



#### The Organization:

Jurupa Area Recreation and Park District

**Headquarters:** Jurupa Valley, California

**Founded:** 1984

**City Population:** 125,000

**Board members:** 5

#### Why iCompass?

- Increased local government board governance management
- Saved on average 8+ hours of labor creating each agenda
- Improved transparency with public by 100%
- Removed outdated, inefficient paper-based process
- Created easy access to current and historical board materials
- Implemented digital solution to access agenda via mobile devices
- Experience personal and responsive iCompass customer service

## iCompass Case Study: Jurupa Area Recreation and Park District

The Jurupa Area Recreation and Park District (JARPD) serves the City of Jurupa Valley and portions of the City of Eastvale in Southern California and oversees 30 parks, three recreation facilities, over 20 miles of trails and 200 acres of open space. Founded in 1984 and headquartered in the City of Jurupa Valley, JARPD's Board of Directors comprises of five directors elected by division to a four-year term. The board's goal is to ensure the availability, quality, planning, and strategy of recreational facilities and parks for the serviced area today and in the future.

### The Challenge

Prior to making the switch to a local government board governance software platform, JARPD's board administrators faced daunting obstacles preparing for the 25 board meetings a year. Since the board was founded, the board meeting agendas were paper-based and often exceeded in 200 pages in length.

"The process of creating, distributing the board agendas to the directors, and sharing the information with the public was a challenge as there was no real consistent process," says Colby Diuguid, General Manager, Jurupa Area Recreation and Park District. "Older agenda and board-related materials were stored in various locations such as servers, personal hard drives, folders, CDs, etc. Locating the needed information was extremely difficult."

Diuguid also recounts the labor-intensive process of having to print the agenda, scan the hundreds of pages, formatting the paper-based agendas, creating tabs, and delivering the completed agendas under tight deadlines.

"The organization was looking to increase transparency with the public, efficiency and governance," he adds. "We were also looking to go paperless and needed a central depository for all board related documents."

The Jurupa Area Recreation and Park District began a search for a board portal solution.

## The Solution

Diuguid had previous experience with board portals but iCompass, a Diligent brand, stood out among the other solutions evaluated.

“Our main goals were for ease-of-use for admins and board directors as well as better governance and transparency,” explains Diuguid. “iCompass met those goals and had the experience of dealing with the specific needs of local government boards.”

Having used other board portals in the past, Diuguid says “they were cumbersome, catered to large municipalities, not practical for the JARPD’s needs and priced way out of our budget. iCompass had the proven track record working with local government boards so they rose to the top of the evaluation list.” iCompass was the clear choice for Jurupa Area Recreation and Park District based on its innovative features, ease-of-use, experience and expertise, and overall costs.

## The Benefits

Deploying iCompass’ governance management software platform was a quick and seamless experience.

“We gave all our directors an iPad with iCompass on it to help with the adoption,” says Diuguid. “iCompass provided excellent onboarding training, playtime to get used to the solution, follow up meetings, and configuring the solution to our board’s needs. iCompass was so responsive to our requests that it seemed the changes were made in real-time.”

The Jurupa Area Recreation and Park District board administrators, directors, and the public of the organization’s service area are now all experiencing benefits of making the digital switch with iCompass.

“iCompass saved us at least eight hours of manual labor we historically devoted to just creating the board agendas,” says Diuguid. “Today, directors and admins have increased communication and collaboration through the workflow and we are able to quickly search and access previous board documents with ease.”

Diuguid also talks about the surprise benefits of partnering with iCompass.

“iCompass enables us to attach a location to an item in the agenda with the Google Map tool and if we need to attach a document, whether it’s a Word file, Excel document or image, the platform automatically converts it,” he says.



Transparency remains a critical goal for the board and with iCompass in place, JARPD is increasing transparency with the public it serves.

“Previously, the agenda that was posted online was hard for the public to search and digest,” says Diuguid. “iCompass has helped improve our transparency 100% by allowing the public to easily search through board agendas and historical documents. We are now providing more information to the public today.”

The Jurupa Area Recreation and Park District looks forward to continuing to partner with iCompass. The organization is considering implementing the video module as many residents are now expecting to see the board meetings recorded and available to the public.

“I’ve recommended iCompass to many colleagues who are still stuck in the paper-based inefficiencies with their respective board agendas,” says Diuguid. “All I do is show them iCompass on my laptop and let them try it out. Within a few minutes, these folks realize the benefits of having such a solution.”

The Jurupa Area Recreation and Park District is glad of the decision to partner with iCompass, a Diligent brand.

“iCompass is the one tool I use every day,” says Colby Diuguid. “We had such a great experience with the iCompass customer service since day one. I feel that we are now the most transparent organization within our city.”