GovPilot®

ATLANTIC CITY, NJ

Population
37,800

System Replaced
Manual Paper and
Single-Use Software

GP Modules Deployed by Atlantic City

- Vital Records
- IT Ticketing
- Code Enforcement
- Contract Management
- Construction Permitting
- Curb Sidewalk Apron
- Dog License
- Food Vendor License
- Marriage License
- Open Records Requests (OPRA)
- Parking Permitting
- Pet License
- Rental Applications
- Report-a-Concern
- Seasonal Rentals
- Temporary Open Container
- Tort Claim
- Vehicle maintenance
- Zoning Permit
- Zoning & Planning

CUSTOMER CASE STUDY: VITAL RECORDS

One of New Jersey's most well-known cities accepts applications, manages the processing and issuance of vital records efficiently using GovPilot's cloud-based government management software.

Challenge

With a population of nearly 38,000, Atlantic City receives more than 60 vital records requests and submissions per week . For years the city relied on mailed in paper forms to accept and process vital records requests. Each request often took weeks to process a single application. Paper applications had to be mailed in, and would often be submitted incomplete or illegibly, causing headaches for city staff, and further delaying the process. Constituents were unable to contact the department by phone to check on the status of their application, so all correspondence had to be conducted via mail, further delaying the process. Payments were also submitted by mail resulting in delayed or lost payments to the city.

The paper-based process required a number of manual tasks to be conducted which staff had to take the time to complete. New Jersey law requires that vital records documents be saved on site for a minimum of six years taking up physical space.

A key recommendation of the State of New Jersey's 2018 transition report for returning Atlantic City to self-governance, was for the city to invest in software to manage and share data about services and analyze results. The Atlantic City Implementation plan drafted by the state's Department of Community Affairs, detailed that, "such software should result in faster delivery of services provided to residents, greater transparency, faster data sharing between city departments and the public, and greater confidence in city government by residents and the broader community."

Solution

Through a competitive process, officials from The State of New Jersey Department of Community Affairs and Atlantic City thoroughly vetted and ultimately selected GovPilot as the enterprise government management software platform for the city. Atlantic City's Chief Information Officer, Patrick Quinlan worked closely with GovPilot's Customer Success team to deploy multiple modules across several of the city's departments and ensure adoption among employees.

One department included the Registrar's Office which is responsible for Vital Records. The city's Registrar, Cassandra Boynton-Bell was eager to modernize her department. "GovPilot has moved Atlantic City's Zoning Department into the 21st century, and has been a tremendous asset to us, especially as we have dealt with COVID", said Walden. According to Mrs. Boynton-Bell, GovPilot has enabled the Vital Records Department to operate more efficiently and be more productive than it ever has in the past.

- Atlantic City Vital Records officials have enabled digital applications submission and digital payment through GovPilot to speed processing, sometimes in just a day.

- GovPilot enabled the Vital Records Department to continue operations throughout the COVID outbreak, even after city staff began working from home.

- Records are now stored digitally with GovPilot rather than physically in file boxes.

GovPilot®

Results

Doubled Productivity

In the first week of GovPilot, the Vital Records team processed 65 requests. Double the weekly number prior to GovPilot.

75% Time Savings

The processing of requests which could take 1-3 weeks prior to GovPilot now take 7-10 days at most.

Instant Updates

With GovPilot, Vital Records staff can instantly pull up the records and status of any request, and provide applicants a real-time update.

Digital Payment

GovPilot enables applicants to pay fees digitally with their debit or credit card, allowing Atlantic City to generate revenue instantly and ensure proper accounting - a capability the department did not have prior to GovPilot.

> " This initiative is a game-changer for city constituents on multiple levels. It makes city government more user-friendly, more convenient and more responsive to its residents. "
>
> **Sheila Oliver,** Lieutenant Governor of New Jersey
> New Jersey State

> " GovPilot has been wonderful. We're processing vital records requests very quickly, and the time savings has been terrific. The greatest thing of all is being able to accept debit and credit payment online - something we didn't have until GovPilot. "
>
> **Cassandra Boynton-Bell,** Registrar
> Atlantic City, NJ

For more information
Call **800-491-6732** or
visit **www.govpilot.com**

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