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Inaugural Government Experience Award Winners Recognized for Enhancing Citizen Service, Engagement

The winners are transforming the government experience by offering citizens more integrated, anticipatory and personalized electronic services.

SACRAMENTO, CA – September 6, 2017 – The Center for Digital Government (CDG) today announced the [winners of the inaugural Government Experience Awards](#).

The awards recognize the achievements and best practices of states, cities and counties that have gone to the web and beyond to radically improve the experience of government and push the boundaries of how citizen services are delivered. Top government jurisdictions, agencies and departments will be honored at an awards event Sept. 15 in Austin, Texas.

“Citizen expectations for government are increasingly being reshaped by their experiences with consumer technologies. The website is no longer the only experience they use – it’s now one of many channels in their overall experience,” said Dustin Haisler, Chief Innovation Officer for the Center for Digital Government. “The Government Experience Awards were developed to recognize government agencies that are focusing on designing and delivering services across the overall experience and not necessarily just one channel.”

The [2017 Government Experience winners include](#):

Overall State Government Experience Winners:

- 1st Place - State of Utah
- 2nd Place - State of Indiana
- 3rd Place - State of Arkansas
- 4th Place - State of Michigan
- 5th Place - State of Mississippi

Finalists

- State of California
- State of Georgia
- State of Texas

Overall County Government Experience Winners:

- 1st Place - Oakland County, MI
- 2nd Place - County of San Diego, CA
- 3rd Place - King County, WA
- 4th Place - Sacramento County, CA
- 5th Place - Travis County, TX

Finalists

Hillsborough County, FL
Yuma County, AZ

Overall City Government Experience Winners:

1st Place - City and County of Denver, CO
2nd Place - City of Louisville, KY
3rd Place - Village of Bayside, WI
4th Place - City and County of San Francisco, CA
5th Place - City of Los Angeles, CA

Finalists

Village of Riverside, IL
City of Topeka, KS

Government Experience Innovation Award Winners:

City of Louisville IFTTT
San Diego County Digital Rights Movement
Utah Predictive Government Through Google Now/Amazon Alexa

In addition to the Overall and Innovation awards, Project award nominations have a single focus area and can include more than one channel of interaction (for example mobile and web). Twenty-five Government Experience Project Awards were presented in seven categories this year and included awardees in the new project category “Business to Government Experience” as well as the federal level.

View the complete list of Government Experience [awardees here](#).

For 20 years, CDG’s Best of the Web Awards recognized and benchmarked state and local government progress online. Additionally, the Digital Government Achievement Awards recognized agency and department websites and apps. Both contests have now been replaced with the Government Experience Awards.

The Center thanks Accela, Adobe, Civicplus, DellEMC, Deloitte, ForeScout Technologies, Laserfiche, Microsoft, NepApp/ Cisco, NIC, Nutanix, Pure Storage, SHI, Spectrum Enterprise, and Verizon, underwriters of the 2017 contest and awards program.

About the Center for Digital Government | www.centerdigitalgov.com

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