GovPilot®

Elizabeth, NJ

Population
130,215

System Replaced
Manual Paper

GP Modules Deployed by Elizabeth
- Code Enforcement
- Pet License
- Food Vendor
- Curb Sidewalk Apron

Elizabeth is addressing and resolving resident concerns more effectively and efficiently with GovPilot.

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

CUSTOMER CASE STUDY: CODE ENFORCEMENT

One of New Jersey's most bustling cities can manage and resolve resident issues more efficiently using GovPilot's Code Enforcement module.

Challenge

Union County seat, Elizabeth, is one of New Jersey's most densely populated cities. Until recently, residents would drop by or call city hall to report code-related concerns to government officials. A paper-based resolution process meant documents were often lost or misplaced. Indeed, Elizabeth officials spent 30% of their day fielding phone calls from residents curious about the status of their request for city intervention.

Solution

Elizabeth officials needed a more efficient way to address resident concerns. They found it in GovPilot's Code Enforcement module. Instead of paying a visit or placing a phone call to city hall, residents can now submit issues through the digital Report a Concern form on Elizabeth's official website or from their smartphone through the free GovAlert mobile app. Concerns are instantly routed to the appropriate government official and processed via an automated workflow that triggers status updates to complainants at key events. With GovPilot technology handling submission and communication, Elizabeth employees have more time to handle other responsibilities.

Results

Eliminate walk-ins and phone calls
*Now automated

82%
Drop in time spent on phone calls
*Reduced from 8.5 mins to 1.5 mins

2 Hours
Saves employees 2 hours per day
*Automation expedites processing

66%
Drop in time spent communicating with requestors/other departments
*30% of day to 10%

● Elizabeth officials used to record concerns and schedule inspections on paper documents. Now, they coordinate everything through GovPilot.

● Prior to implementing GovPilot, Elizabeth employees would search physical file cabinet drawers to retrieve the status of a complaint, violation and/or work order. Today, information can be easily accessed in GovPilot's cloud-based server.

> **"** GovPilot is a game changer! Our response time is faster and there are far fewer errors in our workflows. **"**
>
> **Darren Bryden,** Chief Information Officer
> Elizabeth, New Jersey