Table S1. Survey Instrument for Evaluating Romanian Cities' Websites.

		Reviewer's Name:							Overall City Score	0.00
		Reviewer's E-mail:							1. Security/Privacy	0.00
		Name of City:							2. Usability	0.00
		Web Address of the City:							3. Content	0.00
		Review Date:							4. Service	0.00
									5. Citizen Participation	0.00

#	Dimensions	Measures	Criteria	0	1	2	3	N/A	Description	Score
1	1. Security /Privacy	Does the site have a privacy or security statement/policy? (When statements/policies are posted on websites where data are collected from users, choose and evaluate the best one.)	0 = No; 1 = The site has a privacy or security statement/policy.			X	X			0
2	1. Security /Privacy	Is direct access to privacy policy available on every page that requires or accepts data?	0 = No; 1 = Access to the privacy policy is available on all pages that require or accept data.			X	X			0
3	1. Security /Privacy	Does the privacy policy identify the organization or agency that is collecting data or information on the site?	0 = No; 1 = The privacy policy identifies the organization collecting data or information on the site.			X	X			0
4	1. Security /Privacy	Does the privacy policy identify exactly what data are being collected on the site? (e.g., personal information)	0 = No; 1 = The privacy policy identifies what data are being collected on the site.			X	X			0
5	1. Security /Privacy	Does the privacy policy identify the context in which the data are collected? (e.g., registration form v. cookies)	0 = No; 1 = The privacy policy identifies what data are being collected on the site.			X	X			0
6	1. Security /Privacy	Does the privacy policy identify the intended use of the data collected?	0 = No; 1 = The privacy policy identifies the intended use of the data collected.			X	X			0
7	1. Security /Privacy	Does the privacy policy address the option to have personal	0 = No; 1 = The privacy policy addresses the option to			X	X			0

		information used to send unsolicited materials? (e.g., mailing lists or another other marketing that is targeted back to the consumer)	have personal information used to send unsolicited materials.				
8	1. Security /Privacy	Does the privacy policy address third-party policy, whether personal information is disclosed to third parties, and whether it provides instructions to decline any third-party disclosures?	0 = No; 1 = The privacy policy addresses whether personal information is disclosed to any third parties; 2 = The privacy policy provides instructions for users to decline the disclosure of their personal information to third parties.		X		0
9	1. Security /Privacy	Does the privacy policy address the ability for site users to review personal data records and contest the inaccuracies/completeness of the information?	0 = No; 1 = The privacy policy addresses the ability for site users to review personal data records and contest the inaccuracies/completeness of the information.	X	X		0
10	1. Security /Privacy	Does the privacy policy address managerial measures that limit the access of data and assure they are not used for unauthorized purposes?	0 = No; 1 = The privacy policy addresses managerial measures that limit the access of data and assures they are not used for unauthorized purposes.	X	X		0
11	1. Security /Privacy	Does the privacy policy address the use of encryption in the transmission of data?	0 = No; 1 = The privacy policy addresses the use of encryption in the transmission of data.	X	X		0
12	1. Security /Privacy	Does the privacy policy address whether personal information is stored on a secure server or a server that is inaccessible from the internet?	0 = No; 1 = The privacy policy addresses whether personal information is stored on a secure server or a server that is inaccessible from the internet.	X	X		0
13	1. Security /Privacy	Does the privacy policy address the use of "cookies" or "web beacons?" to track users?	0 = No; 1 = The privacy policy addresses the use of "cookies" or "web beacons".	X	X		0

14	1. Security /Privacy	Does the privacy policy address the notification of privacy policy changes/updates?	0 = No; 1 = The privacy policy addresses the notification of privacy policy changes or updates.	X	X		0
15	1. Security /Privacy	Is there a specific contact or e-mail address for inquiries regarding the privacy policy?	0 = No; 1 = The privacy policy lists a specific contact or e-mail address for the privacy policy.	X	X		0
16	1. Security /Privacy	Does the site offer access to public information through a restricted area that requires registration (with payment or without payment) or a password? (e.g., access to court records, archives and libraries at Court or Parliament)	0 = No; 3 = The site offers access to public information through a restricted area that requires registration or a password.	X	X		0
17	1. Security /Privacy	Does the site offer access to nonpublic information for employees through a restricted area that requires a password?	0 = No; 3 = The site offers access to nonpublic information for employees through a restricted area that requires a password.	X	X		0
18	1. Security /Privacy	Does the privacy policy address the use of digital signatures to authenticate users?	0 = No; 3 = The privacy policy addresses the use of digital signatures to authenticate users.	X	X		0
19	1. Security /Privacy	Does the site provide the function of checking for viruses when downloading files?	0 = No; 3 = The site provides the function of checking for viruses when downloading files.	X	X		0
20	1. Security /Privacy	Does the site provide the function of checking for viruses when streaming audio or viedo files?	0 = No; 3 = The site provides the function of checking for viruses when streaming audio or video files.	X	X		0
21	2. Usability	Homepage length: How many screens does it take to view the main city homepage?	Homepage length: Text size set to "medium" at the "view" menu of Internet Explorer on a 17-inch monitor: 0 = No homepage; 1 = 5 or more screens; 2 = 3 or 4 screens; 3 = 2 screens or less.				0

21. b	2. Usability	Copy the text of the Homepage into a Word document and include an Excel file.	You can collect the text by Selecting All (Ctrl A) and Copying (Ctrl C) and Pasting into Word (Ctrl P).	X	X	X	X			0
22	2. Usability	Page length: Are alternative versions (e.g., .doc or .pdf) available for long documents—e.g., documents more than three to four screens long?	0 = No; 1 = Alternative versions are available for long documents.			X	X			0
23	2. Usability	Targeted audience links: Are targeted audience links available on the homepage? (e.g., general citizens, youths, the old, women, family, citizens in need of social welfare services, businesses, industries, small businesses, public employees, etc.)	0 = No; 1 = Targeted audience links are divided into two categories; 2 = Targeted audience links are divided into three categories; 3 = Targeted audience links are divided into more than three categories.							0
24	2. Usability	Navigation Bar (1 point for each factor, max = 3)	+1 Point: Navigation bars are formatted consistently throughout the site; +1 Point: Placement of navigation bars is consistent throughout the site (vertical on left or horizontal across top); +1 Point: There is a clear indication that navigation bars are "clickable" (e.g., buttons with a drop down shadow or which change color).							0
25	2. Usability	Navigation (1 point for each factor, max = 2)	+1 Point: There is a link to the main city homepage on every page; +1 Point: Text navigation or navigation bar links are available at the bottom, top, or left of every page (links to contact information, site search, employee directory, etc.).				X			0
26	2. Usability	Site map: Is a sitemap available?	Text size set to "medium" at the "view" menu of Internet Explorer on a 17-							0

			inch monitor: 0 = No sitemap; 1 = A site map is available, but it does not contain active links and is more than 1.5 screens in length; 2 = A sitemap is available and it contains either active links or is less than 2 screens in length; 3 = A sitemap is available, it contains active links, and it is less than 2 screens in length.			
27	2. Usability	Font Color and Formatting: Is the font color and formatting consistent throughout the site?	0 = No; 1 = Font color and formatting are consistent throughout the site. −1 Point (O total): If animated, blinking or zooming effects, or ALL CAPS are used.	X	X	0
28	2. Usability	Is the font color, size, and formatting differentiated between titles and detailed content?	0 = No; 1 = The font color, size, and formatting is differentiated between titles and detailed content.	X	X	0
29	2. Usability	Do visited links change color from the original link color?	0 = No; 1 = Visited links change color from the original link color.	X	X	0
30	2. Usability	Forms: Are required fields noted explicitly?	0 = No; 1 = Required fields are noted explicitly.	X	X	0
31	2. Usability	Forms: Does the form provide additional information about how to fix errors, if they are submitted? (Evaluators need to make errors by inputting wrong information from Question 31 to 33)	0 = No; 1 = If errors are submitted, the form provides additional information about how to fix them.	X	X	0
32	2. Usability	Forms: Do visitors have to re-enter all information, if errors are submitted?	0 = No; 1 = If errors are submitted, visitors do not have to re-enter all information.	X	X	0
33	2. Usability	Forms: Does the form explicitly label fields that need to be	0 = No; 1 = If errors are submitted, the form explicitly labels	X	X	0

		changed, if errors are submitted?	fields that need to be changed.				
34	2. Usability	Is a search tool available?	0 = No; 1 = Some departments have search tools; 2 = There is a search tool at the main city homepage.		X		0
35	2. Usability	Is there help available for using the site search (search tips)?	0 = No; 1 = There is help available for using the site search.	X	X		0
36	2. Usability	Does the site search offer the ability to limit the scope of a search to specific areas of the site (e.g., search only in "public works" or only in "mayor's office")?	0 = No; 1 = The site search offers the ability to limit the scope of the search to specific areas of the site.	X	X		0
37	2. Usability	Does the site search provide advanced search options or features (e.g., match all/any words, exact phrase searching—can use quotes, Boolean searching—can use AND/OR/NOT operators)?	0 = No; 1 = The site search provides an advanced search option.	X	X		0
38	2. Usability	Does the site search offer the ability to narrow a set of returned search results (e.g., perform a sub-search once an initial search has been initiated)?	0 = No; 1 = The site search offers the ability to narrow a set of returned search results.	X	X		0
39	2. Usability	Does the site search offer the ability to sort search results by relevance, data, or other criteria?	0 = No; 1 = The site offers the ability to sort search results by relevance, data, or other criteria.	X	X		0
40	2. Usability	Does the site provide the date (month and year) of the most recent update of the website? (Evaluators should compare the month and year posted on the main homepage and the most recent date of a press release, newsletter, or	0 = No; 1 = The date is more than three months old; 2 = The date is more than one month and less than three months old; 3 = The date is one month old or less.				0

		community update; then, choose and evaluate the most recent date of an update)					
41	3. Content	Does the site provide information about the location (direction, address) of offices?	0 = No; 1 = The site provides information about the location (direction, address) of offices.	X	X		0
42	3. Content	Does the site offer a listing of external links (private sector, state, or federal information or services)?	0 = No; 1 = The site offers a listing of external links.	X	X		0
43	3. Content	Does the site offer contact information for agencies/departments or employees/public officials?	0 = No; 1 = The site offers a listing of phone numbers or e-mail addresses for agencies/departments or employees/public officials; 2 = The site allows users to download a phone number directory or an e-mail directory; 3 = The site allows users to search a database of phone numbers or e-mail addresses.				0
44	3. Content	Does the site provide the minutes of public meetings?	0 = No; 1 = The site offers public meeting minutes online in html format (e.g., as a web page); 2 = The site offers public meeting minutes online in a downloadable format (e.g., .doc or .pdf); 3 = The site offers an online searchable database or archives of public meeting minutes.				0
45	3. Content	Does the site provide the city code, city ordinance, or city regulations online?	0 = No; 1 = The site provides the city code, city ordinance, or city regulations online in html format (e.g., as a web page); 2 = The site provides the city code online in a				0

			downloadable format (e.g., .doc or .pdf); 3 = The site provides an online searchable database of the city code.	
46	3. Content	Does the site provide the city charter, policy priority, or the mission of the city online?	0 = No; 1 = The site provides the city charter, policy priority, or the mission of the city online in html format (e.g., as a web page); 2 = The site provides the city charter, policy priority, or the mission of the city online in a downloadable format (e.g., .doc or .pdf); 3 = The site provides an online searchable database of the city charter, policy priority, or the mission of the city.	0
47	3. Content	Does the site contain mission statements for agencies?	0 = No; 1 = The site provides mission statements for one or two departments; 2 = The site provides mission statements for three or four departments; 3 = The site provides mission statements for all departments.	0
48	3. Content	Does the site provide budget information online?	0 = No; 1 = The site provides static budget reports online in html format (e.g., as a web page); 2 = The site provides static budget reports online in a downloadable format (e.g., .doc or .pdf); 3 = The site provides an online searchable database of budget information.	0
49	3. Content	Does the site offer documents, reports, or books (publications) online?	0 = No; 1 = The site provides documents, reports, or books (publications) online in html format (e.g., as a web page); 2 = The site provides documents, reports, or	0

No.	Category	Question	Scoring				Score
			books (publications) online in a downloadable format (e.g., .doc or .pdf); 3 = The site provides an online searchable database of documents, reports, or books (publications).				
50	3. Content	Does the site allow users to purchase or order documents, reports, or books (publications)?	0 = No; 3 = The site allows users to purchase or order documents, reports, books (publications) online, or the site allows users to register for downloading documents, reports, or books (publications) online.	X	X		0
51	3. Content	Does the site have GIS capabilities?	0 = No; 1 = The site offers static GIS maps; 2 = The site offers GIS data in a downloadable format; 3 = The site offers dynamic GIS capabilities (customizable maps).				0
52	3. Content	Does the site have an emergency management or alert mechanism (severe weather, etc.)?	0 = No; 1 = The site has an emergency management or alert mechanism.		X	X	0
53	3. Content	Does the site provide disability access for the blind (online)?	0 = No; 1 = The site provides disability access for the blind		X	X	0
54	3. Content	Does the site address disability access for the deaf (TDD phone service)?	0 = No; 1 = The site addresses disability access for the deaf (TDD phone service).		X	X	0
55	3. Content	Does the site use wireless technology such as messages to a mobile phone, a Palm Pilot, or a PDA (Personal Digital Assistance) to provide updates about applications, events, etc.?	0 = No; 3 = The site uses wireless technology such as messages to a mobile phone, a Palm Pilot, or a PDA (Personal Digital Assistance) to provide updates about applications, events, etc.	X	X		0
56	3. Content	Does the site offer access in more than one language?	0 = No; 1 = The site offers access in more than one language.		X	X	0

57	3. Content	Does the site offer job listings of public office or position vacancies at the city government online?	0 = No; 1 = The site provides job listings or position vacancies online in html format (e.g., as a web page); 2 = The site provides job listings or position vacancies online in a downloadable format (e.g., .doc or .pdf); 3 = The site provides an online searchable database of job listings or position vacancies or the site allows for the online submission of job applications.	0
58	3. Content	Does the site offer human resources information online for current employees (e.g., personnel policies or personnel forms)?	0 = No; 1 = The site provides human resource information online in html format (e.g., a web page); 2 = The site provides human resources information online in a downloadable format (e.g., .doc or .pdf); 3 = The site provides an online searchable database of human resources information OR the site allows for the online submission of personnel forms.	0
59	3. Content	Does the site offer a calendar of events?	0 = No; 1 = The site provides news or a calendar of events online in html format (e.g., a web page); 2 = The site offers a calendar of events online in a downloadable format (e.g., .doc or .pdf); 3 = The site provides an online searchable calendar of events (or under each month).	0
60	3. Content	Number of downloadable documents for three departments or	0 = No; 1 = From one to three downloadable documents; 2 = From four to six	0

	bureaus in the city government (maximum = three departments; examples of departments: budget, social welfare, and transportation; if one of these is not the function of the city, select another department that provides downloadable documents)	downloadable documents, 3 = More than six downloadable documents.		
61 4. Service	Does the site allow users to pay utilities? (State utilities in description: e.g., tap water, sewage, gas, electricity)	0 = No; 1 = The site provides information for users to pay their utilities; 3 = The site allows users to pay their utilities online.	X	0
62 4. Service	Does the site allow users to file or pay taxes?	0 = No; 1 = The site provides information for users to pay their taxes; 2 = The site allows users to download tax forms (to be returned via mail or fax); 3 = Users can pay taxes online.		0
63 4. Service	Does the site allow users to pay fines or tickets?	0 = No; 1 = The site provides information about where to call about paying fines or tickets; 2 = The site allows users to download forms for paying fines or tickets (to be returned via mail or fax); 3 = Users can pay fines or tickets online.		0
64 4. Service	Does the site allow users to apply (or register) for permits?	0 = No; 1 = The site provides information about where to call about applying for permits; 2 = The site allows users to download forms for applying for permits (to be returned via mail or fax);		0

		3 = Users can apply for permits online.		
65	4. Service	Does the site provide an online tracking system for the status of permits?	0 = No, 1 = Very limited information is provided after approval (only permit number and approval date); 2 = Information in real time, including the status of the permit process; 3 = Information in real time, including both the current status and future process of the permit process.	0
66	4. Service	Does the site allow users to apply for licenses?	0 = No; 1 = The site provides information for users to apply for licenses by fax or telephone; 2 = The site allows users to download license forms (.doc or .pdf) to be returned via mail or fax; 3 = Users can apply for licenses through online forms.	0
67	4. Service	Number of permits or licenses that can be applied online in the city government	0 = No, 1 = One or two permits (licenses); 2 = Three or four permits (licenses); 3 = More than four permits (licenses).	0
68	4. Service	Does the site allow for e-procurement?	0 = No; 1 = The site allows potential bidders to access RFPs (requests for proposals) and the statuses of procurements online in html format; 2 = The site allows potential bidders to download RFPs (.doc or .pdf); 3 = The site allows potential bidders to place bids online.	0
69	4. Service	Does the site allow users to look up	0 = No; 1 = The site allows users to	0

		property assessments that are used for levying taxes?	look up property assessments in an html format (e.g., as a web page); 2 = The site allows users to download a listing of property assessments; 3 = The site allows users to search a database of property assessments.			
70	4. Service	Does the site offer searchable databases?	0 = No; 3 = The site offers searchable databases.	X X		0
71	4. Service	Does the site allow users to file complaints?	0 = No; 1 = The site has contact information for users to submit complaints; 2 = The site has an e-mail link (mail to:) or an online form that users can use to submit complaints; 3 = The site allows users to track their complaint as it is processed and/or action is taken.			0
72	4. Service	Does the site provide a bulletin board for posting questions about civil applications and answers from public officials?	0 = No; 1 = The site provides one bulletin board for posting questions about civil applications and answers from public officials, without the categories of subjects in civil applications; 2 = The bulletin boards are divided into two or three subjects in civil applications; 3 = The bulletin boards are divided into more than three subjects.			0
73	4. Service	In the bulletin board of questions and answers for civil applications, does the site provide timely answers?	0 = No site; 1 = Answers are posted after two months, on average, when questions were posted; 2 = Answers are posted within one month, on average; 3 = Answers are posted			0

			within two weeks, on average.			
74	4. Service	Does the site provide an FAQ (Frequently Asked Questions) corner to guide citizens in city administration?	0 = No; 1 = The site provides an FAQ (Frequently Asked Questions) corner without subcategories of topics; 2 = The site provides an FAQ corner with several subcategories of topics.	X		0
75	4. Service	Does the site allow users to request information?	0 = No; 1 = The site provides telephone numbers to request information; 2 = The site provides e-mail links to request information; 3 = The site provides online forms to request information.			0
76	4. Service	Does the site allow users to customize the main city homepage depending on their needs (e.g., portal customization)?	0 = No; 3 = The site allows users to customize the main city homepage depending on their needs.	X X		0
77	4. Service	Does the site allow users to access private information online? (e.g., educational records, medical records, point total of driving violation, lost pet dogs, lost property)	0 = No; 3 = The site allows users to access private information online.	X X		0
78	4. Service	Does the site allow users to register or purchase tickets to events in city/municipal halls, arenas, or facilities of the city?	0 = No; 1 = The site contains information for registering or purchasing tickets to events; 2 = The site allows users to download a form for registering or purchasing tickets to events that can be returned via fax or mail; 3 = The site allows users to register or purchase tickets through online forms.			0
79	4. Service	How long does it take for the webmaster to respond to the following question	0 = No response; 1 = It took greater than 1 week; 2 = It took 3–7 days;			0

		about the city's website by e-mail? (Question: How often do you update your city's website?)	3 = It took less than three days (excluding the days the office is closed such as Sunday and holidays in the city).	
80	4. Service	Does the site allow users to report crimes, violations of administrative laws and regulations, or corruption?	0 = No; 1 = The site contains contact information (mailing addresses, phone numbers, or e-mail addresses) for reporting crimes, violations, or corruption; 2 = The site provides forms for reporting in a downloadable format (e.g., .doc or .pdf); 3 = Users can report crimes, violations, or corruption through online forms.	0
81	5. Citizen Participation	Does the website allow users to provide comments or feedback to individual departments/agencies through online forms?	0 = No; 1 = Departments/agencies post phone numbers or fax numbers for submitting comments or feedback; 2 = Departments/agencies provide an e-mail address (and a mailing address as well) for submitting comments or feedback; 3 = Several departments allow users to provide comments or feedback through online forms.	0
82	5. Citizen Participation	Does the website allow users to provide comments or feedback to elected officials (e.g., the mayor or city council)?	0 = No; 1 = The mayor or city council has an e-mail posted; 2 = Both the mayor and city council have e-mails posted; 3 = In addition to the e-mails posted, the mayor or city council allows users to provide comments or feedback to elected officials through an online form.	0
83	5. Citizen Participation	Does the site offer a newsletter or community updates	0 = No; 1 = The site has a newsletter or community	0

		linked to the main city homepage?	updates in html format; 2 = The site has a newsletter or community updates that can be downloaded (e.g., as a .doc or .PDF); 3 = The site has a newsletter or community updates that are distributed via e-mail.				
84	5. Citizen Participa tion	Is there a subscription option available for the newsletter or listserv?	0 = No; 1 = There is a subscription option available for the newsletter or listserv.	X	X		0
85	5. Citizen Participa tion	Is there an "unsubscribe" option available for the newsletter or listserve?	0 = No; 1 = There is an "unsubscribe" option available for the newsletter or listserv.	X	X		0
86	5. Citizen Participa tion	Does the site have an online bulletin board or chat capabilities for gathering citizens' input on public issues? ("Online bulletin board" or "chat capabilities" means a city website corner where any citizen can posts ideas, comments, or opinions without specific discussion topics)	0 = No; 1 = The site has an online bulletin board or chat capabilities for gathering citizens' input on issues; 2 = The site has an online bulletin board or chat capabilities by which one can search authors and key words.		X		0
87	5. Citizen Participa tion	Does the website offer an online discussion forum on policy issues? ("Online discussion forum" means a city website corner where the city arranges public consultation on policy issues and citizens participate in discussing those specific topics)	0 = No; 1 = The site has no online discussion forum, but the site posts a notice of gathering citizens' opinions about policy issues through e-mail, fax, or telephone; 2 = The site has an online discussion forum; 3 = The site has an online discussion forum and posts past discussion subjects and results.				0
88	5. Citizen Participa tion	Participants on online forums (1 point for each factor, maximum = 3)	+1 point: Participation of public officials as discussants; +1 point: Participation of experts on				0

			the issue (posting opinions about the issue or participating as discussants); +1 point: Existence of a forum moderator.	
89	5. Citizen Participa tion	Formats of online forums (1 point for each factor, maximum = 3)	+1 point: E-mail notice about new messages; +1 point: Provides summaries of discussions at regular intervals (daily, weekly, or monthly); +1 point: Provides opportunities for citizens to suggest discussion.	0
90	5. Citizen Participa tion	Does the site have scheduled e-meetings for discussion? ("e-meeting" means real-time discussion that takes place at the specific appointed time in a synchronized way such that participants can exchange opinions simultaneously)	0 = No; 1 = The site has scheduled e-meetings for discussion between citizens; 2 = The site has scheduled e-meetings for discussion between citizens and public officials; 3 = In addition, the site posts past e-meeting subjects and results.	0
91	5. Citizen Participa tion	Number of online discussion forums or e-meetings in the past year (including online discussion forums and scheduled e-meetings)	0 = No; 1 = One time in the past year; 2 = Two times in the past year; 3 = More than three times in the past year.	0
92	5. Citizen Participa tion	Does the site offer online surveys/polls for specific issues?	0 = No; 1 = The site offers online surveys/polls for specific issues; 2 = In addition, the site posts the results of past online surveys/polls; 3 = The site shows the real time results of current online surveys/polls.	0
93	5. Citizen Participa tion	Number of online surveys/polls in the past year (including online surveys and online polls, excluding those off-line)	0 = No; 1 = One time in the past year; 2 = Two times in the past year; 3 = More than three times in the past year.	0

94	5. Citizen Participa tion	Does the website offer synchronous videos of public events?	0 = No; 1 = The site offers asynchronous or archived (not live) videos of public events; 2 = The site offers live or synchronous videos of public events; 3 = The site offers live or synchronous videos of public events and has a mechanism for online users to provide comments or questions.	0
95	5. Citizen Participa tion	Does the website grant users access to an online citizen satisfaction survey?	0 = No; 1 = The site offers contact information about participation in a citizen satisfaction survey; 2 = A citizen satisfaction survey can be downloaded and returned via fax or telephone; 3 = A citizen satisfaction survey can be completed through online forms.	0
96	5. Citizen Participa tion	Are survey results published on the website?	0 = No; 1 = The site offers contact information for obtaining the results to a citizen satisfaction survey ; 2 = Citizen satisfaction survey results can be downloaded from the website; 3 = Citizen satisfaction survey results are in a searchable database online.	0
97	5. Citizen Participa tion	Does the site offer tools for online decision making (e-petitions, electronic citizen juries, e-referenda)? (Note: "E-petitions" or "electronic petitions" are formal requests to a city council or a government agency, signed by a number of citizens online, to raise issues of concern)	0 = No; 1 = One category; 2 = Two categories; 3 = Three categories. (Note: Electronic citizen juries consist of a group of representative citizens who take evidence about issues over an extended period, deliberate online, and recommend conclusions to the government. E-referenda or online	0

			referenda refer to asking the whole population to vote online on issues, thereby introducing or amending policies.)			
98	5. Citizen Participation	Are performance measures, standards, or benchmarks published on the website? ("Performance measures", "standards", or "benchmarks" mean output, efficiency, effectiveness, or outcome indicators or indexes set by the city to achieve administrative goals)	0 = No; 1 = Performance measures, standards, or benchmarks are listed on the website in html (e.g., as a web page); 2 = Performance measures, standards, or benchmarks can be downloaded from the website (e.g., .doc or .pdf); 3 = Performance measures, standards, or benchmarks are available in a searchable database.			0
99	5. Citizen Participation	Does the city have a citywide performance measurement system published on the website?	0 = No; 3 = The city has a citywide performance measurement system across all departments.	X	X	0
100	5. Citizen Participation	Are the results of the performance measurement published on the website?	0 = No; 1 = The site offers contact information for obtaining the results of the performance measurement ; 2 = The performance measurement results can be downloaded from the website; 3 = The performance measurement results are in a searchable database online.			0
101	COVID 19	Is there information about the COVID-19 pandemic?	0 = No +1 point: Note about the infection rate in the locality; +1 point: Local regulations on COVID-19; +1 point: There is a link to the Prefecture/Public Health Direction with information about the pandemic.			0
102	COVID 19	Is there any information on vaccination?	0 = No			0

	+1 point: General information about existing vaccine types; +1 point: There is a list of vaccination centers in or near the town; +1 point: Appointments can be made at a vaccination center.		
Total	Full score: 227	Unweighted Score	Weighted Score
Privacy: Q1~20	Full score: 31	0	0.00
Usability: Q21~40	Full score: 32	0	0.00
Content: Q41~60	Full score: 50	0	0.00
Service: Q61~80	Full score: 59	0	0.00
Citizen participation: Q81~100	Full score: 55	0	0.00
	Total Score	0	0.00

Table S2. List of the Romanian Cities and the Corresponding Website Addresses.

Running Number	City	Web Address
1	Abrud	http://www.primaria-abrud.ro/
2	Adjud	http://www.adjud.ro/
3	Agnita	http://www.primaria-agnita.ro/
4	Aiud	http://www.aiud.ro/
5	Alba Iulia	http://www.apulum.ro
6	Aleșd	http://www.alesd-bihor.ro/
7	Alexandria	http://www.alexandria.ro/
8	Amara	https://primaria-amara.ro/
9	Anina	http://www.anina.ro/
10	Aninoasa	http://www.jiuvalley.com/romana/orase/aninoasa/
11	Arad	http://www.primariaarad.ro
12	Avrig	http://www.primaria-avrig.ro/
13	Azuga	http://www.primariaazuga.ro/
14	Babadag	http://www.primaria-babadag.ro
15	Bacău	http://www.primariabacau.ro/
16	Baia de Aramă	http://www.baiadearama.ro/
17	Baia Sprie	http://www.baiasprie.com/
18	Băicoi	http://www.primariabaicoi.ro/
19	Băile Olănești	http://www.primariabaileolanesti.ro/
20	Băile Tușnad	http://www.tusnadfurdo.info/index.php?ChngLANG_select=ro
21	Băilești	http://www.primariabailesti.ro/
22	Bălan	http://www.orasulbalan.ro/main.php?lang=ro
23	Bălcești	https://saad-mirror.net/domain-balcesti.senap.ro/doc_display.php?docALIAS=homepage&sourceunit=
24	Balș	http://www.bals.ro/bals/servlet/portal
25	Baraolt	https://primariabaraolt.ro/index.php/ro/
26	Bârlad	http://www.primariabarlad.ro/
27	Bechet	https://primariabechet.ro/
28	Beclean	http://www.primariabeclean.ro/
29	Beiuș	http://www.primariabeius.decnet.ro/
30	Berești	https://www.orasulberesti.ro/
31	Bicaz	http://www.primariabicaz.ro/
32	Bistrița	www.primariabistrita.ro
33	Blaj	www.primariablaj.ro/
34	Bolintin Vale	http://www.bolintin.net/
35	Borșa	http://www.primaria.borsa.ro/page.php?2
36	Borsec	http://www.primaria-borsec.ro/
37	Botoșani	http://www.primariabt.ro
38	Brad	http://www.e-brad.ro/
39	Bragadiru	https://www.primariaorasbragadiru.ro/
40	Brăila	http://pmb.braila.astral.ro
41	Brașov	http://www.brasovcity.ro
42	Breaza	http://www.primariabreaza.ro/
43	Broșteni	https://primariaorasbrosteni.blogspot.com/
44	București	https://www.pmb.ro/
45	București Sector 1	http://www.primariasector1.ro
46	București Sector 2	http://www.ps2.ro

47	Bucureşti Sector 3	http://www.sector3primarie.ro
48	Bucureşti Sector 4	http://www.ps4.ro
49	Bucureşti Sector 5	http://www.bucuresti5.ro
50	Bucureşti Sector 6	http://www.primarie6.ro
51	Buftea	https://primariebuftea.weebly.com/
52	Buhuşi	https://www.primariabuhusi.ro/
53	Bumbeşti-Jiu	https://www.bumbesti-jiu.ro/
54	Buşteni	https://orasul-busteni.ro/
55	Buzău	https://primariabuzau.ro/
56	Buziaş	http://www.primbuzias.rdstm.ro/
57	Călan	http://www.primariacalan.ro/
58	Călăraşi	www.municipiu.ro/
59	Calimanesti	http://www.primariacalimanesti.ro/
60	Câmpia Turzii	http://www.campiaturzii.ro/
61	Câmpina	http://www.primariacampina.ro/
62	Câmpulung Moldovenesc	http://www.campulungmoldovenesc.ro/
63	Câmpulung-Muscel	http://www.primariacampulung.ro/
64	Caracal	http://www.primariacaracal.ro/work/
65	Caransebeş	http://www.primaria-caransebes.ro/
66	Carei	http://www.primariacarei.ro/
67	Cavnic	http://www.cavnic.ro/
68	Căzăneşti	https://primariacazanestiil.ro/
69	Cehu Silvaniei	http://www.primariacehusilvaniei.ro/
70	Cernavodă	http://www.primaria-cernavoda.ro/
71	Chişineu Criş	http://www.chisineucris.ro/
72	Chitila	https://www.primariachitila.ro/echitila/index.php
73	Ciacova	http://www.primariaciacova.ro/
74	Cisnădie	http://www.cisnadie.ro/
75	Cluj-Napoca	http://www.primariaclujnapoca.ro
76	Codlea	http://www.primariacodlea.ro/
77	Comăneşti	www.comanesti.ro/
78	Comarnic	www.primariacomarnic.ro/
79	Constanţa	http://www.primaria-constanta.ro
80	Copşa Mică	http://www.copsa-mica.ro/
81	Corabia	http://www.primariacorabia.ro/
82	Costesti	http://www.primariacostestiag.ro/
83	Covasna	http://www.kovaszna.ro/roman/belso.php?cid=27
84	Craiova	http://www.primariacraiova.ro
85	Cristuru Secuiesc	http://www.keresztur.ro/
86	Cugir	http://www.primariacugir.ro/
87	Curtea de Arges	http://www.primariacurteadearges.ro
88	Curtici	www.primariacurtici.ro/
89	Dăbuleni	http://www.primariadabuleni.ro/
90	Darabani	http://www.primariadarabani.ro/
91	Darmaneşti	http://www.primariadarmanesti.ro/
92	Dej	http://main.dej.ro/default.aspx
93	Deta	http://www.detatm.ro/
94	Deva	http://www.primariadeva.ro/
95	Dolhasca	https://primariadolhasca.ro/
96	Dorohoi	http://www.primaria.dorohoi.com/
97	Drăgăneşti-Olt	http://www.draganesti-olt.ro/draganesti/servlet/portal

98	Dragomireşti	https://dragomiresti-maramures.ro/
99	Drobeta Turnu Severin	http://www.primaria-dts.ro
100	Dumbrăveni	https://www.primariadumbraveni.ro/
101	Eforie	http://www.primariaeforie.ro/
102	Făgăraş	http://www.primaria-fagaras.ro/ro
103	Făget	https://primariafaget.ro/
104	Fălticeni	http://www.falticeni.ro/main.php
105	Feteşti	http://www.munfetesti.ro/
106	Fieni	http://www.fieni.ro/
107	Fierbinţi Târg	http://primariafierbinti.ro/
108	Filiaşi	http://www.primaria-filiasi.ro/
109	Flămânzi	http://orasul-flamanzi.ro/
110	Focşani	http://www.focsani.info
111	Frasin	https://www.primariaorasuluifrasin.ro/
112	Găeşti	http://www.primaria-gaesti.ro/
113	Galaţi	http://www.primaria.galati.ro
114	Gătaia	http://www.primariaorasgataia.ro/
115	Geoagiu	http://www.geoagiu.ro/
116	Gheorghieni	http://www.primariagheorgheni.ro/?pg=ifiteka
117	Gherla	http://www.primaria-gherla.ro/
118	Ghimbav	http://www.gpanel.ro/primaria-ghimbav.ro/
119	Giurgiu	http://www.primaria-giurgiu.ro
120	Gura Humorului	http://www.primariagh.ro/
121	Hârlău	http://www.primaria-hirlau.ro/
122	Hârşova	http://www.primaria-harsova.ro/
123	Horezu	http://www.primaria.horezuonline.ro/
124	Hunedoara	http://www.primariahd.ro/
125	Huşi	www.primariahusi.ro
126	Ianca	http://www.primaria-ianca.ro/
127	Iaşi	http://www.primaria-iasi.ro/
128	Iernut	http://www.e-primarii.ro/~iernut/
129	Ineu	www.ineu.ro/
130	Însurăţei	http://www.portal-braila.ro/Primarii/Insuratei/index.php
131	Intorsura Buzăului	http://intorsura-buzaului.com/
132	Isaccea	http://isaccea.romclub.ro/
133	Jibou	http://www.primariajibou.ro/
134	Jimbolia	http://www.jimbolia.ro/
135	Lehliu Gara	http://primarialehliugara.ro/
136	Liteni	https://primaria-liteni.ro/
137	Livada	https://www.primaria-livada.ro/ro
138	Luduş	http://www.ludus.ro/
139	Lugoj	http://www.primarialugoj.ro/
140	Lupeni	http://www.jiuvalley.com/romana/orase/lupeni/
141	Măcin	http://macin.romclub.ro/
142	Măgurele	https://primariamagurele.ro/
143	Mangalia	http://www.mangalia.ro/
144	Mărăşeşti	http://www.primariamarasesti.ro/
145	Marghita	http://www.marghita.ro/pages/primaria.php
146	Medgidia	www.emedgidia.ro/
147	Mediaş	http://www.primariamedias.ro/
148	Miercurea Ciuc	http://clmc.topnet.ro/ro/

149	Mihăileşti	http://primariieuropene.net/
150	Milişăuţi	https://primariamilisauti.ro/
151	Mioveni	http://www.primariamioveni.ro/
152	Mizil	http://www.igo.ro/primariamizil/
153	Moineşti	www.moinesti.ro/
154	Moldova Noua	http://www.moldova-noua.ro/
155	Moreni	www.primariamoreni.com/
156	Motru	http://www.primariamotru.ro/
157	Murgeni	https://primaria-murgeni.ro/
158	Nădlac	http://www.primaria-nadlac.ro/
159	Năsăud	http://www.primarianasaud.ro/
160	Năvodari	www.primaria-navodari.ro/
161	Negreşti-Oaş	http://www.negresti-oas.ro/
162	Negru Voda	http://www.primarianegruvoda.ro/
163	Nehoiu	https://www.primaria-nehoiu.ro/
164	Ocna Mures	http://www.primariaocnamures.ro/
165	Ocnele Mari	https://ocne.ro/
166	Odorheiu Secuiesc	www.udvph.ro/
167	Olteniţa	http://www.primariaoltenita.ro/
168	Oneşti	www.onesti.ro/
169	Oradea	http://www.oradea.ro
170	Orăştie	http://orastie.info.ro/
171	Oraviţa	www.oravita.ro
172	Orşova	http://primariaorsova.lx.ro/
173	Otelul Roşu	http://www.otelu-rosu.ro/
174	Otopeni	http://www.otopeniro.ro/
175	Ovidiu	http://www.primariaovidiu.ro/
176	Pancota	http://www.artelecom.net/primariapancota/
177	Pantelimon	https://www.primariapantelimon.ro/
178	Paşcani	http://primaria.pascani.ro/
179	Pătârlagele	http://www.primariapatarlagele.ro/
180	Pecica	http://www.pecica.ro/
181	Petrila	http://www.jiuvalley.com/romana/orase/petrila/index.asp
182	Petroşani	http://www.jiuvalley.com/romana/orase/petrosani/
183	Piatra Neamţ	http://www.primariapn.ro
184	Piatra Olt	http://www.primariapiatraolt.ro/(?)
185	Piteşti	http://www.primariapitesti.ro
186	Ploieşti	http://www.ploiesti.ro
187	Plopeni	http://www.primariaplopeni.ro/
188	Podu Iloaiei	https://primariapoduiloaiei.blogspot.com/
189	Pogoanele	http://www.primariepogoanele.ro/index.php?x=primaria
190	Potcoava	http://primariapotcoava.judetulolt.ro/
191	Predeal	http://www.primariapredeal.org/
192	Pucioasa	http://www.pucioasa.home.ro/
193	Răcari	https://primariaracari.ro/
194	Rădăuţi	http://www.primariaradauti.ro/
195	Râmnicu Sărat	http://www.primariermsarat.ro/
196	Râmnicu Vâlcea	http://www.primariavl.ro
197	Râșnov	http://www.primariarasnov.ro/content/html/home.php
198	Recaş	https://primariarecas.ro/
199	Reghin	http://www.primariareghin.ro/

200	Reşiţa	http://www.primaria-resita.ro
201	Roman	www.primariaroman.ro/
202	Roşiorii de Vede	http://www.primariarosioriidevede.ro/
203	Rovinari	http://www.primariarovinari.ro/
204	Roznov	https://www.primariaroznov.ro/
205	Rupea	http://primariarupea.ro/
206	Săcele	http://www.municipiulsacele.ro/
207	Săcuieni	https://www.sacueni.ro/
208	Salcea	https://primariasalcea.ro/
209	Sălişte	https://saliste-sibiu.ro/
210	Săliştea de sus	https://salisteadesus.ro/ro
211	Salonta	http://www.salonta.net
212	Sânnicolau Mare	http://www.sannicolau-mare.ro/
213	Sântana	http://www.primariasantana.ro/
214	Sărmaşu	https://orasulsarmasu.ro/ro
215	Satu Mare	http://www.satu-mare.net
216	Săveni	http://www.primariasaveni.ro/
217	Scorniceşti	http://www.primariascornicesti.ro/
218	Sebeş	www.primariasebes.ro
219	Sebiş	www.primariasebis.ro
220	Segarcea	www.primariasegarcea.ro/
221	Seini	http://www.seini.mmnet.ro/
222	Sfântu Gheorghe	http://www.sfantugheorghe.ro/primaria
223	Sibiu	http://www.sibiu.ro
224	Sighetu Marmaţiei	http://www.primaria-sighet.ro/
225	Sighişoara	http://www.sighisoara.org.ro/
226	Simeria	http://www.primariasimeria.ro
227	Şimleu Silvaniei	http://www.simleusilvaniei.ro/
228	Sinaia	http://www.primariasinaia.ro
229	Slănic	http://www.primariaslanic.ro/
230	Slănic Moldova	http://www.primariaslanicmoldova.ro/portal/
231	Slatina	http://www.primariaslatina.ro
232	Slobozia	http://www.sloboziail.ro
233	Solca	http://solca.ro/index.php/primaria/
234	Şomcuta Mare	https://www.somcutamare.ro/
235	Sovata	http://primaria.szovata.ro/
236	Ştefăneşti	https://orasulstefanesti-bt.ro/
237	Ştei	http://www.primariastei.decnet.ro/
238	Strehaia	https://www.primariastrehaia.ro/
239	Suceava	http://www.primariasv.ro
240	Sulina	http://sulina.romclub.ro/
241	Tălmaciu	http://primaria-talmaciu.ro/
242	Ţăndărei	http://www.tandarei-ialomita.go.ro/
243	Târgovişte	http://www.pmtgv.ro
244	Târgu Cărbuneşti	http://www.primariacarbunesti.ro/
245	Târgu Jiu	http://www.targujiu.ro
246	Târgu Lăpuş	http://primaria.lapus.ro/
247	Târgu Mureş	http://primaria.tirgumures.ro
248	Târgu Neamţ	http://www.primariatgneamt.ro/
249	Târgu Ocna	http://www.tirguocna.ro/portal/index.php
250	Târgu Secuiesc	http://www.kezdi.ro/index.php?newlang=romanian

251	Târnăveni	http://www.primariatarnaveni.ro/
252	Tăuții-Măgheruș	https://tautiimagheraus.ro/
253	Tecuci	http://www.primariatecuci.ro/
254	Țicleni	http://ticleni.ro/
255	Timişoara	http://www.primariatm.ro
256	Tismana	http://www.primariatismana.ro/
257	Topliţa	http://www.primaria-toplita.ro/
258	Topoloveni	http://www.topoloveni.ro/
259	Tulcea	http://www.primaria-tulcea.ro
260	Turceni	https://turceni.ro/
261	Turda	http://www.primturda.ro/
262	Turnu Măgurele	http://www.municipiulturnumagurele.ro/
263	Ulmeni	http://primariaulmenimm.ro/
264	Ungheni	https://www.primariaungheni.ro/
265	Uricani	http://www.jiuvalley.com/romana/orase/uricani/
266	Urlaţi	http://www.urlati.ro/
267	Urziceni	http://www.urziceni.ro/
268	Valea lui Mihai	http://www.ermihalyfalva.ro/
269	Vălenii de Munte	https://www.valeniidemunte.com.ro/
270	Vânju Mare	http://primariavinjumare.ro/
271	Vaşcău	www.primariavascau.decnet.ro/
272	Vaslui	http://www.primariavaslui.ro
273	Vatra Dornei	http://www.vatra-dornei.ro/
274	Vicovu de Sus	https://primaria-vicovudesus.ro/
275	Victoria	http://www.primariavictoria.ro/
276	Videle	http://www.primariavidele.ro/
277	Vişeu de Sus	http://www.primariaviseudesus.ro/
278	Vlăhiţa	http://www.primariavlahita.ro/ro/index.php
279	Voluntari	https://orasulvoluntari.weebly.com/
280	Vulcan	http://www.e-vulcan.ro/
281	Zalău	http://www.zalausj.ro
282	Zărnesti	http://zarnesti.net/primaria_zarnesti.php
283	Zimnicea	http://www.primariazimnicea.ro/
284	Zlatna	www.primaria-zlatna.ro/