



## Hastings Highlands, Ontario

The municipality of just over 4000 people has seen a dramatic increase in public engagement by automating the process of posting agendas, minutes and other information online.

"Finding a document, staying on top of the constant flow of information and building an agenda is so much easier with these tools at my disposal"

### **Brenda Prentice**

Deputy Clerk  
Hastings Highlands

### **Local Government**

Name: Hastings Highlands  
Location: Ontario  
Population: 4200  
Customer Since: Nov. 2009  
Web: [hastingshighlands.ca](http://hastingshighlands.ca)

### **Profile**

Hastings Highlands is a rural community located about 3 hours from both Ottawa and Toronto. The area is known for its rolling hills and numerous lakes.

### **Software Information**

- Meeting Management Solution
- AgendaNotes iPad Application

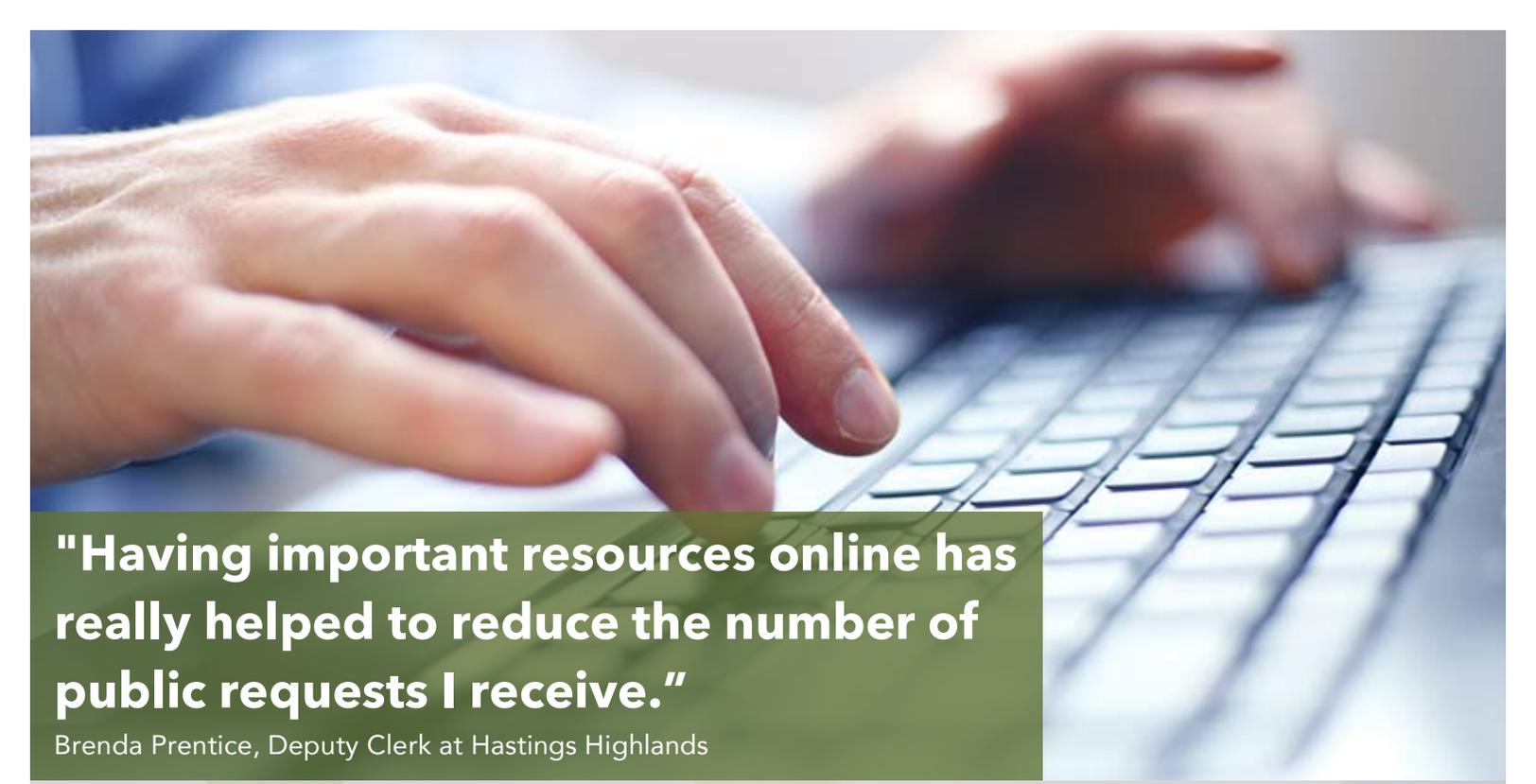
### **Challenges**

- Way too much paper being used in the meeting process
- Difficulty managing follow-ups from Council meetings because communication was being delivered via hardcopy
- Low attendance at Council meetings

### **Results**

- A much more efficient and effective organizational system
- A reduction in requests from the public
- A tenfold increase in public attendance at Council meetings with many people accessing the agenda digitally





**"Having important resources online has really helped to reduce the number of public requests I receive."**

Brenda Prentice, Deputy Clerk at Hastings Highlands

The Municipality of Hasting Highlands purchased the iCompass Meeting Management Solution in 2009.

The Municipality was looking for a way to reduce the amount of paper used to create an agenda, and to manage the appropriate follow-ups more efficiently.

Important items were falling through the cracks because communication was being delivered on hardcopy.

Following implementation the Clerk's Department notes the introduction of an automated agenda management solution has been a big time saver for the entire organization.

Hastings Highlands has transformed the way it shares

information with the public. The Clerk's Department publishes agendas, minutes and other important reports on their website, by integrating these processes seamlessly with iCompass' Meeting Management Solution.

"The ability for people to view agendas and other reports at their convenience online has really helped to get more people interested in our Council meetings," says Brenda Prentice, Deputy Clerk.

Prentice reports seeing a tenfold increase in attendance at Hastings Highlands' Council Meetings. Members of the community have embraced the technology. Prentice says many people will bring a tablet or

laptop to Council meetings to follow along as this information is available on Hastings Highlands' website.

The end result according to Prentice has been a reduction in the number of requests for information. The public is becoming aware of the online resources provided automatically by iCompass' tools and is finding information on the municipality's website when they need it.

Hastings Highlands' next project will be to move their Council to iPads by implementing the AgendaNotes iPad app for Council and staff. They anticipate reducing the number of printed agendas from 25-30 to 1-2 for each meeting.