



A FAST-ACTING SOLUTION

Lambertville City, New Jersey



We've seen an increase in participation across the board in everything we've done.

Michael Humphrey
Deputy Clerk, Lambertville City

CHALLENGES



The COVID-19 pandemic disrupted operations for Lambertville City. 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.

PROBLEMS SOLVED BY SDL



Citizen Portal



Websites



Online Tracking



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.

