

Legislation Text

File #: 2010-0620, **Version:** 1

A MOTION requesting the executive to identify and develop a plan for implementing the five most important services King County could offer the public through electronic means.

WHEREAS, King County, most other local governments in Washington state and the state of Washington are experiencing significant financial challenges, and

WHEREAS, King County has been exploring various ways to maintain services to residents while reducing its expenditures to match revenues, and

WHEREAS, local residents are increasingly demonstrating a preference to obtain services through the Internet or other electronic means, saving them time, expense and reducing carbon emissions due to fewer vehicle trips, and

WHEREAS, over time, the cost to local governments of providing what are becoming known as "e-government" services and more broadly as "digital government" through the Internet and other electronic means is more cost efficient than delivering services through traditional methods, and

WHEREAS, King County will continue to offer government services through traditional methods for those who are unable to access the services electronically or who prefer not to receive services electronically, and

WHEREAS, while King County has already begun to offer e-government services it is now time to develop an implementation plan to expand the range of e-government services offered moving the county to become a model digital government;

NOW, THEREFORE, BE IT MOVED by the Council of King County:

A. The executive is requested to identify and prioritize the five most important e-government services that King County can offer the public in the near term. In identifying and prioritizing the services that the executive would recommend as high-priority functions, the executive is requested to examine all branches of county government. Cost and practicability of providing e-government services are reasonable criteria for prioritizing services as well as other criteria the executive may identify. Initial e-government services should focus on county-to-citizen and county-to-business services, with county-to-other governments and county-to-employee services to follow later.

B. Once the five highest priority e-government services have been identified, the executive is requested to develop an implementation plan that identifies the benefits, costs and milestones to deliver services. The plan should be submitted to the council by May 2, 2011, filed in the form of a paper original and an electronic copy with the clerk of the council, who shall retain the original and provide an electronic copy to all councilmembers.

C. Among the positive outcomes of this e-government initiative as embodied by this motion should be better customer service for the public. King County should be able to provide services at a lower cost, e-government services should help King County maintain service levels during difficult financial times and the use of paper should be reduced throughout the government.