GovPilot®

Millsboro, DE

Population
4,500

System Replaced
Excel Spreadsheets and manual paper

GP Modules Deployed by Millsboro

- Building and Construction
- Report-a-Concern

CUSTOMER CASE STUDY: BUILDING AND CONSTRUCTION

Millsboro, ranked first among 25 Sussex County (Delaware's fastest-growing county) cities in terms of number of residential building permits issued over the past six years, is growing rapidly and sought to digitize its building and construction permitting process.

Challenge

Millsboro relied on an ad-hoc process combining paper records and Excel spreadsheets to manually record, track, and report on the town's building and construction activities. As Millsboro grew, this method of reporting became time consuming, and difficult to process and track paperwork associated with various properties.

Solution

Officials from Millsboro engaged GovPilot to provide a cloud-based digital building and construction process. Now, residents and local contractors can submit requests and apply for permits directly via Millsboro's website. With records and data saved to the cloud, Millsboro employees no longer need to search archives for paper files and can generate reports in just a few clicks, rather than a manual process that previously took an hour working on Excel spreadsheets.

Results

97% Time Savings

Employees now generate complex audits and reports for council meetings in just minutes. The process used to take an hour with Excel.

Automatic Reporting

Reports to the council are generated quickly by changing date ranges and exporting in mere clicks.

Eliminated Archives

Instead of searching for minutes or hours for files in physical archives, employees search a digital record in seconds and print if needed.

Instant History

With GovPilot's Property Profile, employees are able to instantly access building histories at the parcel-level.

> " With GovPilot, our biggest time savings is in report creation. We can save ranges, filters, and change dates to generate reports quickly. "
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> **Matthew T. Hall,** Director of Finance & Technology