

County of Lennox & Addington, ON

Efficiency, consistency and transparency brought to
County government.



County of Lennox & Addington, ON

County provides council members and the public with accessible and transparent agendas and reports.

Customer Profile

The County of Lennox and Addington is located midway between Toronto and Montreal and is comprised of four municipalities (three of which use iCompass for agenda preparation and records management.)

Challenges

- Too much time spent on preparing a paper-based 150-page agenda packet
- Manual sorting and renumbering of pages when agenda changes occur
- Limited information provided to public prior to council meetings
- Time delays and courier costs to hand deliver agendas to remote council members

Results

- Agenda creation has gone paperless significantly reducing the time it takes to compile and distribute a packet
- Entire packet is searchable online improving council, public and media access to information.
- Elimination of courier fees and delays in delivering agenda information to remote council members.
- Portal conforms to the Accessibility for Ontarians with Disabilities Act.

“You can tell Meeting Manager Pro has been developed for municipal clerks. It works the way clerks work.”

Tracey McKenzie, Deputy County Clerk,
County of Lennox & Addington, ON



Local Government

Name: County of Lennox & Addington

Location: Ontario

Population: 42,000

Customer Since: 2013

Web: www.lennox-addington.on.ca
[CivicWeb Portal Link](#)

Software Information

- Meeting Management Pro
- CivicWeb Portal
- AgendaNotes
- Action Tracking.



Project details

Tracey McKenzie, Deputy County Clerk, called the week prior to a council meeting 'Agenda Week.' Staff from other departments knew this and stayed away from the copier and the Clerk's office where there was a scramble to prepare the agenda. There were members of the media who would come to the Clerk's Office to pick up the 150-page agenda packet. There were packaging and courier costs to send the packet to two remote council members. Only the cover sheets of the agenda were put online, thus the public had no online access to reports and had to come to the clerk's office to pick up the ones they wanted.

Agenda week is now a thing of the past. The Clerk's office now uses iCompass' [Meeting Manager Pro](#) which has transformed the entire agenda creation process.

According to Tracey, the system allows them to constantly stay on top of agenda items for future meetings with ease. "We are in and out of the iCompass system all the time. As a piece of correspondence comes in, we scan it and put into the system. As reports are approved they, too, are entered into the system. Then the entire agenda, including all attachments, is made available on our [CivicWeb Portal](#) where the public, media, and council members can access it."

Meeting Manager Pro has brought a great deal of flexibility to the agenda effort. When a report needs to be moved from one spot on the agenda to another it is a single drag-and-drop process to move the report and all related attachments to a different position. All page numbers and indexing is automatically revised.

A majority of the Council members use iPad's to access agendas and reports. They use iCompass' [AgendaNotes iPad app](#) to highlight and annotate any item that they wish to pursue at the council meeting.

Tracy says, "We have two council members that live in the sparsely settled northern part of the county. I had to send the agendas and reports to them by courier - and resend if changes were made. It might take two days for them to receive the package. Now they get it instantly. *Meeting Manager Pro* is a time saver and a money saver. I can't imagine going back to the old system."

"The portal has been great as far as accessibility and transparency are concerned. These are huge things in the municipal world right now. Our whole agenda is published quickly and anyone can view it."

Tracey McKenzie
Deputy County Clerk

