

Town of Whitby, Ontario

The digital government leader anticipates saving nearly \$500,000 in the next 5 years by implementing iCompass' Meeting Management Solution

"The late nights spent creating agendas are gone. iCompass' Meeting Management Solution has made our jobs more efficient, but has also given our team more time outside of work to enjoy life as well"

Susan Cassel

Legislative Coordinator
The Town of Whitby



Local Government

Name: Whitby
Location: Ontario
Population: 150,000
First Live Meeting: January 2013
Web: thetownofthewhitby.com

Profile

Whitby is located 30 minutes east of Toronto and is one of Canada's fastest growing municipalities. Whitby won the iCompass 2013 Foundation Award.

Software Information

- Meeting Management Solution & CivicWeb
- First live meeting in January 2013
- AgendaNotes iPad Application used by all Council members

Challenges

- An entire day and 3 or 4 hours of OT to create each agenda
- Agenda packets were photocopied and sent by courier to Council
- The IT department posted agendas online
- An extremely inefficient agenda process overall

Results

- Estimated savings of \$470,000 over 5 years in staffing and paper expenses
- Complete organizational buy-in
- A savings of approximately 10 hours in agenda preparation every month





"The launch of CivicWeb ensures that important decisions made by Council are easily accessed by the public."

Pat Perkins, Mayor of Whitby

The Town of Whitby, led by Legislative Coordinator Susan Cassel and Clerk Debi Wilcox, purchased iCompass' Meeting Management Solution in March 2011.

The objective of the Town was to streamline its agenda creation process while making it easier for the public and Council to access critical information.

Whitby has about 75 meetings per a year, with agendas regularly over 200 pages in length.

"Before iCompass our agenda process was best described as stressful, last minute and labour intensive," says Susan Cassell, Legislative Coordinator.

Administration, Council and the

Clerk's Department were trained successfully. The Town of Whitby then hosted it's first successful paperless Council Meeting in January 2013.

The time and budget savings have been dramatic. An independent financial assessment estimates the Town will save approximately \$470,000 in the next 5 years in paper and staffing related expenses. The ROI is largely due to a reduction from 15 hours to 1 hour in monthly overtime that was required to complete and publish agendas.

The AgendaNotes Application is being used by every Councilor, significantly reducing the amount of paper being used, while improving the Clerk's

Department's ability to make last minute changes to an agenda.

"Our biggest supporter was an 80 year old Councilor who now loves being able to access and annotate his agenda from anywhere," says Cassel.

Whitby has recently launched CivicWeb implementing the automated open government web portal in just 4 days. Big wins include reducing the number of inbound requests and increasing public trust.

Agendas, minutes and other important documents are now found more easily online. The public can also subscribe to receive meeting agendas and minutes on-demand via email.