movies
- **Two-way videoconferencing** is available to the general public
- Libraries continue to **upgrade their facilities** to offer the community the next generation in technology, services, and training
- Libraries actively **promote information technology literacy** to drive positive impacts on economic performance, skills, and innovation in the community

HIGHER EDUCATION

MSU at Mt. Sterling, www.moreheadstate.edu/mtsterling - Morehead State University established a full-time presence in Mount Sterling beginning in the Fall term of 2003. The MSU at Mount Sterling is located in the Clay Community Center, a multi-purpose conference facility for education and training that includes classrooms, compressed video communication, a computer lab and office space. Morehead State University has been offering classes in Mount Sterling since 1978. Initially, classes were available at McNabb Middle School. As a result of steady student growth, MSU in cooperation with legislators,

the school system, and business and industry leaders in the area, expanded its educational opportunities in Montgomery County.

MSU at Mount Sterling provides educational and training opportunities for Montgomery County as well as the surrounding counties of Bath, Bourbon, Clark, Menifee, Nicholas and Powell. Students may enroll at the graduate and undergraduate level courses for traditionally taught day, night and weekend classes, as well as Internet and interactive video classes from the main campus. Area students can choose from a variety of courses. Students can earn an associate's degree in IET and university studies or an associate degree in Nursing (ADN). Also available is a Bachelor's degree in university studies and Bachelor of Science in social work, as well as a Master's degree in business administration.

MSU at Mount Sterling is committed to giving students from the region a quality education, without the necessity of having to live on, or commute to, a college or university campus.

Other higher education facilities within the region include:

- Bluegrass Community and Technical College, Winchester-Clark County Campus, www.bluegrass.kctcs.edu/LCC/ExtendedCampus/Winchester
- Morehead State University, Morehead, www.moreheadstate.edu/
- Maysville Community and Technical College, Rowan Campus Morehead, www.maysville.kctcs.edu/index.php?id=397
- University of Kentucky, Main Campus, Lexington, www.uky.edu/
- Eastern Kentucky University, Main Campus, Richmond, www.eku.edu

The Montgomery County eCommunity Leadership Team recognizes the need for high-speed Internet access in the county to make distance learning more available. They also see the need to provide for a Technology Center in the county, which would allow students to take college courses without the extended travel.

The Assessment

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

- **Networked Places** – In the category of networked places, Montgomery County's higher education sector is currently at stage 2 on a 0 to 5 scale. Most on-campus residences have a 10 mbps connection to the network, and some classrooms are wired to the college/university network and are equipped with digital projection capabilities.
- **Applications and Services** – In the category of technology applications and services, the higher education sector is currently at stage 3 on a 0 to 5 scale. Many of the faculty are trained to use the Internet for instruction. Many classes use digital content and/or web-based content for instruction. Students use chat rooms to discuss lessons and ask questions of instructors outside of class hours. Finally, online registration, catalogs and payment are available.
- **Leadership** – In terms of technology leadership within the higher education community, Montgomery County is currently at stage 3 on a 0 to 5 scale where specialized courses have been developed to cater to area businesses seeking to improve the skills of workers. In addition, some colleges and universities have or are developing online classes to provide greater convenience for students and to increase student enrollment, and faculty training on new technology is a priority.

The Vision

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

The team's vision includes:

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

COMMUNITY-BASED ORGANIZATIONS

There are approximately 76 community-based organizations in Montgomery County. These community-based organizations include religious, educational, charitable, scientific and literary organizations which include:

- Cooperative Extension Service 4-H, <http://ces.ca.uky.edu/montgomery/youthdev/>
The 4-H/Youth Development program creates opportunities and supportive environments for children and adults with the goal of helping them to become capable, competent and caring citizens. The emphasis is on "hands-on" learning that focuses on the interests of youth. Programs are conducted with the help of parents, adult volunteer leaders and professional staff who organize educational experiences. Youth participate in organized 4-H clubs, special interest and project groups, 4-H school enrichment programs, 4-H camp and other special activities.
- Cooperative Extension Service Family and Consumer Services, <http://ces.ca.uky.edu/montgomery/fcs/> - The Montgomery County Homemakers Association is a federated county of KEHA with eight clubs, as well as mailbox membership. The objectives are to further strengthen, develop, coordinate and extend adult education in family and consumer sciences in cooperation with the Cooperative Extension Service of the United States Department of Agriculture and Land Grant Universities. The FCS address the challenges of critical issues affecting the daily lives of people in a changing environment. Programs focus on economic, social and physical well-being of clients. They strengthen personal and family relationships, encourage healthful choices and identify resources to extend income.
- Montgomery County Volunteer Fire Department Association, <http://kentucky.firedepartments.net/fire/KY/MtSterling.html>
- Gateway Area Development District, www.gwadd.org - The mission of the GWADD is basically to bring local civic and governmental leaders together to accomplish major objectives and take advantage of opportunities which cannot be achieved or

realized by those governments acting alone. Each ADD is governed by a Board of Directors comprised of elected officials from the counties and communities within the District, as well as non-elected citizen members representing a cross-section of the region's social and economic institutions. The Area Development Districts serve as forums, clearinghouses, technical centers and as conveners for the region. The Gateway Area Development District serves the counties of Bath, Menifee, Montgomery, Morgan and Rowan.

- Gateway Community Services, Inc., www.gcscap.org/default.asp - Gateway's philosophy is consistent with the founding principals of Community Action. They state, "We are not in a struggle simply to support people, to make them dependent on the generosity of others. It is a struggle to give people a chance. It is an effort to allow them to develop and use their capacities, as we have been allowed to develop and use ours, so that they can share, as others share, in the promise of this nation."
- Montgomery Community Development, <http://mountsterling-ky.com/comdevel.htm> - The Mission of the Montgomery CommUNITY Development is to provide an educational, recreational and cultural center to enhance the quality of life for all citizens of the community through educational training and enrichment opportunities and experiences.
- Kick Alcohol Drug Dependency (KADD), <http://kadd.org/> is a non-share-holding, non-commercial, and IRS registered non-profit organization committed to helping people with the treatment and rehabilitation of alcohol and drug dependency problems. KADD is a community health improvement project made up of members who have been personally affected by a loved one. Their goal is to offer information emphasizing public awareness, financial assistance to underprivileged individuals and make referrals to substance abuse treatment facilities within the state of Kentucky. KADD works with the school system and local government to make a difference, without discrimination against gender, race or creed.
- Historical Society of Montgomery County, <http://mountsterling-ky.com/historic.htm>
- Many other Civic Organizations are included at <http://mountsterling-ky.com/civic.htm>
 - American Legion
 - Habitat for Humanity
 - United Way of the Bluegrass, www.uwbq.org
 - American Red Cross, www.redcross.org
 - Salvation Army
 - Kiwanis International
 - Order of the Eastern Star, www.easternstar.org
 - Rotary
 - Kiwanis
 - Montgomery County Cattlemen's Association, <http://ces.ca.uky.edu/montgomery/anr/>
 - Montgomery County Ministerial Association
 - Montgomery County Christian Coalition
 - Montgomery County Council for the Arts

The Montgomery County eCommunity Leadership Team understands the need for organizations in outlying areas, such as volunteer fire departments and community watches, to have the ability to communicate online. However, there is a need to improve community-based organization portal capabilities to make this a reality. Since community-based

organizations are charged with being the best possible stewards of donated money, technology is viewed as a great way to save money. Some community-based organizations see the Internet as a way to increase donations and promotions, and are interested in the prospect of using videoconferencing during business operations.

Assessment

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

- **Networked Places** – In the category of networked places, Montgomery County's community-based organization sector is currently at stage 2 on a 0 to 5 scale. Some organizations have computers that are no older than three years old, many organizations have e-mail, and some office employees have always-on connections to the Internet at their desks.
- **Applications and Services** – In the category of technology applications and services, the community-based organization sector is currently at stage 2 on a 0 to 5 scale with some organizations having an informational website.
- **Leadership** – In terms of technology leadership within the community-based organization community, Montgomery County is currently at stage 0 on a 0 to 5 scale where there is currently no technology or telecom plan in place.

The Vision

The Montgomery County eCommunity Leadership Team sees great potential for the use of technology in the community-based organization sector but understands the sector is limited in its resources and ability to implement changes within a brief period. The team has set goals to move networked places to stage 4; the applications and services category to stage 3; and the leadership category to stage 1 on a 0 to 5 scale. The team's vision includes:

- Many organizations with at least five **employees have direct connections to the Internet**
- All paid **staff have e-mail** accounts
- Some **organizations use VoIP** to save money
- Some office workers have **converted from desktop computers to portable wireless devices**
- Some office **computers have video cameras**
- Many **organizations have an informational website**
- Many local **chapters are able to share data electronically** with the national parent organization
- Some organizations **accept online donations**
- The **Internet is seen as a possible enhancement and marketing tool**

GOVERNMENT

Government entities in Montgomery County are:

- Montgomery County
- Mount Sterling (County Seat)
- Camargo
- Jeffersonville

There are no official websites for Montgomery County or Mount Sterling, however there are several informational websites including www.visitmtsterlingky.com/. There is also an online presence for the Montgomery County area that is provided by South East Telephone. This informational website is www.kyhometown.com/mountsterling/. The website offers a variety of resources including a business directory, local news articles and statistical information for the region.

The official Camargo City website: <http://www.cityofcamargo.com>, ranks 96th out of the 116 official city websites across the state

The Montgomery County eCommunity Leadership Team seeks to build city and county websites, implementing eGovernment services that would be more convenient than the existing paper document and form requirements currently used by residents.

The Assessment

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

- **Networked Places** – In the category of networked places, the government sector is currently at stage 2 on a 0 to 5 scale with some employees having e-mail accounts.
- **Applications and Services** – In the category of technology applications and services, the government sector is currently at stage 2 on a 0 to 5 scale. Most public agency websites offer informational features such as community calendar, staff directory, and downloadable forms. Additionally, customers rely mostly on postal mail and telephone to conduct business.
- **Leadership** – In terms of technology leadership within the government community, Montgomery County and its associated governments are currently at stage 2 on a 0 to 5 scale. Public agencies do not have a strategy for how best to use e-government. Minimal telecommunications planning has occurred, and elected officials are not involved in telecommunications issues.

The Vision

The Montgomery County eCommunity Leadership Team has developed goals to provide a framework for robust e-government functions in the next two years, which will bring the sector to stage 3 in the category of networked places; the rating for applications and services to a stage 3; and the rating for leadership to stage 3. The team's vision includes:

- Many **employees have e-mail** accounts
- Some **field workers are collecting data on laptop computers or palmtops**
- **Webcams** are starting to be deployed
- Some **e-government applications are available**, such as simple building permit applications, e-mail listservs and some downloadable forms
- **E-mail** from residents is **manually routed** to the appropriate departments
- Some agencies routinely **use the network to share data**
- Government **staff is actively involved in framing technology** and telecommunications issues
- Processes are underway for **enhancing connectivity, rights-of-way management and information technology innovation**
- **Employees are trained and knowledgeable** about basic applications

TOURISM, RECREATION, AND PARKS

Mount Sterling, Kentucky, **Gateway between the Appalachian Mountains and the Bluegrass Plains**, was settled in 1792 by Hugh Forbes, a Scotsman who held a land grant near an ancient tribal burial site known as "Little Mountain." In picking a name for the growing settlement, Forbes combined the name of the mound with Stirling, a town in his native Scotland. However, the ancient roots in Mt. Sterling do not define the community today. Having access to Interstate 64, the city has maintained its small-town flavor while keeping the door always open to new industry and businesses. Modern medical and educational systems, solid infrastructure and a strong record of civic involvement are attracting forward-thinking new residents and businesses each year. Mount Sterling's charming and vibrant downtown, along with an area rich in heritage, makes it and Montgomery County wonderful places to visit or live.

Recreational and tourism points of interest in Montgomery County are highlighted on the Mount Sterling Tourism website, www.mtsterlingtourism.com. Some of the many recreational and tourism points of interest in Montgomery County include:

- The Gateway Regional Center for the Arts, www.gatewayartscenter.com/ - Described as a "Gem" for the arts in the Gateway Area, this beautiful historic building is home to the Montgomery County Council for the Arts and available to many arts and community groups from around the area.
- The Clay Community Center, www.claycommunitycenter.com/, is a state-of-the-art multi-purpose meeting facility. The versatility of the center makes it perfect for all types of functions such as conferences, receptions, board meetings and special events.
- The Bramble Ridge Orchard, www.brambleridgeorchard.com/ - Nestled between the foothills of the Appalachian Mountains and the Kentucky Bluegrass region, the Bramble Ridge Orchard is a high density apple tree orchard which was established in 2001. 2,700 trees provide 13 varieties of apples. The Bramble Ridge Orchard is dedicated to providing not only a quality product, but a memorable visit. The Bramble Ridge Orchard is a family-owned business providing customers a selection of locally grown fruits, fun family activities and tours of the grounds and facilities. Activities include Kentucky's largest apple slingshot, Barnyard Buddies, wagon rides, observation beehive and rope maze.
- Mount Sterling Main Street Downtown Revitalization Project is part of Kentucky's Renaissance on Main initiative. The downtown revitalization program, which focuses on Kentucky cities, was originally established in 1996 to represent an alliance of both state and non-state agencies and organizations focusing resources, funding and expertise on historic preservation. The Renaissance on Main program extends that focus to economic development
- Historic Downtown / Main Cross - No visit to Mount Sterling would be complete without a walking tour of the award winning downtown. East Main and South Maysville streets, known as Main Cross, boast ten beautifully renovated historic buildings. Downtown Mount Sterling has been attractively maintained over the years so visitors can walk through the past when visiting the brick courthouse street or strolling down one of the beautiful sidewalks in the historic districts.
- October Court Day - Early Mount Sterling was the trading center for a vast part of eastern Kentucky. It was the site of several prominent hotels, taverns and theaters, which served as meeting places, entertainment sites and stagecoach stops and mail depositories for post riders. Initiated in the 18th Century, Court Day quickly became

the annual trading day for much of eastern Kentucky, and it still is today. In the Fall when the air turns crisp is the perfect opportunity to enjoy the sights and sounds of one of the earlier traditions - Court Day. Mount Sterling delights in this long-standing tradition when more than one hundred thousand people from all parts of the country gather for the three-day event. Specializing in many different arts and crafts, the people of Mount Sterling are eager to show their talents.

- Gallery for the Arts is a not-for-profit gallery managed by the Montgomery County Council for the Arts. Within this gallery visitors can find works by local and regional artists, as well as an exhibit of works by a featured artist. The featured artist exhibit changes monthly and is presented on the first Friday of every month with an opening reception that is free and open to everyone.
- Old Silo Golf Club, www.oldsilo.com, is Kentucky's number one-rated public golf course. Designed by Champions Tour Player Graham Marsh in 2000, this 18-hole championship design is situated on 209 acres of rolling bluegrass countryside, and is located just 30 minutes east of Lexington off I-64. In addition to *Golf Digest* awarding the facility as the "Number One Public Course in Kentucky" in 2003, *Golf Digest* also featured Old Silo as the "6th Best New Affordable Public Golf Course in America" in 2002. With its numerous awards and features in *Golf Magazine* and *USA Today*, Old Silo offers guests a golf experience that combines award-winning design with world-class service.
- Ruth Hunt Candy Company, www.ruthhuntcandy.com - In 1921 Ruth Tharpe Hunt began to sell the confections that her friends and family had always loved. Because of her success locally she opened a small candy store in her home. Soon her business outgrew this location and in 1930 was moved to its own permanent Mt. Sterling, Kentucky location where customers still tour the factory today.
- Sterling Thimble Quilt Shop, www.kentuckytourism.com/Listing/5610/, is a full line quilt shop featuring 100 percent cotton fabrics, books, notions, gifts, supplies and classes. The shop has a friendly staff, exceptional service and is conveniently located.

In the Region -

- Cave Run Lake, www.caverun.org and the Daniel Boone National Forest offer an abundance of water sports, trails for horseback riding, hiking, biking or just to meander along enjoying the wonders of nature. Find yourself wrapped in a circle of silence that is broken only by the sounds of nature. Even if you only stand at the edge of the wilderness and look in, it can be a means of reassuring yourself that the beauty of nature is still there for us and our children to enjoy for years to come.
- Twin Knobs Campground, www.reserveusa.com/nrrs/ky/twkn/
- Zilpo Recreation Area Campground, www.reserveusa.com/nrrs/ky/zilp/
- Kentucky Horse Park, www.kyhorsepark.com/ - Located in Lexington, Kentucky, the heart of the Bluegrass, the Kentucky Horse Park is a working horse farm with 1,200 acres surrounded by 30 miles of white plank fencing. The park is like none other in the world. Dedicated to man's relationship with the horse, the park features two outstanding museums, twin theaters and nearly 50 different breeds of horses. All of these elements combine to make a visit to the park an enjoyable learning experience for everyone, from those unfamiliar with the horse to the horse expert.
- Natural Bridge State Resort Park, <http://parks.ky.gov/resortparks/nb/index.htm>, is home to the great natural sandstone arch which stands 65 feet high and 78 feet long. This 2,200 acre park sits in the Daniel Boone National Forest, and offers lodging,

dining, a gift shop, meeting rooms, a nature center, swimming pool, fishing, camping and hiking.

- The Red River Gorge Geological Area, http://redriversaga.topcities.com/11_contacts.html, is a unique and scenic natural area designated and managed by the USDA Forest Service. A National Landmark, the Gorge is a part of the Daniel Boone National Forest in eastern Kentucky. It is managed for year-round public use and enjoyment and to protect its watershed, wildlife, spectacular geological features, primitive character and public safety.

The Montgomery County eCommunity Leadership Team realizes that this important sector is critical to economic well-being for the area. More people use the web every day for all areas of their lives. Recreation departments strive to continue to make it as easy as possible to review and participate in recreational opportunities.

The Assessment

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

- **Networked Places** – In the category of networked places, Montgomery County’s tourism, recreation, and parks sector is currently at stage 2 on a 0 to 5 scale where some office employees have always-on connections to the Internet at their desks.
- **Applications and Services** – In the category of technology applications and services, the tourism, recreation, and parks sector is currently at stage 2 on a 0 to 5 scale. Some facilities have an informational website, and some facilities transmit or receive some reservations electronically.
- **Leadership** – In terms of technology leadership within the tourism, recreation, and parks sector, Montgomery County is currently at stage 2 on a 0 to 5 scale. The Internet is seen as essential to business operations, and employees are trained on basic applications.

The Vision

The Montgomery County eCommunity Leadership Team sees great potential for the use of technology in the tourism, recreation and parks sector but understands the industry is limited in its resources and ability to implement changes within a brief period. The team has set goals to move each of the three categories above to stage 4 on a 0 to 5 scale. The team’s vision includes:

- Some facilities use **VoIP** to save money
- Some office workers have converted from desktop computers to **portable devices** with wireless connections
- Some office computers have **webcams for videoconferencing**
- Some facilities outsource most of their **computing services to local service providers**
- Some facilities **market out of state** or internationally
- Some employees **work remotely**
- Some facilities **permit some employees to telework** one or two days a week
- Some facilities encourage employees to take **work-related classes online**
- Facilities are working with educational partners to **raise workforce** skill levels

AGRICULTURE

In 2002, there were 676 farms in Montgomery County comprising 90,951 acres with an average of 135 per farm. The total market value of production was \$15,647,000 with an average of \$23,146 per farm. Crop sales accounted for \$5,135,000, and livestock sales accounted for \$10,512,000 of the total value in 2002. Government payments totaled \$259,000, averaging \$1,810 per farm. Montgomery County is ranked 66th in the value of agricultural products sold in the state. The leading agricultural products in sales in Montgomery County are:

1. Cattle and calves with \$6,935,000;
2. Tobacco with \$4,594,000; and
3. Other crops and hay with \$441,000.

Montgomery County tobacco farmers received \$10,033,425 in burley payments from the Tobacco Buyout Program in 2002, and there were no dark tobacco payments.

The Montgomery County Cooperative Extension Service, <http://ces.ca.uky.edu/montgomery> is part of the University of Kentucky's and Kentucky State University's off-campus information networks. They deliver information, education, and solutions; and grow ideas into better communities, stronger local economies and healthier lives. Montgomery County Extension offers educational opportunities to producers and Agri-businessmen on crops, disease, pest management, farm and business management, risk management, erosion control, livestock management and water quality. Programs are offered throughout the year.

In July, 2006, The Governor's Office of Agricultural Policy established a Pilot Satellite Broadband Cost-Share Program for counties to adopt, using County Agricultural Development Funds. High-speed Internet (broadband) will allow Kentucky farmers to simplify important daily tasks, while developing marketing and sales opportunities. Internet resources will allow farmers to remain competitive and profitable in today's changing agricultural economy. ConnectKentucky is committed to assist as needed in efforts to establish county interest in adopting this program. Administrators may contact Jeff Rose at ConnectKentucky for assistance with vendor information, operation meetings or information about satellite broadband and service. Jeff can be reached via e-mail at rose@connectky.org or by phone at 877.781.4320.

The Montgomery County eCommunity Leadership Team knows that more use of technology in the agricultural community will open markets for products outside the local area. Education and training are both seen as keys to heightening the use of technology in the Agriculture sector. It is important for those in agriculture to understand that it is a business as well as a lifestyle.

The Assessment

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

- **Networked Places** – In the category of networked places, Montgomery County's agricultural sector is currently at stage 2 on a 0 to 5 scale where some growers, suppliers and processors have always-on connections to the Internet at their desks.
- **Applications and Services** – In the category of technology applications and services, the agriculture sector is currently at stage 2 on a 0 to 5 scale with some growers,

suppliers and processors having an informational website, and some growers, suppliers and processors transmitting or receiving some orders electronically.

- **Leadership** – In terms of technology leadership within the agricultural community, Montgomery County is currently at stage 2 on a 0 to 5 scale where the Internet is seen as essential to business operations, and employees are trained on basic applications.

The Vision

The Montgomery County eCommunity Leadership Team sees great potential for the use of technology in the agricultural sector but understands the industry is limited in its resources and ability to implement changes within a brief period. The team has set goals to move to stage 4 on a 0 to 5 scale in all three categories. The team's vision includes:

- Some growers, suppliers and processors use **VoIP** to save money
- Some workers have **converted from desktop computers to portable devices** with wireless connections
- Some office **computers have webcams** for videoconferencing
- Some suppliers and processors **outsource most of their computing services**
- Some growers, suppliers and processors **sell goods out of state or internationally**
- Training on **new technology is a priority**
- Some processors and suppliers permit **employees to telework** one or two days a week

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

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

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

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

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


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

Healthcare

Montgomery County

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

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


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

Libraries

Montgomery County

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

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


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


Higher Education

Montgomery County

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

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

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


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

Government

Montgomery County

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

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


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

Tourism, Recreation and Parks

Montgomery County

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

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


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

Agriculture

Montgomery County

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

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

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



D. HOW DO WE GET THERE?

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PROJECT CONCEPT: Incorporate eGovernment Services Into the Existing Mount Sterling Website and Build a Website for Montgomery County Incorporating eGovernment Services

LONG-TERM GOAL

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

WHY IT'S IMPORTANT

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

SPECIFIC MEASURABLE OUTCOMES

1. Determine the public need for electronic access to government.
2. Develop a strategy for significantly reducing visits by the public to government offices for routine transactions.
3. Identify applications specifically designed to help businesses interface with governments more efficiently.

STEPS TO ACHIEVE MEASURABLE OUTCOMES

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

E-GOVERNMENT TEAM

Mount Sterling City Offices, www.visitmtsterlingky.com/

Montgomery County Offices, www.visitmtsterlingky.com/

Technical Assistance –

- MSU at Mt. Sterling, www.moreheadstate.edu/mtsterling
- Bluegrass Community and Technical College, Winchester-Clark County Campus, www.bluegrass.kctcs.edu/LCC/ExtendedCampus/Winchester
- Maysville Community and Technical College, Rowan Campus Morehead, www.maysville.kctcs.edu/index.php?id=397
- Montgomery County Schools, www.montgomery.k12.ky.us
- The Gateway Area Development District, www.gwadd.org

PROJECT CONCEPT: Create a Local County/Community Website Portal for Community-Based Organizations

LONG TERM GOAL

The goal of this project is to create a Local County/Community Website Portal to serve as a clearinghouse of information by providing access to all pertinent links and websites for the citizens of Montgomery County. This project will not only focus on the services that are available in Montgomery County, but also provide information for **Community-Based Organizations**.

WHY IT'S IMPORTANT

A county/community website portal would provide a new and vital way of delivering required services to citizens living in Montgomery County. By harnessing the power of the Internet, an electronic "one stop shop" could eventually be realized. A growing range of services could be accessed by residents of Montgomery from either their own homes, or from community facilities within the county. This would bridge the problem of rural isolation by making needed services available at a touch, and provide cross cultural communications and diversity.

SPECIFIC MEASURABLE OUTCOMES

1. Increase community access to pertinent information and services
2. Creation and implementation of an established clearinghouse of information for Montgomery County residents
3. Increase in community comfort level of Montgomery County citizens through use of the Website Portal.
4. Promote technology usage through website portal communication device

STEPS TO ACHIEVE MEASURABLE OUTCOMES

1. Engage services of Kentucky.gov to assist with technical hosting, design and implementation.
2. Identify and decide on all pertinent links to be included
3. Create webpage design
4. Launch webpage
5. Market webpage to increase usage by the community

COMMUNITY WEBSITE PORTAL TEAM

MSU at Mt. Sterling, www.moreheadstate.edu/mtsterling
Bluegrass Community and Technical College, Winchester-Clark County Campus, www.bluegrass.kctcs.edu/LCC/ExtendedCampus/Winchester
Maysville Community and Technical College, Rowan Campus Morehead, www.maysville.kctcs.edu/index.php?id=397
Montgomery County Schools, www.montgomery.k12.ky.us
The Gateway Area Development District, www.gwadd.org
Mt. Sterling-Montgomery County Chamber of Commerce, www.mtsterlingchamber.com
Mount Sterling City Offices, www.visitmtsterlingky.com/
Montgomery County Offices, www.visitmtsterlingky.com/

Mt. Sterling-Montgomery County Public Library, www.youseemore.com/mtsterling/
The Montgomery County Cooperative Extension Service, <http://ces.ca.uky.edu/montgomery>

PROJECT CONCEPT: Implement and Coordinate Ongoing Education, Training and Awareness for Montgomery County

LONG-TERM GOAL

This project will work to bring organization, promotion and delivery of technology education, training and awareness to the entire community of Montgomery County.

WHY IT'S IMPORTANT

An educated community is essential in today's global economy. There are opportunities to leverage existing resources in Montgomery County to expand and enhance workforce training programs, encourage more post-secondary education and create additional awareness within the community in regard to technology. Education, training and awareness are essential in our ability to expand technology within each sector of the community. These community sectors include: agriculture, business and industry, community-based organizations, government, healthcare, higher education, K-12 education, libraries and tourism, parks and recreation.

SPECIFIC MEASURABLE OUTCOMES

(Criteria: clear, compelling, outcome-oriented, achievable within one year)

1. Inventory of all education/training/awareness resources in Montgomery County
2. Development of additional education, training and awareness materials to further the use of technology and broadband applications
3. Increase the use of computers and broadband in Montgomery County

STEPS TO ACHIEVE OUTCOME

1. Identify all organizations within Montgomery County performing community education, training and awareness.
2. Divide current resources offered by organizations into three categories: education, training and awareness.
3. Determine which sectors could benefit from education/training/awareness opportunities.
4. Create new ways to market and promote opportunities to appropriate groups within the community.
5. Determine gaps in education/training/awareness and ways to fill those gaps.

EDUCATIONAL TEAM

K-12 Education

Montgomery County Schools, www.montgomery.k12.ky.us

Higher Education

MSU at Mt. Sterling, www.moreheadstate.edu/mtsterling

Bluegrass Community and Technical College, Winchester-Clark County Campus,

www.bluegrass.kctcs.edu/LCC/ExtendedCampus/Winchester

Maysville Community and Technical College, Rowan Campus Morehead,

www.maysville.kctcs.edu/index.php?id=397

Community Education

Mt. Sterling-Montgomery County Public Library, www.youseemore.com/mtsterling/

Montgomery County Cooperative Extension Service, <http://ces.ca.uky.edu/montgomery>

Gateway Area Development District, www.gwadd.org

POTENTIAL ACTION ITEMS

Business and Industry

- Educate small businesses on available telecommunications services and the benefits of using technology in business.
- Identify technical assistance that would help implement handheld and laptop devices in order to improve efficiency.
- Improve the general attitude of many in the community toward the use of technology. There is a continuing need for technical assistance to eliminate the trial and error practices.
- Educate the community about the services available and the benefits of those services.
- Provide local technical assistance to citizens when problems arise with systems.
- Provide incentives so that people will start local businesses which provide technical, computer and internet service advice to small businesses and individuals and which then provide technical assistance when problems arise with office systems, Internet services and other computer-related issues.
- Organize demonstrations of the new technologies and present local role model users.
- Create a technologically capable workforce through training and skills development.
- Develop a local directory of information technology services.
- Identify ways to reduce the cost of connecting to the Internet and find potential funding sources for small businesses.
- Get businesses together to aggregate demand for high-speed services, create a more attractive market for infrastructure providers and ensure that the services meet local needs.

- Develop a media campaign to help consumers and businesses understand the benefits of high-speed services and the Internet.
- Encourage more hotspots in locations such as bookstores, businesses and libraries.

Education

- Develop strategies for bridging the digital divide – after school programs, community centers, etc.
- Provide training in information technology resources, especially for support staff and classified personnel.
- Upgrade infrastructure to be able to utilize the additional bandwidth - Bandwidth from the state is becoming inadequate to support the needs of our students and to take advantage of the resources available on the Internet. We need a higher level of connectivity. The state is working on this issue and locally we will be working to upgrade our infrastructure to be able to utilize the additional bandwidth. Additional technology funding is needed to upgrade and add to our existing classroom technology; maintain and upgrade our infrastructure; provide the necessary personnel to support administrators, teachers, staff and students in their effective use of technology; and provide the necessary software and/or Internet resources to support student learning.
- Establish a countywide consortium (made up of public and private schools and adult education) to consolidate technology planning in the education sector.
- Build relationships between schools and broadband providers. The district will continue to explore funding opportunities to implement the district educational technology plan.
- Explore partnerships with local businesses to assist in the expansion and implementation of district/school technology initiatives.
- Expand wide-area resources and increase bandwidth.
- Make it easier for low-income families to access computers and the Internet to facilitate communications with teachers and schools.
- Create an interactive online calendar for school events
 - Look at using calendar for entire community
 - Run ads in local papers and radio stations to advertise availability

Healthcare

- Implement technology and telecommunications upgrades to allow robotic surgery initiative implementation

- Develop a HCP survey to gather baseline information on usage of technology in healthcare. Topics should include: e-mail access, Internet access, websites, electronic records, billing and telemedicine initiatives.
- Educate providers on available technologies and the benefits of technology in medicine.
- Using public and private partnerships, ensure that small providers and rural areas have access to affordable, high-speed networks so they can participate in telemedicine and teleconferencing services.
- Keep patient data on a central database shared among all medical providers to minimize the number of forms patients have to fill out on each visit, which would enable providers to avoid copying and faxing patient information.
- Provide online appointment scheduling and verification.

Library

- Increase the number of public access computers and provide ports or wireless access points where patrons with laptop computers can connect to high-speed lines.
- Develop expanded Internet training programs for the public, targeting specific needs and groups.
- Provide more access to online databases.
- Collaborate and coordinate more with local schools in order to provide complementary services
- Provide ports or wireless access points where patrons with laptop computers can connect to high-speed lines.
- Increase the use of mobile computer stations in bookmobiles or outfitted vans, especially in rural areas.
- Market the current capabilities and services of the library system.
- Improve the current website and expand the library's ability to interact with patrons.

Higher Education

- The MSU Extended Campus Center in Mt. Sterling is totally networked through the Morehead State Main Campus.
- The MSU Extended Campus Center will be able to reach more students in their homes and/or places of business to deliver online instruction of various types.
- Supply access to Jeffersonville.

- Document large employers who have access and might want to use compressed video as an educational/training/professional development tool.
- Substantially increase the number of web-enhanced and online courses.
- Improve countywide access to distance learning classes.
- Provide continuous training to all educators and staff on technology use and applications.
- Provide information technology resources to the community, as well as educate the end-users in the use of technology.
- Encourage citizens to take advantage of the online classes already available.

Community-Based Organizations

- Develop ways to provide more computer availability to community-based organizations.
- Identify the community-based organizations in the county and list their websites.
- Develop a list of potential funding sources for technology acquisition.
- Develop collaborative partnerships with educational institutions and corporate partners to provide web services and equipment.
- Encourage community-based organizations to use e-mail and the web to reduce the use of paper mail.
- Introduce a community portal that expands use of a variety of applications.
- Identify and list the community-based organizations in the county as well as their websites.

Government

- Create a county website and post all meeting agendas, minutes and attachments online; and improve the ability to conduct business with government over the Internet, like permitting, purchasing and payments.
- Increase the number of public access terminals in the county.
- Develop more e-government applications that provide value to the consumer.
- Develop more thorough employee technology training programs.

- Develop partnerships with businesses and grassroots organizations to improve technology usage countywide.
- Use streaming video to broadcast council or court meetings on the Internet.
- Create a partnership of public and private entities to develop a regional portal.
- Issue emergency notifications, such as road closures, via e-mail and the website.
- Provide training and awareness to senior citizens.

Tourism, Parks and Recreation

- Develop affordable, high-speed services for rural parts of the County.
- Develop a community portal page to promote tourism in the County.
- Encourage more local companies to sell their goods and services online to promote local businesses and increase sales.
- Use technology to market county attractions to potential in-state and out-of-state tourists.
- Offer videoconferencing capability to all sectors from a central location.
- Provide wireless access at parks.

Agriculture

- Increase broadband awareness among the agricultural community.
- Develop educational materials to help the agricultural community to understand the importance of broadband.
- Create a list of providers to help the agricultural sector understand what service is available and from whom.
- Consider creating a local agricultural portal for sharing news and market information.
- Create and promote the use of videoconferencing centers for use by the agricultural community and create promotional materials to show possible usages of video conferencing.
- Create and promote materials for the new eXtension service, a national web-based information and education network providing 24/7/365 access to objective, science-based information from universities and partners nationwide.
- Create a national animal identification database.