



Digital Transformation Success Stories: Empowering Communities and Making an Impact With CivicPlus® Experience Platform

Discover what our satisfied customers have to say about us.



Civic Experience

By leveraging the tools and expertise provided by CivicPlus, local governments have been empowered to enhance citizen-government interactions, improve service delivery, and foster a more engaged and participatory community.

“The term civic experience encompasses every citizen-government interaction — positive and negative...It includes everyone who wants to participate on a committee and everyone who needs to pay a ticket. It encompasses everything from the roads citizens drive on to the process of running for election. Our job is to improve each of those experiences.”

Amherst, MA, Relies on CivicPlus Solutions to Power Positive Civic Experiences





Meeting Community Needs

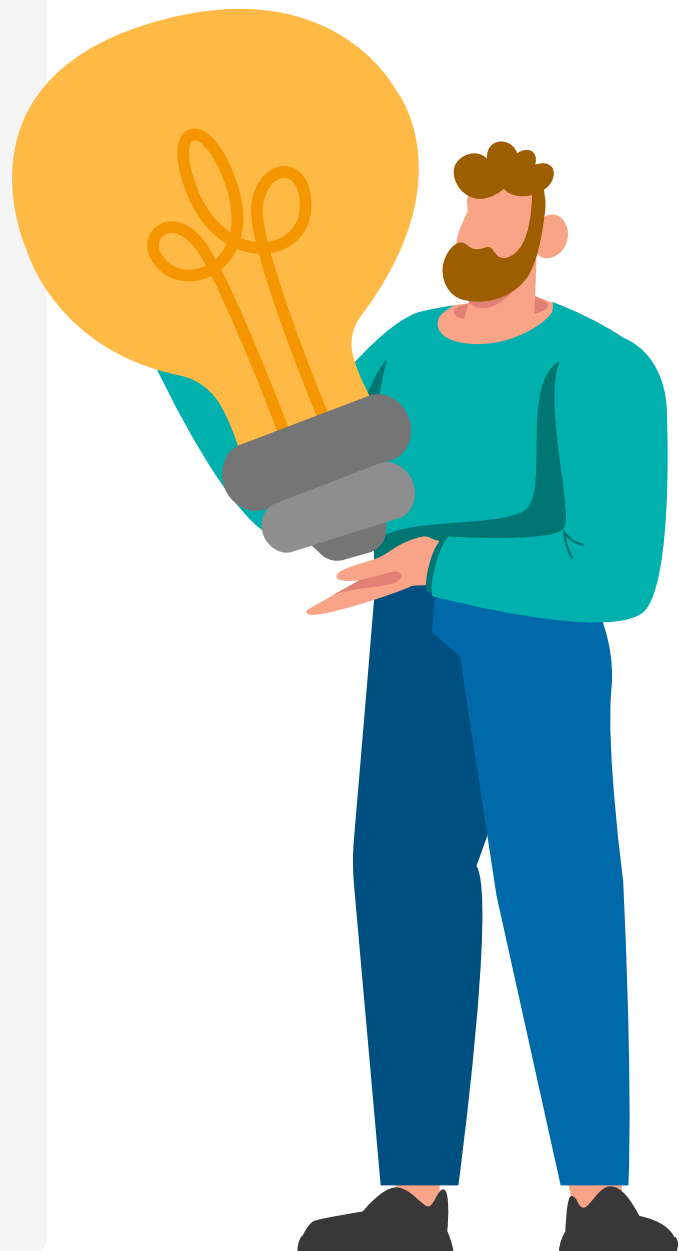
CivicPlus equips local governments with the tools and resources required to effectively meet the diverse needs of their communities, fostering inclusivity, accessibility, and responsive governance.

"I really feel like our website has allowed us to elevate the level of service we provide, and fight that common perception that local government, especially in a small town like ours, is unable or unwilling to provide the kinds of services that people have come to expect."

CMS enables Gulf Shores, AL, to keep content current and accurate (civicplus.com)

"By providing resources online, we can adapt to the different needs of our community. With our website, we're really able to allow residents to gain knowledge about our city; the more knowledge they gain, the more invested they become in the community and the more they take part in things like council meetings or local projects. The only way you're going to become more involved in your community is to know what's actually going on, and I think our website really provides that opportunity for our residents."

Oskaloosa, IA, Improves Resident Service Through an Engaging Website (civicplus.com)



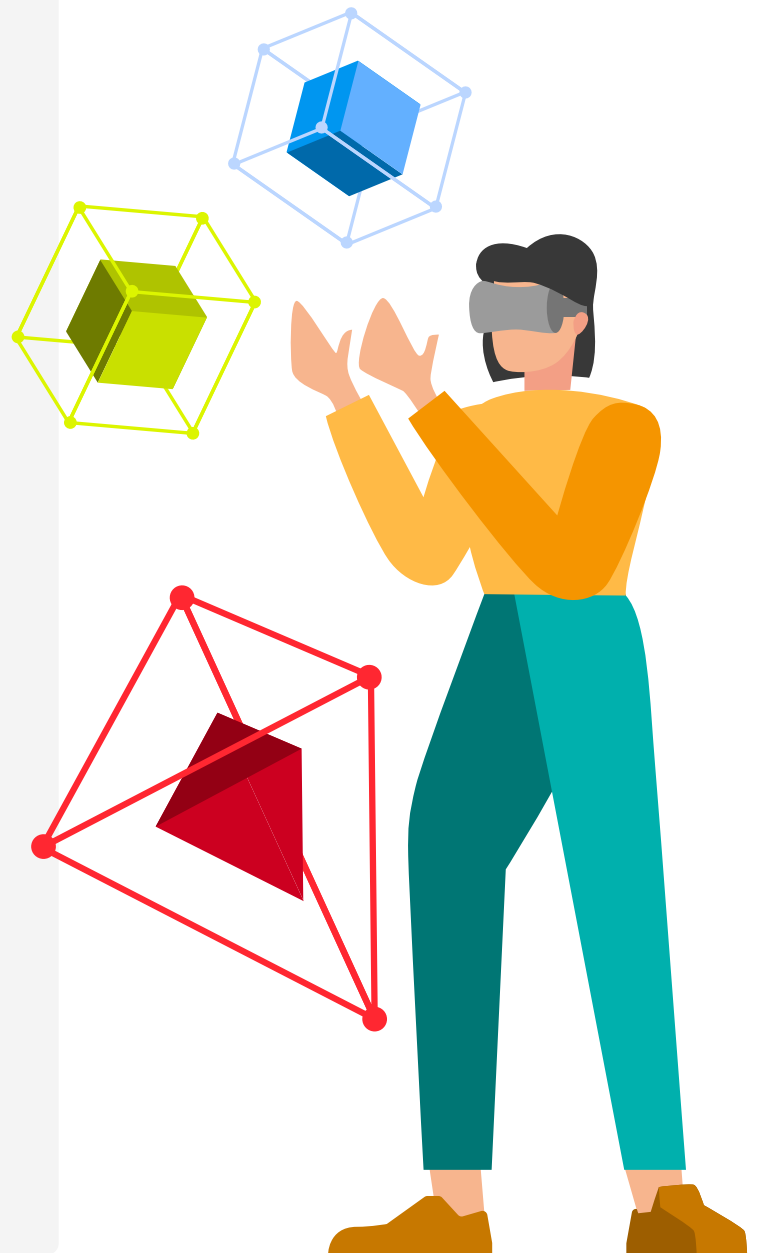


Modernizing Government

Revolutionize your operations using CivicPlus's innovative technology solutions that streamline processes, improve efficiency, and bring government services into the digital age.

"We need to strive toward modernizing government...Municipalities have traditionally lagged behind the private sector. The pandemic is forcing local governments to make choices about where they need to go in a variety of aspects of their business models. They're realizing that they have to provide residents with the modern conveniences that people expect. We need to digitally catch up, and COVID-19 is forcing governments to do it rapidly. Residents must be able to obtain and pay for services online to meet their needs; city government also must continue to earn essential revenue. So, ensuring that online services are effective and widely available is a win-win."

Sandy City, UT, Boosts Service Access with
[Process Automation and Digital Services]
(civicplus.com)





Government Website Experts

CivicPlus' offers website experts a robust platform with tools for website design, content management, online forms, emergency notifications, and more.

"Without the Municipal Websites consultants, we wouldn't have such a high-quality website today... Without a team guiding us who could understand what we wanted, when even we didn't know exactly what we wanted, we wouldn't have such a valuable resource and informative web presence today."

Lakeville, MN, CivicAdvise, Partner for Best Government Website Design (civicplus.com)





Branding

Want to build and reinforce your agency's image? With CivicPlus' help, local governments have created cohesive and recognizable brand identities that successfully instill trust, pride, and a sense of community among their residents and stakeholders.

"The common platform allows us to provide a more positive community image... When we started, we had lots of different agencies with inconsistently branded websites that didn't well-represent the community. Using CivicPlus, we could bring everyone to a higher level of web services and a more consistent look and feel. Today, the virtual front door to Montrose is extremely attractive. Also, our portal partnership strategy provides a mechanism to bring us all forward together from a design perspective, so that as we make updates to the look of our brand, no one website lags behind in features or functionality."

Montrose, CO, Leverages [Municipal Websites Central] to Create a Community Web Portal (civicplus.com)





Resident Engagement

Our intuitive tools encourage active participation, collaboration, and dialogue, fostering a strong sense of community ownership and involvement.

"We received 100,000 more visits than average in the first three days after we launched the new website... So, we knew people were checking it out. Also, the majority of the comments we received via email and social media were positive."

Jefferson County, CO Holds Usability Tests & Builds Responsive Website (civicplus.com)

"I'm confident that any service our citizens need can now be found in one to two clicks... Now that services like parks and recreation, utility bill payments, and our performing arts center are up front on our website, it helps with our marketing and promotion of community services, which is important in showing our offerings to the community and in helping us generate revenue"

Pinellas Park, FL, Builds Citizen-Centric Website with CivicPlus CMS.

"Ten months after the launch of the redesign, our website hits had increased 25%...In addition, I've had numerous anecdotal responses. Other communities frequently call to ask how we accomplished certain things, or what processes we follow, or for CivicPlus references... Our police chief emailed me from a conference to share that one of his colleagues told him ours is the easiest government site to navigate he had ever used."

Burlington, NC, Continually Evolves Website With Support of CivicPlus

"CivicPlus is the foundation of our engagement strategy. If it wasn't for our CivicPlus partnership, we would not be anywhere near where we are today with our outreach efforts."

Hallandale Beach, FL, Uses [Municipal Websites Central] to Publish Quick Communications (civicplus.com)



Recognized Excellence

CivicPlus has consistently been recognized for excellence in providing top-tier solutions and support to local governments, earning the trust and respect of agencies across the nation.

"We have won awards that span three recognition categories... Communications, which includes the overall website design, government website transparency and accessibility, and technical innovation and functionality. Since we launched our CivicPlus website, we have won eleven total awards across those categories, including a Governor's Technology Award for Best Citizen Portal in the Commonwealth of Virginia, which was presented by the governor during a state-wide technology symposium in September. The awards have helped to serve as a proof of concept for us. We wanted to reassure our staff that we made the right decisions, and we wanted to show our citizens that we made a solid investment in a high-quality website."

James City County Relies on CivicPlus for Digital Self-Service Solutions

