

# DOCUDRIVEN HELPS INCREASE THE CITY OF HOOD RIVER PLANNING DEPARTMENT'S EFFICIENCY AND AGILITY

Case Study



## OVERVIEW

Pages Digitized: 111,231

(Incl. large format maps)

Boxes Scanned: 126

Scanning Location: DocuDriven

Cost: On Budget

Timeline: Ahead of Schedule

**"HAVING THE ABILITY TO CALL IN AND ASK FOR A SPECIFIC FILE RUSH DELIVERED WAS JUST ICING ON THE CAKE TOO! THIS ALLOWED US TO REMAIN FULLY OPERATIONAL WHILE OUR ENTIRE ARCHIVE WAS BEING DIGITIZED."**

**-JONATHAN SKLOVEN-GILL, GIS ANALYST, CITY OF HOOD RIVER**

## CHALLENGE

The City of Hood River's Planning Department was in the process of transitioning out of a paper storage method for its land use records. When Covid-19 hit, "we realized that we were leaving ourselves severely disadvantaged for any type of historical research in our own jurisdiction," said Jonathan Skloven-Gil, a GIS Analyst for the City. Jonathan had been chosen to find a solution to digitize the records so they could be accessed quickly and easily through their GIS web servers. Jonathan stated that the City's mission was to "become more agile and efficient in [their] daily business." The main issue they faced was determining, who they could trust to digitize their land use records, which included many large format maps and drawings that were stored in 126 bankers boxes spanning nearly 70 years.

## SOLUTION

The City reached out to multiple vendors, finally choosing four companies to review. "We had each company digitize a land use box to see their responsiveness to our requirements," explained Jonathan. Out of the four companies, DocuDriven had a one week turn around, asked some additional important questions, and kept in constant communication. "The quality and speed of the test box was a huge factor in the City choosing DocuDriven. Ultimately, it was Bruce and Matt's professionalism, customer contact, and dedication that won them our business."



## RESULTS

There were some specific requirements The City of Hood River wanted in their records. Each section of their files needed to be segmented separately and each large format map needed to be inserted in the PDF exactly where it was positioned in the file. Additionally, each page needed to be “text-search” capable. DocuDriven was able to successfully satisfy all of the requirements. “With the work DocuDriven has done, veteran and rookie staff can quickly search for keywords in massive documents within minutes,” Jonathan reports. “Having these documents digitally searchable has been huge for our staff. Before these were digitized, staff needed to know which document within a project pertained to their research. Even knowing related projects was a heavy lift for new staff.” DocuDriven was able to digitize all of the boxes provided in less time than they originally proposed.

**“Bruce and Matt are incredibly efficient and professional in their business. Oddities, questions and concerns were communicated as they arose, and the quality of the return product was super.”**

Jonathan Skloven-Gill,  
GIS Analyst,  
City of Hood River



## THE DOCUDRIVEN DIFFERENCE

“I can’t wait to have our engineering department launch their own project. Rest assured, I will insist we continue using DocuDriven when that time comes,” stated Jonathan. Docudriven goes above and beyond to assist companies in saving time, ensuring they can focus on all the aspects of running their organization.

### ABOUT DOCUDRIVEN

DocuDriven is a Business Process Optimization (BPO) company with an emphasis on data and document management based out of Vancouver, Washington. They specialize in offering products and services to help optimize your organization’s business processes. Services are provided both on-site or off-site.

(360) 760-4266

[www.DocuDriven.com](http://www.DocuDriven.com)