<u>**Eight Annual State and Federal E-Government Study**</u>

Delaware and Michigan are Best States for American E-Government

A study of digital government in the 50 states and major federal agencies also finds that the national portal USA..gov is the top-rated federal site.

PROVIDENCE, R.I. – Delaware and Michigan are the best states for e-government in the United States, according to the eight annual e-government analysis conducted by researchers at Brown University. The federal portal USA.gov and the Department of Agriculture are the most highly rated federal sites.

Darrell M. West, director of the Taubman Center for Public Policy at Brown University, and a team of researchers examined 1,548 state and federal sites. The researchers analyzed 1,487 state sites (or an average of 30 sites per state), plus 48 federal government legislative and executive sites and 13 federal court sites. Research was completed during June and July, 2007. Previous e-government studies were released in 2000, 2001, 2002, 2003, 2004, 2005, and 2006.

Websites are evaluated for the presence of various electronic features, such as online publications, databases, audio clips, video clips, foreign language content or language translation services, advertisements, premium fees, user payments or fees, disability access, several measures of privacy policy, multiple indicators of security policy, presence of online services, the number of online services, digital signatures, credit card payments, email addresses, comment forms, automatic email updates, website personalization, PDA accessibility, and readability level.

Citizens are being asked to shoulder more of the cost of providing online services, the survey found. Seventeen percent of sites charge visitors a fee to utilize online services, up from 12 percent last year. In terms of online services, 86 percent of state and federal sites have services that are fully executable online, up from 77 percent last year. In addition, a growing number of sites offer privacy and security policy statements. This year, 73 percent have some form of privacy policy on their site, up from 71 percent in 2006. Fifty-two percent now have a visible security policy, down from 63 percent last year. Twenty-two percent of sites offer some type of foreign language translation.

In terms of disability access for the visually impaired, automated Bobby software available from Watchfire, Inc. found that 54 percent of federal sites and 46 percent of state sites meet the World Wide Web Consortium (W3C) disability guidelines. The federal numbers are the same as last year, while the state numbers are up from 43 percent.

The study also ranks the 50 states and various federal agencies on overall e-government performance. Using measures such as online services, attention to privacy and security, disability access, and foreign language translation, researchers rated the various state sites and compared their performance to last year.

The top ranking states include Delaware, Michigan, Maine, Kentucky, Tennessee, Massachusetts, Maryland, Texas, New Jersey, and Utah. The following table shows where each state ranked in 2006, with the previous year's ranking and score in parentheses.

Rank	State	Rating Out of	Rank	State	Rating Out

		100 Pts			of 100 Pts
1. (15)	Delaware	65.6 (44.8)	2. (4)	Michigan	64.0 (48.5)
3. (18)	Maine	62.0 (43.8)	4. (21)	Kentucky	56.2 (42.9)
5. (11)	Tennessee	54.1 (45.7)	6. (22)	Massachusetts	53.8 (42.5)
7. (35)	Maryland	53.5 (39.5)	8. (1)	Texas	51.3 (51.7)
9. (2)	New Jersey	50.0 (51.5)	10. (5)	Utah	47.0 (48.1)
11. (6)	Montana	46.9 (47.8)	12. (31)	California	46.0 (40.8)
13. (38)	Georgia	45.6 (38.0)	14. (40)	Oklahoma	44.9 (37.3)
15. (14)	Minnesota	44.4 (44.9)	16. (9)	Indiana	44.4 (46.6)
17. (3)	Oregon	44.3 (49.1)	18. (19)	Nebraska	44.3 (43.6)
19. (27)	Connecticut	44.2 (41.5)	20. (10)	Pennsylvania	43.7 (46.4)
21. (7)	New York	43.5 (47.3)	22. (20)	Missouri	42.9 (43.0)
23. (16)	Ohio	42.6 (44.1)	24. (13)	North Dakota	42.6 (44.9)
25. (17)	South Carolina	42.5 (44.0)	26. (25)	North Carolina	42.5 (41.9)
27. (12)	Washington	42.4 (45.4)	28. (33)	Louisiana	41.9 (40.6)
29. (8)	Illinois	41.8 (46.9)	30. (32)	Rhode Island	41.7 (40.6)
31. (41)	Colorado	41.7 (36.8)	32. (24)	Iowa	41.1 (42.0)
33. (34)	New Hampshire	41.0 (40.1)	34. (36)	Arizona	40.8 (39.5)
35. (26)	Florida	40.8 (41.6)	36. (23)	Kansas	40.4 (42.0)
37. (50)	Alaska	40.1 (28.3)	38. (43)	Hawaii	39.5 (35.3)
39. (29)	Virginia	39.3 (40.8)	40. (30)	Idaho	39.1 (40.8)
41. (28)	South Dakota	39.0 (41.1)	42. (42)	Wisconsin	38.4 (36.5)
43. (37)	Vermont	38.2 (38.6)	44. (39)	Nevada	38.1 (37.3)
45. (49)	Alabama	37.2 (28.4)	46. (45)	Arkansas	36.7 (33.8)
47. (47)	Mississippi	33.1 (33.4)	48. (44)	New Mexico	32.9 (34.3)
49. (46)	West Virginia	31.4 (33.6)	50. (48)	Wyoming	28.6 (29.0)

Top-rated federal websites include the national portal USA.gov, Department of Agriculture, Postal Service, Social Security Administration, Securities and Exchange Commission, Department of Commerce, Federal Communications Commission, Federal Deposit Insurance Corporation, Department of Education, and the Internal Revenue Service. The following table lists the ranking of federal agencies, with last year's rank and score in parentheses.

Rank	Site	Rating Out of 100 Pts.	Rank	Site	Rating Out of 100 Pts.
1. (1)	USA.Gov Portal	92.0 (84.0)	2. (2)	Dept. of Agriculture	84.0 (80.0)
3. (7)	Postal Service	84.0 (64.0)	4. (9)	Social Security Administration	79.0 (63.0)
5. (12)	SEC	76.0 (60.0)	6. (4)	Department of	72.0 (73.0)

				Commerce	
7. (11)	FCC	70.0 (61.0)	8. (27)	FDIC	67.0 (48.0)
9. (8)	Department of Education	65.0 (63.0)	10. (6)	IRS	64.0 (71.0)
11. (17)	NASA	61.0 (57.0)	12. (40)	FDA	60.0 (42.0)
13. (16)	Small Business Administration	60.0 (48.0)	14. (3)	Housing/Urban Development	59.0 (80.0)
15. (19)	Consumer Products Safety Commission	58.0 (54.0)	16. (38)	Health and Human Services	58.0 (44.0)
17. (15)	Library of Congress	57.0 (58.0)	18. (30)	National Parks	57.0 (47.0)
19. (5)	Department of Treasury	56.0 (72.0)	20. (20)	General Services Administration	56.0 (54.0)
21. (36)	Veterans Affairs	56.0 (46.0)	22. (10)	Department of State	55.0 (62.0)
23. (23)	House of Representatives	55.0 (53.0)	24. (13)	Department of Interior	53.0 (58.0)
25. (31)	EPA	52.0 (46.0)	26. (43)	Homeland Security	52.0 (41.0)
27. (49)	National Labor Relations	52.0 (32.0)	28. (18)	White House	52.0 (57.0)
29. (31)	Department of Energy	51.0 (46.0)	30. (50)	National Endowment Human	51.0 (31.0)
31. (26)	Department of Labor	50.0 (49.0)	32. (37)	Central Intelligence Agency	49.0 (41.0)
33. (34)	Government Printing Office	49.0 (46.0)	34. (42)	Department of Justice	48.0 (41.0)
35. (22)	Department of Defense	48.0 (53.0)	36. (14)	Department of Transportation	48.0 (58.0)
37. (35)	National Science Foundation	48.0 (46.0)	38. (24)	National Transportation Safety Board	48.0 (53.0)
39. (54)	Office of Management and Budget	48.0 (28.0)	40. (28)	Senate	48.0 (48.0)
41. (29)	Federal Election Commission	44.0 (47.0)	42. (44)	National Endowment for the Arts	44.0 (41.0)
43. (39)	Equal Employment Opportunity	40.0 (43.0)	44. (41)	Federal Trade Commission	40.0 (42.0)
45. (46)	GAO	40.0 (38.0)	46. (33)	Federal	38.0 (46.0)

				Reserve	
47. (21)	Congressional Budget Office	37.0 (53.0)	48. (25)	US Trade Rep	37.0 (50.0)
49. (47)	Federal Court of Appeals	36.0 (37.0)	50. (45)	Supreme Court	36.0 (41.0)
51. (51)	1st Circuit Court of Appeals	32.0 (29.0)	52. (53)	8th Circuit Court of Appeals	32.0 (28.0)
53. (56)	6th Circuit Court of Appeals	28.0 (25.0)	54. (55)	11th Circuit Court of Appeals	26.0 (26.0)
55. (48)	4th Circuit Court of Appeals	25.0 (33.0)	56. (52)	9th Circuit Court of Appeals	25.0 (29.0)
57. (57)	2nd Circuit Court of Appeals	24.0 (24.0)	58. (59)	10th Circuit Court of Appeals	22.22 (22.0)
59. (60)	3rd Circuit Court of Appeals	20.0 (21.0)	60. (58)	5th Circuit Court of Appeals	20.0 (24.0)
61. (61)	7th Circuit Court of Appeals	20.0 (20.0)			

In the conclusion of their report, West and his research team suggest several means to improve e-government web sites: 1) having more foreign language translation options, especially in states with high numbers of foreign language speakers and on websites that warrant foreign language options, 2) standardize privacy policies in order to create continuity throughout the sites, 3) have more kids' pages to get children interested in local and state government, and 4) use personalization and customization on websites with a lot of information. These features allow users to customize and tailor their account specifically for their needs and interests, allowing them to directly access needed resources.

For more information about the results of this study, please contact Darrell West at (401) 863-1163 or see the full report at www.InsidePolitics.org. The appendix of that report provides e-government profiles for each of the 50 states and the federal agencies.