

Government Experience Awards 2022 Winners Announced

Winners of the sixth annual competition for U.S. state and local embed new technologies into their experiences while addressing accessibility, inclusion and equity.

September 15, 2022 – The Center for Digital Government (CDG) today announced the winners of the sixth annual Government Experience Awards. The awards recognize the achievements and best practices of states, cities and counties that are radically improving the experience of government services. Top government jurisdictions, agencies and departments will be honored during the Government Experience Awards at the virtual GovX Summit later today.

The Summit is CDG’s premier annual event that showcases the latest trends, best practices and ideas around the evolving experience of government. [Registration is complimentary](#) and open to the public sector only.

“The government experience continues to be a major priority for state and local government agencies as they seek to rapidly meet new citizen and employee expectations,” said Dustin Haisler, Chief Innovation Officer for the Center of Digital Government. “This past year we have seen agencies embrace new emerging technologies to adapt their constituent experiences to new behaviors and shifts with underlying technology trends. It’s very inspiring to see agencies taking a human-centric approach to service delivery as leading agencies seek to incorporate digital equity, accessibility, and inclusion into the experiences they enable.”

This year’s winners have redesigned websites with enhanced languages and accessibility features, developed apps to streamline the flow of funds to those with the greatest need, and used mobile apps, social media, e-newsletters and digital service analytics to improve constituent experience and customer service delivery.

The 2022 Government Experience Award winners are:

Overall State Government Experience Winners:

- 1st Place – State of Maryland
- 2nd Place – State of Utah
- 3rd Place – State of Mississippi
- 4th Place – State of Indiana
- 5th Place – State of Louisiana
- 5th Place – State of Vermont

Finalists

State of Arkansas

State of Hawaii
State of Maine
State of Oklahoma
State of Oregon
State of Texas

Overall County Government Experience Winners:

1st Place – Cabarrus County, NC
2nd Place – Oakland County, MI
3rd Place – Dutchess County, NY
4th Place – County of San Diego, CA
5th Place – Saint Louis County, MO

Finalists

DeKalb County, GA
Johnson County, KS
Suffolk County, NY
Wake County NC

Overall City Government Experience Winners:

1st Place – City of Louisville, KY
2nd Place – City of El Paso, TX
3rd Place – City of Virginia Beach, VA
4th Place – City of Bellevue, WA
5th Place – City of Santa Monica, CA

Finalists

City of Albuquerque, NM
City of Alexandria, VA
City of Nashville and Davidson County, TN
City of Rancho Cordova, CA
City of Riverside, CA
City of Seattle, WA

Read more Overall Awards [in-depth coverage here!](#)

Project Experience Awards: In addition to the overall awards, project awards have a single focus area and can include more than one channel of interaction. Thirty-seven Government Experience Project Awards were presented in four categories (city, county, state and federal government).

City Government Experience Winners

- Baton Rouge/Parish of East Baton Rouge, La. - Citizen Data Academy On Demand
- Danville, Va. - Online Permit Portal
- Detroit, Mich. - Contactless Customer Service
- Gary, Ind. - Gary Online!
- Malden, Mass. - Prioritizing Lead Service Line Replacement by Childhood Exposure
- City of New York - discoverDYCD
- Pittsburgh, Pa. - Procurement Platform Upgrade
- Plano, Texas - Zoning Alert Tool and Response Map

- San Jose, Calif. - 311 Services for Equity and Accessibility
- Scottsdale, Ariz. - ScottsdaleEZ

County Government Experience Winners

- County of Alameda, Calif. - Assessment Appeal Modernization
- Clark County, Nev. - FixIt Clark County
- Cook County, Ill. - Property Assessments Fairness and Transparency
- Dutchess County, N.Y. - Long-Range Transportation Plan
- City and County of Honolulu - HNLDOC Records Collection Website
- Jefferson County, Colo. - DMV Online Chat Solution
- County of Los Angeles - DPSS Robotic Process Automation for Electronic Benefit Transfer (EBT) Card Replacement
- Miami-Dade County, Fla. - Law Query
- Osceola County, Fla. Property Appraiser - Homestead Exemption Online Application
- Palm Beach County, Fla. - Online Job Applications System
- County of San Diego - ShakeReadySD, Early Earthquake Warning Mobile App

State Government Experience Winners

- Arizona Cyber Grant for Local and Tribal Governments
- California CDT - Digital COVID-19 Vaccine Record
- Colorado.gov Portal Website Redesign
- Iowa OCIO - Corrections Tech2Connect Program
- Kansas DWP - Go Outdoors Kansas Online Licensing and Registration
- New Jersey State Police - Firearms App and Registration System (FARS)
- New York State Excelsior Pass and Pass Plus
- Ohio - Reducing Fraud and Abuse in Unemployment Insurance
- Pennsylvania Treasury Transparency Portal
- Rhode Island Enterprise Content Management System (eCMS)
- Tennessee MyTN – The Enterprise Mobile Application for Government Services
- Virginia DH - Vaccine Appointment Scheduling Engine (VASE+)
- Wisconsin DOT - eMV PARTNER Plate and Sticker Auto-ordering

Federal Government Experience Winners

- U.S. Department of Labor - OFCCP Contractor Portal Registration
- U.S. Department of Labor - VETS Transition Assistance Program Employment Navigator
- U.S. Government Publishing Office - Nine Billion Government Information Retrievals

FUTURE READY AWARDS 2022: The Future Ready Awards are presented to jurisdictions that are laying the foundation for the disruptive and converging forces that are shaping an uncertain future -- through technology or process changes; innovation; engagement with partners; and by harnessing emerging technologies to solve problems.

CDG presented the Future Ready awards to:

- City of Virginia Beach, VA – Accelerating Climate Resilience with Data Science
- County of Los Angeles Registrar Recorder/County Clerk - Use of IoT for Ballot Box Tracking

- Hawaii Office of Enterprise Technology Services - Safe Travels Digital Platform

Read more Future Ready Awards [in-depth coverage here](#).

CDG thanks its corporate members underwriting the 2022 Government Experience Awards: Accela, Adobe, Amazon Web Services, CAI, HP Inc., Infor, KPMG, Laserfiche, LinkedIn Talent Solutions, Microsoft, NIC, Oracle, Pure Storage, RingCentral, Inc., SHI International Corp, Trellix, Verizon Enterprise Solutions, VertiGIS and Yubico.

About the Center for Digital Government

The [Center for Digital Government](#) (CDG) is a national research and advisory institute focused on technology policy and best practices in state and local government. CDG is a division of [e.Republic](#), the nation's only media and research company focused exclusively on state and local government and education.

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