



The Excellence in E-Government Award for 2006 was presented to the County of Gloucester Information Technology staff for our web sites efficient and effective service to the citizens we serve.

For more information, please read the following pages.



William H Whitley
County Administrator
6382 Main Street
PO Box 329
Gloucester, VA 23061

April 30, 2007

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COUNTY ADMINISTRATOR

Dear County Administrator Whitley,

Congratulations. On behalf of the National Policy Research Council, I am delighted to present to you and your IT team an E-award for Excellence in E-Government.

Our E-Government project, generously sponsored by Brother, Microsoft, Oracle, Onvia, and Tessco, reviewed the websites of every official government in the country—over 11,000 in total—and awarded each site points for possessing features that make it efficient and effective at providing E-Government to the citizens its serves. Among these thousands of sites, yours was among the top scorers—one of only eighteen to receive an A+ on its score report card.

Enclosed is your E-award. Please accept it with our salutations and sincere congratulations. We salute you in your success in providing government services via the internet!

As an E-award recipient, you are also entitled to post a free E for Excellence in E-Government web logo on your website. You can find a copy of this logo on the enclosed CD-Rom. Go ahead—toot your own horn a little. You've earned it!

For more information about your e-government performance and how we ranked government websites or to obtain a copy of the study or access the *E-Government Trend Report* online, please visit www.nprcouncil.com/e-government.

Again, our warmest congratulations on your spectacular E-Government achievement.

Sincerely,



Spencer L. Tracy, Jr.
President
National Policy Research Council

E-Government News

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Study Ranks Over 11,000 Government Websites

E-Government Trend Report, just issued by the National Policy Research Council (NPRC), presents an analysis of all known U.S. official state and local government Web sites. The study finds the state of Michigan has the best official Web site in the country in 2006 after conducting individual analyses on more than 11,000 official government Web sites for 25 key e-government features and practices. Robert McArthur, former head of government organization research at the U.S. Census Bureau, led the study for NPRC. According to McArthur, all of the highest-ranked Web sites did a good job presenting and organizing information and in providing services across several broad categories. The study accessed and graded each Web site according to its performance on more than two dozen features within and across these categories. Measured features include:

- Web site navigation aids
- home page content and links
- handicapped accessibility options
- Web site outreach via foreign language translations, e-surveys or comment forms
- legislative, mapping and socio-economic statistical information
- online payment options for taxes and services
- online business and/or construction permit options
- online procurement information and transactions
- government job listings and online job applications.

Michigan's Web site achieved a perfect score. Runners-up among the states include Idaho and Indiana. Best Web sites of counties and cities over 250,000 population are those of Montgomery County, Md.; Fresno, Calif.; Tampa, Fla.; and New Orleans.

Web sites of many medium-sized counties, cities and townships (those between 50,000 and 250,000 population) also scored well. The top five among these are York County, Va.; Huntsville, Ala.; Chandler, Ariz.; Augusta, Ga.; and Beaverton, Ore.

Web sites of smaller governments generally rank lower because most have fewer e-government features. Nevertheless, Web sites of several localities under 50,000 population stood out. These include Gloucester County, Va.; Teton County, Wyo.; Palm Coast, Fla.; Port Orange, Fla.; Biddeford, Maine; Ashland, Ohio; and Tigard, Ore.

The study found that 11,227 out of 39,037 state and local governments surveyed — just 29 percent — had an official government Web site online in 2006. However, every state and nearly all large cities and counties have one. County Web sites serve roughly 92 percent of the population residing in counties; similarly, city Web sites serve about 92 percent of the population residing in cities. About 60 percent of township residents are served by a township Web site.

Program rates government Web sites

To recognize local governments with a strong presence on the Internet, the Washington-based National Policy Research Council (NPRC) reviewed the Web sites of all 50 states and all 38,987 counties and municipalities in 2006, ranking them and using the information to construct the E-Government 2006 database. The database lists the best Web sites according to categories based on population and includes links to those sites. According to the NPRC, the best Web sites make their official nature clear on the home page, completely describe the government's organization and have fully informative home pages. The following are the best Web sites for each category. **NPRC**

States	Pop. +250,000	Pop. 50,001-250,000	Pop. 10,001-50,000
Michigan	Montgomery County, Md.	York County, Va.	Gloucester County, Va.
Idaho	Fresno, Calif.	Huntsville, Ala.	Palm Coast, Fla.
Indiana	Alameda County, Calif.	Leon County, Fla.	Teton County, Wyo.
Nebraska	Tampa, Fla.	Chandler, Ariz.	Port Orange, Fla.
Utah	Los Angeles County	Martin County, Fla.	Alexander County, N.C.

Source: The National Policy Research Council, Nov. 29, 2006.