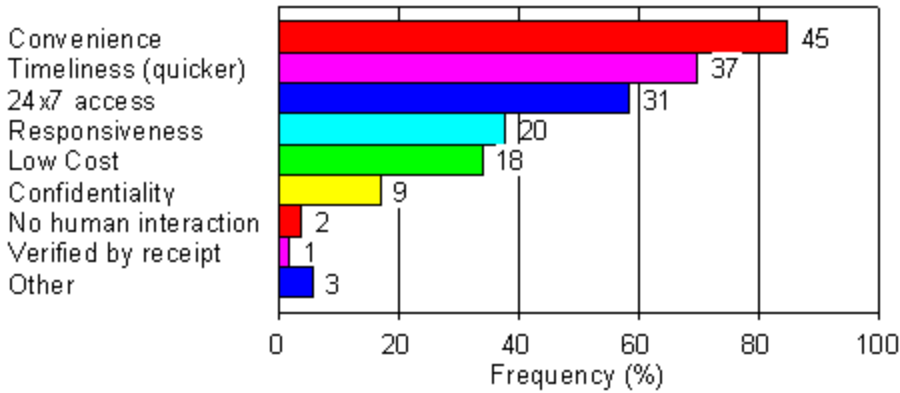


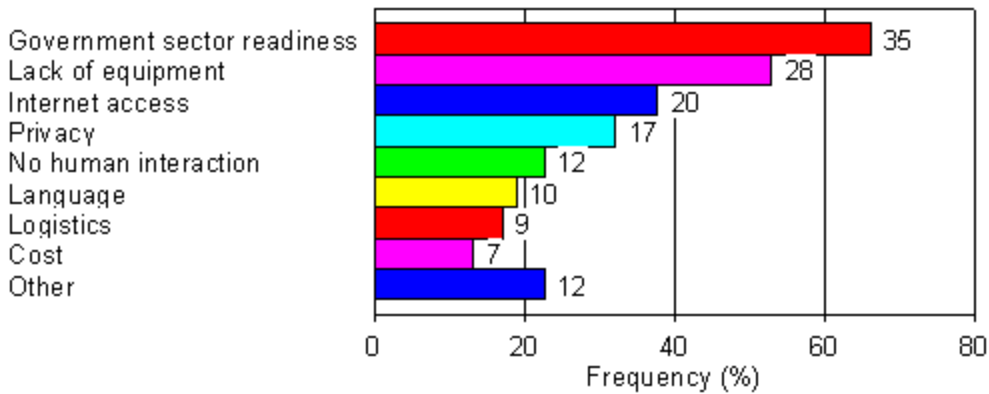
## 7/12/2000 LEAD Individual Survey Results (n=53)

### 1. Compelling reasons to access government services electronically

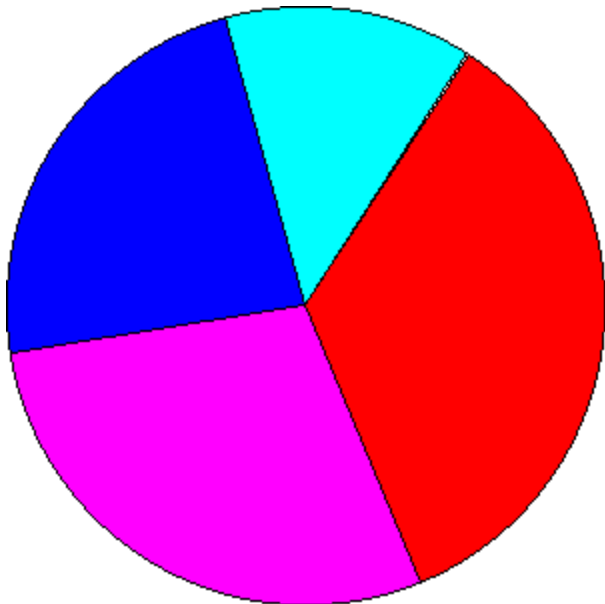


\* Note: Multiple answers can total over 100%.

### 2. Primary inhibitor to accessing government electronically



\* Note: Multiple answers can total over 100%.



### 3. How long until they could execute electronic services to citizens

0 to 1 year

1 to 2 years

2 to 3 years

More than 3 years

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Untitled

Untitled

Survey Questions

Life Event and Affinity Design (LEAD)

1. What would compel you to use electronic means to access government services? (Please select three boxes.)

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84.9%	Convenience	37.7%	Responsiveness	3.8%	No human interaction
69.8%	Timeliness (quicker)	34.0%	Low Cost	1.9%	Verified by receipt
58.5%	24x7 access	17.0%	Confidentiality	5.7%	Other

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Flexibility

Only place to get information

Easy access.

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Untitled

2. What do you perceive to be the primary inhibitor to accessing government services via electronic means? (Please select three boxes.)

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66.0%	Government sector readiness	32.1%	Privacy	17.0%	Logistics
52.8%	Lack of equipment	22.6%	No human interaction	13.2%	Cost
37.7%	Internet access	18.9%	Language	22.6%	Other

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Fear

Approval process for customer service improvements.

Technology immature - Ease of use.

Authentication - Validation - Non repudiation

Knowledge of services on the Internet.

Not user friendly.

Knowledge on how to use.

Inability of people, departments, and organizations to change the way they do things.

Difficult to understand.

Need more seamless information. Immature technology, end user readiness.

It is a maturing capacity. Government is not normally on the leading edge (EXCEPT IN DEFENSE). Cost are declining and hardware and software are increasing. Since taxpayers are paying the freight, important that all have access. Next 5 years is the appropriate time frame for e-government.

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Untitled

3. Reflecting on your own organizations, how long do you think it would take before they would be ready and could execute electronic services to citizens?

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34.6%	0 to 1 year	28.8%	1 to 2 years	23.1%	2 to 3 years	13.5%	More than 3 years
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Untitled

4. What role can your community/organization play in helping to make electronic government a reality?

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We've got key building blocks - comprehensive community service database (local). Make use of the California Association of Information & Referral Systems.

Provide an interface between industry and government. This site could and should market California.

Set up centralized supportive service centers with easy access.

Work with e-government project; help bring stakeholders views and keep stakeholders involved. Add services.

Devote personnel time and money.

Education consumers. Members of CNE involved in many organizations.

Distribution of free computers to low income households.

Develop a web site with links to broad range of community and resources.

Contact our boardmembers.

Continue to add additional services - transactions work with other State/Fed/local agencies to provide "seamless"

services.

Help to shape the content, our field staff can serve as a connection for people without Internet access.

Decide what services should be provided.

Giving access to health services in a user friendly way.

Voicing our concerns and offering our services

Give input on concerns and needs, as well as suggestions for solutions and access.

Contributing ideas and concerns.

We offer web resources.

Partner with community to identify real issues; common language.

Help to develop user friendly language.

Partner with Info Tech people to provide information. Be open to new language

Provide information about needs, provide consumer point of view, provide links.

Disseminating information and providing education on how to use.

Helping their customers/clients know how to feel comfortable with, have access to e-government.

Support advertising its availability, demonstrating for community its accessibility outreach.

Bridging digital divide, build trust in government.

My organization and my community, the one that don't know what to do or where to go, and set up an equipment station where they can go with my staff and set up some equipment in their homes and train them on how to use it.

Policymakers and taxpayers must understand this is the cost of doing business to provide effective electronic services to the public.

Implement county web site to provide access.

Participate in group sessions like today and evaluate and test new government process. Share relevant info that could enhance these sites.

Have the technology to automate our data management systems.

Placement of connected PCs for the public's use in police sub stations and storefronts.

Training and technical assistance on how to and who to access for service and information.

Keeping our e-mail directories and address books current and maintaining our web sites.

Support coordination of information to provide seamless services.

Provide program expertise for information and user needs.

Provide more timely user friendly information via our web site.

Access to public groups for review and educating the public.

Use, learn, and provide feedback.

Educate our patients and consumers on accessing e-government. Provide links to government sites.

Link with other providers and related fields. Both information and product.

We can serve as a model, if necessary. We are pursuing a complete e-government approach.

State Parks is making it happen. Our director has made a commitment.

Technology access centers. Marketing services. E-government.

Delivering the services.

Governor's office must lead way in implementing cohesive, standardized approach to e-government.

Resources, content, collaboration with other agencies, sharing links.

Showing that it can work.

As a government agency, get our information on-line and accessible.

My community and local government must make e-government a reality. Most State programs don't deliver services to people. Counties and cities do. Won't have much if locals are not there.

Do it.

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Untitled

5. Based on today's activities, what is the most exciting outcome for future planning?

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There's potential for great partnering locally and statewide to pursue the direction we've been heading for the last 5 years!

Multijurisdictional representation in this forum.

Knowing that there is an integrated attempt to improve communications.

Coordination with local government and community-based organizations. Coordinate with public. Help shape the content.

More information for the public.

Coordination of services - Coordination food and nutrition policy needed.

Linking services by community.

Cross systems dialog.

Local government will be involved in the systems.

The Internet on the part of all governmental organizations to come together - Structuring /provides services to the

citizens from

The idea of connecting and coordinating the information availability.

Integrated services, at least on a regional level.

Getting more user friendly web sites. (topical - rather than department organized listings).

Having a one stop website for everyone.

People will be able to gain access to the organizations and agencies to help them in a more timely and enjoyable fashion.

The possibility of making government services quick and easy.

Planning for e-government may bring about efficiencies and intergration of services and progress.

The involvement @ high levels - begin global understanding.

The ability to use the Internet access.

Possibility of flexibility for local government is exciting.

Consumer-focused information, more info in an organized fashion.

This is a reality.

Opening up more possibilities for folks engaging them in government, showing them government cares and can help them with what matters to them.

That the community will have better, efficient access to services; another resources option.

Seamless government info (across jurisdictions).

Just been to give em input to the staff.

The challenges!

Interactive local and state government for citizens.

More efficient and coordinated services.

I think we have to develop an insider model. Taking this model to the public will be a good start. However I suspect a non-insider model will reflect different priorities and therefore a different tree of access.

Maybe government agencies will begin to talk to each other.

I'm pessimistic. I'm sure a well-done, e-California portal can and will be created but government services will continue to be delivered as they are. The portal will only be as efficient as the services it highlights.

Access to services for people to government services that is coordinated and consumer driven and user friendly.

Subject related access to information; Collaboration in the process.

Gathering the information and beginning the dialog.

E-government will be high priority of California government.

Many services and opportunities in one site. If organized and monitored properly, the simpler and cleaner the better.

Easy access to information won't be hard to come by.

Everyone agreed there needs to be more linkage of services and according to the map healthcare is truly the foundation of all!

Less hassle for service.

Having a California portal to which we can all link to.

There is obvious commitment to doing buisness. And serving visitors differently.

Linking similar service providers.

The accessibility to quality services!

Internet soon will be as user friendly as phone.

Streamlined services available 24x7.

Paying taxes, DMV, banking, Social Security, retirement information, and legislation.

That so many diverse groups are interested in an internet approach to providing services to the public.

Easy and ready access to on-line information related to government.

Make government more accessible.

State beginning to show some comprehensive interest in e-government.