

Union Township, NJ



Population

58,512

System Replaced

Manual Paper

GP Modules Deployed by Union Township

- Open Public Records Request
- BYOB
- Cat License
- CCO Inspection
- Clothing Bins
- Code Enforcement
- Dog License
- Kennel Pet Shop
- Limo Operator Permit
- Open Air Junk Dealers
- Renewal for Gasoline Dispenser
- Rental Property Registration
- Trailer Park / Trailer Camp
- Video Game Distribution and Licensing

CUSTOMER CASE STUDY: CCO INSPECTION

Named one of *Money* magazine's 50 best places to live in the United States, the Township of Union, New Jersey decided to upgrade its housing inspections workflow.

Challenge

Before Union's adoption of GovPilot, the Township's Housing Department's certificate of continued occupancy (CCO) inspection process was built upon handwritten violation logs and paper-based tracking.

Solution

A comparison of operations before and after Union Township implemented GovPilot's CCO inspection module yields impressive results. Union's housing inspectors now go on-site armed with a tablet. Mobile access to GovPilot's cloud-based server allows them to enter violations directly from the field. Speaking of mobility, a custom automated workflow carries alerts regarding assignments, status updates and more to everyone who needs to know.

Results

75%



Drop in time spent communicating with requestors/other departments
*20% of day to 5%

100%



Eliminated status inquiry phone calls
*Avg # of calls dropped from 2 or more to 0 per application



Drop off check to online payment
*No walk-ins and fast processing

ON SPOT 

Receive certificate on the spot
*Used to take 2 days, on avg.

- Union Township went from communicating status updates to applicants through a combination of email, regular mail and phone to relying on GovPilot automation.

“GovPilot makes scheduling, enforcement, the inspection process, issuance of forms and certificates and record keeping easier and ties all processes together for a complete and easily accessed record of Township properties.”

For more information

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

Kevin Holland, Housing Inspector
Union Township, New Jersey