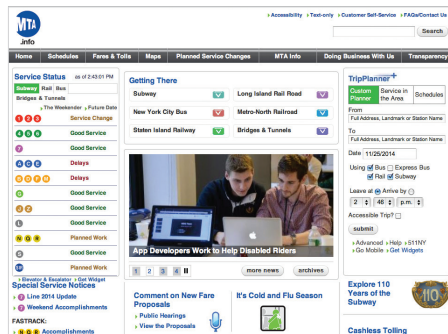


# 5 Powerful Government Drupal Websites in Action

In today's digital-savvy world, the most impactful government agencies have embraced digital initiatives and communications technologies, such as open source web content management systems (CMS). They use their websites to disseminate information, connect citizens to their agency mission, and streamline internal operations and communications. Although it's possible to work within existing frameworks of older, closed source CMS and hosting platforms, it is like sending email over a dial-up Internet connection. It gets the job done but is slow, unreliable, and cannot keep pace with the agility, speed, and efficiency of modern technology.

Agencies seeking to modernize and deliver a powerful, reliable digital experience are turning to Drupal, an open source CMS powering millions of websites. Drupal provides the agility to launch new sites quickly and customize functionality based on mission and audience. Drupal offers improved security through a robust community who monitors for threats and offers unprecedented opportunities for innovation and agency collaboration. It's also cost-effective, saving some agencies tens of millions of dollars yearly in costs associated with vendor lock-in systems and upgrades, total cost of ownership (TCO) of equipment, and closed source and proprietary legacy systems that require enormous overhead to function properly. Here are five government websites that use Drupal to be more efficient organizations that better serve their key constituencies:



## 1. New York City Metropolitan Transit Authority (MTA)

The MTA struggled with a legacy CMS that had difficulty keeping pace during normal web-traffic times—but more importantly required reduced functionality to handle the three-fold increase in traffic during emergency and severe weather events.

**Why Drupal Matters:** During Hurricane Sandy, the MTA needed to communicate with citizens 24x7 to ensure they were kept up-to-date during the storm and informed of potentially life-threatening situations. Even in the face of lost resources, the new Drupal-powered MTA website had the bandwidth and scalability to deliver critical information and services both during and after the storm. The redesigned [alert.mta.info](http://alert.mta.info) delivered resilient performance under

duress and allowed access to 30,000 customers per second with 99 percent of page loads in less than 4 seconds and an average load time of 2 seconds. In addition, untethering the site from any internal dependencies and tapping into Drupal developer resources in California and Australia, insulated the site from the loss of those resources caused by Sandy, keeping it working reliably throughout the event. Dynamically expanding hardware and communications bandwidth during the storm in response to traffic spikes and ramping them down post-storm resulted in 100 percent uptime during and after the storm.

## 2. Federal Emergency Management Agency (FEMA)

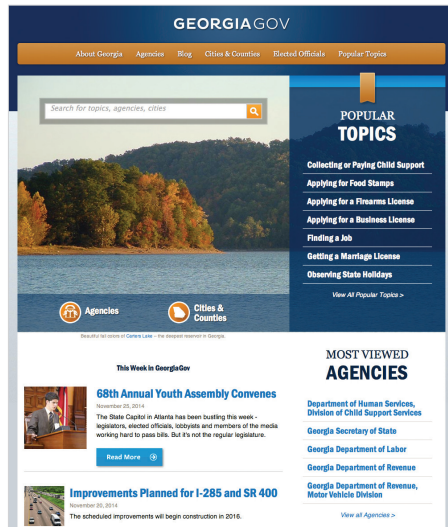
Citizens depend on FEMA and [FEMA.gov](http://FEMA.gov) to get up-to-the-minute details and important information during emergencies. Being able to access information quickly and on any type of device becomes vitally important during times of crisis, making site dependability critical.

**Why Drupal Matters:** FEMA's old platform was prone to crashes during site surges and had a user experience that made it difficult to find information. The new FEMA.gov site not only handles increased traffic but also allows for greater interactivity and accessibility, enhanced public participation, cross-platform compatibility, and the ability to deliver key content in multiple languages. The open source, Drupal-based architecture helped improved performance by 93 percent and enables FEMA to provide the public with fast access to information that can be easily modified in real time as necessary. Recently, it powered the launch of America's PrepareAthon, a program designed to encourage disaster-preparedness. The platform versatility and seamless integration with social media tools allowed FEMA to hold instructional events for more than 5 million participants—more than 4 million people over goal.

### 3. The Department of Energy (DOE)

In 2011, the DOE decided to move [Energy.gov](#) to Drupal when it became clear that the site needed immediate attention: Traffic was low, bounce rates were high, and the site design focused around an internal office structure that made it difficult for visitors to navigate and find information.

**Why Drupal Matters:** The DOE sought a solution with the scalability and adaptability to meet current and future requirements, evolve with the pace of innovation, and empower the DOE to be agile and develop as quickly as its users' needs. By making the decision to migrate [Energy.gov](#) to Drupal, the DOE was able to consolidate duplicative digital technology platforms, move the site to an open cloud-hosting environment, and reduce the need for expensive internal hosting solutions. The build has resulted in cost savings upward of \$10 million annually to taxpayers. "Our goal is to make [Energy.gov](#) easier to use, more transparent, and more participatory," said former Secretary of Energy Steven Chu. The new site is meeting customer needs at all levels, including state-specific information about tax credits and rebates as well as the information, tools, and services to empower consumers and businesses to save money, create jobs, and discover new opportunities in the new energy economy.



### 4. The State of Georgia

In 2012, Governor Nathan Deal announced that the [State of Georgia](#) would be the first in the country to power its portal on Drupal. With more than 1.2 million pageviews a month, [Georgia.gov](#) was frequently overwhelmed and unable to keep up with routine demands.

**Why Drupal Matters:** The migration to Drupal allows the Georgia Technology Authority (GTA) to keep up with site demands, expand content, and offer a more seamless user experience—while saving \$4.6 million dollars. "We needed something that could sustain our multiple sites without multiplying the maintenance effort," said Nikhil Deshpande, the Director of Georgia.gov Interactive, an office within the GTA. In only 12 months, Georgia completed its site redesign and migrated all 55 of its sites to the Drupal platform. With all sites on a common platform, sharing information across sites is easier than ever, promoting consistency and flexibility. The platform supports mobile devices and allows Georgia.gov to free itself from the burden of managing more than 20 servers for a cost savings of \$4.7 million over five years. Now, Georgia.gov provides its citizens with improved services while reducing costs and streamlining internal operations.

### 5. Department of Justice (DOJ)

With decisions made every day, fluidity of content is critical for the DOJ. After struggling with a website that was difficult to update, the DOJ is currently in the middle of a massive migration to Drupal.

**Why Drupal Matters:** The old DOJ website used static HTML files instead of a CMS. Updating content was a lengthy, arduous process requiring technical skill. In late 2013, the DOJ began exploring a move to Drupal. Existing content was mapped to Drupal content types, and a script was created to take content from the current DOJ site and import it to the new one. Non-technical content creators throughout the DOJ are now able to manage their own content. Since it is no longer necessary to be fluent in HTML to add to the site, content can be updated more frequently and by more people, freeing the technical experts to devote their time to new, innovative projects instead of struggling with an antiquated system.

Let's talk

