

## Innovations in Service Delivery - Program

### 9:30 am Registration and Welcoming speech

### 10:00 am. Why reforms and innovations are adopted.

Trevor Brown (Ohio State U.), Matthew Potoski (U. of C. Santa Barbara) & David Van Slyke (Syracuse U.)  
*The Diffusion of Service Delivery Practices within Local Governments*

Gemma Pérez-López (U. Granada), José L. Zafra-Gómez (U. Granada) & Cristina Campos Alba (U. Granada)  
*Contracting out municipal public services: characteristic features and analysis of the Spanish context*

Tjerk Budding (Vrije U. Amsterdam) & Raymond Gradus (Vrije U. Amsterdam)  
*Electronic service delivery in Dutch municipalities: some issues and explanations*

### 11:30 am. Coffee Break

### 12:00 pm. Empirical evaluation of reforms

Ole Helby Petersen (Roskilde U.) & Kurt Houlberg (Danish Institute for Local and Regional Government Research)  
*Cost savings or real efficiency gains? The heterogeneous effects of involving the private market in public service delivery*

Miguel Rodrigues (U. of Minho) & António F. Tavares (Portugal)  
*The Same Deep Water as You? The Impact of Alternative Water Utility Systems on Performance Outputs*

José M. Alonso (U. Cantabria), Judith Clifton (U. Cantabria) & Daniel Díaz-Fuentes (U. Cantabria)  
*Public Private Partnerships for hospitals: does privatization affect employment?*

Stéphane Saussier (U. Paris I – Sorbonne) & Louise Vidal (U. Paris I- Sorbonne)  
*Using Public Procurement to Implement Social Policy: an Empirical Analysis*

### 1:45 pm. Lunch

### 3:00 pm. Recent paths of reform

Stine Munk Poulsen (Aarhus U.) & Jesper Rosenberg Hansen (Aarhus U.)  
*Alternative contracting strategies to improve public service provision: A typology for different strategies for plural sourcing*

Colin Provost (U. College London) & Marc Esteve (U. College London)  
*Contracting for Public Services in the United Kingdom*

Germà Bel (U. Barcelona), Paula Bel-Piñana (U. Barcelona) & Jordi Rosell (U. Barcelona)  
*Myopic PPPs: Risk allocation and undercover liabilities for taxpayers*

### 4:30 pm. Closing Keynote Speech

Anne Rung (Administrator of the Office of Federal Procurement Policy, USA)  
*Efficiency, innovation, and transparency in governments' procurement.*

### 5:15 pm. Farewell remarks.... And That's All, Folks.... (Well, diner later)