



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



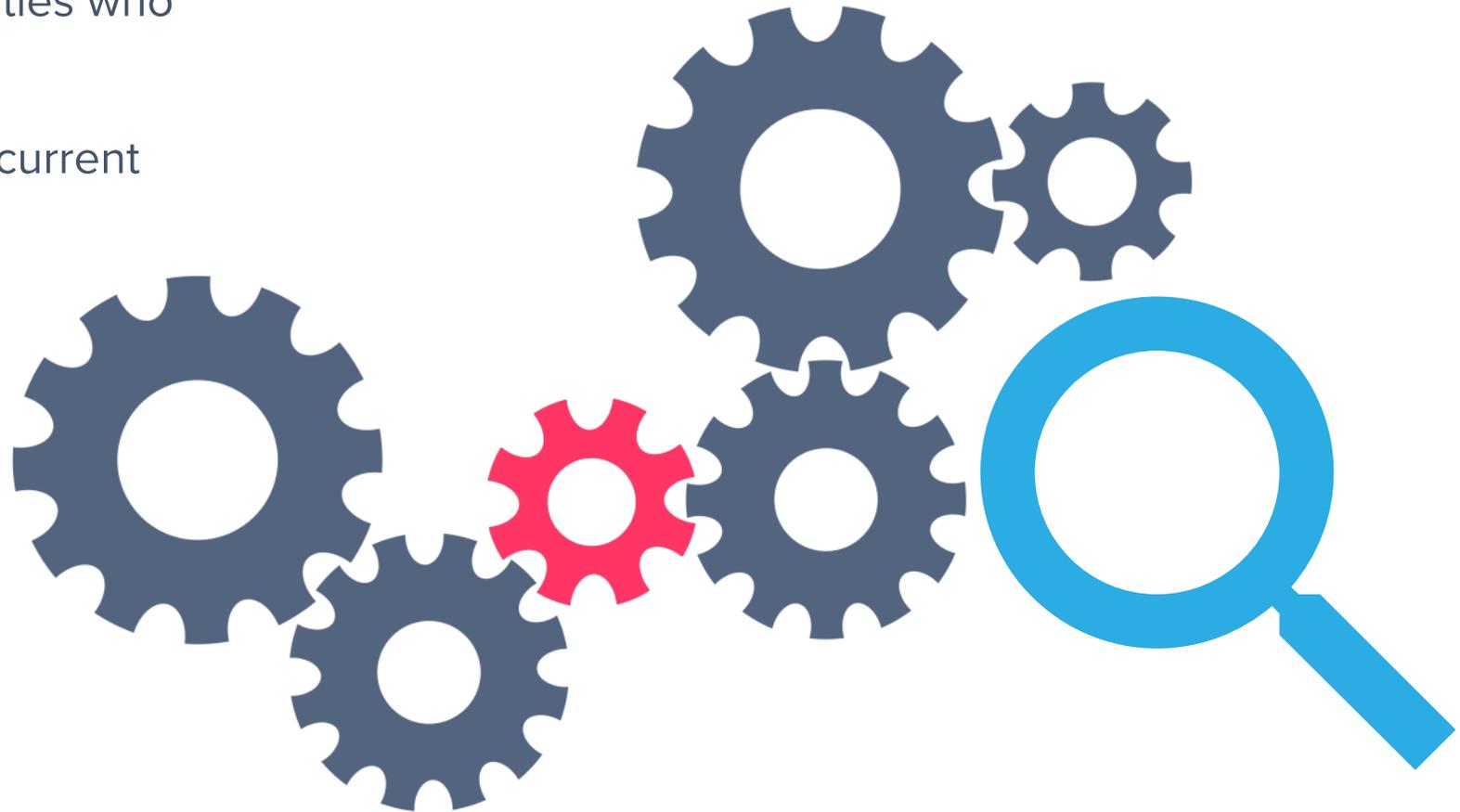
Next Step: How?

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?

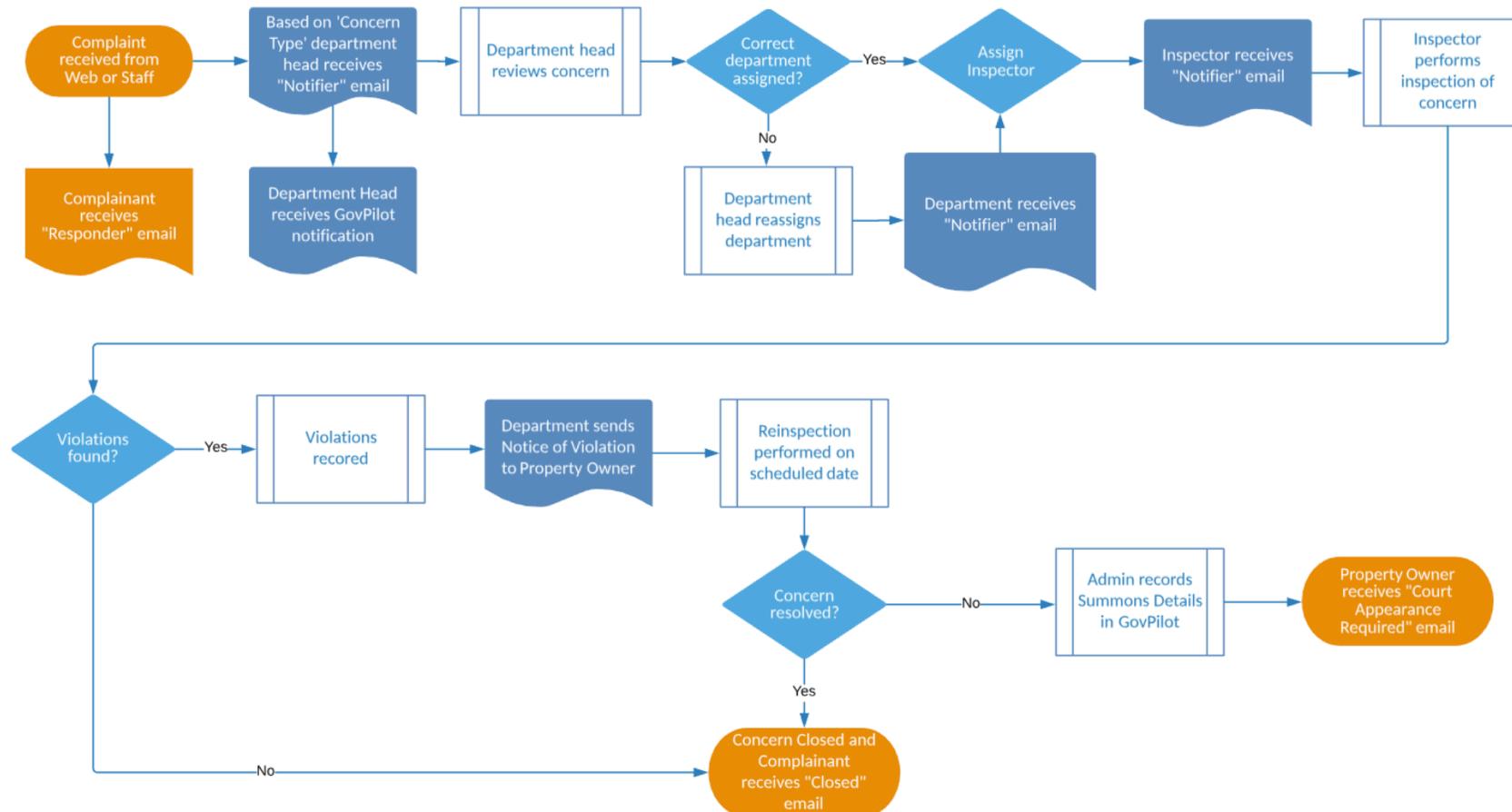
Best Practices

- 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”



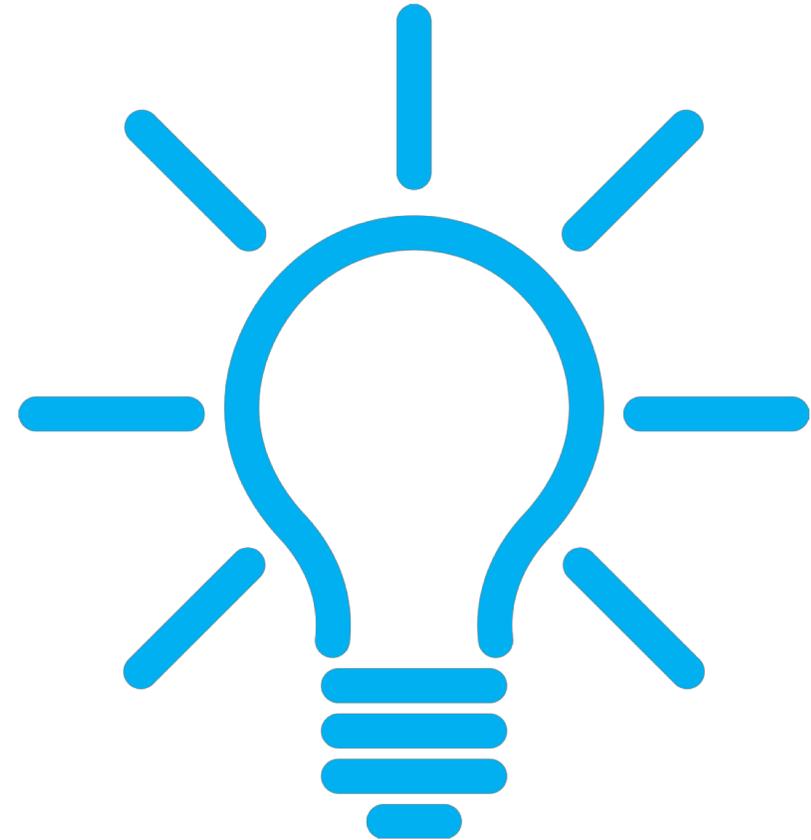
Critique current operating procedures

Report a Concern - Camden County



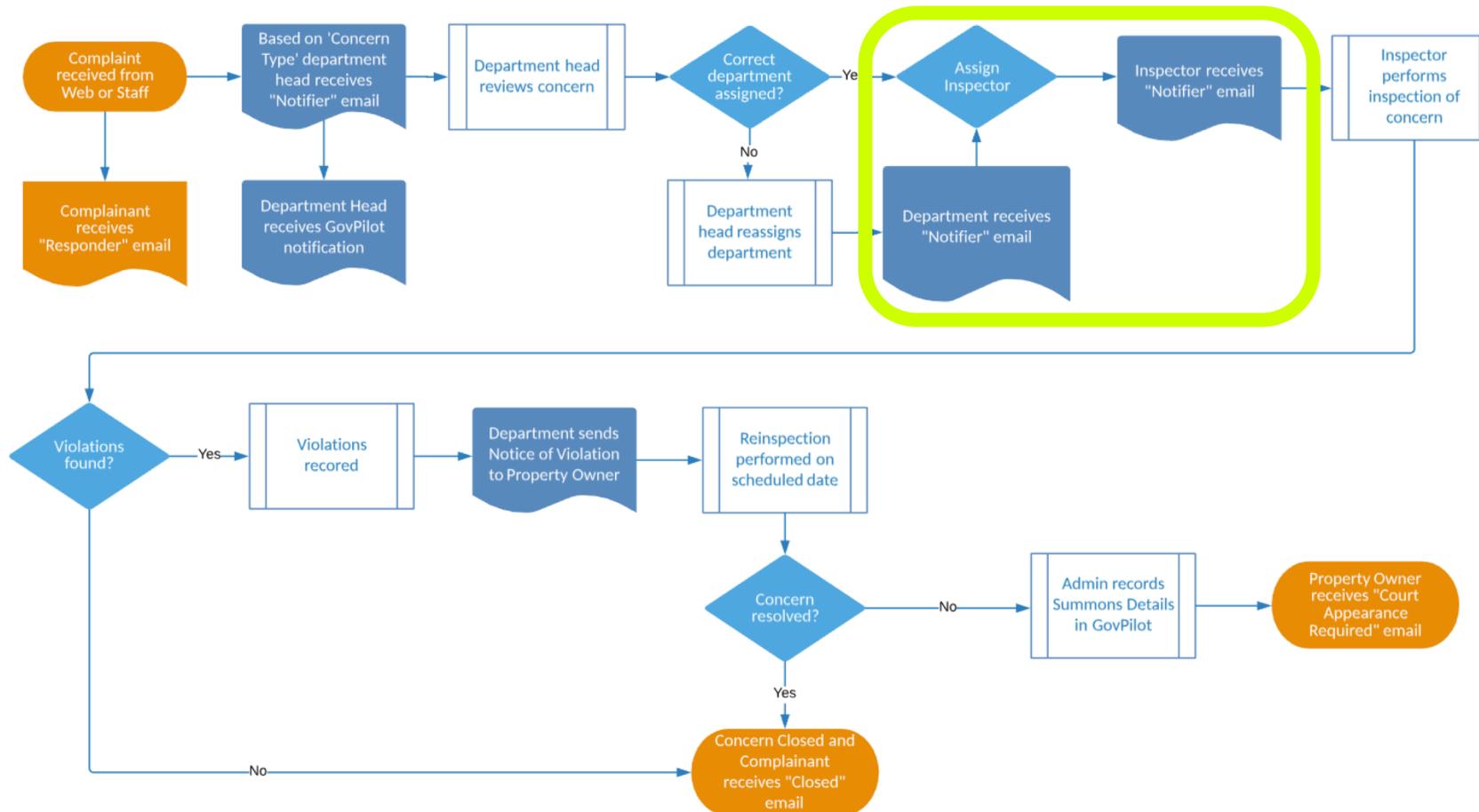
Determine what the optimal solution looks like through all stakeholders' eyes

- 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

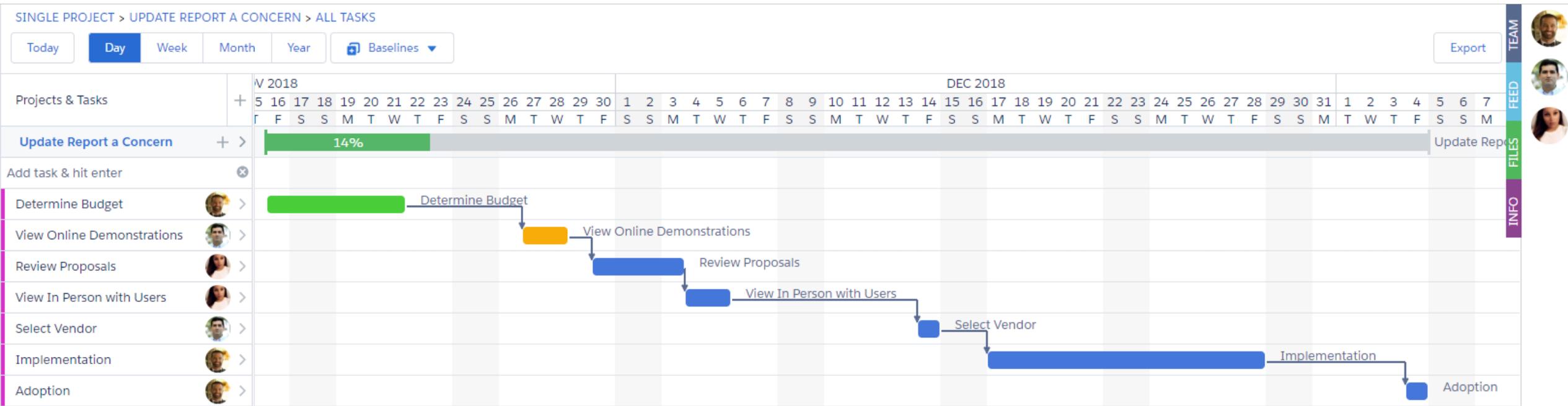
4. Key Stakeholders

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

5. Project Milestones

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

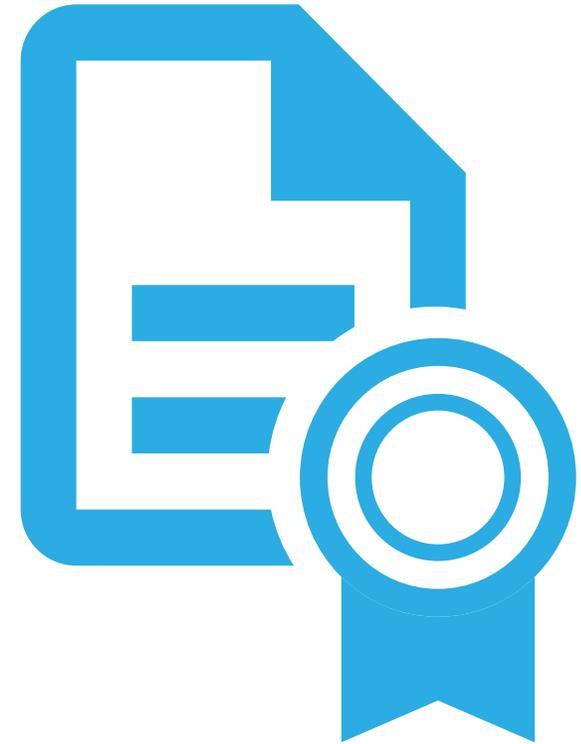
Establish timeline for tracking progress shared by staff and technology vendor





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

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

Source	GovAlert v	Concern
Type	Conservation Easement Alteration/Tree Removal v	
If Other	Concern Type Other	Location Description
Address	100 BURWELL ALY	
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 ? Log Out

Reports

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

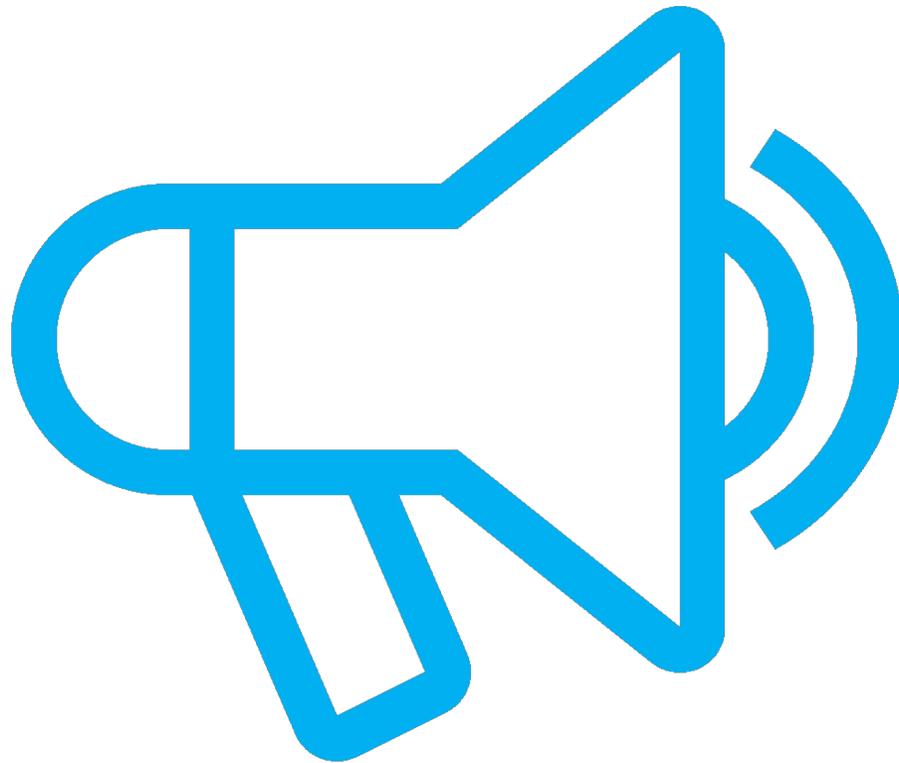
Reference #	Department	Address of Concern	Concern Type	Date Entered	Date Closed	Days to Close
1 RAC-2018-00368	Code Enforcement	1521 HODSON ST	Overgrowth	09/10/2018	09/17/2018	7
2 RAC-2018-00373	Code Enforcement	1425 MADISON AVE	Overgrowth	09/12/2018	09/12/2018	0
3 RAC-2018-00375	Code Enforcement	1234 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!





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

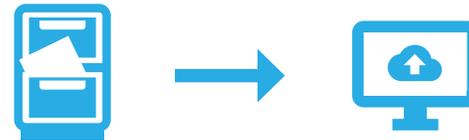
- Elizabeth officials used to record concerns and schedule inspections on paper documents. Now, they coordinate everything through GovPilot.
- Prior to implementing GovPilot, Elizabeth employees would search physical file cabinet drawers to retrieve the status of a complaint, violation and/or work order. 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