



## Union Beach, NJ



### Population

5,562

### System Replaced

Manual Paper

### GP Modules Deployed by Union Township

- Open Public Records Request
- Dog License
- Report a Concern

Union Beach employees and dog owners alike benefit from GovPilot convenience.

### For more information

Call 800-491-6732 or visit [www.govpilot.com](http://www.govpilot.com)

## CUSTOMER CASE STUDY: DOG LICENSE

Union Beach, New Jersey dog owners can now sit (on the couch), stay (in the comfort of their own home) and obtain a pet license, thanks to GovPilot.

### Challenge

For years, Union Beach required dog owners to come to city hall and apply for a license. Those who couldn't make the trip would complete the application at home and send it through the mail, along with proof of rabies vaccination and payment, to the Clerk's department. This system resulted in Union Beach government employees receiving improperly completed/incomplete applications on a near "constant" basis. Once they called the applicant, clarified and approved the license applications, they'd handwrite and mail a response. Employees sought a dog licensing system that would save them time and cut "the line [of applicants] down the hall disrupting business."

### Solution

GovPilot's Dog License module makes acceptance and issuance less, well, ruff. The GovPilot digital application form that sits on Union Beach's homepage cannot be submitted unless all fields have been completed. Automated alerts update applicants at key steps of processing, helping Union Beach operate with greater transparency and organization.

### Results

100%

Never miss required information  
\*Constantly missed emails and rabies information before GP

100%

Eliminated improperly/illegibly completed applications  
\*Used to be common



Never lose/misplace applications  
\*All records are saved in cloud server



Automated License generated and issued by automated system  
\*Changed from hand written triplicate form

- Union Beach officials would sometimes lose/misplace paper applications. That hasn't happened since the administration deployed GovPilot.
- Prior to GovPilot's implementation, Union Beach dog owners could only pay licensing fees (calculated by hand) by cash or check. GovPilot calculates fees and integrates with a third-party payment processor to allow for immediate payment.

“The Dog License module has saved employees and constituents so much time!”

Anne Marie Friscia, RMC/Municipal Clerk  
Union Beach, New Jersey