


How we can measure the smartness of government; the power of citizens?



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And

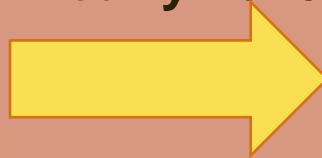
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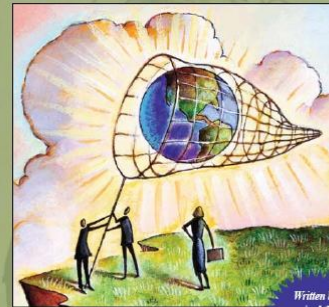
What do we measure?

- Citizen satisfaction?
- Metrics of government performance?

Available in early 2010!



Beyond e-Government—
Measuring Performance:
A Global Perspective



Written by
recognized thought
leaders across
the globe

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PUBLISHED BY
Public Technology Institute & ITEMS International

What do we measure?

Rutgers University 96 point performance index

1. Website security
2. Usability
3. Content
4. On-line services
5. Citizen response & participation

Top Cities in Digital Governance 2003 – 2007 Rank City Score

- 1 Seoul
- 2 Hong Kong
- 3 Helsinki
- 4 Singapore
- 5 Madrid
- 6 London
- 7 Tokyo
- 8 Bangkok
- 9 New York
- 10 Vienna
- 11 Dublin
- 12 Toronto
- 13 Berlin
- 14 Zurich
- 15 Prague
- 16 Buenos Aires
- 17 Bratislava
- 18 Sydney
- 19 Amsterdam
- 20 Rome

How do we Measure?

Governments Ask

1. Amount of garbage picked up
2. Response time of emergency services
3. Number of restaurants inspected
4. Number of potholes repaired
5. Waiting time for call to be answered
6. Email response time

Citizens Ask

1. Actual trash removed from street or ally
2. Were qualified people dispatched to the scene, where they taken to the right facility?
3. Who passed/failed (online)?
4. Smoothness of ride
5. Actual results
6. Actual results

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