



Customer

City of Indian Rocks Beach



Website

www.indian-rocks-beach.com



Location

Florida, USA



Industry

Local Government

Customer Profile

Indian Rocks Beach is a city in Pinellas County, Florida, United States.

Challenges:

- Significant time spent reviewing meeting recordings, creating minutes and organizing discussions
- Meeting minutes lacked consistent content and formatting across boards
- Increasing meeting volumes made follow-up tracking more time-consuming

AudioCodes Solution

- [Meeting Insights](#)

Benefits:

- Saved days of administrative work
- Standardized official meeting minutes across municipal boards
- Improved transparency and accountability
- Enabled faster onboarding, allowing new employees to produce meeting documentation



“Meeting Insights has saved us days and days of work. The system generates accurate meeting minutes using templates aligned with our agenda format, making it much easier to follow discussions and organize speaker information”



Lorin Kornijtschuk

Municipal Clerk at Indian Rocks Beach

AudioCodes Case Study

Indian Rocks Beach

AudioCodes AI-powered Meeting Insights saves days of administrative work by automating official meeting minutes generation

Executive Summary

Indian Rocks Beach selected AudioCodes Meeting Insights to streamline board meeting documentation, across multiple municipal boards, using agenda-based AI minutes, action item tracking and workflow automation to reduce manual effort, improve consistency and accountability, and save days of administrative work. The platform's municipal templates, accuracy-focused review process and ease of use enabled fast adoption with minimal training while giving staff a faster, more reliable way to produce official meeting records.



Background

Indian Rocks Beach, located in Pinellas County, Florida, is a well-established coastal city known for its balanced blend of residential, commercial and recreational spaces. With a focus on maintaining its community-oriented character, Indian Rocks Beach supports local businesses, sustainable development and efficient municipal services.

For more information, visit the municipality's website:

www.indian-rocks-beach.com

Challenges

As meeting volumes increased, maintaining standardized records and tracking follow-up actions became increasingly time-consuming, creating a need for a more efficient and reliable documentation process.

The Indian Rocks Beach City Clerk's Office supports multiple municipal boards, each requiring accurate meeting documentation, official minutes, action item tracking and public records management.

Before adopting Meeting Insights, staff were spending significant amounts of time reviewing meeting recordings, manually creating meeting minutes and organizing discussions by agenda item, while also ensuring that documentation remained consistent across boards. As meeting volumes increased, maintaining standardized records and tracking follow-up actions became increasingly time-consuming, creating a need for a more efficient and reliable documentation process.

Solution

Indian Rocks Beach selected AudioCodes [Meeting Insights](#) to modernize its municipal meeting documentation process, using AI-powered agenda-based minutes, action item tracking and workflow automation aligned with the City's existing board meeting formats.

Unlike generic AI transcription tools, Meeting Insights provides:

- Agenda-based meeting minutes drafts generated from recordings, transcripts and agenda context, aligned with municipal meeting types, formats and review processes
- Speaker identification and attribution across recordings, transcripts and meeting insights
- Automated action item tracking to help staff follow up on decisions, requests and next steps
- Review, editing and collaboration tools so staff can validate, refine and finalize documentation
- Support for existing municipal and organizational systems and workflows
- Enterprise-grade security and privacy, designed for public-sector environments
- Fast adoption with minimal training, using workflows familiar to municipal teams

Meeting Insights provided a structured and easy-to-use solution that aligned with the City's existing agenda format and documentation processes.

Meeting Insights provided a structured and easy-to-use solution that aligned with the City's existing agenda format and documentation processes. Using customized meeting templates to produce minutes or summaries, the platform automatically generates official meeting minutes, identifies action items, organizes discussions by agenda topic and simplifies the review process before publication.

The solution was deployed across multiple municipal boards and quickly adopted by staff due to its ease of use and minimal training requirements. The deployment was designed to support the municipality's governance, security and public records requirements, helping build confidence in the documentation process.

Results

Meeting Insights' intuitive operation means that new employees can quickly adopt the solution and begin producing meeting documentation with minimal training.

Meeting Insights has saved staff at Indian Rocks Beach days of administrative work. Instead of having to listen to recordings multiple times and building meeting minutes from scratch, staff can now review, verify and finalize minutes significantly faster.

Official meeting minutes are now generated using consistent agenda-based templates across municipal boards, helping standardize documentation, improve efficiency and reduce administrative workload. AI-generated action items help ensure important follow-ups are documented, assigned and tracked, improving visibility and accountability across municipal boards.

Furthermore, Meeting Insights' intuitive operation means that new employees can quickly adopt the solution and begin producing meeting documentation with minimal training.

Following the successful initial rollout, the City Clerk's Office is expanding the use of Meeting Insights to additional municipal boards, reflecting the solution's value and ease of adoption.

"Meeting Insights has saved us days and days of work," said Lorin Kornijtschuk, Municipal Clerk at Indian Rocks Beach. "The system generates accurate meeting minutes using templates aligned with our agenda format, making it much easier to follow discussions and organize speaker information".

Ready to transform your municipal meeting documentation?

Learn how AudioCodes Meeting Insights helps local governments automate official meeting minutes, standardize documentation, improve accountability and reduce administrative workload.

[Request a Demo](#)

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