



## Agenda Item Summary Report

**Meeting Date:**  
December 8, 2025

**Submitted by:**  
Michelle Bailey Hedgepeth, Town Administrator  
Shaun Rinehart, Code Supervisor

**Item Title: Information Memo | GovPilot Module Update | December 2025**

This is an update on the implementation of the new software program designed to modernize paper-based processes. **Information Only**

**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**

Over the last several months, staff have made significant progress toward deploying GovPilot's modules to automate our municipal services. The former Town Clerk started this project, but various departments and the Town Administrator have continued it to keep it moving forward. Below is 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 provides residents with a digital channel to voice their concerns promptly and enables 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
- Develop reporting, licensing, and payment items

**Summary & Next Steps**

The GovPilot rollout has begun in Code Enforcement for the Business Registration and Rental license process. This includes the following items:

- Purchasing tablets and mobile equipment for Code and PD
- Refining and developing forms and training with other entities on best practices for Rental Inspections.
- Revising the Parking ticket system
- Slowly moving general citizen complaints from the GoGov platform to the new GovPilot for general inquiries and developing social media and web links.
- Staff across departments have adopted and developed the new workflows to modernize the Town's processes.

Following the launch, we will monitor performance, collect user feedback, and iteratively refine the configurations.

No further Council action is required at this time; this report is provided for informational purposes and transparency.

**Launch Schedule**

System Launch Date: January 5, 2025

Council Presentation: January 12, 2026

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

**Budgeted Item:** Yes ☒ No ☐

**Budgeted Amount:**

**One-Time Cost:** Yes

**Ongoing Cost:**

**Continued Date:**

**Council Priority:** Yes ☐ No ☒

**Approved Date:**