Dodge County, WI
provides responsive and efficient service with govAccess

OVERVIEW
Broadband access remains one of the challenges rural communities face when working to create truly effective digital government experiences. While increasing their internet access availability, Dodge County, Wisconsin, built a website that provides a framework for responsive and efficient service thanks to govAccess – with a community response that reflects the culture shift to digital services.

SITUATION
Despite facing infrastructure challenges to modernize internet access, Dodge County staff saw an uptick in both the interest in, and need for, positive digital experiences for both residents and county staff.

SOLUTION
Fueled by a positive website redesign a few years prior, the Dodge County team leveraged govAccess and the expertise from Granicus to improve tools available for residents through the county’s website, as well as how to best prioritize content for the most impactful engagement, regardless of internet speed or access to broadband.

RESULTS
Despite a population of just under 90,000, Dodge County has seen over 1,000 open records requests submitted through the website in the last year, after strong engagement with COVID vaccine information campaigns. Further, 30 different departments have involvement in the website, allowing for consistent engagement from throughout county services.

MUST HAVE SOLUTION
govAccess

“[govAccess] really helped us achieve our overall goals and priorities, especially providing greater transparency and being able to provide fresh and relevant information.”

Susie Mueller,
IT Continuous Improvement Coordinator, Dodge County, WI

1,000
open records requests in the last year

3,000
responses to vaccine information

30
departments involved in digital engagement

Efficiencies
and time savings for residents

Read the full story bit.ly/dodge-county-success