

# New Castle County Vets Contractor License Renewals in Half the Time

SimpliGov Digital Form and Workflow Activated in Five Days

New Castle County's Department of Land Use is responsible for processing contractor license applications for residential and commercial construction. The department ensures that the county's contractors have valid credentials, adequate insurance, and good financial standing.

## CHALLENGE

Toward the end of 2020, the Department of Land Use was bracing for its end-of-year rush to process license renewal applications. Unfortunately, the county had a unique problem: its offices were closed due to the COVID-19 pandemic, which prevented staff from working with agents in person to review extensive paperwork.

Moreover, the county's license renewal process was dependent on an inefficient legacy system. Applicants would submit renewal paperwork in person, by mail, or via email and wait for staff members to manually enter and review applications. Once approved, they had to mail a check or pay by credit card on the county's website.

Department employees struggled to track the thousands of paper-based applications. When applicants inquired about renewal status, the staff would have to find their way through paper trails and running revenue reports to verify that fees were paid.

**"We would spend half our time figuring out who was reviewing the application, verifying that everything was correct, and determining whether or not we had enough information from the contractor to render a decision,"** said David Holston, Licensing Manager, New Castle County. **"We had little visibility into where applications stood at any given moment."**

## SOLUTION

To automate the license renewal process, New Castle County turned to [SimpliGov](https://www.simpligov.com). SimpliGov's customizable form fields enabled the department to build an online application that mirrored the existing paper one. The new digital application form clearly and concisely explains the required data and documentation to minimize issues with initial applications. Furthermore, contractors can easily upload required proof of adequate insurance coverage and current business licensure into the SimpliGov portal.

**"We no longer put the onus on our contractors to read a horde of information, determine what license requirements apply to them, and assemble the packet themselves,"** said Holston.

From there, the SimpliGov workflow automatically distributes incoming applications among the staff based on routing rules. Staff may either request more data or move the compliant application to the payment phase. The SimpliGov system instantaneously sent acceptance letters to contractors containing a link where they can pay the renewal fee.

Staff members can check the status of any submission from an easily accessible database, and can view open tasks from the SimpliGov dashboard.

## RESULTS

New Castle County implemented the renewal process **in only five (5) days** using SimpliGov's cloud-based, no-code platform.

Furthermore, the Department of Land Use was able to maintain operations during unprecedented circumstances. The department was able to process 761 applications in January 2021 without any lapse in operations.

Today, New Castle County processes more than 200 applications per month—**a 50% increase in turnaround time—with 70% fewer inquiries**. The efficiency of the new paperless system also means a large savings in overtime compensation.

**"By delivering modern digital government services, we're able to make it easier for contractors to do business in New Castle County,"** said Holston.

**"Simply put, SimpliGov provided the fastest, easiest, and most efficient way to transform our business to the benefit our employees, contractors, and the county as a whole."**

David Holston  
Licensing Manager,  
New Castle County