

E-GOVERNMENT IN ALAMEDA COUNTY

Sponsors:

Mark Danaj, Asst. City Manager, Fremont
Leanne Marshall, Asst. City Manager, San Leandro
Alex Nguyen, Asst. City Manager, Alameda

Team Members:

Sarah Bunting
Micki Cronin
Leticia Infante
Cosette Ratliff
Avalon Schultz

E-GOVERNMENT

Why does
it matter?

A word cloud of positive adjectives describing e-government. The words are arranged in a cluster, with 'GREAT' and 'GOOD' being the largest. Other prominent words include 'CONVENIENT', 'SATISFIED', 'NECESSARY', 'EXCELLENT', 'AWESOME', 'HANDY', 'ESSENTIAL', 'INDISPENSABLE', 'LOVE', 'USEFUL', 'NECESSITY', 'FANTASTIC', and 'AMAZING'.

Source: pewinternet.org

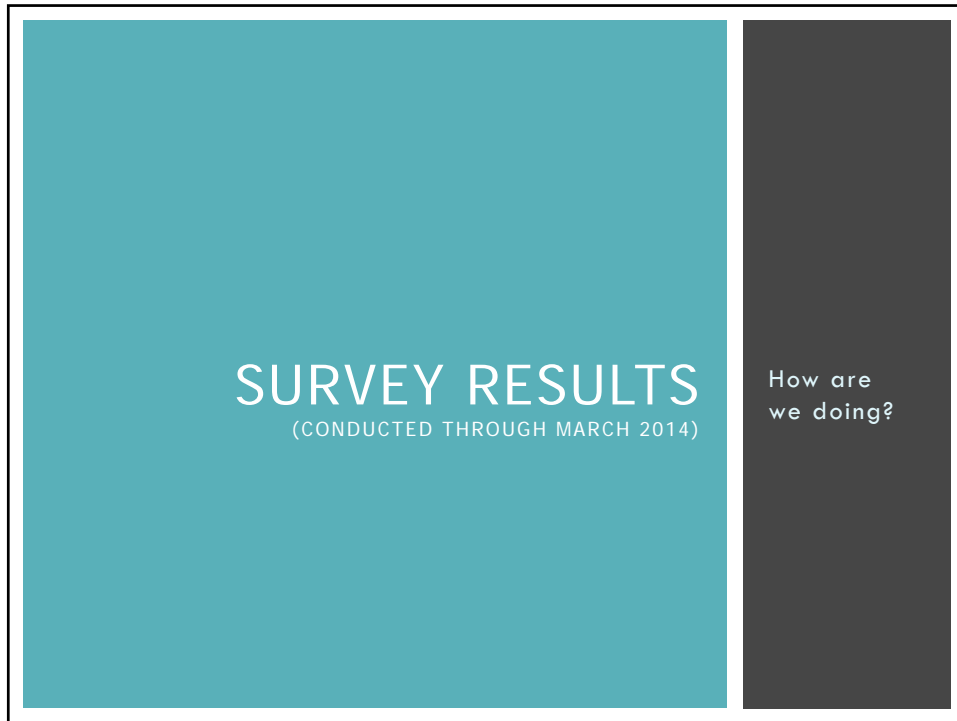
PROJECT OVERVIEW

- Project Overview
 - Survey
 - Recommendations
- Methodology
- Deliverables

INTRODUCTION: E-GOVERNMENT TOOLS

Definition of “E-Government Tools”:

“Electronic systems, internal or external, used to facilitate the business of governmental agencies.”



FINDINGS: CITY CLERK'S OFFICE

- Responses: 15 Cities
- Areas of opportunity:
 - Agenda management system – 73%
 - FPPC Form 700 system – 27%



FINDINGS: DIGITAL TOWN HALL

- Definition of “Digital Town Hall”
- 2 of 12 agencies have a digital town hall;
0% have corresponding app



FINDINGS: FINANCE SYSTEMS

- Responses: 15 Cities
- Majority use or moving towards Tyler's Eden
- Several agencies **would not** recommend systems



FINDINGS: LEISURE SERVICES

- Responses: 8 Agencies
- 87.5% would switch systems
- Several agencies researching new leisure services systems **right now**



87.5% would change systems	12.5% would NOT change
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FINDINGS: LIBRARY SERVICES

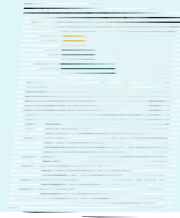
- Responses: 8 Agencies
- High levels of service across the board
- Opportunities:
 - 50% have online fine/fee payment
 - 37.5% **do not** have an online app



62.5% DO have an online app	37.5% DON'T have an online app
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FINDINGS: CLOUD-BASED PLATFORMS

- Responses: 10 Cities
- “The Cloud” defined
- Findings:
 - 20% working on cloud-based data storage
 - 50% already use some cloud-based systems
 - On the horizon...?



FINDINGS: OPEN SOURCE SYSTEMS

- Responses: 10 Cities
- “Open Source” defined
- Way of the future?
- Three agencies use open source tools;
(70% do not)

30%
of respondents said YES:

70%
of respondents said NO:



FINDINGS: PERMITTING SYSTEMS

- Responses: 15 Cities
- Current services:
 - Building permits online (13%)
 - Building permit history online (33%)
 - Schedule building inspections online (33%)
 - Tablet computers for field inspections (40%)
- “Not yet, but we’re working on it...”

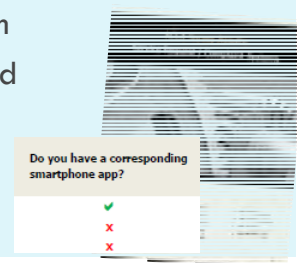
FINDINGS: POLICE DEPARTMENT

- Responses: 13 Agencies
- Online crime reporting systems – 69% yes
 - Room for improvement? 31% said yes
- Opportunities:
 - Only four RMS systems used countywide
 - 46% do not use electronic scheduling



FINDINGS: SERVICE REQUEST / COMPLAINT SYSTEMS

- Responses: 14 Cities
- Findings:
 - 86% have online service request system
 - 69% have an app for service requests
 - 64% have case management system
 - 43% have tablet computers for field inspections; 16% working on it



EVOLUTION OF E-GOVERNMENT PLATFORMS



CASE STUDIES

What can we learn?



BOSTON
Pop. 636,459



SPOTLIGHT: “CITIZENS CONNECT” APP

- Launched in 2009
- Fears: “Swamping City Hall”
- Reality: Empowered citizens

“Bravo! I love this app. It makes reporting troubles very easy, and reports get resolved in a timely fashion.” – iPhone User

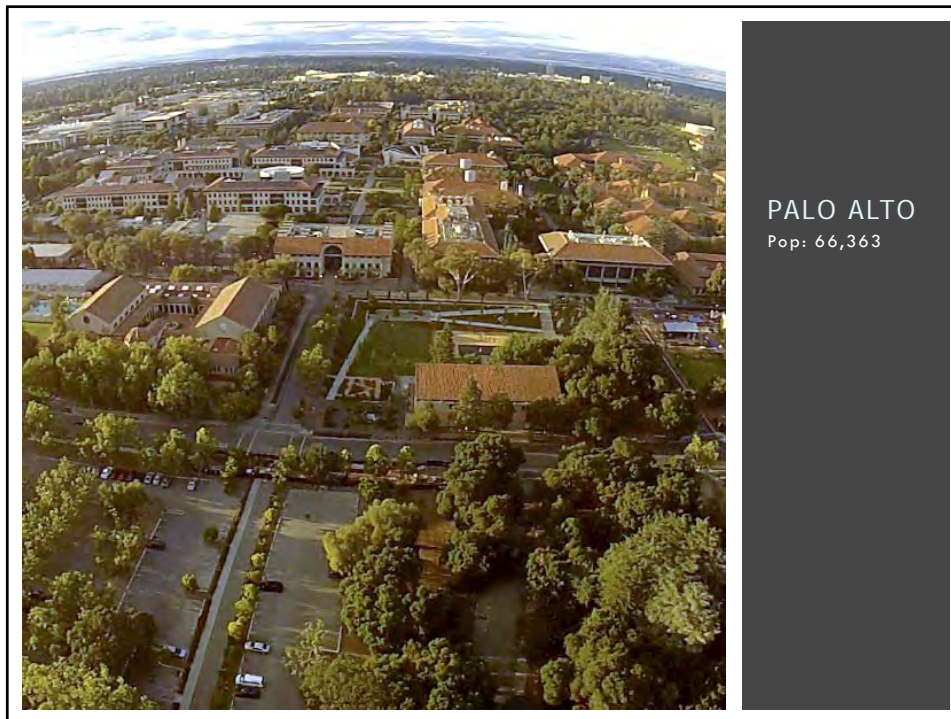


LEARNING FROM BOSTON'S SUCCESS

- Technology as a priority
- Innovative thinking; ex. “gamification”
- Collaboration
- Embracing partnership with citizens

CONTACT BOSTON:
Department of Innovation & Technology
Phone: (617) 635-4783
Email: DolT@cityofboston.gov

Citizens Connect development team: developers@cityofboston.gov



15 APPS:
 "STREET PROJECTS MAP"
 "PALO ALTO DAMAGE"
 "PALO ALTO 311"

Citizen Survey Results

Source: Office of the City Auditor

OPEN GOVERNMENT

"There is, unfortunately, a tension between America and its government ... We want to eliminate that feeling -- that perception -- so that there is better accountability and better trust." - Jonathan Reichental, CIO

LEARNING FROM PALO ALTO'S SUCCESS

- Prioritize technology
- Be creative - "Lean Startup" model
- Emphasize transparency

CONTACT Palo Alto:
Information Technology Department
Phone: (650) 329-2182
Email: OfficeOfTheCIO@CityofPaloAlto.org
Twitter: @PaloAltoCIO

RECOMMENDATIONS

Where do
we go from
here?

RECOMMENDATIONS: HOW DO WE GET THERE?

- Identify organizational priorities
 - Internal efficiencies? Customer service? Citizen engagement? Something else?
 - ...technology must be a priority and the organization must be committed!
- Collaboration / Partnerships
- Explore cloud storage / open source

RECOMMENDATIONS: APPS

- Digital Town Hall
 - Peak Democracy / Twitter / Granicus: "SpeakUp"
- Open Budget
 - Citizen Budget by Open North
 - Open Gov platform
- Alternative 3-1-1 system
 - Citizens Connect
 - Open311

