



Limitless Applications • Limitless Potential

A Step-by-Step Guide to Streamlining Your Local Government

Table of Contents

Start with Why	p4	Establish timeline for tracking progress shared by staff and technology vendor	p15
Adopt an Agile Management Approach	p5	Train Staff to Use a Learning Management System	p16
Principles of Agile	p6	Decide which data points should be monitored aka Key performance Indicators or KPIs	p17
Results of Agile	p7	Establish Regularly Scheduled Reports to Track KPIs and Document Improved Productivity	p18
Next Step: How?	p8	Issue Press Release share with the world what you just accomplished!	p19
Best Practices	p9	Case Study: Union Township, NJ Open Public Records Request	p20
Critique Current Operating Procedures	p10	Case Study: Sea Girt, NJ Zoning Permit	p21
Determine what the optimal solution looks like through all stakeholders' eyes	p11	Case Study: Elizbeth, NJ Report a Concern	p22
Where can enhancements be made?	p12		
Update workflow with technology and automation, where possible	p13		
Decide on course of action: Create Project Charter	p14		

Happy Constituents

Happy Elected Officials = Happy Employees



Start with Why

Constituents	Employees	Elected Officials/ Managers
Online, 24 Hour Service	Reduced Call Volume	Cost Reduction
Timely Service	Less Keystrokes	Municipal Operations Dashboard
Automatic Status Updates	Reduced Communication Bottlenecks	Optimized Processes
Transparency	Drop in Time Spent Retrieving Documents & Data	Unification of Siloed/Fragmented Systems & Data
Convenience	Reduced Workload & Stress	Clean, Uniform Data

Adopt an Agile Management Approach

What is Agile? Agile is a management methodology that uses short development cycles called “sprints” to focus on continuous improvement in the development of a product or service.

The 3Cs of Agile Leadership	Principle	Guidance For
Communication	1	Developing
	2	Reflecting
	3	Learning
Commitment	4	Inspiring
	5	Engaging
	6	Unifying
Collaboration	7	Empowering
	8	Achieving
	9	Innovating

Industry	Agile Adoption Rate
Software (ISV)	23 Percent
Financial Services	14 Percent
Professional Services	12 Percent
Insurance	6 Percent
Healthcare	6 Percent
Government	5 Percent
Telecoms	4 Percent
Transportation	4 Percent
Manufacturing	4 Percent



Principles of Agile

1. Customer satisfaction is always the highest priority and is achieved through rapid and continuous delivery.
2. Changing environments are embraced at any stage of the process to provide the customer with a competitive advantage.
3. A product or service is delivered with higher frequency.
4. Stakeholders and developers collaborate closely on a daily basis.
5. Face-to-face meetings are deemed the most efficient and effective format for project success.
6. A final working product is the ultimate measure of success.
7. Sustainable development is accomplished through agile processes whereby development teams and stakeholders are able to maintain a constant and ongoing pace.
8. Simplicity is an essential element.
9. Self-organizing teams are most likely to develop the best architectures and designs and to meet requirements.
10. Regular intervals are used by teams to improve efficiency through fine-tuning behaviors.



Results of Agile

1. More rapid deployment of solutions
2. Reduced waste through minimization of resources
3. Increased flexibility and adaptability to change
4. Increased success through more focused efforts
5. Faster turnaround times
6. Faster detection of issues and defects
7. Optimized development processes
8. A lighter weight framework
9. Optimal project control
10. Increased focus on specific customer needs
11. Increased frequency of collaboration and feedback



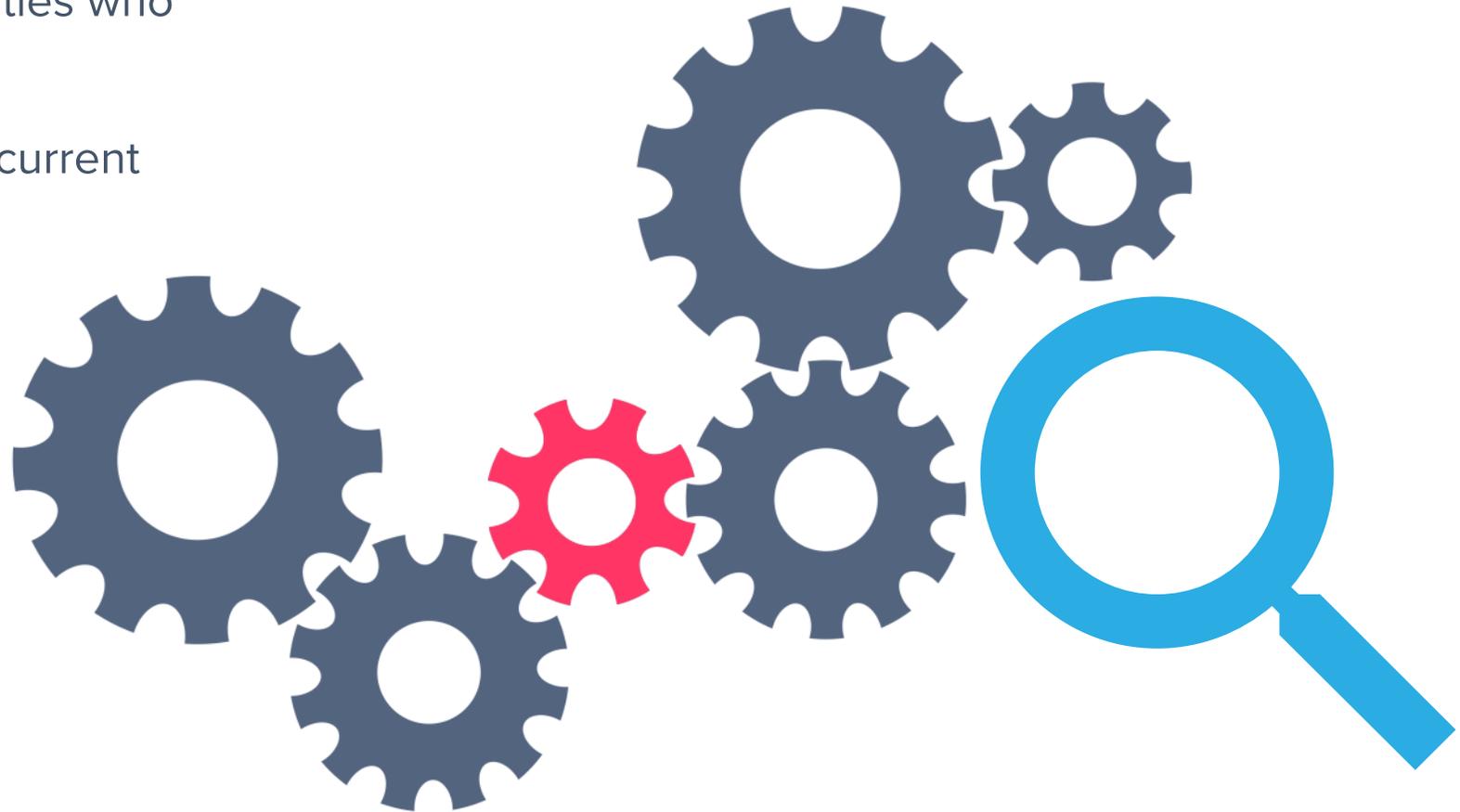
Next Step: How?

Determine which Process Should be Updated First

1. Which processes do we spend the majority of our time working on?
2. Which require involvement from multiple people & departments?
3. Which are lowering the morale of our staff?
4. Why do these processes have a negative impact on morale?
5. Which processes do not have a uniform protocol?
6. Which have the potential for serious consequences if they are not handled properly?
7. Which processes have resulted in lost applications, data?
8. Which have annual renewals and recurring workflow?
9. Which processes have obvious flaws?
10. Which processes can be quickly updated and show staff immediate benefits?

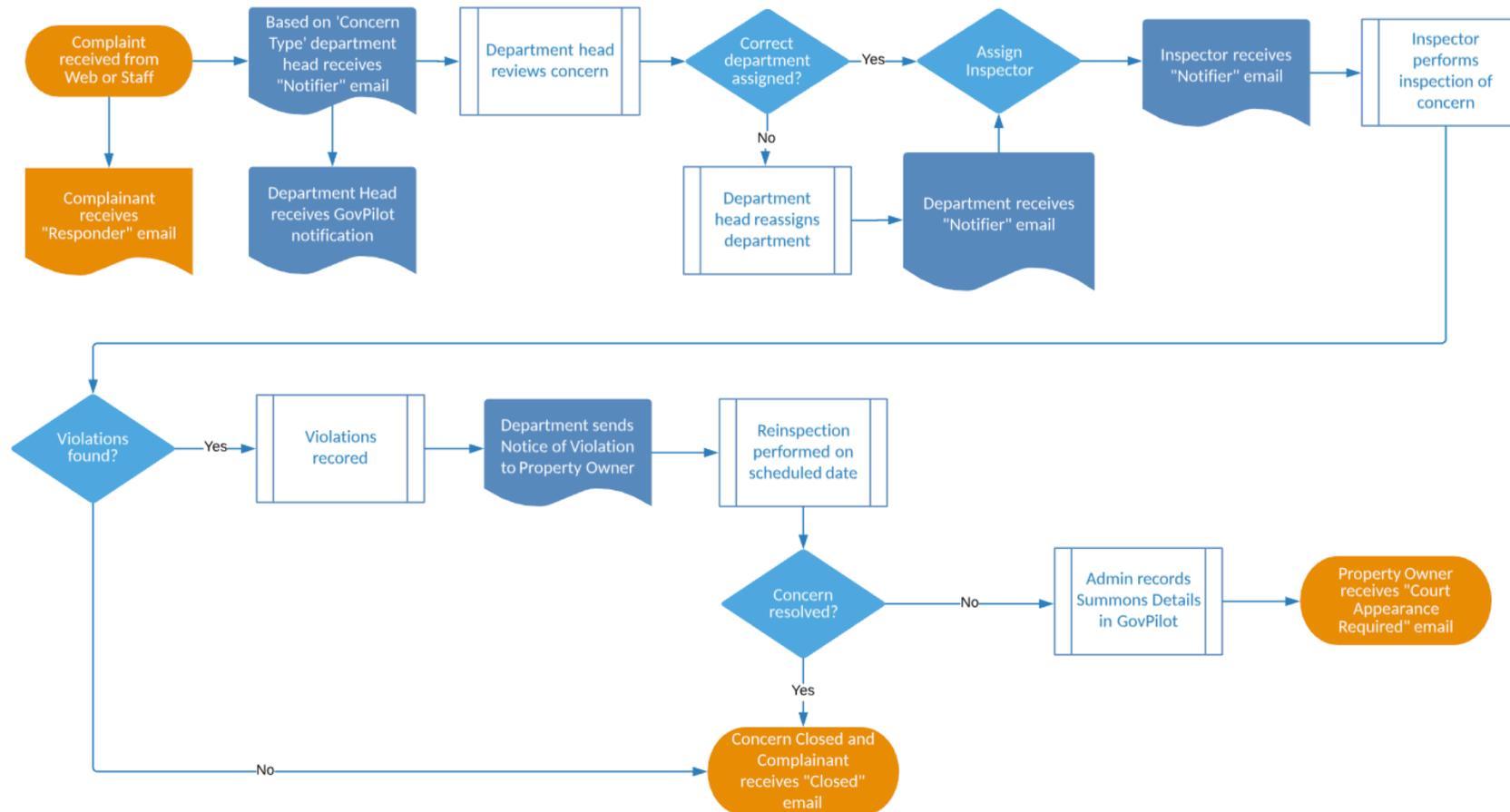
Best Practices

- Schedule a meeting with all parties who touch a particular process
- Distribute an agenda featuring current process workflow in advance
- Stakeholders should determine which area within the workflow frustrates them most
- Give the meeting a title, such as “Process Brainstorming”



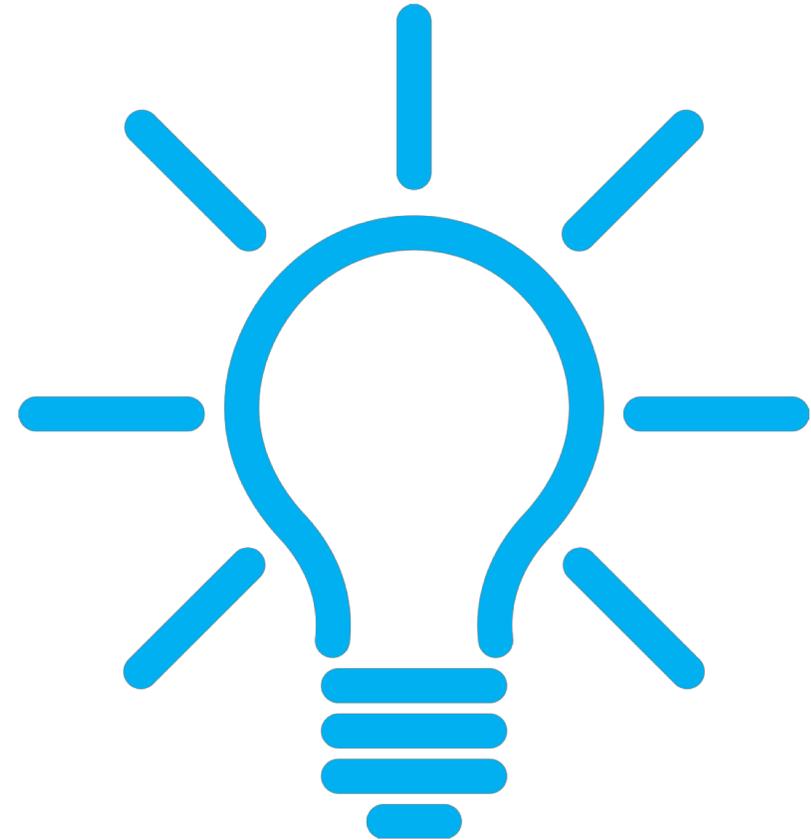
Critique current operating procedures

Report a Concern - Camden County



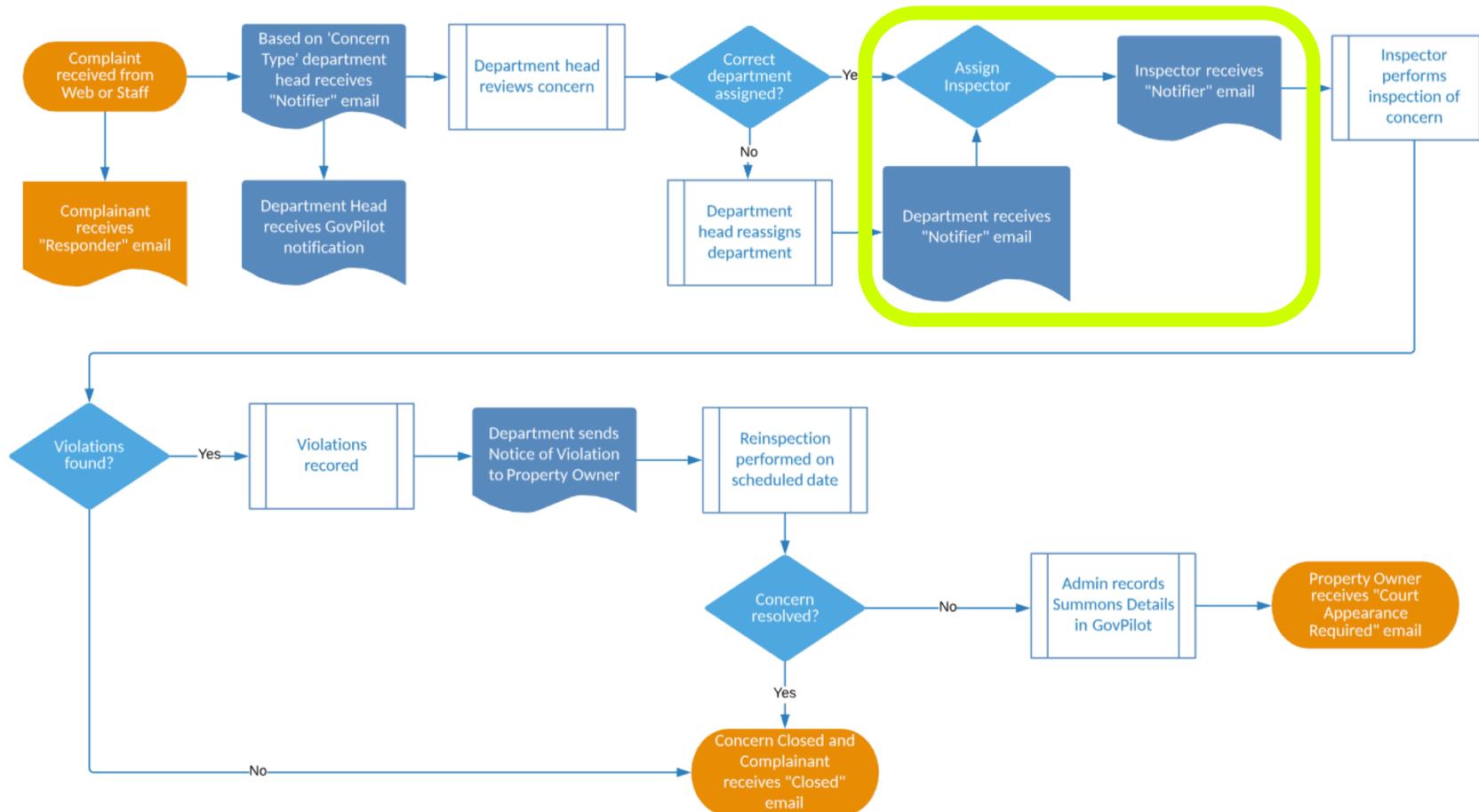
Determine what the optimal solution looks like through all stakeholders' eyes

- Employees should write down what the optimal process solution looks like to them.
- Conduct breakout session where all suggestions can be discussed & prioritized.
- Use a round robin approach so all parties are forced to prepare & participate.
- Establish a list of functionality that will be required.

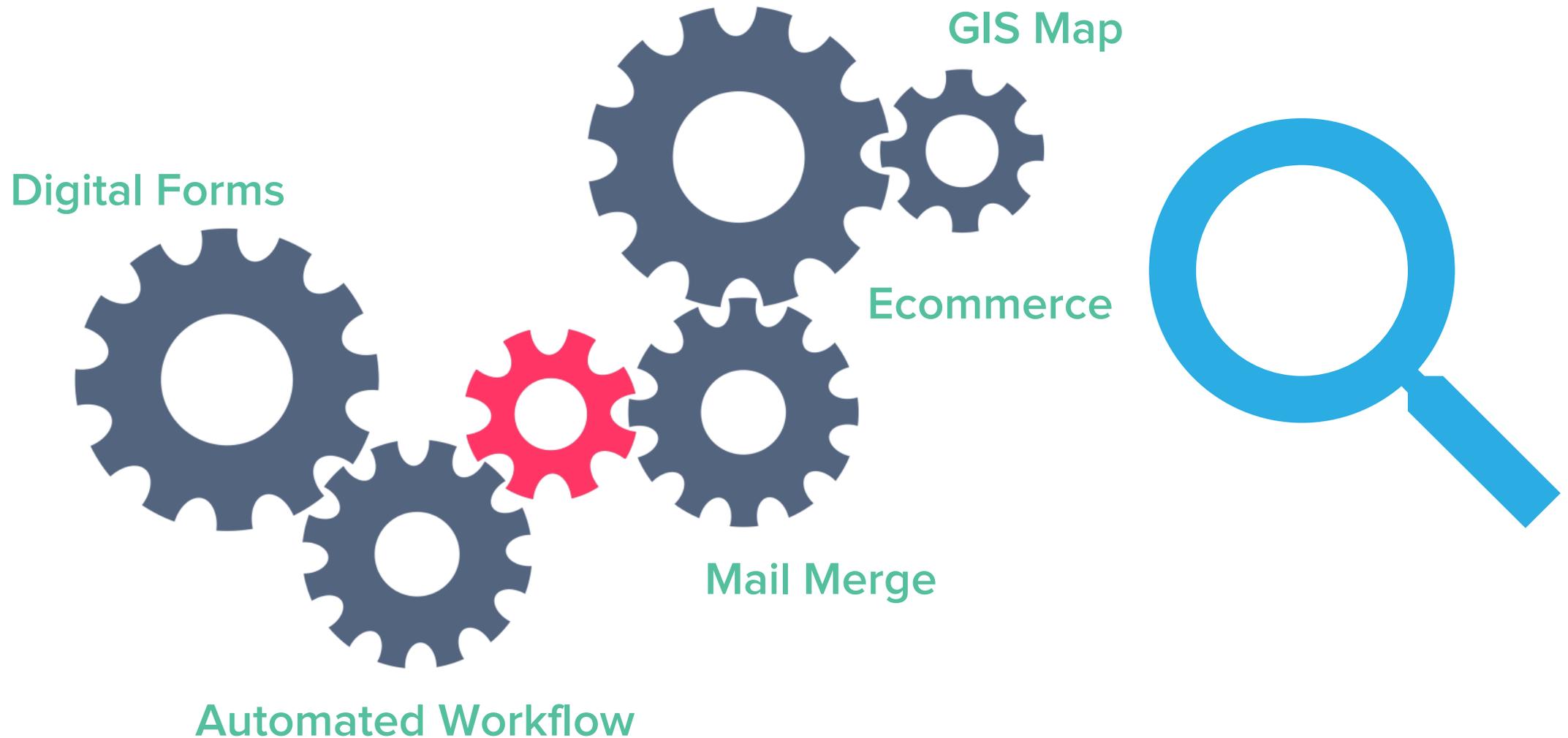


Where can enhancements be made?

Report a Concern - Camden County



Update workflow with technology & automation where possible



Decide on course of action: Create Project Charter

1. Purpose

Why is the project being undertaken?
Describe an opportunity or problem that the project is to address.

My local government is looking to update its Concern Reporting process because there has been constant complaints from residents who feel like their voice is not heard, and there is a lack of communication after they report an issue

2. Functional Specification

What do you need in order to achieve your purpose?

- Cloud Based
- Unlimited Users
- Malleable to fit your requirements
- Auto notify complainants
- Tickler notifications to make sure no concerns go un processed
- App and Web Form (No PDF or Fillable PDF)

3. Scope

What will be the end result of the project?
Describe what phases of work will be undertaken.

Phase 1: Determine budget
Phase 2: View online products that meet our Functional Specs
Phase 3: Review proposals
Phase 4 : Demonstration of final 2 products with all users
Phase 5: Select vendor and pass resolution
Phase 6: Implementation Phase 7: Adoption

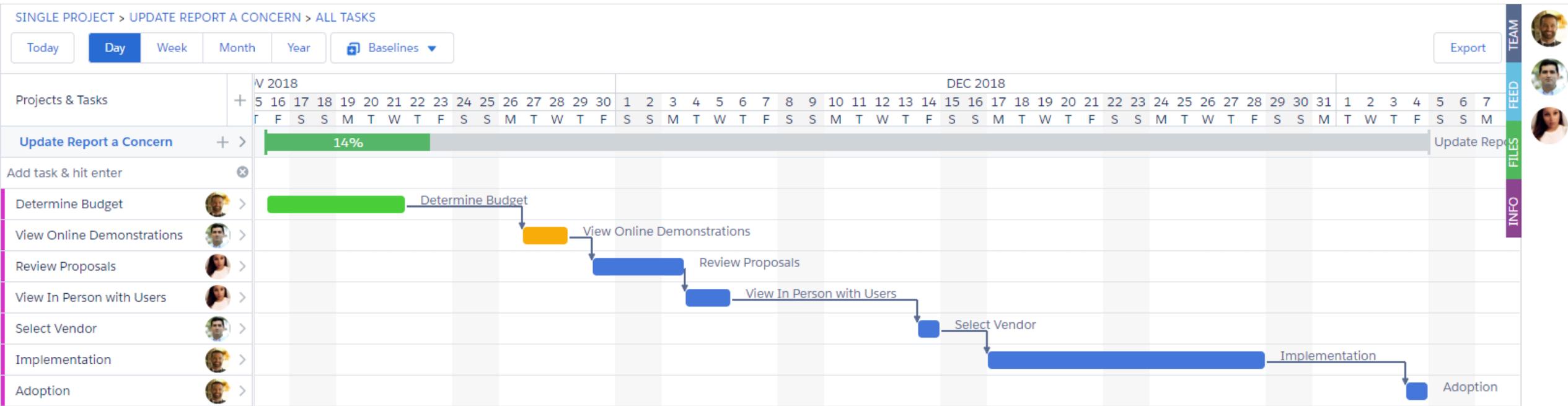
4. Key Stakeholders

- a. Name, Roles & Responsibilities
- b. Name, Roles & Responsibilities

5. Project Milestones

11/30 Budget Approved
1/1 Select Vendor
2/1 Have Employees Trained

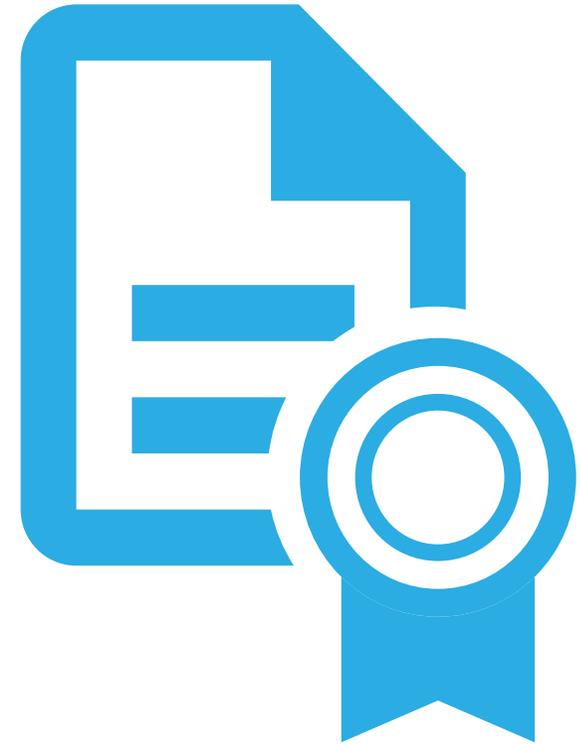
Establish timeline for tracking progress shared by staff and technology vendor





Train Staff to Use a Learning Management System

Certificate in
Pet License



Decide which data points should be monitored aka Key Performance Indicators or KPIs

Report a Concern Related Records

All 100 BURWELL ALY x

Status Closed	Reference Number RAC-2018-00002	Date Entered 10/1/2018 10:06 AM	Created By Public User
Department Assigned Planning and Zoning	Disposition Select...	Date In Progress 10/2/2018	Date Closed 10/11/2018
			Days Open 10

Concern Details | Contacts | Work Orders | Violations | Transactions | Notes | Attachments

Source GovAlert	Concern Concern Description
Type Conservation Easement Alteration/Tree Removal	
If Other Concern Type Other	
Address 100 BURWELL ALY	Location Description Location Description
Address 2 Concern Address 2	
Block 805	
Lot 15	
Geographic Location	

Establish Regularly Scheduled Reports to Track KPIs and Document Improved Productivity

GovPilot Property Address Search ... Welcome Your Town ? [Settings] [Log Out]

Reports

< Back

1 / 1 [Filter] [Download] [Print] [Refresh] [Search]

Department Assigned

Planning and Zoning

Reference #	Department	Address of Concern	Concern Type	Date Entered	Date Closed	Days to Close
1 RAC-2018-00364	Planning and Zoning	100 S BERKLEY SQ	Abandonment of Small Energy Systems	09/05/2018	09/20/2018	15
2 RAC-2018-00379	Planning and Zoning	123 N CALIFORNIA AVE	Overgrowth	09/18/2018	09/18/2018	0

Average Number of Days Open: 7

Code Enforcement

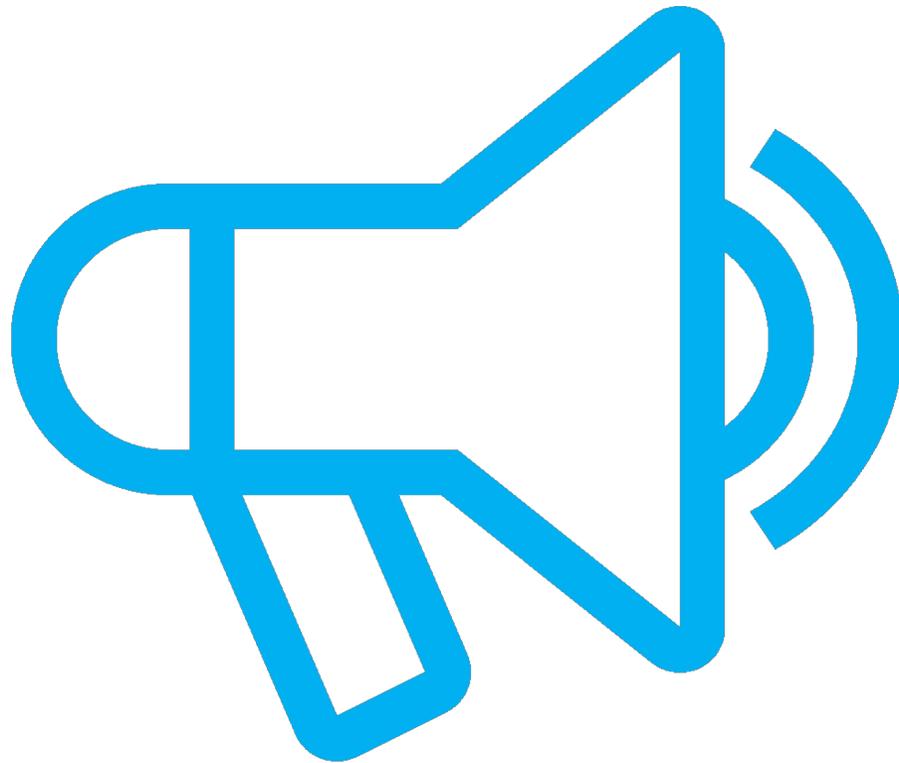
Reference #	Department	Address of Concern	Concern Type	Date Entered	Date Closed	Days to Close
1 RAC-2018-00368	Code Enforcement	1521 HODSON ST	Overgrowth	09/10/2018	09/17/2018	7
2 RAC-2018-00373	Code Enforcement	1425 MADISON AVE	Overgrowth	09/12/2018	09/12/2018	0
3 RAC-2018-00375	Code Enforcement	1234 ADRIATIC AVE	Overgrowth	09/13/2018	09/21/2018	8
4 RAC-2018-00378	Code Enforcement	123 N CONGRESS AVE	Overgrowth	09/17/2018	09/17/2018	0
5 RAC-2018-00381	Code Enforcement	123 N CALIFORNIA AVE	Overgrowth	09/28/2018	09/28/2018	0

Average Number of Days Open: 3

Date From: 9/1/2018

Date From: 9/30/2018

Issue Press Release share with the world what you just accomplished!



★ SEA GIRT WWW.STARNEWSGROUP.COM THURSDAY, SEPTEMBER 20, 2018 THE COAST STAR PAGE 31

Sea Girt launches new GovPilot website program and app

"You can be out on the street and not have to go to the website ... you can fill [the form] out and let us know right away."

CHRISTOPHER WILLMS Sea Girt Zoning and Code Enforcement Officer

BY PATRICK REILLY
THE COAST STAR

SEA GIRT — Sea Girt is moving into the palms of residents' hands with new GovPilot program and mobile app, available to residents on the borough's website, seagirt-boro.com/zoning-and-code-enforcement.

The borough has signed a contract with GovPilot, a Hoboken-based company, to streamline concerns, complaints and requests to the borough officials and departments through an online program and mobile app.

The new app allows residents to send in concerns and complaints to the borough

without making phone calls to the police department, possibly interrupting more urgent calls such as medical emergencies. Furthermore, it will route users' inquiries directly to their necessary departments.

Zoning and Code Enforcement Officer Christopher Willms believes the program will be an improvement to processes for code enforcement, zoning, and fire prevention.

These include inquiries about things "such as someone's grass being too high, or 'there's a dead animal in the road' — things like that are not necessarily a 9-1-1 type of emergency," Mr. Willms said during a public presentation

at the Wednesday, Sept. 12 council meeting.

Gov Pilot is available to use online on the Sea Girt Borough website under the Coding and Enforcement section. The webpage also provides a download link for a Gov Pilot mobile app, available for both iOS and Android.

The program allows residents to send in their concerns through a series of prompts that include entering the location of the concern, explaining the nature of the concern and even sending in a related photo.

Types of concerns users can select range from "Animal Bite" to "Construction Without Permits" to "Sidewalk Issues" to "Zoning

lotion" among dozens of other categories.

"Once you pick the type of concern it will actually route to the correct department whether it be the police department, zoning code enforcement, public works so that we can properly act upon it," Mr. Willms said Wednesday.

All users must identify themselves as well; Sea Girt will hold all of a user's information in confidence, the website says.

Complaints can be sent in either anonymously or not, depending on whether residents want a record of the complaint or not.

"We want people to put in correct information so you can get a follow up from us,

from the borough to let you know that we've seen your complaint and that we are acting on it and the result of the complaint," Mr. Willms said.

The most convenient part of the program, Mr. Willms said, will be the availability of the program as a mobile smartphone app.

"You can be out on the street and not have to go to the website ... you can fill it in and let us know right away," he said. According to Mr. Willms, the borough has already received over 100 concerns digitally, and hopes the new program will keep everything more organized and facilitate borough responses.

GovPilot will also streamline other permits and application processes by making them digital as well.

According to a release, residents now have 24/7 access to digital applications for permits and registrations, such as the annual fire registration for commercial properties, certificates of continued occupancy for commercial and residential properties and Zoning Permit Applications.

Furthermore, GovPilot also offers a geographic information system map, which shows relevant data such as statistics, FEMA flood maps, contamination sites and more.

Patrick Reilly can be reached at reilly@thecoaststar.com or 732-222-

MORE FROM GOVPILOT



Customer Case Study **Open Public Records Request Module**

Union Township, NJ Population: 58,512

One of Money magazine's 50 best places to live in the United States just became better, thanks to GovPilot.

Challenge

Receiving approximately 1,000 open public records requests per year, Union's clerks were "inundated with paper" and frustrated with the amount of time spent fulfilling these requests. Having had previous success with GovPilot's Rental Registration and Dog License Modules, Union Township decided to apply GovPilot automation to streamline management of open public records requests.

Solution

Open Public Records Request Module

- Union Township went from communicating status updates to applicants through a combination of email, regular mail and phone to relying on GovPilot automation.
- The Township migrated management of open records request timelines from physical filing cabinets to GovPilot's convenient cloud-based system.

Result

90%



Decrease in phone calls per month
*Avg # of calls reduced from 35 to 3

57%



Drop in time spent communicating with requestors/other departments
*70% of day to 30%

2X



Increased efficiency
*Two employees reduced to one

91%



Decrease in improperly/illegibly completed request forms
*60% to 5%

"GovPilot has streamlined the entire process and it is easier to keep track of the requests. The best part is no paper!"

Eileen Birch, RMC/CMC/Municipal Clerk
Union Township, New Jersey



Customer Case Study **Zoning Permit**

Sea Girt, NJ

Population: 1,828

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.

Result

80%



Faster entry into system

*5 mins to 1 min

66%



Drop in time spent communicating with requestors/other departments

*7.5 mins to 2 mins

75%



Drop in time spent on phone calls

*Reduced from 7.5 mins to 2 mins

100%



Drop in illegible/incomplete forms

*Used to be common occurrence

“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



Customer Case Study **Report a Concern Module**

Elizabeth, NJ

Population: 130,215

One of New Jersey’s most bustling cities can manage and resolve resident issues more efficiently using GovPilot’s Report a Concern Module.

Challenge

Union County seat, Elizabeth, is one of New Jersey’s most densely populated cities. Until recently, residents would drop by or call city hall to report concerns to government officials. A paper-based resolution process meant documents were often lost or misplaced. Indeed, Elizabeth officials spent 30% of their day fielding phone calls from residents curious about the status of their request for city intervention

Solution

Report a Concern Module

- Elizabeth officials used to record concerns and schedule inspections on paper documents. Now, they coordinate everything through GovPilot.
- Prior to implementing GovPilot, Elizabeth employees would search physical file cabinet drawers to retrieve the status of a complaint, violation and/or work order. Today, information can be easily accessed in GovPilot’s cloud-based server.

Result

Rarely



Decrease in phone calls per application

*Calls dropped from every couple of days to rarely



Fast tracking and retrieval of status of violations

*All records are saved in cloud server

82%



Drop in time spent on phone calls

*Reduced from 8.5 mins to 1.5 mins

66%



Drop in time spent communicating with requestors/other departments

*30% of day to 10%

“GovPilot is a game changer! Our response time is faster and there are far fewer errors in our workflows.”

Darren Bryden, Chief Information Officer

Elizabeth, New Jersey