

County Earns National Recognition for Leveraging IT to Enhance Services and Improve Citizen Experience



Palm Beach County has received two national awards by the Center for Digital Government. The awards honor U.S. governments leveraging innovative IT to enhance services and citizen experience during the pandemic. The recognition highlights the achievements and best practices of states, cities and counties that are radically improving the experience of government and pushing the boundaries of how citizen services are delivered.

These elite national rankings reflect the expertise of the county's Information System Services staff and strong support from County Administration, partner agencies, and the Board of County Commissioners.

The county received the Government Experience Project award for the "ePZB Building portal", a One-Stop-Shop for the construction industry in Palm Beach County. Based on a responsive UI web design, the portal allows applicants to apply for any building permit and complete the entire process online. The reviewers review all drawings electronically. They can manage all required inspections online and optionally request video inspection rather than onsite inspection for simple inspections. The portal has reduced hard-copy application submittals by 85%, thus eliminating large amounts of paper and enabling concurrent review. The reduction in crowds visiting the permit center has also contributed to preventing the spread of Covid-19.

The county also received the Government Experience Project award in the special category of COVID-19 Response for the "Business Complaint Dashboard". The Online COVID-19 complaint form allows the public to report businesses that may violate state and county emergency orders regarding the COVID-19 pandemic. The data collected is then provided to the public on the COVID-19 Dashboard application. In expanding the outreach to the public, these tools are accessible on the web from a computer or mobile device. The intent is to encourage businesses to conduct themselves responsibly to minimize the spread of COVID-19 to the public. The application is the result of a collaborative effort between Palm Beach County's ISS and PZB departments. It is an additional channel for the public who previously could submit complaints via phone or email only.

“Our state and local government winners this year demonstrated that focusing on the government experience provides a foundation that played a vital role in responding and adapting to the uncertainties and disruptions of 2020,” said Dustin Haisler, chief innovation officer for the Center for Digital Government. “This year's winners employed innovative methods and technologies to transform their government experiences, including leveraging citizen-centric platforms.

Palm Beach County was honored at a virtual awards ceremony on September 24, 2020.