

CUSTOMER

Hesperia Unified School District



## Accela Simplified the Board Management Process for The Hesperia Unified School District

### School District Faced Paper-Based Headache

Hesperia is a city in San Bernardino County, California. Located in the Mojave Desert, Hesperia has a population of over 90,000. The Hesperia Unified School District serves the population, along with the surrounding suburbs of Oak Hills, Marianas Ranchos and Summit Valley, along with the southern section of Victorville.

For Executive Secretary II Lori Mente and Executive Assistant Cathy Gomez, typing or handwriting agenda items and organizing supporting documentation for meetings (which sometimes topped 700 pages), the manual process was time-consuming. They would manually number the pages, format the agenda from scratch, print and collate copies, and hand-deliver a copy to each member of the Hesperia Unified Governing Board. This process was repeated twice per month.

“It would take an hour to deliver the packets and a whole week to do the minutes,” recounts Lori Mente.

### How Accela Empowers Hesperia Unified School District

It was clear to the members of the Board and the clerks that the current process just wasn't working, so Hesperia staff began their search. “We looked at three different companies,” says Mente. “Cathy and the Board members watched demos from all three.” But it became clear to the Board members, who were all familiar with the organization's paper process, printing costs and redundant procedure, that Accela Legislative Management offered a complete solution.

The solution removed many of the frustrations associated with the old process, including numbering and transcription. There was a time when everything was transcribed, but now the video is the official record and with the minutes feature the meeting can be available in under an hour.

Citizens were also pleased with the new system and the public was talking about the web portal on Facebook, mentioning meetings and linking to agenda items. The portal enabled citizens to view and review in one simple location. Additionally, submitters and approvers at Hesperia provided overwhelmingly positive feedback as users found the agenda creation process to be so simple.

While some within the department were opposed to change, Mente explains that it has simplified the agenda-creation process, especially because of the templates she was able to create for her coworkers. “They have their wording, they know what it looks like, they know it made it into the system, so it's good for everybody.” She feels that the software encouraged a more cohesive workflow for her staff.



POPULATION

Over 90,000



CHALLENGE

Streamline paper-based, manual process and reduce printing costs



SOLUTIONS

Accela Legislative Management



RESULTS

Improved staff productivity by automating agenda and documentation process

Reduced use of incorrect templates with simple configuration

Enabled increased citizen access into meetings and agenda items with online review



## The Bottom Line

Today, citizens are more engaged via the new solution and the staff at the Hesperia Unified School District has time to do the work that truly benefits the teachers, students, parents and administrative staff of the district. The solution offers the ability to make certain templates invisible to users based on their department or meeting group, removing the ability to utilize incorrect templates, and the support team quickly helped her to reconfigure her agency.

“I don’t know how we did it the other way,” remarks Lori. “I wish we knew about this from the beginning.”



### About Accela

At Accela, we believe that engagement makes all the difference, and we’re ushering in a new era where government works directly with citizens—on their terms. The Accela Civic Platform bridges the gap between agencies and citizens by streamlining core agency functions like land, licensing, and asset management, and public health and safety, connecting citizens with web-based, mobile and social applications, engaging them directly in civic meetings and providing built-in open data capabilities. We help build better communities by powering thousands of services and millions of transactions daily for agencies of all sizes. Accela is headquartered in San Ramon, California, with offices in San Francisco, New York, Melbourne and Dubai. For more information, visit [www.accela.com](http://www.accela.com).

©2014 Accela, Inc. All rights reserved.