

City of The Dalles Finds Records Management Solutions with DocuDriven



CHALLENGE

The City of The Dalles maintains municipal records dating back to the 1800s, including City Council journals, public records, and departmental files — many stored in the basement of City Hall, a building constructed in 1908. Historically significant, but operationally, the setup was a liability.

"One of the main challenges was the time required to locate and organize records," said City Clerk Amie Ell. "Accessing many documents meant staff had to go down to the basement of City Hall to search through bankers boxes of records. This process was time-consuming and inefficient, with many records improperly stored, some showing signs of damage from water or moisture." Some files were also being retained well past their required period, adding unnecessary volume to every search. The City needed a modern, secure system that preserved its history while meeting retention compliance and improving public access.

SOLUTION

After assessing the City's documents and facility on-site, DocuDriven built a digitization plan tailored to each department's workflow — one that kept records accessible throughout the 8-month project instead of taking them offline all at once.

Key activities:

- On-site assessment of records and storage conditions across City Hall
- Department-by-department scanning process, including 21,000+ large format pages
- Rapid turnaround on any document pulled for scanning but still needed operationally
- Flexible pickup and drop-off scheduling built around staff availability



The DocuDriven team were extremely helpful in identifying a process that worked for each department's unique needs. When a record that had been taken for scanning was needed, their team quickly provided a digital copy. They were flexible with pick-up and drop-off, making a large and overwhelming job feel manageable."

AMIE ELL

CITY CLERK,
CITY OF THE DALLES



RESULTS

Over 1.2 Million Pages Digitized, Delivered Below Budget

Digitization with DocuDriven gave the City of The Dalles both immediate relief and a long-term records system. Staff now spend far less time locating records, since digital files are indexed and instantly searchable. Public access has also improved, with many records now available for citizens to search themselves — and even the oldest City Council journals from the 1800s were successfully scanned and preserved for the long term.

"We've significantly reduced staff time spent searching for records. Searchable digital formats make retrieving information much faster," Ell said. "We've also improved public access and ensured the long-term preservation of important documents."

THE DOCUDRIVEN DIFFERENCE

For the City of The Dalles, this was never just a scanning project — it was turning over a century of paper into a system the City can actually run on. DocuDriven's role wasn't just processing volume; it was designing a workflow that respected how a City Hall really operates, so records stayed usable throughout, not just at the finish line. That's the difference between a vendor who digitizes files and a partner who helps an organization actually run on its records.



Yes, I would recommend DocuDriven. The team was friendly, personable, and helpful throughout the process. They delivered digital files at the quality we expected and were consistently responsive to our needs."

AMIE ELL

CITY CLERK,
CITY OF THE DALLES

ABOUT DOCUDRIVEN

DocuDriven optimizes the value of your records, delivering expertly designed solutions — on-time and on-budget. Whether you have decades of paper boxes, large format blueprints, or dormant/unstructured data, we help you cull out what you don't need and make your vital data searchable and easy to find.

When records accuracy, accountability, and scale matter, organizations choose *DocuDriven*.