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City of San Diego Wins Best of the Web Award for Redesigned Web Portal

San Diego – The City of San Diego was honored with a 2016 Best of the Web award for its redesigned city web portal by the Center for Digital Government. The annual awards program recognizes city, county and state governments for their work to engage citizens online while also providing them with innovative Web services.

The City's redesigned web portal, Sandiego.gov, was completed following an unprecedented public outreach effort that included nearly 6,000 San Diego residents from across the city taking part in surveys, focus groups and workshops. The new site was designed with San Diegans in mind. Users are able to quickly find the right page in just a few clicks or taps. The most popular City services and information can be easily found at the top of the homepage.

In an effort to minimize search times, the site also features a "Get it Done" section to help users complete tasks faster, such as reporting a pothole, paying a water bill, finding a nearby park, checking the status of permits or applying for a business license.

"This is a testament to our commitment to building a website by San Diegans for San Diegans," Mayor Kevin L. Faulconer said. "We set a new standard for community involvement by talking directly to thousands of San Diegans and designing the website based on their feedback. From making our city more transparent with our public records portal to implementing the new 'Get It Done' system to improve customer service, I'm proud of the work we've done so far but we're not finished yet. Exciting new features will continue to be added to make sure San Diego's website is as innovative and dynamic as the people it serves."

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