



## Agenda Item Summary Report

**Meeting Date:**  
September 8, 2025

**Submitted by:**  
Regine Watson, Town Clerk/ Asst. Town  
Administrator

### Item Title: Information Only – GovPilot Module Update

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**Work Session Item [X]**  
**Council Meeting Item [X]**

**Documentation Attached:**

### Recommended Action:

**INFORMATION ONLY** – This report is provided to inform the Council of operational updates on the GovPilot deployment and forthcoming launch. No action is required at this time.

#### **GovPilot Implementation Update**

We have made significant progress toward deploying GovPilot's modules to automate our municipal services. Below are a detailed status update and next steps:

#### **Contract & Scope**

In June 2025, the Town contracted with GovPilot to implement automation in the following domains:

Code Enforcement

Parking Enforcement

Business Registration

Rental Registration

Report a Concern (new module enabling real-time resident input)

The Report a Concern module gives residents a digital channel to voice issues promptly and allows Town staff to track and respond in real time.

#### **Customization, Training & Template Development**

Over the past months, staff from each department have worked in coordination with GovPilot to:

Design and refine module templates

Customize workflows and forms to match departmental needs

Participate in onboarding and training sessions

#### **Summary & Next Steps**

The GovPilot rollout is on track for the November 1 system go-live, followed by a presentation to the Council on November 10.

Staff across departments are prepared to adopt the new workflows.

Post-launch, we will monitor performance, collect user feedback, and iteratively refine configurations.

No further Council action is needed at this time; this report is provided for information and transparency.

#### **Launch Schedule & Council Presentation**

System Launch Date: November 1, 2025

Council Presentation: November 10, 2025

By these dates, all modules will be active, and departmental users will be able to operate within the system.

**Budgeted Item:** Yes [X ] No [ ]  
**Budgeted Amount:**

**Continued Date:**

One-Time Cost: Yes	
Ongoing Cost:	
Council Priority: Yes [ <input type="checkbox"/> ] No [ <input checked="" type="checkbox"/> ]	Approved Date: