



# **Sending Your Government a Message: E-Mail Communications Between Citizens and Governments**

*Robert H. Anderson, Richard C. Neu, Tora K. Bikson*

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In 1995, RAND published a book exploring the feasibility and societal implications of providing universal access to electronic mail within the United States (Robert H. Anderson et al., *Universal Access to E-Mail: Feasibility and Societal Implications*). Among the nine policy conclusions and recommendations in that report were these: It is critical that electronic mail be a basic service in a national information infrastructure; it is important to reduce the increasing gaps in access to basic electronic information services, specifically, access to electronic mail services; there are no fundamental technical barriers to providing universal access to electronic mail services. This book explores the possibility for expanded citizen-government personalized electronic communication. Of particular interest are interactions between government agencies and individual citizens--interactions involving personal information, iterated communications between an individual and a government agency, and the use of a personal electronic mailbox for the individual. It provides an informal survey of current state uses of such communication, supplemented by two case studies of potential use. It also uses 1997 Current Population Survey data to update the electronic access trends in the United States that were highlighted in the 1995 study.

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