

Atlantic City, NJ



Population

37,800

System Replaced

Manual Paper and
Single-Use Software

GP Modules Deployed by Atlantic City

- Abandoned Property
- Annual Rooming /Board House
- Bids & RFPs
- Boardwalk Vehicle
- Business Registration
- Cannabis Business Support
- Certificate of Continued Occupancy (CCO)
- Code Enforcement
- Contract Management
- Construction Permitting
- Curb Sidewalk Apron
- Dog License
- Food Vendor License
- IT Ticketing
- Marriage License
- Open Records Requests
- Parking Permitting
- Pet License
- Rental Applications
- Report-a-Concern
- Residential Parking Permit
- Seasonal Rentals
- Temporary Open Container
- Tort Claim
- Vehicle maintenance
- Vital Records
- Work Orders
- Zoning Permit

For more information

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

CUSTOMER CASE STUDY: DIGITAL TRANSFORMATION

Challenge

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.

Results

Doubled Productivity

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

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.

48 Hours to 7 Mins

Reporting, response times, and completion rates vastly improved from previous email-based system.

Eliminated Paper

Forms and applications are no longer submitted illegibly or incomplete, solving a problem that caused significant delays in service prior to GovPilot.

“ This initiative is a game-changer for city constituents on multiple levels. [GovPilot] makes city government more user-friendly, more convenient and more responsive to its residents ”

Sheila Oliver, Lieutenant Governor of New Jersey