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Public administration theory and practice suggest that e-government, citizen participation, and government-citizen collaboration are contributing to a movement toward New Public Service--as opposed to Old Public Administration and New Public Management. We explore this by focusing on the relationship between the Washington, D.C., police and local residents via online discussion groups. We ask, How do police interact with citizens virtually? How are these interactions structures? And they informational, transactional, or collaborative? Using descriptive data and thread analysis, and drawing distinctions between districts, we conclude that the bulk of activity is informational, a fair amount of activity is transactional, and less activity is collaborative. Thus, the relationship most closely approximates Old Public Administration, rather than New Public Management or New Public Service. The evidence offers some cause for hope for the future of police-community relations in virtual space and ideas for future research. -- Reproduced.

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