

Preparation pays off:

City leaders use iCompass automation for storm recovery

Case Study: City of Clinton, Iowa
Industry: Government
Population: 25,000

CITY OVERVIEW

Clinton is located in eastern Iowa directly along the Mississippi River. The seat of Clinton County, the city was established in 1859.

BACKGROUND

Most city governments were working to restore normalcy in August 2020 as leaders addressed COVID-related civic, retail, and school shutdowns. In the middle of this effort, Clinton, Iowa, was struck by a second crisis—a particularly brutal wind storm, called a derecho, that behaves as an inland hurricane and devastated the city that month. These types of storms are rare in the region, and this storm struck Clinton with 80-plus mile-per-hour winds that left 80 percent of residents without power and interrupted cell-tower signals and utilities, destroyed homes, and blocked streets with damage. The derecho created a new crisis on top of an existing one.

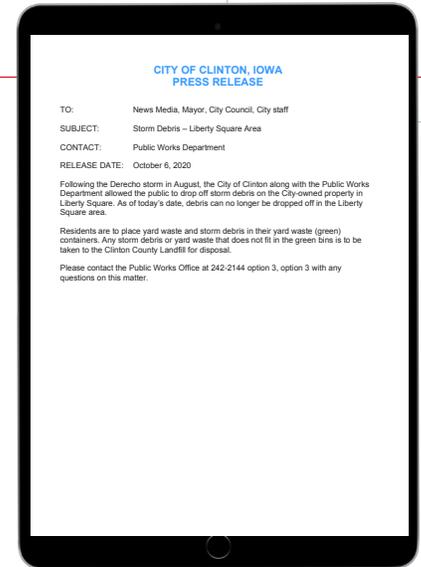


THE SOLUTION

Lisa Frederick, city clerk and deputy city administrator for Clinton, described how the city leaders used iCompass to facilitate recovery. The iCompass automated notification feature assured city leaders that, when they posted new information, residents and other affected parties would get immediate alerts to help in recovery. Frederick also noted that a generator in the city offices, where staff had already returned, allowed the administrators to keep working when power outages were an issue elsewhere.

THE RESULTS

Being prepared made a significant difference in how the city government was able to respond to the crisis and take care of its citizens. Using Diligent's iCompass, a web-based solution with pre-existing automated notifications, enabled leaders to get the message out effectively and efficiently. "We were putting out several press releases a day," Frederick explained, "so it was vital to be able to do that quickly, to be able to do that from a web-based application anywhere you did have internet access." With an on-site generator and iCompass tools, city leaders were able to facilitate recovery more quickly and successfully.



"iCompass was a lifesaver for us."

Lisa Frederick,
City Clerk/Deputy City Administrator
City of Clinton, Iowa



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