The City of
SAN DIEGO

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San Diego Named Top Overall City Nationwide for Online Experience and Digital Services

2020 GOVERNMENT EXPERIENCE AWARDS HIGHLIGHT EXCELLENCE IN USING TECHNOLOGY, INNOVATION

SAN DIEGO – In recognition of its high-quality website and intuitive digital experience, the City of San Diego has received the 2020 Government Experience Award from the Center for Digital Government, a national research institute that focuses on the best information technology policies and practices in state and local government.

San Diego was awarded first place overall among all large cities in the U.S. This follows second and fourth place awards received in 2019 and 2018 respectively. In 2016, the City's website redesign was awarded second place for its development, functionality and transparency, which has only been enhanced since its launch.

"San Diego has put the end-user – our 1.4 million residents – at the forefront, and now the website revolves not around government bureaucracy, but around information people need in their day-to-day lives," said Mayor Kevin L. Faulconer. "This award is evidence that when it comes to government and technology, San Diego is committed to being as innovative as the people we serve."

Under Mayor Faulconer, many City services have been revamped and made available online. Starting with the City's complete overhaul of its website in 2014 and the popular Get It Done app and web portal, where residents can do everything from reporting graffiti and potholes in their community, to requesting a new trash or recycling bin.

"The Web Team and City departments have continued to simplify and improve the digital experience for our residents and businesses," said Chief Information Officer Jonathan Behnke. "We look forward to continuing the acceleration of online government services through new digital channels to serve our community."

Submissions for the award were judged on eight categories including citizen feedback and experience, accessibility and innovation.

The award submissions also took into account how government agencies used technology in response to the COVID-19 pandemic. San Diego worked quickly to make important information front and center on its website and transitioned many services online to reduce the demand for in-person contact and prevent further spread of the virus. Expanded digital efforts include:

- **Launching a COVID-specific website section** to provide the most up-to-date information for residents and businesses on COVID-19 health guidelines, resources and more.

- **Creating a Status of City Services page** to detail the status and availability of services such as parks, libraries, parking, trash collection and more.
- **Partnering with Deloitte to create an Emergency Needs Donations Portal** for businesses and community members to donate products to aid in the City's response to the pandemic.
- **Expanding online permitting** to keep construction moving.
- **Making public meetings virtual** including City Council, City Council Committees, boards, commissions and planning group meetings.

To view a full list of 2020 Government Experience Award winners, visit bit.ly/2FXFLlB.

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