

City of Newark, NJ



Population

304,960

System Replaced

Munidex

Inefficiencies in Newark's License Workflow

- ⊘ **Manual Data Entry** – Clerks had to type in every applicant's information, consuming 30+ minutes per application.
- ⊘ **No Online Access** – Residents couldn't submit information in advance, causing delays.
- ⊘ **Inefficient Payment Processing** – Payments were manually recorded, adding 5 minutes per transaction.
- ⊘ **Cumbersome Reporting** – Monthly council reports required a mix of Munidex and manual processes, increasing administrative burden.
- ⊘ **Lengthier Processing Times** – Appointment sessions for Marriage Licensing lasted 30 minutes on average.

CUSTOMER CASE STUDY: MARRIAGE LICENSE

Newark, NJ, a historic and bustling city with over 300,000 residents, has seen significant improvements in citizen services thanks to GovPilot's digital transformation, making government processes faster, more efficient, and accessible

Challenge

The City of Newark, NJ, processes over 900 marriage licenses annually, requiring clerks to manually input applicant data into their legacy Munidex system. This time-consuming workflow led to inefficiencies, increased administrative costs, and long wait times for residents.

By transitioning to GovPilot's Marriage License Module, Newark has streamlined application intake, improved payment processing, and enhanced reporting.

Solution

The process was simple. Newark, NJ deployed GovPilot's Marriage License Module to modernize and streamline operations. Applicants can now complete digital forms and upload documents online, reducing clerical workload and minimizing errors. With GovPilot's integration with online payment providers, residents can pay instantly, eliminating manual entry and reducing processing time. In-person appointments have been reduced significantly, as clerks now focus on quick verification instead of lengthy data entry. Additionally, GovPilot enables real-time reporting, allowing users to generate compliance reports instantly and efficiently.

By transitioning from antiquated processes to a fully digital system, GovPilot has delivered:

- ✓ Enhanced Constituent Experience – Faster, more convenient service for residents.
- ✓ Improved Employee Morale – Reduced clerical workload and manual data entry.
- ✓ Modernized Government Services – A seamless, digital-first approach to marriage licensing.

Results

50%



Reduction in Appointment Time

*Avg appointment time reduced from 30 minutes to 15 minutes

98%



Online Submissions

*202 of 205 (98%) of applications were submitted YTD via the public form in 2025

36 Hours



Recover Lost Time

*Reclaim 36 staff hours monthly—with even greater savings as adoption grows.

63%



Increased Efficiency

*Average Monthly Licenses Issued increased from 89 per month to 145 per month

For more information

Email [Sales@GovPilot](mailto:Sales@GovPilot.com) or visit www.govpilot.com

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