

City of Walker, MI

The City of Walker enables its citizens to access agendas, records and archived documents online in a moment's notice



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Walker's online portal provides its citizens with everything they need to stay informed: a fully searchable database that is easy to use and accessible for all.

Customer Profile

The City of Walker is a thriving family-friendly suburb of Grand Rapids, Michigan. Renowned for its abundance of green space, the city prides itself on providing citizens with complete transparency between the community and local government.

Challenges

- The routine of preparing agendas was eating up hour upon hour of clerks' precious time, which could have been spent working on more value added activities.
- Errors and omissions on agendas were easily missed. This led to time-consuming re-formatting, re-submitting of an updated agenda packet to elected officials under a tight deadline.

Results

- The AgendaNotes iPad App made it far quicker and easier to review and annotate agenda packets.
- Use of a flexible template reduced the number of errors and omissions on agenda packets and minutes.
- CivicWeb Portal dramatically improved transparency. This resulted in positive media attention and made it easy for the public to access agendas, minutes and government records.



Local Government

Name: City of Walker
State: Michigan
Population: 24,000
Customer Since: October 2014
Web: [CivicWeb Portal](#)

Software Information

- Meeting Manager Pro
- Records Manager
- CivicWeb Portal
- First went live in October 2014.

Project details

Prior to using iCompass, the City of Walker was physically storing records, including archived agenda packets and minutes in boxes. The system was not electronically searchable; nor was it quick to prepare these documents or make them accessible online.

Putting together agendas was a slow, laborious task, where PDFs were manually emailed between departments, categorized and numbered. In this system, errors and omissions were easily overlooked. This caused problems not only when mistakes went unseen, but also when they were identified and everything had to be re-submitted. With no single integrated system, it was time for change.

After a thorough investigation into potential solutions, iCompass emerged the clear winner. City Clerk Sarah Bydalek describes how the cloud-based software immediately appealed. The [AgendaNotes iPad app](#) integrated beautifully with their existing iPad technology, and the process of creating and uploading agendas became seamless.

Making these documents accessible to the public attracted [positive media attention](#) toward the Clerks Department. The new paperless system made it easy for Council to review packets, make annotations and get last-minute updates, while the consistent agenda template saved hours of valuable time. At last, no more back-and-forth emailing or headaches over formatting!

For Sarah, "iCompass has been a huge success with great reviews from other municipalities". A 2-hour training session was all that was needed to get the system fully up and running, and the iCompass customer success team were always at hand for assistance.

"I would highly recommend iCompass – first, for the ease of using the technology, the transparency with the CivicWeb Portal, and also how everything is retained online", says Sarah, who points out its long-term value. The creation of a fully searchable database is not only time-saving for the Clerks Department, it "allows everyone in the city to access these records for as long as possible".

"The iCompass customer success team is amazing. If we have a problem, concern or want something changed, we can actually expect it changed that same day"

Sarah Bydalek
City Clerk, and 2nd Vice President of
the Michigan Association of
Municipal Clerks
City of Walker, MI

