



SEA GIRT, NJ



Population

1,828

System Replaced

Manual Paper

GP Modules Deployed by Sea Girt

- Code Enforcement
- Fire Registration
- CCO
- Zoning Permit

CUSTOMER CASE STUDY: ZONING PERMIT

The Jersey shore destination recently deployed GovPilot's Zoning Permit module, making a routine process easier for those who live and work in Sea Girt year-round.

Challenge

With the glittering Atlantic Ocean lapping at its shore, Sea Girt, New Jersey, draws hordes of tourists seeking rest and relaxation. Until recently, Sea Girt's Zoning Department professionals needed a vacation more than most. They would manually enter information from paper zoning permit applications into an Excel sheet, transpose inspection data entered in the field the same way and regularly spend up to 10 minutes on the phone answering applicants' questions.

Solution

Sea Girt automated its zoning permit application and issuance process with GovPilot to cut steps and save time. Paper applications have been replaced with GovPilot's digital form. Residents can apply for a zoning permit at any hour, from any device, through the form on Sea Girt's official website. Submitted forms are neat, complete and free from errors. They wind their way through an automated workflow that pushes news of status updates to employees and applicants alike, greatly reducing the length and frequency of phone calls.

Results

80% 

Faster entry into system
*5 mins to 1 min

75% 

Drop in time spent on phone calls
*Reduced from 7.5 mins to 2 mins

66% 

Drop in time spent communicating with requestors/other departments
*7.5 mins to 2 mins

100% 

Drop in illegible/incomplete forms
*Used to be common occurrence

One platform eliminated numerous hurdles to the Sea Girt Zoning Department's efficiency.

For more information

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

“Using GovPilot for zoning permits has greatly assisted in the tracking of zoning permit application statuses. I can easily see the status and instantly communicate it to the applicant.”

Chris Willms, Zoning and Code Official
Sea Girt, New Jersey