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April 08, 2020 - DCA and City of Atlantic City Announce City Services Are Now Available Online

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Vital Records, Marriage and Pet Licenses, Parking Permits, Public Records Requests, GIS Maps, CCO Inspections and Landlord Registration Accessible on the City's Website; People Can Now Report a Concern Online

ATLANTIC CITY, NJ – The New Jersey Department of Community Affairs (DCA) and the City of Atlantic City today announced that city services such as vital records, parking permits, marriage and pet licenses, public records requests, landlord registration, and certificate of continued occupancy (CCO) inspections for rental and resale properties are now available on the city's website. Also, people can check out a Geographic Information System (GIS) map of the city and report online a concern like a pothole, broken street sign, or non-working streetlight.

To access the services online, people can visit the city's website at http://cityofatlanticcity.org/ and click on "Online Forms" and "GIS MAP" at the top of the homepage. Individuals can select the form for the service they need, fill out the form on their computer, and submit it to the city, all without having to visit City Hall. For those services that require a fee, people can pay the fee online as well. On the GIS map, people can look up properties to find information on lot and block numbers, property owners, and property taxes. They can also add layers to the map to get data on traffic, law enforcement, hospitals, wetlands, auction properties, and high-risk flood areas, among others.

"This initiative is a game changer for city constituents on multiple levels. It makes city government more user friendly, more convenient, and more responsive to its residents," said Lt. Governor Sheila Oliver, who serves as DCA Commissioner. "Making services accessible online is all part of our effort to build the fundamentals of city government and improve how the city functions for constituents as we outlined in the *Atlantic City Transition Report*."

The *Atlantic City Transition Report* recommended that the city invest in software to manage and share data about city services and analyze results. Additionally, the *Atlantic City Implementation Plan* detailed that such software should result in faster delivery of services provided to residents, greater transparency, faster data sharing between city departments and the public, and greater confidence in city government by residents and the broader community.

Guided by the two plans, DCA's Atlantic City Initiatives Project Office (ACIPO) and the City of Atlantic City procured a software tool called GovPilot in September 2019. GovPilot is a web-based management platform developed for local governments to help them streamline their processes, operate more transparently, and offer people online applications for services. The platform will take approximately 12 to 18 months to fully implement. In addition to the services already available on the city's website, other services such as construction permits, business registration, special events, and zoning will be accessible online in the near future. Also, the platform is being used internally by city staff in the areas of IT ticketing and management of the city's vehicle fleet.

“From day one, my administration has made improving constituent services a top priority because, simply put, people want to live in places where their needs are quickly and effectively addressed,” said City of Atlantic City Mayor Marty Small Sr. “The GovPilot initiative is helping us achieve our goal of taking constituent services to the next level. For example, people would previously have to visit City Hall to apply and pay for a pet license. Now, they can do it from the convenience of their own home. While we still have more to do, the progress we are making with GovPilot shows we are moving in the right direction.”

To report a concern in the city, people can fill out and submit the ‘Report a Concern’ form on the city’s website. Individuals who submit such a form will receive a notification from the city that their request has been received and will be addressed in accordance with city policies and within the limits of available resources. They will receive subsequent notices when their request is being worked on and when it has been completed. The ‘Report a Concern’ function is not an emergency reporting system; for emergencies, people should call 9-1-1.

For more information about the City of Atlantic City, visit **www.cityofatlanticcity.org**.

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