



Digital transformation empowers communities for rural municipalities

Resolute Bay case study






Customer Overview

The Municipality of Resolute Bay is an Inuit hamlet on Cornwallis Island in Nunavut, Canada. The small municipality is one of Canada's northernmost communities, with only around 200 residents.

Until very recently, the remote town had no access to the internet, but with the introduction of the Starlink satellite internet in November 2022, the community was determined to bring their local government into the 21st century.



Customer: Municipality of Resolute Bay

Industry: Local Government

Location: Nunavut, Canada

The Challenge

Digitizing Workflows and Engaging Local Citizens

Firstly, the Municipality needed help digitizing current workflows. According to Ian Dudla, Chief Administration Officer, with no access to the internet, the previous board meeting preparation process was very manual. He explains, “[it] was very manual and labor intensive... you would have to compile it, print it, check it, stuff the envelope, and hand deliver the packet by me most of the time.”

Next, while the introduction of the internet in Resolute Bay has been a ‘revolutionary change’ for the community, another challenge lies in engaging citizens with new technology. Ian points out, “We live in a different time, technology is just starting to come in, and many people are very wary of this. Of course, the youth, especially those who use smartphones are probably more capable, but generally speaking, we are behind the times.”

A final challenge facing Resolute Bay was that legally they are required to publicly publish a translated copy of meeting minutes in the local language Inuktitut. Inuktitut, also known as Eastern Canadian Inuktitut, is one of the principal Inuit languages of Canada and is made up of syllabic characters. The municipality had struggled to find a governance solution that could support the public posting of documents in this language.



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Ian Dudla
Chief Administration Officer,
Municipality of Resolute Bay





The Solution

Diligent Community Technology Assisting Local Municipalities

After considering other solutions, Resolute Bay decided to go with Diligent Community due to its intuitive and user-friendly interface. It was also important to them that the product was in active development.

Resolute Bay has worked with Diligent to add the required language capability to the Diligent Community product so meeting minutes can now be accessed by citizens via the public site in their native tongue.

With an increasingly reliable internet connection, the ability to livestream council meetings is becoming more of a reality – they are currently exploring Diligent Community’s BoxCast Live Streaming integration.

The Results

Diligent Community Delivering Transparency

When asked how the implementation of Diligent Community has impacted his role, Ian said:

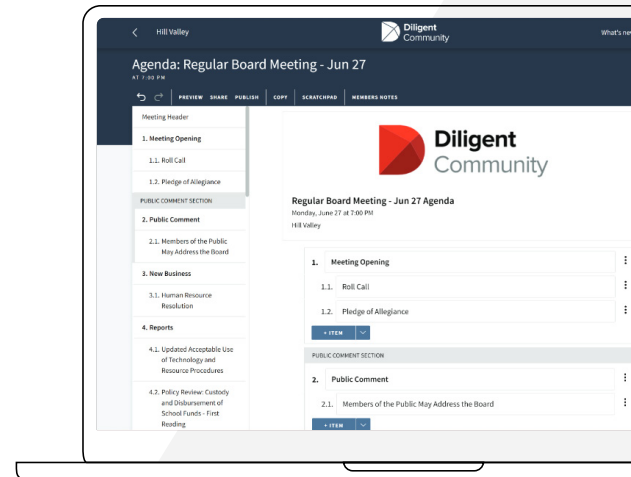
“With this new application, it has solved many problems for us the [meeting preparation] process now runs much smoother and organizing a meeting is a pleasure now.”

Resolute Bay also found the implementation process very smooth, with the support of a knowledgeable Implementation Specialist. They have already started to see the benefits of a transparent public website.

Ian says, “Once you publish, everybody knows and we have people subscribing; sometimes we have other stakeholders who want to know when the next council meeting will take place. The stakeholders are now in the loop. We are the only municipality that has this technology, and it creates visibility. Anyone can go online and check the agenda and when the next meeting is.”

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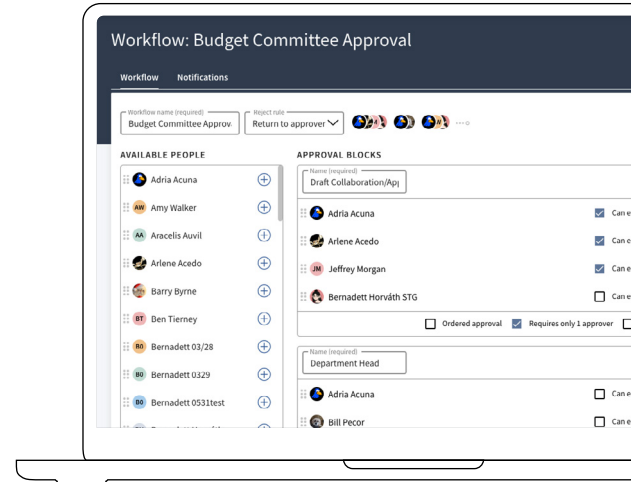
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The Future with Diligent Community

The Municipality of Resolute Bay are embracing the technology and are keen to start to experiment with more of the product’s features. After attending a product webinar by Diligent, where Ian learned about Diligent Community’s workflow management feature, he is now using the tool to establish workflows and add more structure to the agenda creation and approvals process.



Drive efficiency and save time to focus on what matters most

- Automated agenda creation through templates and submitted items
- Comprehensive full-cycle meeting management
- Streamlined workflow and approval process
- One-click to publish and distribute agendas and minutes
- Full Agenda packet downloads and printing capabilities

Facilitate stakeholder and community engagement

- Public subscription to agenda notification
- Real-time access to meeting progress and digital voting results
- On-demand meetings with time stamping
- Manage remote or hybrid public meetings effectively
- Secure access to meeting materials and digital annotations from any device

An inclusive solution to connect with your community

- Public portal and request to speak for transparency and accessibility
- Compliant with ADA and WCAG2.1AA
- Intuitive and searchable design
- Ensure open meeting law compliance
- Most relevant and current information easily accessed
- Live-streamed meetings with closed captions

Meeting Agenda and Governance Management for Modern Communities

Diligent Community is the next-generation governance and civic engagement solution for public organizations that simplifies the end-to-end agenda and meeting management process. Easily manage complex governance tasks in hybrid environments and significantly reduce prep time to focus on what’s important. Our unified experience empowers board administrators and leaders to advocate for their mission while seamlessly connecting with the public to address critical community issues.

Learn more about Diligent Community
community@diligent.com | diligent.com/community