

South Orange, NJ



Population

16,691

System Replaced

Manual Paper

GP Modules Deployed by South Orange, NJ

- GovInspect App
- Report-a-Concern
- Alarm Registration
- Block Party Registration
- Bulk Pickup
- Cat License
- Certificate of Continued Occupancy (CCO)
- Construction Permit
- Contractor Registration
- Dog License
- Dumpster Permit
- Fence Permit
- Filming License
- FOIA / OPRA
- Food Vendor
- IT Ticketing
- Marriage License
- Peddler, Hawker, Solicitor or Canvasser Permit
- Receipt Tracking
- Rental Property Registration
- Soil Movement
- Special Event Application
- Street Opening
- Tax Assessment Module
- & 8 more modules

CUSTOMER CASE STUDY:

GOVINSPECT - MOBILE INSPECTION APP

South Orange, a township of nearly 17,000 residents in northern New Jersey, partnered with GovPilot to transition several manual paper processes to a unified, digital platform to enhance constituent experience and increase the government's efficiency and productivity across a number of departments. Critically the township sought to digitize and streamline its inspection process.

Challenge

South Orange employs eight inspectors who conduct 800 - 1,000 building and code enforcement inspections per month.

Prior to partnering with GovPilot, South Orange relied on paper processes for inspections which required that inspectors make notes on a paper clipboard in the field and spend two hours at the end of each day inputting written notes into a computer program containing individual records. This paper process meant that it often took days to complete and share the results of inspections with residents.

The eight person inspection team handles on average 12,000 inspections per year, and had done so using clip boards and paper forms - the information from which had to be manually entered into a laptop in their car, or back at the office on their desktop. With each inspection averaging 30-45 minutes, plus the added driving and data entry time, the inspection process in South Orange was inefficient, time consuming, and unsustainable.

Solution

Realizing the inefficiencies in the inspection processes, and acknowledging the frustration of staff and residents in terms of service accessibility, South Orange officials set out to digitize critical services and operations. The onset of COVID-19 further amplified the urgency for digital transformation in South Orange.

GovPilot partnered with South Orange and the township's inspectors to replace the paper-based inspection process with GovInspect, GovPilot's fully digital, cloud-based inspection application which enables inspections to be conducted end to end on a mobile device. In doing so, inspectors, staff, and constituents can access up to the minute results. The team of eight inspectors took to the app immediately. With intuitive features, the inspectors, several of which deemed themselves "computer illiterate", were able to learn the app in just one day.

- An inspector who had just started to use his first smartphone, was able to learn the app in one day.
- Several Departments were able to work remotely during COVID.

Results

5 minutes

The time it now takes inspectors to write and send a violation notice with GovInspect.

80 Hours per Week

With GovInspect, the department of eight inspectors saves a total of 80 hours per week, no-longer having to manually re-enter paperwork every day.

One Day

Time it took for inspectors to learn the app and feel comfortable using it.

Universally Loved

Eight inspectors were able to learn quickly, and are all thrilled with GovPilot's GovInspect app.

“ The GovInspect app has saved a huge amount of time for us. All of our inspectors love using it - even the ones who would refer to themselves as ‘computer illiterate’. The app is simple, quick, intuitive, and effective. ”

Scott Egelberg, OEM coordinator
New Jersey State

“ GovPilot helped a number of our departments get through COVID by working remotely. It was great to be able to work from home and continue to provide services. ”

Scott Egelberg, OEM coordinator
New Jersey State

For more information

Call 800-491-6732 or
visit www.govpilot.com