



Dodge County, WI

provides responsive and efficient service with govAccess

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

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