Milwaukee County, WI

Milwaukee County Turns Daunting Paper Event Applications into Convenient Automated Process

4
paper applications rolled into one online process

50%
less time to complete application

60-90
minutes savings in staff time per application

Increased
accuracy capturing event data in one place

OVERVIEW

For the Milwaukee County Parks Special Events Department, paper had long been a burdensome way of life. But as one of the first departments to take advantage of a new automated customer–friendly online portal, the department is trading filing cabinets for online efficiencies thanks to govService.

CHALLENGE

Handling requests for everything from weddings to photography shoots to local events, the special events department's long paper applications presented a cumbersome process, and required manhours to process, sort, and update.

SOLUTION

Using CARES Act funds, Milwaukee County worked with govService to develop "MyCounty," an online portal focused on expediting access to county services. The special events department was chosen as an early target for the new approach.

IMPACT

The new application process consolidates what was previously four paper applications into one online process which helps track status online throughout the approval period.

MUST HAVE SOLUTIONS
govService

❝ We're using technology to connect citizens directly to the services and forms they need. I don't have to personally send a PDF. That's allowing us to help them break down those doors to actually get what they need. I think that's an awesome thing."

– Davina Anderson, Special Events Manager, Milwaukee County Parks Department