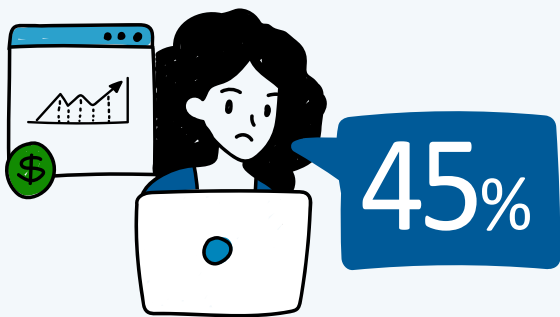


The Government Payment Deficit


The Center for Digital Government asked state and local leaders about **their agency’s current payment experience**.



Resident experience
45% rate their resident payment experience as “fair” or worse.



Staff experience
68% rate their staff payment experience as just “good” or “fair.”

 **55%** say their payment technology is “moderately capable” **with room for improvement.**

Agencies need these improvements now

Stronger integration

50% want payment platforms that integrate with ERP systems, billing solutions and other systems.

Expansive payment methods

30% say residents need more ways to pay.

Ease of use

30% say payment systems should be easier for residents to use.

35% say payment systems should be easier for staff to use.



What’s on the horizon?

Agencies say security and compliance issues will have the biggest impact on payment transactions in the future.



Consider a **unified, enterprise payment solution** to future-proof your agency

- ✓ Provide new payment methods and a consistent payment experience for residents
- ✓ Reduce staff training with one payment platform
- ✓ Simplify support and integration with a single vendor and source of truth
- ✓ Streamline compliance, audits and reconciliation

Source: Center for Digital Government survey of 143 state and local government leaders conducted in April and May 2024.