

Eastampton Twp, NJ



Population

6,000

System Replaced

Manual Paper

GP Modules Deployed by Eastampton Township

- Business Registration
- CCO
- GIS Map
- Landlord Registration
- Report-a-Concern

CUSTOMER CASE STUDY:

CERTIFICATE OF CONTINUED OCCUPANCY INSPECTION

Certificate of Continued Occupancy Inspection

Eastampton Township is a growing community that transitioned from a paper-based CCO application and inspection system to GovPilot's cloud-based digital platform.

Challenge

Eastampton Township relied on paper-based application, inspection, and record-keeping to administer the town's CCO process. As the township grew, the inefficient process led to redundant communication with residents, excessive phone calls and walk-ins, lost paperwork, an expansive filing system in the basement of the municipal building, a decrease in employee productivity, and frustrated constituents.

Solution

Officials from Eastampton engaged GovPilot to provide a digital process. Now, residents and local real estate agents can request records and apply for CCO, directly through a digital form accessed via the township's website. Automated status emails keep applicants informed through every step of the process, and employees can search records instantly. Today, the township inspector uses a tablet to inspect properties, eliminating cumbersome paperwork and the need to travel back and forth to the office for filing.

Results

50% to 1% of Day

With GovPilot's cloud-based digital forms the Clerk's department reduced time spent on phone and email communication with residents from half of their day to just a few minutes per day.

30 mins to 30 sec.

Prior to GovPilot, employees had to search for paper records filed in the basement and relay that information to a colleague or resident. Now, digital records are accessible in seconds by city employees, from any device at any time.

5 hrs per week

Replacing paper based inspections with GovPilot's cloud-based inspection app accessible via mobile devices has saved the inspector five hours per week in travel, paperwork, and communication with staff.

Zero Disruptions

Since adopting GovPilot, Eastampton has maintained business continuity through snowstorms and a global pandemic.

“ GovPilot is the perfect partner to work with a growing Township. ”

Christina Lucas, Township Manager's Secretary

“ The level of service is by far the best customer support I've ever received. ”

Kim-Marie White, Township Manager/Municipal Clerk

For more information

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