Global Forum
Session Four
How are Small and Medium Sized Cities Embracing e-Gov Services and Beyond?

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Local Governments Are Serving as Innovation Labs

- E-gov began with large and small cities and counties
- They continue to lead with innovative applications
- Local governments are closer to their constituents than state and national governments and agencies
- E-Gov is now morphing into M-Gov
- Moving from mostly administrative functions to citizen engagement functionality.
Types of New E and M-Services

- Public safety
- Public works
- GIS mapping
- Transportation
- Economic development
- Location-based services
- 311
- Crime reporting
From *Transparency* to *Engagement*

- Post
- Transact
- React
- Interact
From e-Government to m-Government
the app genome project

World's largest analysis of mobile applications to provide insight into what applications are doing and identify potential mobile threats.

The average smartphone user in the U.S. has 22 apps on their phone (Nielsen, 2010)

50 billion apps will be downloaded per year by 2012

300,000 total applications

28% of apps in the App Store are free

64% of apps in the Android Market are free

Apps can access:

- Location
- Call History
- Text Messages
- Email
- Contacts
- Web History
- Your Phone #
- Photos
- Downloads

Access your location 33%

Access your contacts 14%

Include 3rd party code 23%

47%
Crime Reports App™
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