

The background features a blurred image of hands typing on a laptop keyboard. Overlaid on this are various digital graphics: a line graph with data points in the upper left, a network diagram with nodes and connecting lines in the upper right, and a vertical bar chart on the far right. A large, white, wavy graphic element curves across the bottom of the slide.

City Hall Simplified

The Clerk's Office

January 24, 2024

Agenda Today

- 1 **Introductions**
- 2 Agenda Management and Workflows
- 3 Proactive Communication and Engagement
- 4 Saving Time on Tangential Tasks
- 5 Innovating for the Future
- 6 Questions and Next Steps

Connecting & Interacting Today



Questions

Submit your questions via the Zoom Q&A console.



govCommunity

See additional resources and chat after the webinar



Chat

Your peers are in the chat. We encourage you to connect there!

Granicus is Transforming how Government and People Connect Digitally

Serving
the public's
needs &
interests since
1999



Connecting
with
government-
provided
information and
services

Today's **Speakers**



Megan Asikainen

Manager,
GovMeetings at Granicus

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Agenda Management and Workflows

The Problem

- Public meeting processes are often well-established
- Inter-departmental collaboration can be challenging, and is frequently required
- Manual processes create inefficiencies
- Mistakes happen
 - Non-compliance can be expensive
- Take time away from competing priorities



The Solution

- While public meetings are critical, monotonous processes are not
- Automating processes and workflows reduces the burden on staff, the risk of non-compliance, and friction between departments
- Common pain points addressed by automation
 - Packet compilation, minutes taking, and public record request management



The Outcome

- Transparency for staff regarding deadlines and approvals
- Less inter-departmental tension due to simplified workflows
- Less time spent on meeting management and more time spent on community impact
- Agendas, minutes and records are easily accessible for both residents and staff
- Peace of mind



Success Story – Snowmass Village, Colorado



- One clerk managing meetings and agendas
- 450 minutes saved per agenda
- \$7,000 and 8,800 sheets of paper saved by going digital

"Time has been the biggest benefit of govMeetings. It makes my job so much easier, and I can focus on other things. I never have to stay late anymore."

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Proactive Communication and Engagement

The Problem

- Public meetings need to be accessible and engaging in this digital age
- In-person public forums and public comment sessions can be difficult to attend
 - Work, weather, family obligations
- Barriers to participation may mean you're hearing comments that are not representative of broader community sentiment
- Communicating proactively on top of managing public meetings is a lot!



The Solution

- Make the effort to reach everyone digitally
 - Collect opinions from a more representative subset of the community
 - Socioeconomic and linguistic diversity of participants can increase
- Communicate across multiple channels
- Keep track of engagement and iterate



The Outcome

- Reduced inbound requests for information around meetings
- Increased resident engagement and meeting participation
- More representative feedback leads to decisions and policies that align with overarching community goals
- An understanding of any gaps in participation and engagement



Success Story – Santa Ana, CA

- Increased meeting access through use of Spanish language tools
- Residents able to engage on their mobile devices, not just computers
- Remote comments and requests to speak remotely removes barriers to participation



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Saving Time on Tangential Tasks

Boards and Commissions

Recruitment

- ✓ Display and promote vacancies in your website real time
- ✓ Flexible application submission for applicants
- ✓ Notify applicants upon receipt
- ✓ Easily process share and manage applications

Staff Processing

- Instant view of board position statuses, vacancies and demographics
- Filter to find qualified candidates
- Instantly generate reports on board candidates, vacancies and appointments

Communication

- ✓ Improve public visibility into board vacancies
- ✓ Customize and automate emails notifications
- ✓ Remind applicants of application status



Public Record Request Management

- The volume and complexity of public record requests are increasing
- New request types include video requests, audio requests, and requests for "any and all" emails
- New requesters include FOIA auditors and those looking to weaponize FOIA
- With public trust at stake and legal ramifications for non-compliance, saving time and staying organized is critical
- Streamlined records management tools are available



Streaming

- Streaming has been cost-prohibitive for many agencies due to investments required for specialized staff and equipment
- Public meeting streaming is mandated by legislation in many areas, and is likely to be ubiquitous soon
- Resident expectations around content quality and distribution channels are increasing
- Hands-off streaming services are being utilized by local governments
- Bilingual closed captioning services



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**Innovating for the
Future**

The Granicus Vision for City Hall

- Trusted for the comprehensive engagement, service delivery, and optimization needs of all community segments
- Providing a unified resident experience and a streamlined staff experience
- Transparent policy- and decision-making



Recent Innovations and Acquisitions



What's on the Horizon

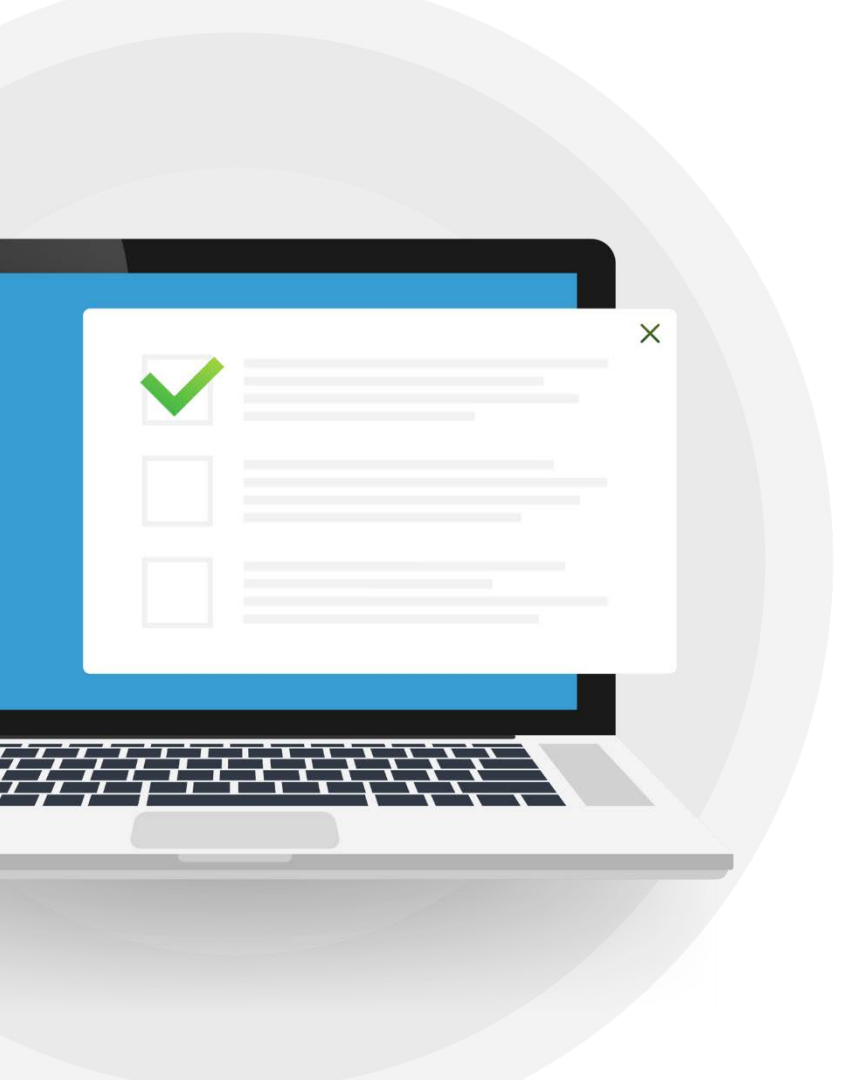


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Questions?



Poll: Would you like to review your current processes with us?

1. Yes

2. No



Thank you!