

Reducing the Steps to Successful Projects by 66% with MeisterTask at the Palm Beach County

SUCCESS STORY



Megan Morrissey
911 Specialist

Dan Koenig, ENP CMCP
Senior Manager - 911

REGION

USA

EMPLOYEES

1.000+

INDUSTRY

Public Administration

WEBSITE

www.discover.pbcgov.org/publicsafety

- Less time needed to set up a project and to get everybody up to speed
- Quick implementation through intuitiveness and ease of use
- Access on the go via the app



One of the biggest improvements we have seen is that it no longer requires ten or twelve, but only four steps to set up a project and get everybody on board. MeisterTask is our single source of truth when it comes to task management. It's where we communicate with each other about the task, set and track deadlines, add all the essential documents and include a review of what went well and what needs to be improved in future.



Reducing the Steps to Successful Projects by 66% with MeisterTask

Dan Koenig and Megan Morrissey from the Palm Beach County Public Safety Department explain how the steps needed to set up a new project have been reduced from 12 to 4 with MeisterTask.

The Palm Beach County Public Safety Department oversees a wide range of important services in the local community for an extremely populous

region of Florida. The team provides 15 communities in the county with the advice and equipment needed to handle emergencies of all kinds swiftly and effectively: a rewarding task, but one that presents a wide range of organizational challenges and comes with an intense level of responsibility.

The scope and seriousness of the job at hand is reflected in the multitude of different projects and tasks that the team must perform. With so many citizens relying on the smooth functioning of the department, focus must be placed on the effective processes in order to ensure the best possible outcomes.



Working Smarter, Not Harder

However, task management had developed into something of a pain point for the team and their manager, Dan Koenig. Even though the Palm Beach County Public Safety Department had tried and researched several applications the heavy-duty nature of information flows often proved to be too cumbersome and complex for day-to-day tasks and ad-hoc projects. It was often necessary to build out workflows in other platforms.

In short, the team needed a task management system that worked for them, not the other way around. In

2020, the desire to improve efficiency resulted in the Palm Beach County Public Safety Department making the leap to MeisterTask. Dan Koenig sums up the team's goals for the transition in a simple statement: "We wanted to work smarter, not harder".

A Smooth Transition

Following the introduction of MeisterTask to the team, reception and acceptance of the tool was good. Everyone in the Public Safety Department was impressed by MeisterTask's ease of use and appreciated being able to get more done with smooth, efficient workflows. An often-men-

tioned positive was that projects could be completed without the need for a dedicated project manager. For these reasons and more, it was not long after the initial implementation until the department decided to migrate all existing projects from their old solution to MeisterTask.

A successful transition was achieved without the need for an extended onboarding process, although the team did participate in an online webinar, hosted by MeisterTask for new users. Both the intuitiveness of the tool and the support from Meister meant the team was able to get up to speed and boost their productivity in a relatively short span of time.

Measuring Improvements

Now that the Palm Beach County Public Safety Department has been using MeisterTask for an entire year, the team is able to reflect on a range of key differences between their new, streamlined processes with MeisterTask in comparison to their previously-implemented tool. While MeisterTask has been central to improvements in the completion and processing of day-to-day and ongoing tasks, the key benefit for the team has been in the initiation and management of projects. 911 Specialist Megan Morrissey explains:

“One of the biggest improvements we have seen is that it no longer requires ten or twelve, but only four steps to set up a project and get everybody on board. MeisterTask is our single source of truth when it comes to task management. It’s where we communicate with each other about the task, set and

track deadlines, add all the essential documents and include a review of what went well and what needs to be improved in future.”

From a team management perspective, MeisterTask is providing the answers to organizational questions that were unanswered for too long. For managers like Dan Koenig, the benefits are hugely significant. He listed the following as key to his recommendation of MeisterTask:

- He now has a complete overview of all projects and tasks the team is currently working on, in one place. No need to look into emails or call team members.
- He can use MeisterTask on the go via the app, rather than the lengthy process of logging into a VPN and the county IT system.
- With the team in home office due to Covid-19, it became even more important to align without face-to-face communication. However, because the team was already so used to working with MeisterTask, remote working did not hit their productivity.
- Due to the centralization of information, team members can finally fully enjoy vacation time without calls from work enquiring about the status of a project.
- The 911 system is a 24 hour operation. At times, maintenance windows are set overnight. The availability of task information is extremely helpful during off hours. This also reduces the number of team members that are needed to be present for off-hours events.

