City of Issaquah, Washington

The time it takes to create an agenda and respond to records requests has been cut in half thanks to iCompass' Meeting Management Solution

"I am spending my time more constructively, focusing on improving content, asking better questions and developing better exhibits."

Tina Eggers
City Clerk
City of Issaquah

Local Government

Name: Issaquah
State: Washington
Population: 30,000
Customer Since: 2008
Web: http://issaquahwa.gov/

Profile

Issaquah is located about 14 Miles from downtown Seattle and is one of the fastest growing communities in Washington State.

Software Information

• Meeting Management Solution
• First live meeting in 2009
• Uses the FilePro module to streamline records requests and improve organizational alignment

Challenges

• Directive from Council to reduce paper usage
• It took 3 days to produce a meeting agenda
• An overwhelming amount of paper records, some even on index cards.

Results

• A reduction in agenda prep time from 3 days to 1½ days
• An annual savings of $12,000 in printing costs
• A 75% reduction in paper usage for meetings
• A renewed focus on meeting content, leadership and management in the Clerk's Department

CITY OF
ISSAQUAH
WASHINGTON

iCompass

"iCompass understands local government, and makes the City of Issaquah more successful."

Tina Eggers – Clerk, City of Issaquah

The City of Issaquah purchased the iCompass Meeting Management Solution in December 2008. The City was looking for ways to reduce paper consumption following a directive from Council to become more green.

The City of Issaquah was building agendas in Word. Resolutions would sit on a network drive or in an email inbox before being organized by Clerk's office. A rough draft would be printed out for review. On average it took 3 days to create an agenda, send the paper copies to elected officials and post a PDF on Issaquah's website.

Following, the launch of iCompass' Meeting

Management Solution Issaquah's agenda prep time has been reduced by 50%

"The time isn't spent numbering pages either," says City Clerk Tina Eggers. "My focus has shifted to improving content, asking better questions and developing better exhibits."

Agendas are created using Meeting Manager; a system that allows you drag and drop resolutions onto a Meeting Template. Using iCompass' one-click publishing feature, last minute changes take an hour, instead of an entire day. The revised copy is instantly available for key stakeholders digitally.

"The stress level and time

commitment that comes with being a Clerk has greatly diminished. I'm no longer worried about little details because with iCompass they don't mean extra hours of work." says Tina.

Furthermore, there's been a significant budget savings. The City is saving about $12,000 annually in printing costs, because of a 75% reduction in paper agendas generated for meetings.

Documents are stored in FilePro, iCompass' cloud based storage tool. For records requests, the content of these documents is completely searchable. Staff finds information for records requests, from anywhere, much more easily.