



NEWS RELEASE

For Immediate Release

Contacts: Rich Olsen
Utah Interactive
(801) 983-0275
rich@utahinteractive.org

Brian Hyer
Department of Public Safety
(801) 541-8145
bhyer@utah.gov

Utah Department of Public Safety Web site Wins National Customer Service Award

SALT LAKE CITY – October 19, 2010 – The Utah Department of Public Safety, in partnership with Utah.gov, was awarded the American Association of Motor Vehicle Administrators (AAMVA) Excellence in Customer Service [Award](#). Utah was recognized as the first state to implement a centralized Public Safety [Media Portal](#) that communicates directly with media outlets and is constantly updated with public safety information. The Public Safety Media Portal helps increase citizen satisfaction by simplifying communication, consolidating information in one location, and making the service more convenient.

“We are thrilled to be recognized by the American Association of Motor Vehicle Administrator’s and win this award for our continued citizen outreach efforts,” said Brian Hyer, Public Information Officer for the Department of Public Safety. “The new media portal helps us communicate much more effectively and proactively, which helps us advance our mission to serve and protect the citizens of Utah.”

The Public Safety Media Portal is used by more than 400 approved media outlets, including news directors, reporters, and interagency monitors. These outlets disseminate information in coverage areas that include the entire state of Utah and portions of neighboring states. In addition, citizens are able to follow a [public feed](#) using Twitter, which broadcasts timely updates and alerts that affect public safety.

For more information about the American Association of Motor Vehicle Administrator’s Excellence in Customer Service awards visit <http://www.aamva.org/About/Awards/>.

About Utah.gov

Utah.gov is the entry point to over 1000 online services and benefits over 2.7 million residents in the State of Utah. Utah.gov provides citizens and businesses with more convenient options for interacting with government. Through Utah.gov, citizens can find public meetings, renew their vehicle registration, renew a driver license, buy a hunting and fishing license, register a business, find a transparent state budget, and much more. In 2009 alone, Utah.gov received an unprecedented 20 awards making it the nation's most honored state website.

[Utah.gov](http://www.Utah.gov) is the official Web portal for the State of Utah (<http://www.Utah.gov>). It was ranked first in the nation in the Center for Digital Government's 2009 Best of the Web competition and also ranked first in the 2008 Digital States Survey by the Center for Digital Government. It is managed and operated without tax funds through a public-private partnership between the state and Utah Interactive, the Salt Lake City-based official eGovernment partner for the state of Utah. Utah Interactive is part of eGovernment firm NIC's family of companies.

About NIC

[NIC \(NASDAQ: EGOV\)](http://www.nicusa.com) is the nation's leading provider of government Web sites, online services, and secure payment processing solutions. The company's innovative eGovernment services help reduce costs and increase efficiencies for government agencies, citizens, and businesses across the country. The NIC family of companies provides eGovernment solutions for more than 3,000 federal, state, and local agencies that serve 98 million people in the United States. Additional information is available at <http://www.nicusa.com>.