



From Hard Copies to Electronic Web Agendas: How Questys Transformed Kern County's Document Management

Kern County, California, faced the challenge of managing its vast number of documents dating back to 1866 and needing to create agendas in a less time-consuming and more efficient manner. The County turned to Questys document and agenda management software to streamline its processes, digitize archive documents for easy retrieval and create electronic web agendas that provide transparency to the public.

Searching for a Solution

Prior to adopting Questys document and agenda management software, Kern County used three different filing systems, including hard copies, microfilm and history cards, which made it difficult to retrieve documents upon request.

The County has files that date back to 1866, when it was first created. You can imagine how time consuming it would be to sift through reams and reams of paper to find the appropriate answer to a departmental or citizen inquiry regarding a decision or ordinance the County made way back when.

That's why, in the mid-to-late 1990s, Kern County began looking for a document management system to digitize archive documents for easy retrieval. The County issued an RFP and received responses from several vendors, including Laserfiche and Questys. The County ultimately chose Questys for its document and agenda management software because of the system's ease of use and functionality.

"It's the combination of usability, reliability and security that sets Questys apart," says Clerk of the Board of Supervisors for Kern County, Kathleen Krause. Other departments within the County, including but not limited to the County Counsel's office, also use Questys for document management.

About Kern County

Nestled in the beautiful southern edge of the San Joaquin Valley, Kern County is ethnically diverse and largely rural, with a population of 875,000.

Bakersfield, with a population of nearly 370,000 residents, is Kern County's government and metropolitan center.

Bakersfield is located two hours north of Los Angeles and two hours south of Fresno, with ample opportunities for recreation, tourism, and entertainment.

About Questys

Since its inception in 1980, the makers of Questys have focused on creating document and records management solutions for customers in government, financial services, manufacturing, healthcare and education.

We help organizations create a paperless government through capturing, storing, managing and preserving important documents.

Benefits include:

- Improved productivity
- Better document security
- Enhanced collaboration
- Regulatory compliance
- Reduced costs

Visit us at municipalsoftware.com/Questys to learn more.

1.800.665.5647
municipalsoftware.com/questys.com

Saving Trees

According to Kathleen, Questys has not only saved significant money for the County but has contributed widely to improved staff efficiency, which in turn increases customer satisfaction. With Questys, the County can scan and archive documents and retrieve them quickly using optical character recognition. Questys has also streamlined the process of creating agendas.

The County creates large agenda packets, which can include hundreds of items and thousands of pages. The vast majority of the items are routine and non-controversial, and are approved on consent. However, there are many documents that need to be submitted, reviewed and approved, including agreements, ordinances and resolutions. With Questys, the County can manage the sheer amount of paper electronically, which has saved hundreds of thousands of dollars.

Increasing Transparency

One significant upgrade that came about for Kern County through Questys was the ability to create an electronic web agenda that includes the entire agenda packet. The public has access to every single piece of paper being considered by the board through the web agenda and board members get an electronic agenda packet that is the same as what the public sees.

The County is meeting the Brown Act requirement to ensure that everyone has open access to all documents. Under the Brown Act, any documents that are distributed to a majority of a legislative body less than 72 hours before a meeting must be distributed to the public at the same time. To meet this requirement, many local governments post these materials online.

"Questys provides us with reliable and secure electronic agenda processing," says Kathleen. "Being able to electronically manage our agenda packets, which can include hundreds of items and thousands of pages, has saved us hundreds of thousands of dollars in addition to staff resources that were previously spent copying, binding and stuffing. Plus, we're able to comply with The Brown Act and offer the public transparency by posting these agenda packets online."

Transforming a Department

Questys has helped the County move away from paper-based systems and toward a more efficient and effective electronic document and agenda management solution. Questys has truly transformed the way Kern County manages its documents and agendas, demonstrating the power of innovative technology to drive positive change.

