



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 [] No [X]	Approved Date: