



Celebrating Forty Years  
1966 - 2006

# NATIONAL COMMITTEE ON UNITED STATES-CHINA RELATIONS

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## BEST PRACTICES IN MUNICIPAL E-GOVERNANCE DELEGATION FROM THE UNITED STATES

Itinerary (as of 6/19/07)  
June 29 – July 11, 2007

### FRIDAY, JUNE 29

Delegation members depart from Providence, San Francisco, Seattle, Tampa and Washington, D.C.

### SATURDAY, JUNE 30

1:55 p.m. Steve Cantler, Beth Durham and Darrell West arrive in Beijing via UA 897 from Washington, D.C.

2:25 Busbong Sears and Shan Tsen arrive in Beijing via UA 889 from San Francisco.

Met by: Mr. Ling Li, Senior Program Officer, NCUSCR

Proceed to: **Hotel New Otani Changfugong**  
26 Jianguomenwai Avenue  
Chaoyang District, Beijing 100022  
Tel: +86-10-65125555  
Fax: +86-10-65139810

6:00 Dinner

### SUNDAY, JULY 1

8:00 a.m. Breakfast at hotel

8:45 Optional: depart for cultural orientation in Beijing (e.g. the Temple of Heaven, the Forbidden City, the Great Wall).

6:00 p.m. An informal dinner with Prof. ZHOU Hanhua, Graduate School of Chinese Academy of Social Sciences (CASS), and CHENG Jie, Associate Professor, Tsinghua University Law School. Profs. Zhou and Cheng both worked on China's open government information regulations, and may be involved in the drafting of a new e-government law.

## MONDAY, JULY 2

7:30 a.m. Breakfast at hotel

8:00 Depart to **Workshop on Best Practices of E-Governance**

Venue: Leo Ko-guan Building, Peking University

Contact: Dr. Jiang Nanqiang  
Academy of E-government  
Room 406, Leo Ko-guan Building  
Peking University  
Beijing 100871  
Tel: +86-136-8138-9914

The Chinese participants of Beijing workshop come from Beijing and other provinces. Below is a partial list:

- YANG Jian, Deputy Director General, Department of E-Government, State Council Information Office, Beijing
- WU Qize, Chief Engineer, Guangzhou City Information Office, Guangdong Province
- LI Chuanheng, Head of Bureau of Information Industry, Huaifang City, Shandong Province
- ZHENG Yubing, Director, Xicheng District Information Office, Beijing
- SHI Yuliang, Senior Researcher, China Institute of Public Administration, Beijing
- DUAN Runbao, Deputy Director, Hebei Provincial Information Office
- GUO Yanyou, Chief Engineer, Bureau of Information Industry, Jinan City, Shandong Province
- YANG Deshan, Deputy Director, Langfang City Information Office, Shandong Province
- WANG Lianfeng, Head, Bureau of Science and Technology, Xianghe County, Hebei Province

9:30 Opening Remarks:

- Professor Fengchun Yang, Dean, Academy of E-Government, Peking University
- Representative from the U.S. delegation

9:45 Professor Fengchun Yang, Dean, Academy of E-Government, Peking University: overview of e-government development in China (*to be confirmed*)

10:15 Prof. Darrell West: Overview of E-government – Key Features, Progress, Obstacles and Future Trends

10:45 Tea Break

11:00 [2<sup>nd</sup> Chinese speaker – on Beijing city e-government programs]

11:30 Q&A and Discussion

12:30 p.m. Lunch

2:00 Best Practices of E-Government in Three U.S. Cities:

- Ms. Beth Durham on Washington, D.C. (Strategic Direction, Resourcing, and planning for E-Government);
- Mr. Steve Cantler on Tampa, Florida: (“Focus on Citizens” – A Review of Products and Implementation Methods);

- Ms. Busbong Sears on Seattle, Washington (Online Services and Business Applications; Digital Divide).

4:00 Tea Break

4:15 Q&A and Discussion

5:15 – 5:30 Wrap-up of the Workshop

6:00 Dinner

**TUESDAY, JULY 3**

8:00 a.m. Breakfast at hotel

8:45 Depart

10:00 Visit to Technology Department, Beijing Organizing Committee for the Games of the XXIX Olympiad

Contact: Ms. JIANG Hui  
 Deputy Division Chief, Results System, Technology Department  
 Beijing Organizing Committee for the Games of the XXIX Olympiad  
 267 Beisihuanzhonglu, Haidian, 100083 Beijing, China  
 Tel: +86-139-1199-0826  
 website: [www.beijing2008.com](http://www.beijing2008.com)

12:00 p.m. Lunch

2:30 Visit to the Information Resource Management Center, Dongcheng District, Beijing.

With Tian'anmen Square and the Forbidden City anchoring one corner, Dongcheng District is in the heart of Beijing. It covers an area of around 26 square kilometers, with a population of about one million. Using 10,000 square meters as a basic unit, the district government divided the area into 1592 cells, and developed the City Grid Management System, featuring a wireless information service system, a geographical code enquiry system, data management capabilities, and safety management features. The system improved the government's ability to oversee operations and planning by developing and installing a management platform, and provided a robust and scalable framework for building an advanced application system.

6:00 Dinner (evening show of traditional Chinese acrobatics after dinner)

## WEDNESDAY, JULY 4

- 6:30 a.m.           Baggage call and depart for Beijing airport (breakfast at hotel or airport)
- 9:10                 China Southern flight CZ 3905 departs Beijing
- 11:10               Arrive in Hangzhou. Will be met by the staff of our host Zhejiang University.

Contact: Prof. YE Ying  
Chair, Department of Information Resources Management  
School of Public Administration  
Zhejiang University  
38 Zheda Road  
Hangzhou, Zhejiang Province 310027  
Tel: +86-135-8812-4301

Proceed to: Shangri-La Hotel - Hangzhou  
79 Beishan Road  
Hangzhou 310007  
Tel: + 86-571-8797-7951  
Fax: + 86-571-8707-3545  
<http://www.shangri-la.com/en/property/hangzhou/shangrila>

- 12:30 p.m.         Lunch
- 2:00                 West Lake orientation
- 7:00                 Dinner

## THURSDAY, JULY 5

- 8:00 a.m.         Breakfast at hotel
- 8:30                 Depart to **Workshop on Best Practices of E-Governance**
- Venue: Conference Room 105/107, College Building, Yuquan campus, Zhejiang University
- Moderator: Prof. Ye Ying
- 9:00                 Opening Remarks:
- Dean YAO Xiangguo, School of Public Administration, Zhejiang University
  - Representative from the U.S. delegation
- 9:30                 Prof. Darrell West, Brown University: Overview of E-government – Key Features, Progress, Obstacles and Future Trends
- 10:00               Mr. YU Shiyang, Director, Office of Strategy, State Information Center (Beijing): A Structural Analysis of the Investment and Benefit of Chinese E-Government.

10:30	Tea Break
10:45	Professor Fu Rongxiao, Zhejiang University: Government Information Management and E-Government: The Case of Hangzhou
11:15	Q&A and Discussion
12:00 p.m.	Lunch
2:00	Best Practices of E-Government in Three U.S. Cities: <ul style="list-style-type: none"> <li>• Ms. Beth Durham on Washington, D.C. (Strategic Direction, Resourcing, and planning for E-Government);</li> <li>• Mr. Steve Cantler on Tampa, Florida: (“Focus on Citizens” – A Review of Products and Implementation Methods);</li> <li>• Ms. Busbong Sears on Seattle, Washington (Online Services and Business Applications; Digital Divide).</li> </ul>
4:00	Tea Break
4:15	Q&A and Discussion
5:00	Wrap-up of the Workshop
6:00	Dinner

FRIDAY, JULY 6

8:00 a.m.	Breakfast at hotel
9:30	Visit to Zhejiang Province Government Information Center; possible roundtable discussion with the editors of <i>Informatization Construction</i> , a magazine jointly published by the State Council and Zhejiang Provincial Government Information Center.
12:00 p.m.	Lunch hosted by Dean YAO Xianguo
2:00	Visit to Hangzhou City Government Information Center
6:00	Dinner

## SATURDAY, JULY 7

- 6:30 a.m.           Baggage call and depart for Beijing airport (breakfast at hotel or airport)
- 8:35                 China Eastern flight MU 593 departs Hangzhou.
- 10:35               Arrive in Hong Kong; transfer for Hong Kong Express flight UO 2108 for Taichung.
- 1:05 p.m.           Hong Kong Express flight UO 2108 departs Hong Kong
- 2:35                 Arrive in Taichung. Will be met by the staff of Taichung city government.

Contact: Ms. SU Guiling  
Information Division  
Office of Planning  
Taichung City Government  
Tel: +886-4-2228-9111, ext. 2441

Proceed to: The Landis Taichung Hotel  
9 Taichung Kang Road, Section 2  
Taichung 407, Taiwan  
Tel: + 886-4-2326-8008  
Fax: + 886-4-2326-8060  
[http://www.landis.com.tw/english/english\\_index.html](http://www.landis.com.tw/english/english_index.html)

- 6:00                 Welcome dinner hosted by Taichung city government

## SUNDAY, JULY 8

- 9:00 a.m.           Breakfast at hotel
- Morning:           Orientation at the Museum of Natural Science  
[http://www.nmns.edu.tw/index\\_eng.html](http://www.nmns.edu.tw/index_eng.html)
- Afternoon:         Lunch and cultural orientation at Taiwan Folklore Museum
- 6:00 p.m.           Dinner

## MONDAY, JULY 9

- 8:00 a.m.           Breakfast at hotel
- 8:40                 Depart to **Workshop on Best Practices of E-Governance**
- Venue: Revenue Service Office, Taichung City
- 9:00                 Opening Remarks:  
•           Representative from Taichung City Government

- Representative from the U.S. delegation
- 9:15 Presentation by Professor Chou, Tien-Yin, Feng Chia University
- 9:45 Professor Darrell West, Brown University: Overview of E-government – Key Features, Progress, Obstacles and Future Trends
- 10:15 Presentation by Ms. Jian Shufen, Chief of the Information Division, Revenue Service Office, Taichung City Government
- 10:45 Tea Break
- 11:00 Best Practices of E-Government in Three U.S. Cities:
  - Ms. Beth Durham on Washington, D.C.: Strategic Direction, Resourcing, and planning for E-Government

*Note:* at the request of our host, the presentation by Ms. Liao Jing-Zhi, Director of the Planning Office, Taichung City Government, is scheduled in the afternoon. As a result, the D.C. presentation is moved to the morning.
- 11:30 Q&A and Discussion
- 12:30 p.m. Lunch
- 2:00 Best Practices of E-Government in Three U.S. Cities (*continued*):
  - Mr. Steve Cantler on Tampa, Florida: (“Focus on Citizens” – A Review of Products and Implementation Methods);
  - Ms. Busbong Sears on Seattle, Washington (Online Services and Business Applications; Digital Divide).
- 3:15 Tea Break
- 3:30 Presentation by Ms. Liao Jing-Zhi, Director of the Planning Office, Taichung City Government
- 4:00- 5:00 Q&A and Discussion
- 6:00 Dinner

TUESDAY, JULY 10

- 8:00 a.m. Breakfast at hotel
- 9:30-10:00 Fire Department
  - Fire, rescue and first aid command and dispatch system (119,ANI,ALI)
  - Water supply system for fire service management and ancillary dispatch system
  - Fire inspection and permit review system

- Taichung City Government – Feng Chia University Joint Program on Disaster Prevention (Information system and disaster prevention GIS)

- 10:30-11:30      Police Department
- Response and dispatch station
  - Duty command control system, duty command dispatch system
  - Women and children case management system
  - Automated fax system
  - Attendance Duty management system
  - Police patrol information integrated GIS, police patrol district management system, police patrol equipment management system
- 12:00 p.m.      Lunch
- 2:00-3:00      Department of Transportation
- Municipal bus electronic ticket network
  - Greater Taichung Travel Net
  - Instant traffic information network and traffic reports
  - Municipal bus dynamic information system
  - Traffic control and smart towing system
- 3:30-4:30      Revenue Service Office
- Taxation System
  - One-stop service network across household registration and revenue service offices
  - Web site “MSN & SKYPE instant messaging service area”
  - Web, online filing system
- 6:30              Dinner

WEDNESDAY, July 11

- Morning              Breakfast at hotel; baggage call; check out of the hotel and take the express bus from Taichung for Taipei Taoyuan Airport
- 12:10 p.m.          Delegation departs Taipei for the United States via UA 872.

**END OF PROGRAM**