Town of Waxhaw, NC

Waxhaw improves efficiency and government transparency with iCompass' Meeting Manager Pro.

WAXHAW

Since 1889

iCompass

Town of Waxhaw, NC

Waxhaw's public portal provides up-to-the-second information on meeting agendas and related documents.

Customer Profile

Waxhaw is a rapidly growing residential suburb of Charlotte, NC. In 2000 the population was 2,900 and today it is 17,000. The town anticipates growth to a population of 35,000.

Challenges

- An inefficient manual agenda process took up too much time.
- Last minute changes required rework to agendas and documents.
- Limited agenda visibility by the general population.
- Difficult agenda access by both Commissioners and the public.

Results

- Improved transparency with CivicWeb Portal,
- Time savings on last minute changes.
- Improved experience for commissioners reviewing and annotating packets.

WAXHAW
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Local Government

Name: Waxhaw
State: North Carolina
Population: 17,000
Customer Since: 2015
Web: www.waxhaw.com
CivicWeb Portal Link

Software Information

- Meeting Management Pro
- CivicWeb Portal
- First live meeting in 2015.

"Moving over to iCompass has been the greatest thing we have done. It has saved us time and money. Everyone loves it.

Melody Shuler, Town Clerk,
Town of Waxhaw, NC

iCompass

Project details

Prior to implementing iCompass Meeting Manager Pro, the Town Clerk of Waxhaw, Melody Shuler, did agenda preparation manually. She would combine everything in Word and then create an agenda packet using Adobe Acrobat. It took a lot of time and effort to put it together and then print it out. Melody sums it up with, "It was very tedious."

Making last minute changes were even more tedious as each change required an update or replacement of individual documents, and then an update to the agenda packets by removing affected pages and adding new pages.

With Meeting Manager Pro the update process has been simplified. Melody relates, "We just drag and drop any last minute change, add attachments and the job is done. We then get the information out to our commissioners immediately. There is no delay."

Waxhaw has also implemented a new public portal that provides transparency into meeting agendas and access to relevant documents. Melody says, "Our public portal is completely live and allows the public to access meeting information quickly. I've been very happy with the portal. It looks great and I love the functionality of the different options as well."

Melody gives a strong recommendation to iCompass. She says, "Moving over to iCompass has been the greatest thing we have done. It has saved us time and money. Everyone loves it. We're very excited to see what else iCompass has to offer."

"The public portal is helping us be more transparent. The public can now access meeting information that they never had before."

Melody Shuler
Town Clerk, Waxhaw, NC

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