

A FAST-ACTING SOLUTION

Lambertville City, New Jersey

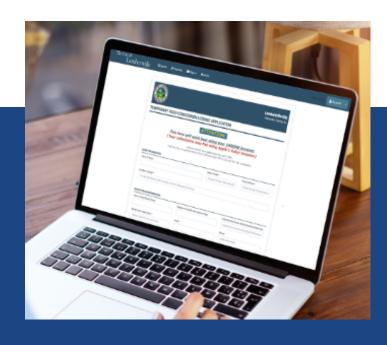
We've seen an increase in

Deputy Clerk, Lambertville City

everything we've done.

Michael Humphrey

participation across the board in



CHALLENGES



Lambertville City experienced disrupted operations. To promote resident and staff safety, Lambertville needed a solution that could bring their processes online quickly.

SOLUTIONS

Using SDL's digital form builder, the city began replacing its paper applications with digital forms. With SDL's website integration, the city seamlessly incorporated the forms into its website. This allowed visitors to submit forms through the website that could immediately be processed, managed, and tracked in SDL's software.





Online Tracking

PROBLEMS SOLVED BY SDL



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Increased participation in parking permits, bulk pick-up requests, and other online services.



Simplified tracking, enabling staff to find information faster when responding to residents, professionals, or OPRA requests.



Shortened and simplified forms for residents by incorporating validation rules.



Ability to make changes and the next applicant will see the updated form.



