



## Mojave Desert AQMD-Victorville, CA Customer Success Story-Government

Established in 1993, the Mojave Desert Air Quality Management District (MDAQMD) is one of 35 local air districts in the State of California responsible for regulating stationary sources of air pollution, and advocating a reduction in mobile emissions. The MDAQMD implements air quality programs required by state and federal mandates and must enforce rules and deregulations based on air pollution laws. With all of these rules and regulations comes an excess of paper files, forms and other documents required for legislative and compliance purposes.

When boxes full of files began taking over the MDAQMD's valuable workspaces, Michele Baird, Clerk of the Board and Records Manager, assessed the situation and discovered that the agency's records management problems ran far deeper than crowded cubicles. Fire-safe filing cabinets were overflowing with paper, and offsite storage facilities were at maximum capacity. In addition, because important documents and files had been dispersed in so many different locations, the simple act of retrieving files turned into hours, even days of searching through cabinets and boxes.

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Michele Baird  
Clerk of the Board and Records Manager,  
Mojave Desert Air Quality Management District

After evaluating several records management solutions, the MDAQMD selected Questys Document Management Software and Questys LegisStream, an electronic agenda management system. "We were very impressed with Questys' friendly, flexible and down-to-earth approach to document management," said Baird. "Questys' 'can-do' attitude and willingness to customize the solution to meet our individual requirements was a key element in our decision-making process."

With the Questys Document Management Software, the MDAQMD quickly minimized its reliance on paper documents (to the extent that was feasible by a government agency), resolved storage issues and freed up valuable office space for

associates. By scanning most agency-related documents into a searchable, online data repository, the District can now locate files with ease and has notably increased office productivity and efficiency.

The MDAQMD's ability to proficiently manage the legislative agenda process has also improved. "LegisStream has reduced the time and effort it takes to produce an agenda from days to hours," continues Baird. "It has also streamlined our paperwork by enabling us to quickly scan paper documents and import electronic files and e-mail documents into one central storage depository that's easy to access and even easier to use."

In addition to Questys Solutions' technology, Baird and her MDAQMD colleagues continue to be impressed with company's on-demand training and technical support. "The level of support provided by Questys really shows us how vested the company is in our success," concludes Baird. "Not only are our users given access to Questys' programmers and staff, but whenever we are troubleshooting or have a question, Questys provides us with a Webex password that enables us to logon via the Internet and work with a technical support person who 'virtually' takes over the desktop while showing us how to solve a particular problem, or learn how to take better advantage of the software's features and benefits. It is like having a Questys support person on staff."

Since being deployed in the MDAQMD's Clerk of the Board's office, Questys Document Management Software and LegisStream have fast become the solution of choice for many of the MDAQMD's neighboring departments including Planning and Administrative Services. Today, as many as 40 MDAQMD employees have access to Questys' software and the Clerk of the Board and her staff members continue to benefit from LegisStream.

### Overview:

#### COMPANY

Mojave Desert Air Quality Management District (MDAQMD)

#### HEADQUARTERS

Victorville, CA

#### INDUSTRY

Government

#### NO. OF EMPLOYEES

40

#### BUSINESS CHALLENGE

Agency records surpassed available storage space; cubicles were lined with boxes; cabinets overflowed with paper; and off-site storage areas were filled to capacity. Retrieving documents took hours, even days of searching through cabinets and boxes. As the department grew larger, the process of creating and managing legislative agendas became even more time-consuming, paper-intensive and inefficient.

#### SOLUTION

A flexible and affordably priced electronic document management software solution that speeds and simplifies the process of storing and retrieving files. Questys LegisStream: An electronic agenda management system that streamlines the legislative agenda process and allows you to immediately archive agendas in Questys.

#### RESULTS

- A quick and easy-to-use, customizable document management system that streamlines document retention and retrieval processes.
- Freed up valuable storage space and lowered the cost of document retention.
- Improved business productivity and efficiency by up to 50 percent.

