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# Market Potential for Automated Data Processing Services in Southeast Nebraska

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MARKET POTENTIAL  
FOR AUTOMATED DATA PROCESSING SERVICES  
IN SOUTHEAST NEBRASKA

By  
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and  
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In the final analysis, however, the authors alone must accept responsibility for any errors of fact or interpretation.

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## Executive Summary

This report presents an analysis of computing among local governmental agencies in southeastern Nebraska. The data were collected via telephone interviews with 219 agencies during December, 1983. The study was conducted for the City of Lincoln Data Processing Department to assist in determining whether a market potential among local governments exists for its services.

The principal findings of this analysis are:

- Over two-thirds (71.2 percent or 156) of the responding governmental agencies used computers in their operations.
- A substantial number of the computer systems being used represented dated or antiquated technology (39.9 percent).
- Most functions that were reported as being automated by the agencies using computers involved financial management or related activities.
- More than one-fourth of all computer users (26.3 percent) reported problems with their systems.
- This finding notwithstanding, more than nine out of 10 respondents reported either being satisfied or very satisfied with their systems.
- Two-fifths (41.6 percent or 91) of all agencies reported that they had plans to acquire new or additional data processing equipment or services in the next two years.

- More than one-third (34.7 percent or 76) of all of the respondents said they would consider using an established governmental unit for data processing services. An additional 18.7 percent (41) said they were unsure. Thus, some degree of support for the provision of data processing services in an established governmental unit exists among over half (53.4 percent or 117) of all respondents.

- Most of the functions for which automation would be sought among these 117 units involved financial management or related activities.

- Several considerations, including cost, turnaround time, programming available, and vendor service were listed as important by the respondents in the selection of data processing services.

The analysis concludes that a market potential exists among governmental agencies in southeastern Nebraska for data processing services from the City of Lincoln Data Processing Department. The development of this market should be conditioned by knowledge of several factors including: existing uses and future plans for automation of local government functions in the study area; the need to be selective in approaching the market, especially in terms of which governments and which functions to target for marketing; and the availability of programming in high demand areas.



## Introduction

In December of 1983, CAUR undertook a survey of computing in local governmental agencies in southeastern Nebraska for the City of Lincoln Data Processing Department. The purposes of the survey were: 1) to identify the type and extent of data processing services used and 2) to determine whether a market potential exists for data processing services from the City of Lincoln. Part I of this report addresses existing data processing uses by these jurisdictions, Part II discusses users' evaluations of their systems, and Part III examines their future plans. The Appendices to this report contain a map of the survey area and additional data tables.

## Method

Data were gathered by telephone interviews with five types of jurisdictions in southeast Nebraska. These included all city governments with a population of 2,500 or more, all county governments, all school districts with enrollments of 1,000 and greater, all electric utilities with revenues of \$1 million or more, and all natural resources districts. This resulted in a universe of 219 organizations, including 26 cities, 128 county offices (33 county assessors, 33 treasurers, 31 clerks, and registers of deeds), 29 electric utilities, 27 school districts, and nine natural resources districts. (See Table 1 and the map in Appendix A.)

The survey instrument was developed by CAUR researchers in late November, 1983 and reviewed and approved by City of Lincoln

Data Processing Department officials. Telephone interviews were conducted by trained CAUR staff between December 12 and 23, 1983. All data were coded and processed on the University of Nebraska at Omaha DEC VAX 11/780 computer system. The Statistical Program for the Social Sciences (SPSS) was used to analyze data (frequency distributions and cross-tabulations).

#### PART I: EXISTING DATA PROCESSING

Over two-thirds (71.2 percent or 156) of the 219 respondents used computers or data processing in their operations. (See Table 2.) Of these, 64.1 percent (100) used only in-house computers, 16.7 percent (26) used service bureaus exclusively, and 19.2 percent (30) used both in-house equipment and service bureaus. Thus, a total of 59.4 percent (130 of the 219) jurisdictions had in-house computers of one kind or another. These 130 agencies had a total of 153 computers in their organizations. (See Table 3.)

On its face, this seems to be a fairly high number of jurisdictions using data processing. However, when examined in terms of type of technology employed and functions computerized, a somewhat less compelling picture appears. For example, of the 153 in-house systems 39.9 percent (61) were minicomputers, 32.0 percent (49) were microcomputers, and 22.9 percent (35) were antiquated bookkeeping and accounting machines. Eight in-house systems remained undefined. (See Table 3.)

In terms of generation of technology represented by these 153 in-house systems, 38.6 percent (59) were the most current models offered by a manufacturer, 15.0 percent (23) were one model removed from current systems, and 39.9 percent (61) were either dated (two models previous) or antiquated (three models or more previous), and 6.5 percent (10) could not be dated. (See Table 3.)

When type of computer owned or leased and generation of technology were examined by jurisdiction, schools were found to lead in the use of micros with 28 systems. (See Table 3.) This represented 57.1 percent of all micros in the jurisdictions. School systems were also the most up-to-date in their use of computer technology with only one out of their 30 systems being dated or antiquated.

County treasurers, on the other hand, had the largest number of bookkeeping/accounting machines (48.6 percent or 17) and the largest number of dated or antiquated systems (34.4 percent or 21). Other units that had older technology included cities with six bookkeeping/accounting machines, county assessors with five, and clerks with four of these machines. County assessors had 11 dated or antiquated systems, followed by cities and utilities with nine each, and county clerks with eight of these older models. Taken together, these data suggest a large number of systems that are or soon will be due for replacement.

The manufacturers of these automated systems included Burroughs (37.3 percent or 57), IBM (20.3 percent or 31), Apple (13.1 percent or 20), NCR (8.5 percent or 13), Radio Shack (3.9

percent or six), and all others (16.3 percent or 25). (See Table 3.) The vast majority of these systems (89.5 percent or 137) were owned, and only 9.8 percent (15) were leased. Seven of the leased systems were found in cities, two in county assessors' offices, three in county clerks' offices, and three in utilities offices.

The offices surveyed were asked a number of questions regarding the functions that were automated in their organizations, whether on in-house systems or through service bureaus. See Table 4 for a list of functions by responding unit. Answers to these questions establish the extent of automation in these jurisdictions and also suggest the functions most likely to be regarded as important or even necessary for automation by other local jurisdictions in the survey area.

Not surprisingly, most functions that were reported as automated involved financial management. This is highly consistent with prior research on computer use in local government.

In order of frequency of response, the following were the functions most frequently automated: accounting (in 95 jurisdictions), payroll (88), budgeting (61), utility billing (45), inventory (39), personnel (34), tax billing (28), real property records (26), utilities customer records (25), tax assessment (22), personal property records (21), motor vehicle registrations (21), and public schools' student records (20). (See Table 5.) Word processing was reported by 41 respondents, and 43 said "other" functions were automated. All other automated functions fell below a frequency of 20 jurisdictions reporting.

Among the 156 offices with automated data processing, future plans to automate in order of number of responses included inventory (26), personnel (19), police or sheriff's records (17), budgeting (16), equipment management (15), accounting (14), and engineering functions (14). (See Table 5.) Plans to acquire automated word processing were reported by 29 units, and 27 units said they planned to automate some "other" function. The remaining functions fell below a frequency of 10 jurisdictions reporting plans for automation.

Automated financial management functions were performed by all reporting offices, although county offices tended to fall behind cities, utilities, schools, and NRD's in their degree of automation of these functions. With few exceptions, the remaining functions showed close correspondence with type of jurisdiction, as would be expected. For example, only cities and utilities perform utility billing, and all but one of each of these units had automated this function. Similarly, 28 of 31 county treasurers who were automated reported the automation of tax billing, and 20 of 27 schools reported the automation of student records. Hence, the data reported on automated functions should be examined, not only in their absolute frequency, but also in relation to the types and number of units performing each function.

### Summary

This section shows that a large percentage (71.2 percent) of the surveyed units either had in-house computers or relied on service bureaus for data processing activities. Although 59.4

percent of these units had in-house computers, a large number of these systems represented technologies that were either dated or antiquated and that can be expected to require replacement in coming years.

Most responding units reported the automation of basic financial management activities. For example, 95 of 126 units (75.4 percent) said their accounting activities were automated, and 88 out of 95 (92.6 percent) reported automation of their payroll functions. Outside of the financial management area, automation of functions was closely tied, as expected, to units performing particular functions (e.g., utility billing by cities and utilities, tax billing by county treasurers, student records by public schools). Thus, while large numbers of units overall might not have reported automation of particular functions, often sizeable percentages of those performing the functions did report automation.

Nevertheless, outside of the area of financial management and functional areas in which automation has become more than just a convenience (tax assessment and tax billing are good examples), frequencies of automation tended to fall below 50 percent of the reporting units. This means that very little beyond financial management was automated to any extent among the surveyed jurisdictions reporting the use of computers.

Plans to automate presented a similar picture. Here, inventory control ranked first (26 units) and personnel second (19 units). Thereafter, financial management activities (budgeting--16 units, accounting--14 units) and functions specific to par-

ticular jurisdictions followed (e.g., engineering--eight cities, four counties, four utilities; police and sheriff's records--10 cities and eight counties).

## PART II: USERS' EVALUATIONS OF THEIR SYSTEMS AND PLANS

### Problems with Systems Used

More than one-quarter (26.3 percent or 41) of the 156 respondents using automated data processing reported having problems of one sort or another with their systems, whether in-house or service bureau. (See Table 6.) A greater proportion of in-house users (30.0 percent or 30) reported having problems than did either service bureau users (15.4 percent or four) or users of both in-house and service bureau data processing (23.3 percent or seven).

Although the numbers of users by jurisdiction were small, natural resources districts (60.0 percent or three), utility district users (36.0 percent or nine), county clerks (37.5 percent or six), and cities (27.3 percent or six) reported relatively greater proportions of problems with automation. (See Table 6.)

Among the 41 respondents that reported problems, software failure was cited by the greatest proportion (73.2 percent or 30). (See Table 7.) Next most frequently cited was hardware failure (56.1 percent or 23). Other problem areas were mentioned by far smaller proportions of those with problems.

By jurisdiction, a greater proportion of system users with problems in county governments cited hardware failure (88.9 per-

cent or 16) and software failure (77.8 percent or 14) as a problem than they did any other. (See Table 7.) In addition, most of the county assessors also reported vendor service (80 percent or four) to be a problem. Software failure was also mentioned most frequently as a problem by utilities (100 percent or nine) and cities (50.0 percent or three).

A number of respondents reported their system problems unresolved at the time of this survey. (See Table 7.) Though again the numbers were small, among the unresolved problems the greatest number were software failure (12 of the 30 with software problems). The greatest proportions of unresolved problems were complexity (55.5 percent or five of the nine with problems) and staff attitudes (54.5 percent or six of the 11 with problems).

#### Satisfaction with Systems Used

Nearly all respondents (142 of the 156 or 91.0 percent) expressed some degree of satisfaction with their data processing systems, and a majority (51.3 percent or 80) said they were very satisfied. (See Table 8.) The high degree of satisfaction occurred in spite of system problems encountered by various jurisdictions, although a small but statistically significant decline in satisfaction did occur with increased problems.

County offices, particularly treasurers and assessors, expressed the greatest dissatisfaction with their systems (11.7 percent or nine out of 77 offices). School districts and natural resources districts expressed no dissatisfaction with their systems, while cities expressed little dissatisfaction (4.5 percent or one out of 22) but more modest satisfaction (fewer were very satisfied).



Satisfaction with current equipment and/or services was not systematically related to the jurisdictions' plans to acquire new or additional automation in the next two years. However, less satisfied users were more likely to consider using the services of an established governmental unit in Nebraska for data processing.

#### Plans to Acquire Equipment or Services

All 219 respondents were asked whether their jurisdictions planned to acquire any data processing services or equipment during the next two years. Approximately four out of ten respondents (41.6 percent or 91) reported plans to acquire new or additional equipment/services. (See Table 9.) An additional 15.5 percent (or 34 respondents) said they were unsure of future plans (and, by inference, might be in the market for data processing equipment or services).

A greater proportion of school districts (70.4 percent or 19) and utilities (69.0 percent or 20) reported plans to acquire equipment/services than any of the other jurisdictions. Next in intent to acquire were cities (46.2 percent or 12) and, among county offices, clerks (38.7 percent or 12) and treasurers (36.4 percent or 12).

Among the respondents who cited specific plans, nearly half (46.7 percent or 35) planned acquisition of new systems. Only 6.7 percent (or five) who were not already using such services cited planned use of a service bureau.

PART III: MARKET POTENTIAL FOR EDP SERVICESService Use Consideration

Over one-third of all respondents (34.7 percent or 76 out of 219) said they would consider using an established governmental unit for automated data processing services. (See Table 10.) Those willing to consider using these services together with those who were unsure (18.7 percent or 41) totaled to more than one-half (53.4 percent or 117) of all respondents. Thus, substantial demand exists for the proposed services--between 76 and 117 of the 219 offices surveyed.

A majority of respondents from school districts (63.0 percent or 17), Natural Resources Districts (55.6 percent or five), and cities (53.8 percent or 14) expressed their willingness to consider using the services. From approximately one-fifth (19.4 percent of clerks) to approximately one-third (32.3 percent of registers of deeds) of each of the four county offices said they would consider such use.

Numerically, the greatest potential market (numbers willing to consider use) exists among school districts (17) and cities (14). The several county offices are next in number (ten registers of deeds, 10 assessors, seven treasurers, and six clerks).

By Amount Prepared to Pay

All 219 respondents were asked what they might be prepared to pay for the data processing services of an established governmental unit. Respondents selected a category of hypothetical

payment. (See Table 10.) Nearly half of all respondents said they did not know how much they would be willing to pay or that it would depend on the services provided (47.5 percent). The remainder of the respondents selected a hypothetical payment level as shown in Table 10. For all respondents taken together no regular trend was evident in the amount offices were willing to pay; that is, the proportion of respondents willing to pay various amounts was fairly even from category to category of cost, and 30 or 27.5 percent were willing to pay \$15,000 or more for such services. In addition, no systematic relationship was found between amount willing to pay and expressed strength of the jurisdictions' finances.

#### Functions Considered

The 117 respondents who expressed some interest in using an established governmental unit for automated data processing services (yes or unsure responses to question 12) were asked which functions they would consider automating through such an organization. Only those functions that are typically performed by each responding office were raised as possibilities for automation. Therefore, the total number of respondents varied from function to function. (See Table 11.)

One function, word processing, was offered as a potential area of automation to all of the respondents considering automation. One-third (33.3 percent or 39) said they would be interested in automating that function. In addition, all respondents were offered the opportunity to name other functions that they might wish to automate. Approximately one-fifth (16.2 per-

cent or 19) did offer ideas of other functions to automate.

The automation of basic financial management activities was offered variously to five or six of the offices surveyed. A majority of respondents said they would be interested in automating certain of these functions in their jurisdictions, including accounting (70.5 percent or 55 respondents), budgeting (60.9 percent or 42), and payroll (66.7 percent or 46). Interest in automation of personnel (43.5 percent or 30) and inventory (47.8 percent or 33) was nearly as high. These findings correspond to the finding in Part I of this report--that the majority of functions currently automated by jurisdictions surveyed involved financial management.

Engineering and equipment management were offered as potential functions for automation in four jurisdictions. Those offices responded with 26.9 percent (or 14) interested in automating engineering and 23.1 percent (or 12) interested in equipment management.

All other functions were offered to only one or two offices, based upon their traditional roles. Once again total numbers were small.

County treasurers were very interested in automating tax assessments, drivers licenses, and motor vehicle registrations (each with 66.7 percent or six). Nearly a majority of county assessors (45.0 percent or nine) expressed interest in automating real and personal property records and tax assessments, and nearly as many (40.0 percent or eight) expressed interest in property tax appraisal. (In fact, most of the assessors responding to the questions expressed interest.)

Cities were less certain of their willingness to automate functions such as utility billing and police records (28.6 percent or six) than they were for several of the financial management functions.

Utilities were very interested in automating customer records and utility billing (each with 80.0 percent or eight).

School districts were overwhelmingly interested in automating their school census (88.2 percent or 15), school lunch programs (82.4 percent or 14), enrollment records (82.4 percent or 14), student records (76.5 percent or 13), library functions (76.5 percent or 13), and bus routing (70.6 percent or 12).

A near majority of county clerks said their counties were interested in automating voter registrations and police records (each with 40.0 percent or six). Over half of the county clerks said their counties were unsure of automating public health, public welfare, court records, and highway records, (each with 53.3 percent or eight).

#### Important Considerations

All 219 respondents were asked how important several aspects of automated data processing were to them in selecting an established governmental unit for services. (See Table 12.) Most offices surveyed said that the listed considerations were either somewhat or very important to them. Relatively few viewed the considerations as "not at all" important.

Cost was considered "very" or "somewhat" important (the combined categories) by the greatest proportion of respondents (90.9 percent or 199 respondents). Next in importance were turnaround

time (88.6 percent or 194), programming available (87.7 percent or 192), vendor service (87.2 percent or 191), and training available (86.8 percent or 190). Relatively less important were hardware employed (77.2 percent or 169) and distance from service location (68.0 percent or 149).

When responses of "very important" were taken alone, available programming was cited by the greatest proportion of respondents (82.2 percent or 180), and cost dropped to second place with 81.7 percent (or 179 respondents) mentioning it as a very important consideration. Next in importance were vendor service (79.0 percent or 173), training available (74.4 percent or 163), and turnaround time (63.0 percent or 138). Considerably less important were hardware used (27.9 percent or 61) and distance from service location (23.7 percent or 52).

The importance of these seven considerations among the eight individual offices generally followed the evaluations of respondents taken as a whole. (See Table 12.) Cost and/or program availability and/or vendor service remained the prime considerations for almost all offices.

#### IV. CONCLUSION

This survey suggests that market potential exists among jurisdictions in southeastern Nebraska for certain data processing services from the City of Lincoln Data Processing Department. This conclusion is supported by several findings in this report.

1) Of surveyed jurisdictions in this area, 71.2 percent (156 of 219 units) employed some form of data processing in their operations. However, many of these units were not extensively automated.

2) A substantial number of the 130 offices with in-house computer systems relied on older, more limited technology that can be expected to require replacement in coming years (e.g., 22.9 percent or 35 bookkeeping/accounting machines, and 39.9 percent or 61 dated or antiquated systems).

3) Many (41.6 percent or 91) of the jurisdictions with data processing indicated plans to acquire new or additional hardware, software, or other system capabilities in the next two years.

4) Over one-third (34.7 percent or 76) of all offices surveyed said they would consider acquiring data processing services from an established governmental unit in Nebraska, and another 18.7 percent (41) were unsure whether they would consider acquiring such services.

The development of the southeast Nebraska market by the City of Lincoln Data Processing Department should be conditioned by knowledge of several factors.

1) The vast majority of functions computerized in local jurisdictions in southeastern Nebraska involved financial management. The agencies that said that they would consider acquiring data processing services from an established local government in Nebraska also indicated that financial management activities were their highest priority for automation.

2) Cost, turnaround time, programming available, and vendor service would be the most important considerations affecting selection of data processing services by the surveyed jurisdictions. However, other factors (e.g., hardware and training) were also considered important and should not be ignored.

3) Selectivity would be advisable regarding functional areas and governmental units targeted in a marketing strategy. Not all the offices surveyed were equal in number nor were the functions they performed equally numerous or in equal demand. For example, only nine NRD's existed in this area. Numbers alone would suggest a serious market limitation. In addition, the four principal county offices surveyed performed essentially separate functions, only some of them affecting financial management, and the interest among county offices in automation through an established Nebraska governmental unit was quite uneven.

These considerations suggest that the City of Lincoln Data Processing Department may successfully tap the local government data processing market in southeastern Nebraska. Based on the analysts' experience in this area, success in such a marketing effort will require at least the following:

- 1) programming in high demand areas, namely those affecting financial management activities,
- 2) programming that is sufficiently flexible to meet the myriad needs of different units,



- 3) reasonably priced programming and other services,
- 4) quick turnaround time for batch operations or a remote on-line, real time capability, and
- 5) vendor responsiveness to the problems of clients in making satisfactory use of the programming and the provision of adequate user training.

However, meeting these conditions alone is not sufficient to guarantee successful market development. A marketing strategy, staff capability to sell and install the department's services, provision for training users, and support installations are all required and should be in place prior to initiation of a marketing effort.

TABLE 1

## NUMBER AND SIZE OF JURISDICTIONS SURVEYED

Size**	All Respondents	All County Offices	County Clerk	County Assessor	County Treasurer	County Register of Deeds	Cities	Utilities	School Districts	Natural Resources Districts
< 5,000	66	12	3	3	3	3	10	22	22	*
5,000-9,999	71	53	13	14	14	12	9	5	4	*
10,000+	73	63	15	16	16	16	7	2	1	*
	9*									9*
Total	219	128	31	33	33	31	26	29	27	9

\*Natural resources districts were not categorized by size.

\*\*Size is defined as resident population for city and county offices, as enrolled students for school districts, and as customers for utility districts.

TABLE 2

DEGREE AND MODE OF AUTOMATION BY EACH JURISDICTION SURVEYED

(Respondents = 219)

(Total Users = 156)

	All Respondents		All County Offices		County Clerk		County Assessor		County Treasurer		County Register of Deeds		Cities		Utilities		School Districts		Natural Resources Districts	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
<u>Automated?</u>																				
Yes	156	71.2	77	60.2	16	51.6	24	72.7	31	93.9	6	19.4	22	84.6	25	86.2	27	100.0	5	55.6
No	63	28.8	51	39.8	15	48.4	9	27.3	2	6.1	25	80.6	4	15.4	4	13.8	0	0.0	4	44.4
Total	219	100.0	128	100.0	31	100.0	33	100.0	33	100.0	31	100.0	26	100.0	29	100.0	27	100.0	9	100.0
<u>Mode?</u>																				
In-house, only	100	64.1	59	76.6	14	87.5	15	62.5	25	80.6	5	83.3	17	77.3	19	76.0	2	7.4	3	60.0
Service bureau, only	26	16.7	11	14.3	2	12.5	7	29.2	2	6.5	0	0.0	3	13.6	4	16.0	6	22.2	2	40.0
Both	30	19.2	7	9.1	0	0.0	2	8.3	4	12.9	1	16.7	2	9.1	2	8.0	19	70.4	0	0.0
Total	156	100.0	77	100.0	16	100.0	24	100.0	31	100.0	6	100.0	22	100.0	25	100.0	27	100.0	5	100.0

TABLE 3

NATURE OF ALL IN-HOUSE SYSTEMS USED BY EACH JURISDICTION SURVEYED  
(In-house Users = 130)  
(In-house Systems = 153)

	All Respondents		All County Offices		County Clerk		County Assessor		County Treasurer		County Register of Deeds		Cities		Utilities		School Districts		Natural Resources Districts	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
<u>Manufacturer</u>																				
Burroughs	57	37.3	42	60.0	10	62.5	13	76.5	16	51.6	3	50.0	7	25.0	8	36.4	0	0.0	0	0.0
IBM	31	20.3	4	5.7	3	18.8	0	0.0	1	3.2	0	0.0	8	28.6	6	27.3	11	36.7	2	66.7
Apple	20	13.1	1	1.4	0	0.0	0	0.0	0	0.0	1	16.7	1	3.6	0	0.0	18	60.0	0	0.0
NCR	13	8.5	7	10.0	2	12.5	1	5.9	3	9.7	1	16.7	3	10.7	3	13.6	0	0.0	0	0.0
Radio Shack	6	3.9	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	4	14.3	2	9.1	0	0.0	0	0.0
Others	25	16.3	15	21.4	1	6.3	3	17.6	10	32.3	1	16.7	5	12.9	3	13.6	1	3.3	1	33.3
Don't know	1	0.7	1	1.4	0	0.0	0	0.0	1	3.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Total	153	100.1	70	99.9	16	100.1	17	100.0	31	100.0	6	100.1	28	100.1	22	100.0	30	100.0	3	100.0
<u>Hardware Type</u>																				
Mini	61	39.9	30	42.9	9	56.3	10	58.8	8	25.8	3	50.0	13	46.4	15	68.2	2	6.7	1	33.3
Micro	49	32.0	5	7.1	3	18.8	1	5.9	0	0.0	1	16.7	9	32.1	5	22.7	28	93.3	2	67.7
Accounting machine	35	22.9	27	38.6	4	25.0	5	29.4	17	54.8	1	16.7	6	21.4	2	9.1	0	0.0	0	0.0
Don't know	8	5.2	8	11.4	0	0.0	1	5.9	6	19.4	1	16.7	0	0.0	0	0.0	0	0.0	0	0.0
Total	153	100.0	70	100.0	16	100.1	17	100.0	31	100.0	6	100.1	28	99.9	22	100.0	30	100.0	3	100.0
<u>Age of Model</u>																				
Current	59	38.6	14	20.0	5	31.3	4	23.5	3	9.7	2	33.3	13	46.4	11	50.0	19	63.3	2	66.7
Previous	23	15.0	6	8.6	3	18.8	1	5.9	1	3.2	1	16.7	5	17.9	1	4.5	10	33.3	1	33.3
Dated	24	15.7	15	21.4	4	25.0	6	35.3	4	12.9	1	16.7	3	10.7	5	22.7	1	3.3	0	0.0
Antiquated	37	24.2	27	38.6	4	25.0	5	29.4	17	54.8	1	16.7	6	21.4	4	18.2	0	0.0	0	0.0
Don't know	10	6.5	8	11.4	0	0.0	1	5.9	6	19.4	1	16.7	1	3.6	1	4.5	0	0.0	0	0.0
Total	153	100.0	70	100.0	16	100.1	17	100.0	31	100.0	6	100.1	28	100.0	22	99.9	30	99.9	3	100.0
<u>Mode of Acquisition</u>																				
Own	137	89.5	64	91.4	12	75.0	15	88.2	31	100.0	6	100.0	21	75.0	19	86.4	30	100.0	3	100.0
Lease	15	9.8	5	7.1	3	18.8	2	11.8	0	0.0	0	0.0	7	25.0	3	13.6	0	0.0	0	0.0
Don't know	1	0.7	1	1.4	1	6.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Total	153	100.0	70	99.9	16	100.1	17	100.0	31	100.0	6	100.0	28	100.0	22	100.0	30	100.0	3	100.0
<u>Number of In-house Users</u>																				
1 system	113	86.9	63	95.5	13	92.9	17	100.0	27	93.1	6	100.0	14	73.6	20	95.2	13	61.9	3	100.0
2 systems	13	1.0	2	3.0	0	0.0	0	0.0	2	16.9	0	0.0	3	15.8	1	4.8	7	33.3	0	0.0
3 systems	2	1.5	1	1.5	1	7.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	4.8	0	0.0
4 systems	2	1.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	2	10.5	0	0.0	0	0.0	0	0.0
Total	130	99.9	66	100.0	14	100.0	17	100.0	29	100.0	6	100.0	19	99.9	21	100.0	21	100.0	3	100.0

TABLE 4

## FUNCTIONS AUTOMATED BY OFFICE SURVEYED

Function	Total Units Questioned	Units Automated*					Natural Resources Districts
		City	County	Utility	School		
Accounting	126	X(22)	C(16), T(31)	X(25)	X(27)	X(5)	
Payroll	95	X(22)	C(16)	X(25)	X(27)	X(5)	
Budgeting	95	X(22)	C(16)	X(25)	X(27)	X(5)	
Inventory	95	X(22)	C(16)	X(25)	X(27)	X(5)	
Personnel	95	X(22)	C(16)	X(25)	X(27)	X(5)	
Equipment management	68	X(22)	C(16)	X(25)		X(5)	
Engineering	68	X(22)	(C) (16)	X(25)		X(5)	
Public works	22	X(22)					
Utility billing	47	X(22)		X(25)			
Utility customer records* *	25			X(25)			
Police/sheriff records	38	X(22)	(C) (16)				
Court records	38	X(22)	(C) (16)				
Real property records	30		A(24), R(6)				
Personal property records	24		A(24)				
Property tax appraisal	24		A(24)				
Tax assessment	24		A(24)				
Tax billing	31		T(31)				
Motor vehicle registration	31		T(31)				
Drivers' licenses	31		T(31)				
Voter registration	16		(C) (16)				
Public health	16		(C) (16)				
Public welfare	16		(C) (16)				
County highway	16		(C) (16)				
Student records	27				X(27)		
Enrollment data	27				X(27)		
School census	27				X(27)		
School lunch	27				X(27)		
School library	27				X(27)		
Bus routing	27				X(27)		
Word processing	156	X(22)	A(24), C(16) R(6), T(31)	X(25)	X(27)	X(5)	
Other	156	X(22)	A(24), C(16) R(6), T(31)	X(25)	X(27)	X(5)	

## Notes:

\*County offices surveyed are indicated as: A-assessor, C-clerk, R-register of deeds, T-treasurer; (C)-clerk surveyed but function located in another department of county government; X-unit as a whole for city, utility, school, and NRD. The numbers in parentheses indicate the total number of units that could respond per function.

\*\*Cities were asked only if they had automated utility billing, not whether they also automated their utility customer records.

TABLE 5

## CURRENT AUTOMATION AND PLANS TO AUTOMATE

	Automated																			
	All Respondents		All County Offices		County Clerk		County Assessor		County Treasurer		County Register of Deeds		Cities		Utilities		School Districts		Natural Resources Districts	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Accounting	95	75.4	29	61.7	9	56.3			20	64.5	0	0.0	15	68.2	21	84.0	27	100.0	3	60.0
Payroll	88	93.6	13	81.3	13	81.3							21	95.5	25	100.0	27	100.0	2	50.0
Budgeting	61	64.2	7	43.8	7	43.8	—	—	—	—	—	—	14	63.6	12	48.0	25	92.6	3	60.0
Personnel	34	35.8	2	12.5	2	12.5							8	36.4	6	24.0	16	59.3	2	40.0
Inventory	39	38.6	0	0.0									8	36.4	16	64.0	14	51.9	1	20.0
Equipment	15	22.1	0	0.0									6	27.3	8	32.0			1	20.0
Engineering	12	17.6	3	18.8	3	18.8							0	0.0	6	24.0			3	60.0
Utility billing	45	95.7											21	95.5	24	96.0				
Police records	7	18.4	3	18.0	3	18.8							4	18.2						
Court records	4	11.1	3	18.8	3	18.8							1	5.0						
Property records	26	89.7	26	86.7			23	95.8			3	60.0								
Personal property records	21	87.5	21	87.5			21	87.5												
Tax billing	28	90.3	28	90.3					28	90.3										
Tax assessment	23	95.8	23	95.8			23	95.8												
Property tax assessment	15	62.5	15	62.5			15	62.5												
Public works	5	22.7											5	22.7						
Motor vehicle registration	21	67.7	21	67.7					21	67.7										
Drivers' licenses	9	29.0	9	29.0					9	29.0										
Voter registration	7	43.8	7	43.8	7	43.8														
Public health	1	6.3	1	6.3	1	6.3														
Public welfare	1	6.3	1	6.3	1	6.3														
City highway	2	13.3	2	13.3	2	13.3														
Customer records	20	95.2	0	0.0										20	95.2					
Student records	20	74.1	0	0.0													20	74.1		
Enrollment data	18	66.7	0	0.0													18	66.7		
School census	14	51.9	0	0.0													14	51.9		
School lunch program	9	33.3	0	0.0													9	33.3		
School library	8	29.6	0	0.0													8	29.6		
Bus routing	4	15.4	0	0.0													4	15.4		
Word processing	41	26.8	6	8.5	1	6.3	3	13.6	2	6.5			7	31.8	4	16.0	19	70.4	5	100.0
Other	43	27.4	24	31.2	1	6.3	12	52.2	10	32.2	1	14.3	3	13.6	6	24.0	6	22.2	4	80.0

TABLE 5

## CURRENT AUTOMATION AND PLANS TO AUTOMATE

	Plans to Automate																			
	All Respondents		All County Offices		County Clerk		County Assessor		County Treasurer		County Register of Deeds		Cities		Utilities		School Districts		Natural Resources Districts	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Accounting	14	46.7	7	41.2	3	42.9			4	40.0			5	71.4	1	25.0			1	50.0
Budgeting	16	53.4	5	55.6	5	55.6							4	50.0	4	30.8	1	50.0	2	100.0
Payroll	3	50.0	1	50.0	1	50.0													2	100.0
Personnel	19	31.1	5	26.3	5	26.3							8	57.1	3	15.8	3	27.3		
Inventory	26	46.4	4	28.6	4	28.6							8	57.1	4	50.0	10	83.3		
Equipment management	15	30.0	4	28.6	4	28.6							7	43.8	4	23.5				
Engineering	14	25.9	3	23.1	3	23.1							5	22.7	6	35.3				
Utility billing	1	50.0	0												1	100.0				
Police records	17	54.8	8	61.5	8	61.5							9	50.0						
Court records	4	13.8	4	30.8	4	30.8														
Property records	1	33.3	1	33.3							1	33.3								
Personal property records	1	50.0	1	50.0			1	50.0												
Tax assessment	4	100.0	4	100.0			1	100.0	3	100.0										
Tax billing	0		0																	
Property tax appraisal	2	28.6	2	28.6			2	28.6												
Public works	5	29.4	0										5	29.4						
Motor vehicle registration	6	60.0	6	60.0					6	60.0										
Drivers' licenses	10	47.6	10	47.6					10	47.6										
Voter registration	5	55.6	5	55.6	5	55.6														
Public health	1	6.7	1	6.7	1	6.7														
Public welfare	1	100.0	1	100.0	1	100.0														
County highway	3	25.0	3	25.0	3	25.0														
Customer records	1	100.0												1	100.0					
Student records	5	83.3															5	83.3		
Enrollment data	6	75.0															6	75.0		
School census	9	69.2															9	69.2		
School lunch program	5	29.4															5	29.4		
School library	8	44.4															8	44.4		
Bus routing	4	19.0															4	19.0		
Word processing	29	27.4	11	14.9	6	42.9	2	11.1	1	3.6	2	33.3	7	46.7	6	35.3	5	62.5		
Other	27	17.3	16	20.8	9	56.2	2	8.3	2	6.5	3	50.0	5	22.7	8	32.0	5	18.5		

TABLE 6

USERS OF AUTOMATED DATA PROCESSING WITH PROBLEMS  
BY EACH JURISDICTION SURVEYED

(Users = 156)

	All Respondents		All County Offices		County Clerk		County Assessor		County Treasurer		County Register of Deeds		Cities		Utilities		School Districts		Natural Resources Districts	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
<u>Respondents with Problems</u>																				
Yes	41	26.3	18	23.4	6	37.5	5	20.8	7	22.6	0	0.0	6	27.3	9	36.0	5	18.5	3	60.0
No	115	73.7	59	76.6	10	62.5	19	79.2	24	77.4	6	100.0	16	72.7	16	64.0	22	81.5	2	40.0
Total	156	100.0	77	100.0	16	100.0	24	100.0	31	100.0	6	100.0	22	100.0	25	100.0	27	100.0	5	100.0
<u>Problem by Mode of Automation</u>																				
In-house (N=100)	30	30.0	15	—	5	—	4	—	6	—	—	—	4	—	8	—	0	—	3	—
Service bureau (N=26)	4	15.4	1	—	1	—	0	—	0	—	—	—	1	—	1	—	1	—	0	—
Both (N=30)	7	23.3	2	—	0	—	1	—	1	—	—	—	1	—	0	—	4	—	0	—



TABLE 7

NATURE OF PROBLEMS BY EACH JURISDICTION SURVEYED\*  
(Users with Problems = 41)

Nature of Problem	All Respondents (N=41)		All County Offices (N=18)		County Clerk (N=6)		County Assessor (N=5)		County Treasurer (N=7)		County Register of Deeds (N=0)		Cities (N=6)		Utilities (N=9)		School Districts (N=5)		Natural Resources Districts (N=3)	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Hardware failure	23	56.1	16	88.9	5	83.3	5	100.0	6	85.7	0	0.0	2	33.3	3	33.3	1	20.0	1	33.3
Software failure	30	73.2	14	77.8	5	83.3	4	80.0	5	71.4	0	0.0	3	50.0	9	100.0	2	40.0	2	66.6
Vendor service	12	29.3	5	27.8	1	16.6	4	80.0	0	0.0	0	0.0	1	16.7	3	33.3	1	20.0	2	66.6
Complexity	9	22.0	7	38.9	1	16.6	2	40.0	4	57.1	0	0.0	1	16.7	1	11.1	0	0.0	0	0.0
Training	7	17.1	3	16.7	0	0.0	2	40.0	1	14.3	0	0.0	1	16.7	0	0.0	2	40.0	1	33.3
Staff attitudes	11	26.8	3	16.7	0	0.0	2	40.0	1	14.3	0	0.0	2	33.3	4	44.4	2	40.0	0	0.0
Service bureau response	3	7.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	3	60.0	0	0.0
Other	3	7.3	1	5.6	0	0.0	1	20.0	0	0.0	0	0.0	2	33.3	0	0.0	0	0.0	0	0.0
<b>Problems Unresolved **</b>																				
(N varies with number reporting problems)																				
Hardware failure	7	30.4	3	18.8	0	0.0	1	20.0	2	33.3	—	—	2	100.0	1	33.3	1	100.0	0	0.0
Software failure	12	40.0	6	42.9	1	20.0	2	50.0	3	60.0	—	—	2	66.6	2	22.2	1	50.0	1	50.0
Vendor service	3	25.0	2	40.0	0	0.0	2	50.0	—	—	—	—	1	100.0	0	0.0	0	0.0	0	0.0
Complexity	5	55.5	3	42.9	0	0.0	1	50.0	2	50.0	—	—	1	100.0	1	100.0	—	—	—	—
Training	2	28.6	0	0.0	—	—	0	0.0	0	0.0	—	—	1	100.0	—	—	0	0.0	1	100.0
Staff attitudes	6	54.5	2	66.6	—	—	2	100.0	0	0.0	—	—	1	50.0	2	50.0	1	50.0	—	—
Service bureau response	1	33.3	—	—	—	—	—	—	—	—	—	—	—	—	—	—	1	33.3	—	—

\*Respondents from each jurisdiction cited problems (when they existed) from each problem area.

\*\*Percentages for each category of problem are calculated as the number of unresolved problems divided by the number of problems cited (above).

TABLE 8

SATISFACTION  
(Users = 156)

	All Respondents		All County Offices		County Clerk		County Assessor		County Treasurer		County Register of Deeds		Cities		Utilities		School Districts		Natural Resources Districts	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Very satisfied	80	51.3	44	57.1	10	62.5	15	62.5	14	45.2	5	83.3	7	31.8	14	56.0	12	44.4	3	60.0
Satisfied	62	39.7	21	27.3	4	25.0	6	25.0	11	35.5	0	0.0	14	63.6	10	40.0	15	55.5	2	40.0
Dissatisfied	11	7.1	9	11.7	1	6.3	3	12.5	5	16.1	0	0.0	1	4.5	1	4.0	0	0.0	0	0.0
Don't know/no response	3	1.9	3	3.9	1	6.3	—	—	1	3.2	1	16.7	—	—	—	—	—	—	—	—
Total	156	100.0	77	100.0	16	100.1	24	100.0	31	100.0	6	100.0	22	99.9	25	100.0	27	99.9	5	100.0

TABLE 9

PLANS FOR ACQUISITION OF AUTOMATED SYSTEMS/SERVICES  
(All Respondents = 219)

	All Respondents		All County Offices		County Clerk		County Assessor		County Treasurer		County Register of Deeds		Cities		Utilities		School Districts		Natural Resources Districts	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
<u>Plan to Make Acquisition in</u>																				
<u>Next Two Years</u>																				
Yes	91	41.6	37	28.9	12	38.7	4	12.1	12	36.4	9	29.0	12	46.2	20	69.0	19	70.4	3	33.3
Unsure	34	15.5	26	20.3	3	9.7	12	36.4	7	21.2	4	12.9	3	11.5	2	6.9	2	7.4	1	11.1
No	94	42.9	65	50.8	16	51.6	17	51.5	14	42.4	18	58.1	11	42.3	7	24.1	6	22.2	5	55.6
Total	219	100.0	128	100.0	31	100.0	33	100.0	33	100.0	31	100.0	26	100.0	29	100.0	27	100.0	9	100.0
<u>Plans*</u>																				
New																				
In-house	13	17.3																		
Personal	17	22.7																		
Service bureau	5	6.7																		
Expansion																				
Addition equipment	6	8.0																		
Additional staff	3	4.0																		
Word processor	1	1.3																		
Others	7	9.3																		
Two or more of above**	23	30.7																		
Subtotal	75	100.0																		
Don't know/no response	19	—																		
Total	94	—																		

\*Respondents having plans include all those answering yes to question 11 ("plan to acquire. . ."), and three of those answering unsure but who also cited service or equipment acquisition possibilities; thus the N equals 91 plus 3 for a total of 94 cases.

\*\*See Appendix for listing of these cases.

TABLE 10

CONSIDERATION AND COST OF USING LINCOLN AUTOMATED DATA PROCESSING  
 BY EACH JURISDICTION SURVEYED  
 (All Respondents = 219)

	All Respondents		All County Offices		County Clerk		County Assessor		County Treasurer		County Register of Deeds		Cities		Utilities		School Districts		Natural Resources Districts	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
<u>Consider Using Lincoln Services?</u>																				
Yes	76	34.7	33	25.8	6	19.4	10	30.3	7	21.2	10	32.3	14	53.8	7	24.1	17	63.0	5	55.6
No	102	46.6	65	50.8	16	51.6	13	39.4	24	72.7	12	38.7	5	19.2	19	65.5	10	37.0	3	33.3
Don't know	41	18.7	30	23.4	9	29.0	10	30.3	2	6.1	9	29.0	7	26.9	3	10.3	0	0.0	1	11.1
Total	219	100.0	128	100.0	31	100.0	33	100.0	33	100.0	31	100.0	26	99.9	29	99.9	27	100.0	9	100.0
<u>Amount Most Prepared to Pay</u>																				
< \$2,500	16	14.7	8		4		0		0		4		4		0		0		4	
\$2,501-\$5,000	22	20.2	7		0		1		3		3		5		3		7		0	
\$5,001-\$10,000	23	21.1	5		0		2		2		1		5		3		9		1	
\$10,001-\$15,000	18	16.5	14		2		8		3		1		1		0		3		0	
> \$15,000	30	27.5	8		1		2		4		1		3		12		7		0	
Subtotal	109	100.0																		
Depends on service	15	—	7		3		4		0		0		0		7		0		1	
Don't know	89	—	74		21		12		20		21		7		4		1		3	
No answer	6	—	5		0		4		1		0		1		0		0		0	
Total	219	—	128		31		33		33		31		26		29		27		9	
<u>Strength of Budget</u>																				
Very tight	19	8.7																		
Tight	54	24.7																		
Good	124	56.6																		
Very good	21	9.6																		
No answer	1	0.5																		
Total	219	100.1																		

TABLE 11

## FUNCTIONS CONSIDERED FOR AUTOMATION BY AN ESTABLISHED GOVERNMENTAL UNIT IN NEBRASKA

	All Respondents (N Varies)*		All County Offices (N Varies)*		County Clerk (N=15)		County Assessor (N=20)		County Treasurer (N=9)		County Register of Deeds (N=19)		Cities (N=21)		Utilities (N=10)		School Districts (N=17)		Natural Resources Districts (N=6)		
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
	<hr/>																				
<u>Accounting</u>																					
Yes	55	70.5	18	75.0	10	66.7			8	88.9			10	47.6	8	80.0	15	88.2	4	66.7	
Unsure	9	11.5	4	16.7	4	26.7			0	0.0			5	23.8	0	0.0	0	0.0	0	0.0	
No	6	7.7	0	0.0	0	0.0			0	0.0			3	14.3	0	0.0	2	11.8	1	16.7	
No answer	8	10.3	2	8.3	1	6.7	—		1	11.1	—		3	14.3	2	20.0	—		1	16.7	
Total	78	100.0	24	100.0	15	100.1			9	100.0			21	100.0	10	100.0	17	100.0	6	100.1	
<u>Budgeting</u>																					
Yes	42	60.9	10	66.7	10	66.7							8	38.1	4	40.0	15	88.2	5	83.3	
Unsure	9	13.0	4	26.7	4	26.7							5	23.8	0	0.0	0	0.0	0	0.0	
No	11	15.9	0	0.0	0	0.0							5	23.8	4	40.0	2	11.8	0	0.0	
No answer	7	10.1	1	6.7	1	6.7	—		—		—		3	14.3	2	20.0	—		1	16.7	
Total	69	99.9	15	100.1	15	100.1							21	100.0	10	100.0	17	100.0	6	100.0	
<u>Payroll</u>																					
Yes	46	66.7	12	80.0	12	80.0							8	38.1	7	70.0	15	88.2	4	66.7	
Unsure	7	10.1	2	13.3	2	13.3							5	23.8	0	0.0	0	0.0	0	0.0	
No	9	13.0	0	0.0	0	0.0							5	23.8	1	10.0	2	11.8	1	16.7	
No answer	7	10.1	1	6.7	1	6.7	—		—		—		3	14.3	2	20.0	—		1	16.7	
Total	69	99.9	15	100.0	15	100.0							21	100.0	10	100.0	17	100.0	6	100.0	
<u>Personnel</u>																					
Yes	30	43.5	3	20.0	3	20.0							6	28.6	3	30.0	15	88.2	3	50.0	
Unsure	9	13.0	3	20.0	3	20.0							6	28.6	0	0.0	0	0.0	0	0.0	
No	24	34.8	8	53.3	8	53.3							7	33.3	5	50.0	2	11.8	2	33.3	
No answer	6	8.7	1	6.7	1	6.7	—		—		—		2	9.5	2	20.0	—		1	16.7	
Total	69	100.0	15	100.0	15	100.0							21	100.0	10	100.0	17	100.0	6	100.0	

\*N for All Respondents and All County Offices will vary by number of offices responding to each function.

TABLE 11 - Continued

	All Respondents		All County Offices		County Clerk		County Assessor		County Treasurer		County Register of Deeds		Cities		Utilities		School Districts		Natural Resources Districts	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
<u>Inventory</u>																				
Yes	33	47.8	2	13.3	2	13.3							8	38.1	7	70.0	15	88.2	1	16.7
Unsure	8	11.6	3	20.0	3	20.0							5	23.8	0	0.0	0	0.0	0	0.0
No	22	31.9	9	60.0	9	60.0							6	28.6	1	10.0	2	11.8	4	66.7
No answer	6	8.7	1	6.7	1	6.7	—	—	—	—	—	—	2	9.5	2	20.0	—	—	1	16.7
Total	69	100.0	15	100.0	15	100.0							21	100.0	10	100.0	17	100.0	6	100.1
<u>Equipment Management</u>																				
Yes	12	23.1	1	6.7	1	6.7							5	23.8	5	50.0			1	16.7
Unsure	12	23.1	3	20.0	3	20.0							9	42.9	0	0.0			0	0.0
No	22	42.3	10	66.7	10	66.7							5	23.8	3	30.0			4	66.7
No answer	6	11.5	1	6.7	1	6.7	—	—	—	—	—	—	2	9.5	2	20.0	—	—	1	16.7
Total	52	100.0	15	100.1	15	100.1							21	100.0	10	100.0			6	100.1
<u>Engineering</u>																				
Yes	14	26.9	3	20.0	3	20.0							2	9.5	6	60.0			3	50.0
Unsure	17	32.7	10	66.7	10	66.7							6	28.6	1	10.0			0	0.0
No	15	28.8	1	6.7	1	6.7							11	52.4	1	10.0			2	33.3
No answer	6	11.5	1	6.7	1	6.7	—	—	—	—	—	—	2	9.5	2	20.0	—	—	1	16.7
Total	52	99.9	15	100.1	15	100.1							21	100.0	10	100.0			6	100.0
<u>Utility Building</u>																				
Yes	14	45.2											6	28.6	8	80.0				
Unsure	6	19.4											6	28.6	0	0.0				
No	6	19.4											6	28.6	0	0.0				
No answer	5	16.1	—	—	—	—	—	—	—	—	—	—	3	14.3	2	20.0	—	—	—	—
Total	31	100.1											21	100.1	10	100.0				

TABLE 11 - Continued

	All Respondents		All County Offices		County Clerk		County Assessor		County Treasurer		County Register of Deeds		Cities		Utilities		School Districts		Natural Resources Districts	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
<u>Police Records</u>																				
Yes	12	33.3	6	40.0	6	40.0							6	28.6						
Unsure	14	38.9	7	46.7	7	46.7							7	33.3						
No	7	19.4	1	6.7	1	6.7							6	28.6						
No answer	3	8.3	1	6.7	1	6.7	-	-	-	-	-	-	2	9.5	-	-	-	-	-	-
Total	36	99.9	15	100.1	15	100.1							21	100.0						
<u>Court Records</u>																				
Yes	6	16.7	5	33.3	5	33.3							1	4.8						
Unsure	11	30.6	8	53.3	8	53.3							3	14.3						
No	14	38.9	1	6.7	1	6.7							13	61.9						
No answer	5	13.9	1	6.7	1	6.7	-	-	-	-	-	-	4	19.0	-	-	-	-	-	-
Total	36	100.1	15	100.0	15	100.0							21	100.0						
<u>Real Property Records</u>																				
Yes	23	59.0	23	59.0			9	45.0			14	73.7								
Unsure	1	2.6	1	2.6			-	-			1	5.3								
No	2	5.1	2	5.1			1	5.0			1	5.3								
No answer	13	33.3	13	33.3	-	-	10	50.0	-	-	3	15.8	-	-	-	-	-	-	-	-
Total	39	100.0	39	100.0			20	100.0			19	100.1								
<u>Personal Property Records</u>																				
Yes	9	45.0	9	45.0			9	45.0												
Unsure	0	0.0	0	0.0			-	-												
No	1	5.0	1	5.0			1	5.0												
No answer	10	50.0	10	50.0	-	-	10	50.0	-	-	-	-	-	-	-	-	-	-	-	-
Total	20	100.0	20	100.0			20	100.0												

TABLE 11 - Continued

	All Respondents		All County Offices		County Clerk		County Assessor		County Treasurer		County Register of Deeds		Cities		Utilities		School Districts		Natural Resources Districts	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
<u>Tax Assessment</u>																				
Yes	15	51.7	15	51.7			9	45.0	6	66.7										
Unsure	0	0.0	0	0.0			0	0.0	0	0.0										
No	3	10.3	3	10.3			1	5.0	2	22.2										
No answer	11	38.0	11	38.0	-		10	50.0	1	11.1	-		-		-		-		-	
Total	29	100.0	29	100.0			20	100.0	9	100.1										
<u>Property Tax Appraisal</u>																				
Yes	8	40.0	8	40.0			8	40.0												
Unsure	1	5.0	1	5.0			1	5.0												
No	1	5.0	1	5.0			1	5.0												
No answer	10	50.0	10	50.0	-		10	50.0	-		-		-		-		-		-	
Total	20	100.0	20	100.0			20	100.0												
<u>Public Works</u>																				
Yes	5	23.8											5	23.8						
Unsure	8	38.1											8	38.1						
No	6	28.6											6	28.6						
No answer	2	9.5	-		-		-		-				2	9.5	-		-		-	
Total	21	100.0											21	100.0						
<u>Motor Vehicle Registration</u>																				
Yes	6	66.7							6	66.7										
Unsure	0	0.0							0	0.0										
No	2	22.2							2	22.2										
No answer	1	11.1	-		-		-		1	11.1	-		-		-		-		-	
Total	9	100.0							9	100.0										



TABLE 11 - Continued

	All Respondents		All County Offices		County Clerk		County Assessor		County Treasurer		County Register of Deeds		Cities		Utilities		School Districts		Natural Resources Districts	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
<u>Drivers' Licenses</u>																				
Yes	6	66.7	6	66.7					6	66.7										
Unsure	0	0.0	0	0.0					0	0.0										
No	2	22.2	2	22.2					2	22.2										
No answer	1	11.1	1	11.1	-	-			1	11.1	-	-	-	-	-	-	-	-	-	-
Total	9	100.0	9	100.0					9	100.0										
<u>Voter Registration</u>																				
Yes	6	40.0	6	40.0	6	40.0														
Unsure	4	26.7	4	26.7	4	26.7														
No	4	26.7	4	26.7	4	26.7														
No answer	1	6.7	1	6.7	1	6.7	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	15	100.1	15	100.1	15	100.1														
<u>Public Health</u>																				
Yes	1	6.7	1	6.7	1	6.7														
Unsure	8	53.3	8	53.3	8	53.3														
No	5	33.3	5	33.3	5	33.3														
No answer	1	6.7	1	6.7	1	6.7	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	15	100.0	15	100.0	15	100.0														
<u>Public Welfare</u>																				
Yes	1	6.7	1	6.7	1	6.7														
Unsure	8	53.3	8	53.3	8	53.3														
No	5	33.3	5	33.3	5	33.3														
No answer	1	6.7	1	6.7	1	6.7														
Total	15	100.0	15	100.0	15	100.0														

TABLE 11 - Continued

	All Respondents		All County Offices		County Clerk		County Assessor		County Treasurer		County Register of Deeds		Cities		Utilities		School Districts		Natural Resources Districts	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
<u>County Highway Activity</u>																				
Yes	3	20.0	3	20.0	3	20.0														
Unsure	8	53.3	8	53.3	8	53.3														
No	3	20.0	3	20.0	3	20.0														
No answer	1	6.7	1	6.7	1	6.7	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Total	15	100.0	15	100.0	15	100.0														
<u>Customer Records</u>																				
Yes	8	80.0														8	80.0			
Unsure	0	0.0														0	0.0			
No	0	0.0														0	0.0			
No answer	2	20.0	--	--	--	--	--	--	--	--	--	--	--	--	--	2	20.0	--	--	--
Total	10	100.0														10	100.0			
<u>Student Records</u>																				
Yes	13	76.5																13	76.5	
Unsure	1	5.9																1	5.9	
No	2	11.8																2	11.8	
No answer	1	5.9	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	1	5.9	--
Total	17	100.1																17	100.1	
<u>Enrollment Data</u>																				
Yes	14	82.4																14	82.4	
Unsure	0	0.0																0	0.0	
No	3	17.6																3	17.6	
No answer	0	0.0	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Total	17	100.0																17	100.0	

TABLE 11 - Continued

	All Respondents		All County Offices		County Clerk		County Assessor		County Treasurer		County Register of Deeds		Cities		Utilities		School Districts		Natural Resources Districts	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
<u>School Census</u>																				
Yes	15	88.2															15	88.2		
Unsure	0	0.0															0	0.0		
No	2	11.8															2	11.8		
No answer	0	0.0	-		-		-		-		-		-		-		-		-	
Total	17	100.0															17	100.0		
<u>School Lunch Program</u>																				
Yes	14	82.4															14	82.4		
Unsure	0	0.0															0	0.0		
No	3	17.6															3	17.6		
No answer	0	0.0	-		-		-		-		-		-		-		-		-	
Total	17	100.0															17	100.0		
<u>School Library</u>																				
Yes	13	76.5															13	76.5		
Unsure	1	5.9															1	5.9		
No	3	17.6															3	17.6		
No answer	0	0.0	-		-		-		-		-		-		-		-		-	
Total	17	100.0															17	100.0		
<u>Bus Routing</u>																				
Yes	12	70.6															12	70.6		
Unsure	0	0.0															0	0.0		
No	5	29.4															5	29.4		
No answer	0	0.0	-		-		-		-		-		-		-		-		-	
Total	17	100.0															17	100.0		

TABLE 11 - Continued

	All Respondents		All County Offices		County Clerk		County Assessor		County Treasurer		County Register of Deeds		Cities		Utilities		School Districts		Natural Resources Districts	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
<u>Word Processing</u>																				
Yes	39	33.3	10	15.9	2	13.3	4	20.0	3	33.3	1	5.3	5	23.8	3	30.0	16	94.1	5	83.3
Unsure	23	19.7	13	20.6	5	33.3	2	10.0	2	22.2	4	21.1	8	38.1	2	20.0	0	0.0	0	0.0
No	33	28.2	23	36.5	7	46.7	3	15.0	3	33.3	10	52.6	6	28.6	3	30.0	1	5.9	0	0.0
No answer	22	18.8	17	27.0	1	6.7	11	55.0	1	11.1	4	21.1	2	9.5	2	20.0	—	—	1	16.7
Total	117	100.0	63	100.0	15	100.0	20	100.0	9	99.9	19	100.1	21	100.0	10	100.0	17	100.0	6	100.0
<u>Other</u>																				
Yes	19	16.2	11	17.5	2	13.3	4	20.0	3	33.3	2	10.5	3	14.3	0	0.0	2	11.8	3	50.0
Unsure	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
No	75	64.1	34	54.0	11	73.3	5	25.0	5	55.5	13	68.4	16	76.2	8	80.0	15	88.2	2	33.3
No answer	23	19.7	18	28.6	2	13.3	11	55.0	1	11.1	4	21.1	2	9.5	2	20.0	—	—	1	16.7
Total	117	100.0	63	100.1	15	99.9	20	100.0	9	99.9	19	100.0	21	100.0	10	100.0	17	100.0	6	100.0

TABLE 12

IMPORTANCE OF SELECTED CONSIDERATIONS IN ACQUIRING AUTOMATED DATA PROCESSING SERVICES  
BY EACH JURISDICTION SURVEYED

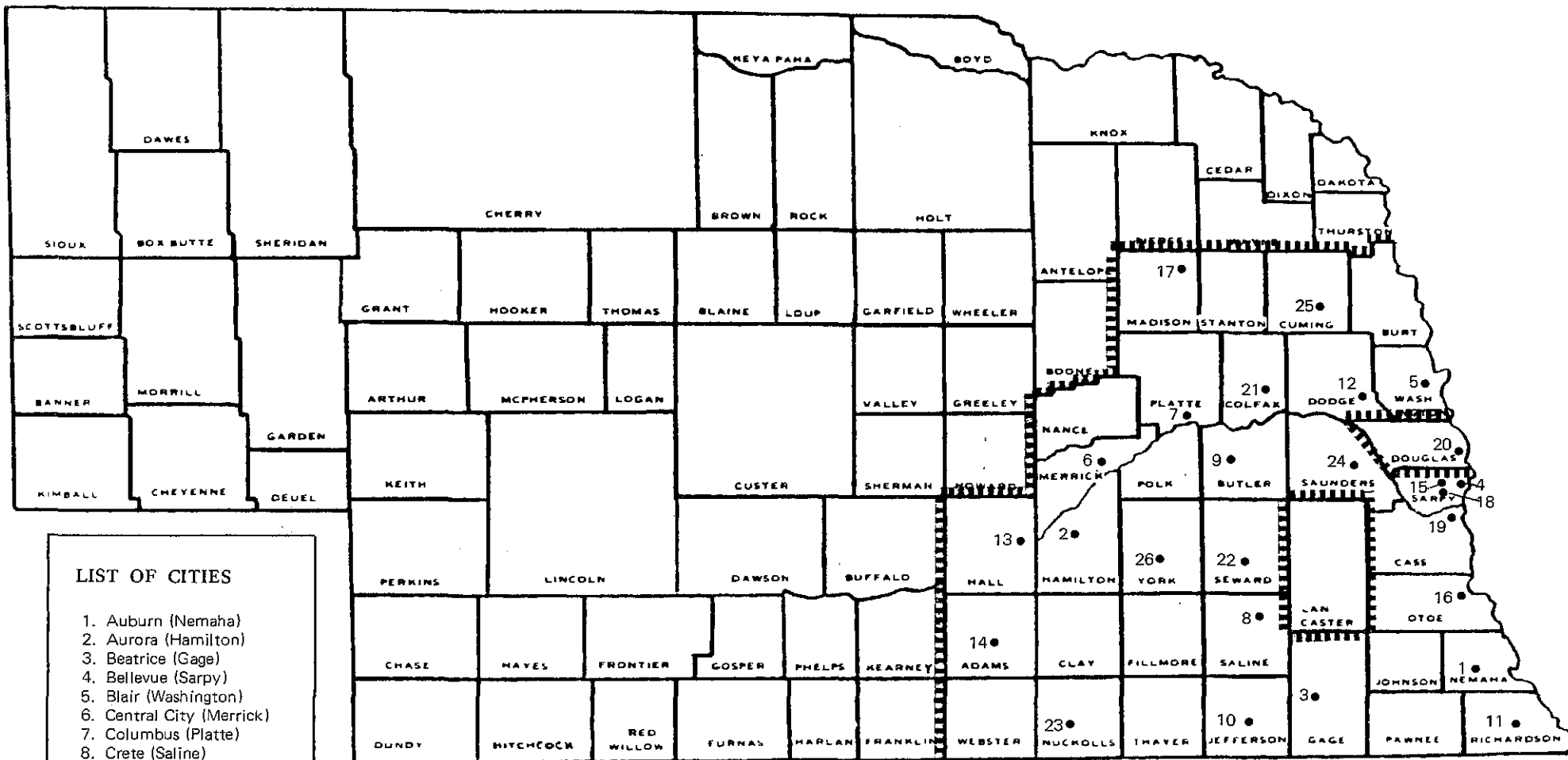
	All Respondents (N=219)		All County Offices (N=128)		County Clerk (N=31)		County Assessor (N=33)		County Treasurer (N=33)		County Register of Deeds (N=31)		Cities (N=26)		Utilities (N=29)		School Districts (N=27)		Natural Resources Districts (N=9)		
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
<u>Programs Available</u>																					
Very important	180	82.2	97	75.8	24	77.4	26	78.8	27	81.8	20	64.5	21	80.8	27	93.1	27	100.0	8	89.0	
Somewhat important	12	5.5	8	6.3	0	0.0	1	3.0	4	12.1	3	9.7	2	7.7	1	3.4	0	0.0	1	11.0	
Not at all important	6	2.7	5	3.9	2	6.5	1	3.0	1	3.0	1	3.2	0	0.0	1	3.4	0	0.0	0	0.0	
Don't know/no answer	21	9.6	18	14.1	5	16.1	5	15.2	1	3.0	7	22.6	3	11.5	—	—	—	—	—	—	
Total	219	100.0	128	100.1	31	100.0	33	100.0	33	99.9	31	100.0	26	100.0	29	99.9	27	100.0	9	100.0	
<u>Hardware Used</u>																					
Very important	61	27.9	27	21.1	10	32.3	11	33.3	3	9.1	3	9.7	10	38.5	15	51.8	6	22.2	3	33.3	
Somewhat important	108	49.3	63	49.2	10	32.3	14	42.4	24	72.7	15	48.4	13	50.0	13	44.8	15	55.6	4	44.4	
Not at all important	26	11.9	17	13.3	5	16.1	2	6.1	5	15.2	5	16.1	0	0.0	1	3.4	6	22.2	2	22.2	
Don't know/no answer	24	11.0	21	16.4	6	19.4	6	18.2	1	3.0	8	25.8	3	11.5	—	—	—	—	—	—	
Total	219	100.1	128	100.0	31	100.1	33	100.0	33	100.0	31	100.0	26	100.0	29	100.0	27	100.0	9	99.9	
<u>Vendor Service</u>																					
Very important	173	79.0	93	72.7	23	74.2	22	66.7	29	87.9	19	61.3	17	65.4	28	96.6	26	96.6	9	100.0	
Somewhat important	18	8.2	10	7.8	1	3.2	4	12.1	2	6.1	3	9.7	6	23.1	1	3.4	1	3.7	0	0.0	
Not at all important	4	1.8	4	3.1	2	6.5	0	0.0	1	3.0	1	3.2	0	0.0	0	0.0	0	0.0	0	0.0	
Don't know/no answer	24	11.0	21	16.4	5	16.1	7	21.2	1	3.0	8	25.8	3	11.5	—	—	—	—	—	—	
Total	219	100.1	128	100.0	31	100.0	33	100.0	33	100.0	31	100.0	26	100.0	29	100.0	27	100.0	9	100.0	

TABLE 12 – Continued

	All Respondents (N=219)		All County Offices (N=128)		County Clerk (N=31)		County Assessor (N=33)		County Treasurer (N=33)		County Register of Deeds (N=31)		Cities (N=26)		Utilities (N=29)		School Districts (N=27)		Natural Resources Districts (N=9)	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
<u>Training Available</u>																				
Very important	163	74.4	93	72.7	23	74.2	22	66.7	27	81.8	21	67.7	12	46.2	23	79.4	27	100.0	8	89.0
Somewhat important	27	12.3	11	8.6	2	6.5	4	12.1	3	9.1	2	6.5	10	38.5	5	17.2	0	0.0	1	11.0
Not at all important	8	3.7	6	4.7	2	6.5	1	3.0	1	3.0	2	6.5	1	3.0	1	3.4	0	0.0	0	0.0
Don't know/no answer	21	9.6	18	14.1	4	12.9	6	18.2	2	6.1	6	19.4	3	11.5	—	—	—	—	—	—
Total	219	100.0	128	100.1	31	100.1	33	100.0	33	100.0	31	100.1	26	100.0	29	100.0	27	100.0	9	100.0
<u>Turnaround Time</u>																				
Very important	138	63.0	78	60.9	24	77.4	17	51.5	22	66.7	15	48.4	7	26.9	21	72.4	26	96.3	6	66.7
Somewhat important	56	25.6	30	23.4	1	3.2	10	30.3	10	30.3	9	29.0	14	53.8	8	27.6	1	3.7	3	33.3
Not at all important	4	1.8	3	2.3	2	6.5	0	0.0	0	0.0	1	3.3	1	3.8	0	0.0	0	0.0	0	0.0
Don't know/no answer	21	9.6	17	13.3	4	12.9	6	18.2	1	3.0	6	19.4	4	15.4	—	—	—	—	—	—
Total	219	100.0	128	99.9	31	100.0	33	100.0	33	100.0	31	100.0	26	99.9	29	100.0	27	100.0	9	100.0
<u>Distance From Service Location</u>																				
Very important	52	23.7	29	22.7	10	32.3	11	33.3	4	12.1	4	12.9	7	26.9	7	24.1	5	18.5	4	44.5
Somewhat important	97	44.3	56	43.8	12	38.7	11	33.5	20	60.6	13	41.9	12	46.2	14	48.3	12	44.4	3	33.3
Not at all important	45	20.5	22	17.2	3	9.7	4	12.1	8	24.2	7	22.6	3	11.5	8	27.6	10	37.1	2	22.2
Don't know/no answer	25	11.4	21	16.4	6	19.4	7	21.2	1	3.0	7	22.6	4	15.4	—	—	—	—	—	—
Total	219	99.9	128	100.1	31	100.1	33	99.9	33	99.9	31	100.0	26	100.0	29	100.0	27	100.0	9	100.0
<u>Cost</u>																				
Very important	179	81.7	103	80.5	25	80.6	25	75.8	28	84.8	25	80.6	15	57.7	28	96.6	26	96.3	7	97.7
Somewhat important	20	9.1	8	6.3	2	6.5	2	6.1	2	6.1	2	6.5	8	30.8	1	3.4	1	3.7	2	2.2
Not at all important	4	1.8	4	3.7	2	6.5	0	0.0	1	3.0	1	3.2	0	0.0	0	0.0	0	0.0	0	0.0
Don't know/no answer	16	7.3	13	10.2	2	6.5	6	18.2	2	6.1	3	9.7	3	11.5	—	—	—	—	—	—
Total	219	99.9	128	100.1	31	100.1	33	100.1	33	100.0	31	100.0	26	100.0	29	100.0	27	100.0	9	99.9

## APPENDIX A

## MAP OF STUDY AREA



**LIST OF CITIES**

1. Auburn (Nemaha)
2. Aurora (Hamilton)
3. Beatrice (Gage)
4. Bellevue (Sarpy)
5. Blair (Washington)
6. Central City (Merrick)
7. Columbus (Platte)
8. Crete (Saline)
9. David City (Butler)
10. Fairbury (Jefferson)
11. Falls City (Richardson)
12. Fremont (Dodge)
13. Grand Island (Hall)
14. Hastings (Adams)
15. LaVista (Sarpy)
16. Nebraska City (Otoe)
17. Norfolk (Madison)
18. Papillion (Sarpy)
19. Plattsmouth (Cass)
20. Ralston (Douglas)
21. Schuyler (Colfax)
22. Seward (Seward)
23. Superior (Nuckolls)
24. Wahoo (Saunders)
25. West Point (Cuming)
26. York (York)

**STUDY AREA**  
(Cities and Counties Responding)

Note: The study area included those counties of southeast and east central Nebraska within the boundary shown with the exception of Douglas and Lancaster Counties.



APPENDIX B  
ADDITIONAL DATA TABLES

TABLE A  
JURISDICTIONS INTERVIEWED

Case Number	Name	Population	Case Number	Name	Population
CITIES:					
001	Grand Island	33,180	014	(Void)	—
002	Fremont	23,979	015	Seward	5,713
003	Hastings	23,045	016	Falls City	5,374
004	Bellevue	21,813	017	Ralston	5,143
005	Norfolk	19,449	018	Fairbury	4,885
006	Columbus	17,328	019	Crete	4,872
007	Beatrice	12,891	020	Schuyler	4,151
008	LaVista	9,588	021	Aurora	3,717
009	York	7,723	022	West Point	3,609
010	Nebraska City	7,127	023	Wahoo	3,555
011	Blair	6,418	024	Auburn	3,482
012	Papillion	6,399	025	Central City	3,083
013	Plattsmouth	6,295	026	David City	2,514
			027	Superior	2,502
COUNTY CLERKS:					
029	Sarpy	86,015	046	Colfax	9,890
030	Hall	47,690	047	Butler	9,330
031	Dodge	35,847	048	Hamilton	9,301
032	Madison	31,382	049	Merrick	8,945
033	Adams	30,656	050	Burt	8,813
034	Platte	28,852	051	Nemaha	8,367
035	Gage	24,456	052	Clay	8,106
036	Cass	20,297	053	Fillmore	7,920
037	Saunders	18,716	054	Thayer	7,582
038	Seward	15,789	055	Nuckolls	6,726
039	Washington	15,508	056	Stanton	6,549
040	Otoe	15,183	057	Polk	6,320
041	York	14,798	058	Johnson	5,285
042	Saline	13,131	059	Webster	4,858
043	Cuming	11,664	060	Nance	4,740
044	Richardson	11,315	061	Pawnee	3,937
045	(Void)	—	231	Jefferson	9,817
COUNTY ASSESSOR:					
128	Sarpy	86,015	145	Colfax	9,890
129	Hall	47,690	146	Butler	9,330
130	Dodge	35,847	147	Hamilton	9,301
131	Madison	31,382	148	Merrick	8,945
132	Adams	30,656	149	Burt	8,813
133	Platte	28,856	150	Nemaha	8,367
134	Gage	24,456	151	Clay	8,106
135	Cass	20,297	152	Fillmore	7,920

TABLE A — Continued

Case Number	Name	Population	Case Number	Name	Population
136	Saunders	18,716	153	Thayer	7,582
137	Seward	15,789	154	Nuckolls	6,726
138	Washington	15,508	155	Stanton	6,549
139	Otoe	15,183	156	Polk	6,320
140	York	14,798	157	Johnson	5,285
141	Saline	13,131	158	Webster	4,858
142	Cuming	11,664	159	Nance	4,740
143	Richardson	11,315	160	Pawnee	3,937
144	(Void)	--	232	Jefferson	9,817

## COUNTY TREASURERS:

062	Sarpy	86,015	079	Colfax	9,890
063	Hall	47,690	080	Butler	9,330
064	Dodge	35,847	081	Hamilton	9,301
065	Madison	31,382	082	Merrick	8,945
066	Adams	30,656	083	Burt	8,813
067	Platte	28,852	084	Nemaha	8,367
068	Gage	24,456	085	Clay	8,106
069	Cass	20,297	086	Fillmore	7,920
070	Saunders	18,716	087	Thayer	7,582
071	Seward	15,789	088	Nuckolls	6,726
072	Washington	15,508	089	Stanton	6,549
073	Otoe	15,183	090	Polk	6,320
074	York	14,798	091	Johnson	5,285
075	Saline	13,131	092	Webster	4,858
076	Cuming	11,664	093	Nance	4,740
077	Richardson	11,315	094	Pawnee	3,937
078	(Void)	--	233	Jefferson	9,817

## COUNTY REGISTER OF DEEDS:

095	Sarpy	86,015	112	Colfax	9,890
096	Hall	47,690	113	Butler	9,330
097	Dodge	35,847	114	Hamilton	9,301
098	Madison	31,382	115	Merrick	8,945
099	Adams	30,656	116	Burt	8,813
100	Platte	28,852	117	Nemaha	8,367
101	Gage	24,456	118	Clay	8,106
102	Cass	20,297	119	Fillmore	7,920
103	Saunders	18,716	120	Thayer	7,582
104	Seward	15,789	121	Nuckolls	6,726
105	Washington	15,508	122	Stanton	6,549
106	Otoe	15,183	123	Polk	6,320
107	York	14,798	124	Johnson	5,285
108	Saline	13,131	125	Webster	4,858
109	Cuming	11,664	126	Nance	4,740
110	Richardson	11,315	127	Pawnee	3,937
111	(Void)	--	230	Jefferson	9,817

TABLE A — Continued

## UTILITIES:

Case Number	Name	Customers	Case Number	Name	Customers
188	Seward County Rural Public Power Dist.	2,544	203	Nebraska City	2,850
189	South Central Public Power Dist.	4,012	204	Papillion	2,559
190	Southern Nebraska Public Power Dist.	16,655	205	Seward	2,285
191	Stanton County Public Power Dist.	2,652	206	Falls City	2,149
192	York County Rural Public Power Dist.	3,912	207	Ralston	2,057
193	Burt County Rural Public Power Dist.	3,962	208	Fairbury	1,954
194	Butler County Rural Public Power Dist.	3,823	209	Crete	1,948
195	Cuming County Rural Public Power Dist.	3,847	210	Schuyler	1,660
196	Cornhusker Public Power Dist.	7,392	211	Superior	1,000
197	Elkhorn Rural Public Power Dist.	6,243	212	Auburn	1,392
198	Polk County Rural Public Power Dist.	2,430	213	Aurora	1,486
199	Grand Island	13,272	214	Central City	1,233
200	Fremont	9,521	215	David City	1,005
201	Hastings	9,218	216	Wahoo	
202	Beatrice Board of Public Works	5,156	217	West Point	1,443

## SCHOOL DISTRICTS:

Case Number	Name	Enrollment	Case Number	Name	Enrollment
161	Hastings Public Schools	3,339	175	Waverly Public Schools	1,545
162	Plattsmouth Public Schools	1,606	176	Springfield-Platteview Public Schools	1,425
162	Millard Public Schools	12,576	177	York Public Schools	1,440
164	Grand Island Public Schools	6,163	178	Nebraska City Public Schools	1,351
165	Bellevue Public Schools	8,337	179	Aurora Public Schools	1,262
166	Papillion Public Schools	5,913	180	Crete Public Schools	1,275
167	Westside Public Schools	5,804	181	Seward Public Schools	1,180
168	Fremont Public Schools	4,673	182	Norris Public Schools	1,162
169	Ralston Public Schools	3,516	183	Fairbury Public Schools	1,056
170	Columbus Public Schools	2,770	184	Falls City Public Schools	981
171	Beatrice Public Schools	2,273	185	Auburn Public Schools	948
172	Blair Public Schools	1,820	186	Gretna Public Schools	932
173	Norfolk Public Schools	1,663	187	Central City Public Schools	929
174	Elkhorn Public Schools	1,818			

## NATURAL RESOURCES DISTRICTS:

Case Number	Name	Case Number	Name
218	Central Platte	223	Lower Platte South
219	Little Blue	224	Lower Platte North
220	Upper Big Blue	225	Papio
221	Lower Big Blue	226	Lower Elkhorn
222	Nemaha		

TABLE B  
SURVEY REFUSALS

---

1. Lefa Sulz  
Thayer County Register of Deeds  
Hebron, NE
  
  2. Lefa Sulz  
Thayer County Clerk  
Hebron, NE
  
  3. Donald Peterson  
Utility Manager  
Wahoo, NE
  
  4. John Gill  
Seward County Clerk  
Seward, NE
-

TABLE C  
SERVICE BUREAUS USED

Service Bureau (Location)	Respondents (by Case Number) Who Used Only a Service Bureau	Respondents (by Case Number) Who Used Service Bureau and In-house System
American Tabulation Center Lincoln		16
Central Area Data Center St. Louis, Missouri		188
Countryman and Associates Grand Island	30	
Data Center of Nebraska Columbus	189, 194, 192	
Department of Revenue, State of Nebraska (County Administered Property Systems) Lincoln	131, 140, 143, 147, 150, 153, 232, and 77	62, 71, 87, 104, 128, 137, and 233
Douglas County Data Processing Omaha	225	
Educational Service Unit Number 3 Millard	165	162, 163, 166, 167, 169, 172, 174, 176, and 186
Educational Service Unit Number 4 Auburn	184 and 185	178
Educational Service Unit Number 10 Kearney		168, 170, 173, 175, 179, 180, 182, and 187
Educational Service Unit Number 19 Omaha	165	164
Elkhorn Data Processing Battle Creek		5
Leonhardt, Blobaum Fairbury	183	
Lindsay Manufacturing Columbus	6	
Miller and Moore Accounting Lincoln	181	
Nebraska Municipal Power Pool Lincoln		208
Reichlinger Real Estate York	74 and 41	
Romans, Wimmer and Schultz York	9 and 177	
University of Nebraska at Lincoln Lincoln	218	
Wagner Data Center Schuyler	20 and 210	

TABLE D

NATURE OF SERVICE BUREAU USAGE BY JURISDICTIONS SURVEYED  
(Service Bureau Users = 56)

	All Respondents		All County Offices		County Clerk		County Assessor		County Treasurer		County Register of Deeds		Cities		Utilities		School Districts		Natural Resources Districts	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
<u>Mode</u>																				
Service bureau only	26	46.4	11	61.1	2	100.0	7	78.0	2	33.0	0	0.0	3	60.0	4	67.0	6	24.0	2	100.0
Both	30	53.6	7	38.9	0	0.0	2	22.0	4	67.0	1	100.0	2	40.0	2	33.0	19	76.0	0	0.0
Total	56	100.0	18	100.0	2	100.0	9	100.0	6	100.0	1	100.0	5	100.0	6	100.0	25	100.0	2	100.0
<u>Time Used</u>																				
(Both)																				
1-4 years	22	39.3	14	77.8	1	50.0	7	77.8	5	83.3	1	100.0	2	40.0	2	33.3	3	12.0	1	50.0
5-9 years	17	30.4	3	16.7	0	0.0	2	22.2	1	16.7	0	0.0	1	20.0	1	16.7	12	48.0	0	0.0
10 + years	17	30.4	1	5.6	1	50.0	0	0.0	0	0.0	0	0.0	2	40.0	3	50.0	10	40.0	1	50.0
Total	56	100.1	18	100.1	2	100.0	9	100.0	6	100.0	1	100.0	5	100.0	6	100.0	25	100.0	2	100.0
<u>Budget Allocated</u>																				
(Both)																				
\$1,500-6,000	13	29.5	1	7.7	1	100.0	0	0.0	0	0.0	0	0.0	2	50.0	1	16.7	8	40.0	1	100.0
\$6,001-10,000	11	25.0	3	23.1	0	0.0	2	28.6	2	40.0	0	0.0	2	50.0	1	16.7	5	25.0	0	0.0
\$10,001-20,000	10	22.7	6	46.2	0	0.0	3	42.9	2	40.0	1	100.0	0	0.0	2	33.3	2	10.0	0	0.0
\$20,001-100,000	10	22.7	3	23.1	0	0.0	2	28.6	1	20.0	0	0.0	0	0.0	2	33.3	5	25.0	0	0.0
Total	44	100.0	13	100.1	1	100.0	7	100.1	5	100.0	1	100.0	4	100.0	6	100.0	20	100.0	1	100.0

TABLE E

## "OTHER" IN-HOUSE SYSTEMS USED

	Jurisdiction	Case Number	Officer Using	Model
County:				
Clerk:	---	---	---	---
Assessor:	Burt County	149	Assessor	Zenith Z 100
	Sarpy County	128	Assessor	Data General C350
	Seward County	137	Assessor	Control Data
Treasurer:	Burt County	083	Treasurer	Monroe
	Clay County	085	Treasurer	Olivetti
	Dodge County	064	Treasurer	Monroe 1830
	Pawnee County	094	Treasurer	Monroe 60
	Polk County	090	Treasurer	Monroe 60
	Sarpy County	062	Treasurer	Data General C350
	Seward County	071	Treasurer	Randall Link 200
	Washington County	072	Treasurer	Monroe Electric Ledger Card System
	Webster County	092	Treasurer	Olivetti
	Cuming County	076	Treasurer	Monroe 60
Register of Deeds:	Seward County	104	Register of Deeds	Randall Link 200
Cities:	City of Crete	019	Programmer	TI DS990
	City of LaVista	08	Manager	Cado 214
	City of Papillion	012	Other	Wang 2200
	City of Wahoo	023	Clerk	TI 372
Utility:	Crete Utilities	209	Manager	TI 990
	Grand Island Utilities	199	Manager	Heath Kit H-89
	West Point Utilities	217	Manager	Phillips P 320
School Districts:	Plattsmouth School	162	Superintendent	Franklin 1000
Natural Resources Districts:	Little Blue N.R.D.	219	Manager	Vector-Graphic Model 3



TABLE F  
 NATURE OF IN-HOUSE SYSTEMS USED BY ORDER SYSTEMS CITED  
 (In-house Users = 130)  
 (In-house Systems = 153)

	All Systems		1st Cited		2nd Cited	3rd Cited	4th Cited
	No.	%	No.	%			
<u>Manufacturer</u>							
Burroughs	57	37.3	56	43.1	1	—	—
IBM	31	20.3	21	16.2	7	2	1
NCR	13	8.5	13	10.0	—	—	—
Apple	20	13.1	15	11.5	3	2	—
Radio Shack	6	3.9	3	2.3	2	—	1
Others	25	16.3	21	16.2	4	—	—
Don't know	1	.7	1	.7	—	—	—
<b>Total</b>	<b>153</b>	<b>100.1</b>	<b>130</b>	<b>100.0</b>	<b>17</b>	<b>4</b>	<b>2</b>
<u>Type of Hardware</u>							
Mini	61	39.9	60	46.2	1	—	—
Micro	49	32.0	30	23.1	13	4	2
Accounting machine	35	22.9	33	25.4	2	—	—
Don't know	8	5.2	7	5.4	1	—	—
<b>Total</b>	<b>153</b>	<b>100.0</b>	<b>130</b>	<b>100.1</b>	<b>17</b>	<b>4</b>	<b>2</b>
<u>Age of Model</u>							
Current	59	38.6	45	34.6	10	3	1
Previous	23	15.0	17	13.1	4	1	1
Dated	24	15.7	24	18.5	—	—	—
Antiquated	37	24.2	35	26.9	2	—	—
Don't know	10	6.5	9	6.9	1	—	—
<b>Total</b>	<b>153</b>	<b>100.0</b>	<b>130</b>	<b>100.0</b>	<b>17</b>	<b>4</b>	<b>2</b>
<u>Mode of Acquisition</u>							
Own	137	89.5	118	90.8	15	3	1
Lease	15	9.8	11	8.5	2	1	1
Don't know	1	0.7	1	0.8	—	—	—
<b>Total</b>	<b>153</b>	<b>100.0</b>	<b>130</b>	<b>100.1</b>	<b>17</b>	<b>4</b>	<b>2</b>

TABLE G  
OFFICE ADMINISTRATIVELY RESPONSIBLE  
FOR IN-HOUSE COMPUTER SYSTEM\*

	Number	Percent
<b>County</b>		
Clerk	10	18.2
Assessor	10	18.2
Treasurer	24	43.6
Register of Deeds	2	3.6
Multiple office	4	7.3
Other	5	9.1
	<hr/>	<hr/>
Total	55	100.0
<b>City</b>		
Clerk	7	53.8
Manager/administrator	1	7.7
Other	5	38.5
	<hr/>	<hr/>
Total	13	100.0
<b>Utility</b>		
Manager	9	52.9
Other	8	47.1
	<hr/>	<hr/>
Total	17	100.0
<b>School District</b>		
Superintendent	13	59.1
Business office	5	22.7
Other	4	18.2
	<hr/>	<hr/>
Total	22	100.0
<b>Natural Resources District</b>		
Manager	3	100.0
	<hr/>	<hr/>
Total	3	100.0

\*Includes those systems for which the office administratively responsible is established and known.

TABLE H

## "OTHER" PLANS TO AUTOMATE FUNCTIONS\*

"Other" Functions Listed by Respondent	Register of					City	Utilities	School District	Natural Resources Districts
	Clerk	Assessor	Treasurer	Deeds					
Library circulation						3			
Public properties						1			
Fire						1			
Fixed assets accounts								1	
Energy management								2	
Investment accounts								1	
Transportation reports								1	
Miscellaneous to generals				1					
Miscellaneous to deeds				1					
Miscellaneous to mortgages				1					
District court records	3								
Election records	1								
County court	1								
Motor vehicle registrations	1								
Property tax	1								
Deed registrations	1								
Child support	1								
Boat registrations			1						
Requisitions							1		
Outage report records							3		
Substation usage reports							1		
Work order procedures							1		
Load management							1		
Meter reading							1		
Special assessments			1						
Abstracting		1							
Property sales		1							
Total	27	9	2	2	3	5	8	5	

\*27 respondents cited 34 "other" functions.

TABLE I

---

“OTHER” PROBLEMS ENCOUNTERED BY JURISDICTION

---

## Cities:

“Cost of software available”

Beatrice

“Outgrowing the system”

Bellevue

## County Assessor:

“Documentation too far behind—difficult”

Sarpy County Assessor

---

TABLE J  
 PLANS TO ACQUIRE AUTOMATED SYSTEMS/SERVICES  
 (TWO OR MORE)

---

Clerks:

Butler County clerk (case 47) plans to acquire:  
 Additional equipment and add programming.

Assessors:

Treasurers:

Hall County treasurer (case 63) wants to acquire:

1. New in-house system
2. Additional equipment/hardware
3. Additional programming/software.

Adams County treasurer (case 66) wants to acquire:

1. In-house system--new
2. Additional equipment/hardware.

Registers of Deeds:

Butler County register of deeds (case 113) plans to acquire:  
 Additional equipment and additional programming.

Cities:

Elkhorn city "computer programmer" (case 5) plans to acquire:

1. Personal/micro--new
2. Additional terminals
3. Increase disk storage.

Beatrice city manager (case 7) plans to acquire:

1. Personal/micro computer--new
2. "Other"--tape backup files.

Nebraska City clerk (case 10) plans to acquire:

1. Word processing
2. Other--didn't specify.

Falls City manager (case 16) plans to acquire:

1. Personal/micro
2. In-house system--new
3. Additional equipment/hardware
4. Additional programming/software
5. Word processing.

Utilities:

Seward utility manager (case 188) wants to acquire:

1. Additional equipment/hardware
2. Additional programming/software
3. Additional services from service bureau.

Stanton utility manager (case 191) plans to acquire:

1. Additional equipment/hardware
2. Additional programming/software.

TABLE J — Continued

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David City utility manager (case 194) plans to acquire:

1. In-house computer system—new
2. New services of service bureau.

Columbus utility manager (case 196) plans to acquire:

1. Additional equipment/hardware
2. Additional programming/software
3. Word processing.

Grand Island utility manager (case 199) plans to acquire:

1. In-house computer system—new
2. Additional equipment/hardware
3. Additional programming/software.

Beatrice utility manager (case 202) plans to acquire:

1. Additional equipment/hardware
2. Additional programming/software.

Crete utility manager (case 209) plans to acquire:

1. Additional equipment/hardware
2. Additional programming/software.

School Districts:

Millard "other" (case 163) plans to acquire:

1. Personal/micro—new
2. In-house system—new
3. Additional equipment/hardware
4. Additional programming/software.

Bellevue "other" (case 165) plans to acquire:

1. In-house system—new
2. Additional equipment/hardware
3. Additional programming/software.

Papillion "other" (case 166) plans to acquire:

1. Personal/micro—new
2. Word processing.

Norris superintendent (case 182) plans to acquire:

1. In-house system—new
2. Additional programming/software.

Gretna superintendent (case 186) plans to acquire:

1. Personal/micro—new
2. In-house system—new
3. Additional programming/software.

Central City superintendent (case 187) plans to acquire:

1. Personal/micro—new
2. Additional equipment/hardware.

Natural Resources Districts:

Lower Platte North N.R.D. manager (case 224) plans to acquire:

1. Personal/micro computer—new
  2. Word processing.
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