

10 MUST-HAVES FOR RUNNING AN EFFICIENT CITY HALL

On any given day, City Hall is a busy place. Citizens come to apply for marriage certificates or fishing licenses, to pay fines or fees, or to bring concerns to their local government. With all of this activity, it helps to run an efficient operation behind the scenes. And the right technology can help.

Whether it's managing an agenda process, tracking various board and commission terms and appointments, or trying to engage more citizens, organizations can benefit tremendously from digitizing their processes, leaving more time for person-to-person interactions while also remaining transparent.

Here are the 10 digital “must-haves” for clerks when it comes to operating an efficient City Hall:



Robust Online Presence

For many citizens, the very first interaction they'll have with their government these days will be online. That's why it's important to have an [easy-to-navigate website](#), such as CivicaCMS, that allows citizens to apply for various licenses or permits, pay fees and fines, and catch up on public meetings.



Online Recruitment for Boards and Commissions

It can often be a tedious or time-consuming job to track all board or commission members on multiple spreadsheets. By utilizing [Granicus' Boards and Commissions](#) solution, many municipalities have [seen a decrease](#) in headaches and time spent managing various boards.



Digitized Agenda Compilation

Many city clerks have experienced the “[Agenda Compilation Conga-Line](#),” an afternoon spent walking around a large table, putting individual pieces of paper together to eventually complete a single meeting agenda packet. Digitize this process to eliminate these manual steps.



Automated Distribution of Meeting Materials

Depending on the number of council members a city has, it can take time to distribute agendas on paper. Not only that, but paper and printing costs can eat a large chunk out of a city's budget. Automating this process not only saves valuable time, but [many clerks report](#) immense paper savings as well.



Enhanced In-Meeting Processes

When it comes time to vote, help make it easy for citizens to see how their council members are voting by utilizing [VoteCast](#), a simple solution that has a big impact on transparency.



Quick Follow Up After Public Meetings

Many city and town clerks report spending a large amount of time on publishing minutes. Instead, easily document minutes while the meeting is happening, whether they're action-only or far more detailed, then [publish with the click of a button](#) once the meeting has adjourned.



Increased Engagement with Citizens

Have a big initiative coming up? Ask the ones who will be the most affected: the community of citizens. Pose a question, take suggestions, and tally informal votes on upcoming planned projects by utilizing [SpeakUp](#), a platform that gives citizens a voice.



Effective Ongoing Communications

Whether it's a parks and recreation event, an announcement about a public hearing, or just getting the word out about available meeting agendas, citizens want to hear from their local government. [Send them texts and emails](#) with the click of a button to help them stay up-to-date about happenings in the community.



Strong Management of Land and Vitals

Handle the large task of managing these records by [empowering citizens](#) to find (and pay for) what they need online, taking out the middleman and saving time on both sides.



Full Compliance with FOIA Requests

As one of the pillars of their job duties, managing Freedom of Information Act (FOIA) requests can take a significant amount of time out of a clerk's day, on top of all of the other vitally important things they have to do. Cut down on time spent responding to these requests, and also deliver excellent customer service, by implementing an automated solution, such as [Granicus' Records Management](#).

City Hall is certainly the center of the community, guiding its citizens in their course towards growth and prosperity. By automating repetitive processes, empowering citizens to easily interact with government online or off, and communicating with them frequently, you can continue to set the pace for an open and transparent government that encourages citizens to be active participants in the democratic process. To learn more, check out The [Ultimate Guide to an Efficient \(and Transparent\) City Hall](#).

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can save time and resources.**