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## *A note from NCPP's Executive Director & Managing Director*

Dear Readers,

The month of May traditionally brings us a sense of springtime hope, characterized in our professional worlds by the ending of an academic year, budget preparation for a forthcoming fiscal year, or perhaps the anticipation of an ever-nearing summer vacation. As you know, this year has proven to be far from typical, even as we maintain continuity in services. Still, there are reasons to celebrate.

Notably, this week marks Public Service Recognition Week. NCPP celebrates public servants who work on behalf of the greater good daily, and especially those who are putting their life and health on the line in order to help others.

If you have a story of performance management in public service, we invite you to share it. Has your agency or organization found hope in a practice or strategy? What is the role of performance management amidst the ongoing pandemic? Has it helped guide your agency's recent work? Or, has it taken a back seat during crisis response? You are invited to share your performance story so that we can continue to learn from each other. You can find more information on how to do so in this issue.

Sincerely,  
Marc Holzer, Executive Director  
Mallory Sullivan, Managing Director

## *Global E-Government Survey Shows Increased Performance Among Cities*

(Boston, MA; May, 2020) — An international survey of city websites has identified Seoul, South Korea, as the top-ranked city in the performance of municipal e-government for the years 2018-19.

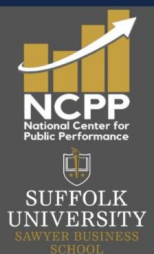
The Global E-Government Survey evaluated the performance of municipal websites worldwide for Privacy and Security, Usability, Content, Services, and Citizen and Social Engagement, and ranked the cities globally. Research was conducted jointly by the E-Governance Institute at the National Center for Public Performance, Suffolk University-Boston, and the Department of Public Policy and Public Affairs, John W. McCormack Graduate School of Policy and Global Studies at the University of Massachusetts Boston. This research was co-sponsored by the Institute of Future Government, Yonsei University and the Department of Public and Nonprofit Administration in the School of Management at Marist College.

[Continue reading the press release and download the full survey here.](#)



## *Strategic Performance Management Certificate Program*

**Strategic  
Performance  
Management  
Certificate**



*Improve the efficiency and effectiveness of your efforts. Learn how performance management can transform your public or nonprofit organization.*

**Session begins May 26!**

The fully online Strategic Performance Management Certificate program equips government and nonprofit professionals with the tools and strategies to implement performance measurement and management in their organization. Ten-week summer session begins on May 26th!

**Learn more and register today!**

[WWW.PUBLICPERFORMANCE.ORG](http://WWW.PUBLICPERFORMANCE.ORG)

## *Share Your Performance Management Story*

*Call for Submissions*

Has your agency or organization found hope to combat the pandemic through a practice or strategy? What is the role of performance management amidst the ongoing crisis? Has performance management helped guide your agency's recent work? Or, has it taken a back seat during crisis response? How are you engaging with residents during this time? We invite you to share your performance story so that we can continue to learn from each other.

[Share your story here](#) to be featured in an upcoming newsletter or on our website.



## *Annual Public Performance Conference*

### EMERGING INTERNATIONAL BEST PRACTICES

13TH ANNUAL PUBLIC PERFORMANCE CONFERENCE



NATIONAL CENTER FOR PUBLIC PERFORMANCE  
BOSTON - SEPTEMBER 24-25, 2020

[Conference Website](#)

[Registration](#)

[Call for  
Proposals](#)

## *News & Resources in the Field*

### **Can We Track COVID-19 and Protect Privacy at the Same Time?**

By Sue Halpert

[Read on The New  
Yorker](#)

*"By presenting aggregated location data in an accessible and searchable format for epidemiologists studying covid-19, the project would enable researchers and policymakers to see how members of the public move around their communities."*

**COVID-19: Local Action Tracker**

[Learn more at](#)

The National League of Cities and Bloomberg Philanthropies have teamed up to collect and share actions taken by local leaders in response to the COVID-19 Pandemic.

## Mapping How Cities are Reclaiming Street Space

By Laura Bliss

Read on CityLab

To help get essential workers around, cities are revising traffic patterns, suspending public transit fares, and making more room for bikes and pedestrians.

## New Book! Local Elected Officials: Guardians of Good Governance

By Douglas F. Morgan and Mike Gleason

This book is a practical handbook for local elected officials and those interested in understanding the multiple roles they perform and what it takes to be successful. The book draws on the authors' nearly 75 years of collective experience in working with local elected officials, serving on governing bodies, and undertaking research on local governing best practices.

[Learn more \(PDF\)](#)



# Professional Development & Jobs

## Public Performance and Management Review Call for Manuscripts

Public Performance and Management Review (PPMR), the journal of the American Society of Public Administration's Section on Public Performance and Management invites manuscripts addressing a broad range of factors influencing the performance of public and nonprofit organizations and agencies (including best practices in measuring and evaluating performance, improving budget strategies, managing human resources, building partnerships, engaging citizens, and applying new technologies). More information is available [online](#) and by [email](#).



## Job Listings

[Data Extraction Specialist](#) - Dept. of Public Safety, State of North Carolina - Wake County, NC

[Data Analyst, Healthcare Finance and Policy](#) - Health Care Authority, State of Washington - Olympia, WA

[Director of Innovation & Technology](#) - Town of Lexington, MA

[Contact Tracing Supervisor](#) - Public Health Services, Harris County - Houston, TX

[Performance & Asset Management Internship](#) - Department of Transportation, State of Colorado - Denver, CO



Contact the NCPP

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