



## City of Wasco, CA

### Customer Success Story-Government

The city of Wasco, CA is a growing, vibrant community located just 26 miles northwest of Bakersfield. Universally known as the rose capital of the nation, Wasco produces more than fifty percent of the rose plants that are grown nationwide. A short tour around Wasco will reveal blooming rose fields, almond and pistachio orchards, sugar beets, grape vines, white cotton fields, and a variety of fruits and vegetables. Because of its agricultural focus, Wasco offers affordable land, available labor, and a friendly, small town quality of life.

The city of Wasco owes its success to the qualified professionals who put forth hard work on a day to day basis. It is the combination of various city departments who have made Wasco what it is today. Major contributing departments include: the city clerk's office, city treasurer, community development, economic development, finance, public works, fire services, and police services.

The city clerk's office, in particular, is responsible for keeping the public informed of changes that occur within the city. Therefore it is their responsibility to maintain and post council agendas, and minutes from the city council meetings. The city clerk's office is also entrusted in the keeping of all official city records. With such a vast amount of documents under their control, it is vital for them to maintain a system of organization.

Originally, they employed a standard filing structure which included a room full of filing cabinets, and a ledger detailing the location of each document. Seeing the need to improve their filing processes, the county of Kern, CA recommended the use of Questys Solutions Document Management System. "We wanted a better tracking system for our documents...Questys was recommended by our county clerk's office, as it is the program that they use, and they are very happy with it," explains Vickie Hight, Wasco city clerk.

***"We have imaged all of our minutes, ordinances, resolutions, and actions of the council. When we need to find a document, we search by keyword. The search system is very adequate for what we need."***

Vickie Hight  
City Clerk  
City of Wasco, CA

Currently, the city of Wasco utilizes Questys Enterprise Document Management System. The program includes key features that assist the city clerk's office with the following: agenda automation, publishing agenda packets to the internet, e-mail integration, activity logs, and quick and easy database lookup. While the city still uses their filing cabinets to store some paper documents, they have done away with the ledger, as it is no longer seen as a necessary component in searching for documents.

The city has given Questys Enterprise access to twelve employees within the following departments: public works, economic development, planning, and the city clerk's office. The use of document management and electronic filing sharing has improved the communication between key departments. "Questys has streamlined the communication process a lot. Being able to do a single word search has provided a quicker retrieval process for documents," states Hight.

Although the City is still in the process of scanning in their backed logged documents, they have already seen improvement in employee productivity and efficiency levels, as the time it takes to search for documents as been shortened. Once all of their documents are scanned into the system, they hope to see further improvement in the costs associated with time and paper waste. When asked if they would recommend Questys Solutions to another organization, Vickie Height responded "We certainly would!"

#### Overview:

##### ORGANIZATION

The City of Wasco

##### LOCATION

Wasco, CA

##### INDUSTRY

Government

##### NO. OF EMPLOYEES

75

##### BUSINESS CHALLENGE

- Local government in need of a better system of organization for their records.

##### SOLUTION

- Questys Enterprise: an intelligent and flexible electronic document management solution designed for government agencies.
- Standard features aim to improve productivity by simplifying the process of filing, storing and retrieving files.
- Questys LegisStream: streamlines the legislative agenda process making the task of compiling agenda packets quicker and easier.

##### RESULTS

- Searchable database has allowed employees quick access to the information they need.
- Questys Enterprise database has provided a means for file backup; thereby, increasing security levels.
- Process of publishing agenda packets and minutes from city council meetings has been simplified.
- Communication among city departments has improved.
- Improved employee productivity and efficiency levels

