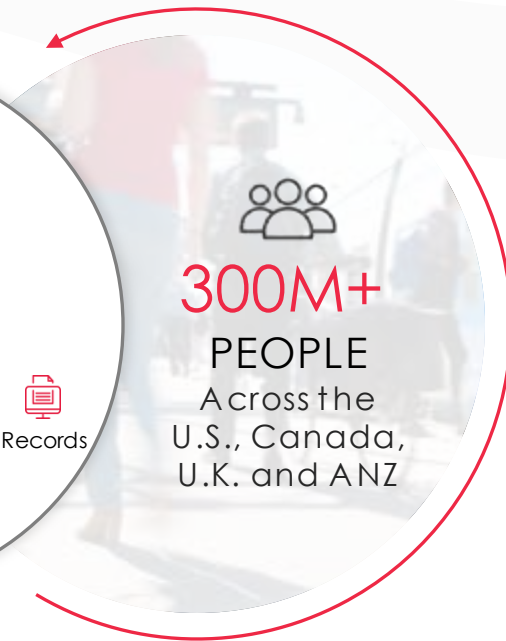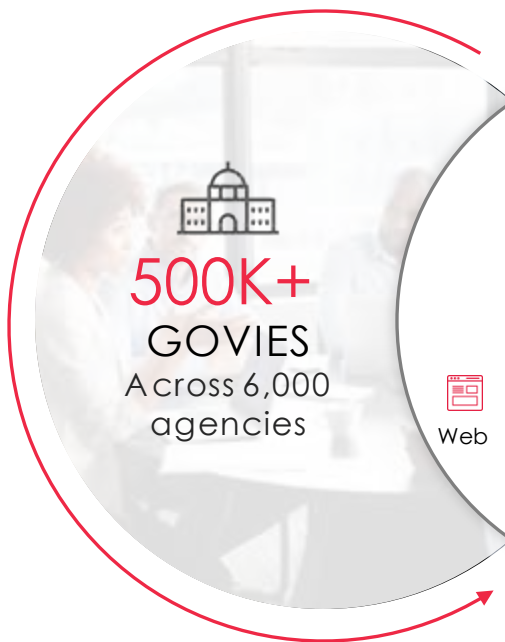# Ask Us Anything Live

Featuring your peers in government

February 28, 2023

Granicus Is Transforming how Government and People Connect Digitally

Serving the public's needs & interests since 1999.

500K+
GOVIES
Across 6,000 agencies

GRANICUS
Government Experience Cloud

Web · Comms · Services · Mtgs · Records

Consulting

300M+
PEOPLE
Across the U.S., Canada, U.K. and ANZ

Connecting with government-provided information and services
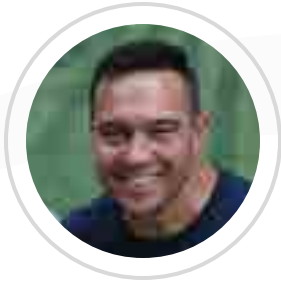

6,000+ Government Customers

15 Of 15 Federal Agencies

1,000 Employees Worldwide

50 States, plus locales in Canada, UK, Ireland, Australia, New Zealand
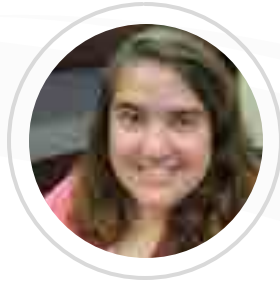
50 of 50 Largest US Cities

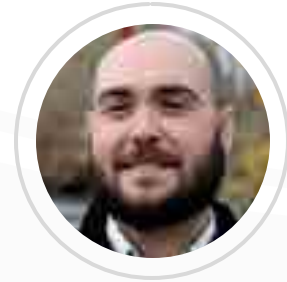# **Today's** Speaker Lineup

Scott Meyer

Digital Programs Manager
Olathe, KS

Angela Dore

311 Service Manager
Grand Rapids, MI

Warren Kagarise

Digital Engagement Manager
King County, WA

Poll: What is slowing down your efforts to move services online?

Questions From The Audience

- How did COVID-19 impact the demand for your services?

- What is the current constituent experience like for accessing services online?

  - What does the future look like for your constituents accessing services online?

- How has moving services online helped you save time?

- How has your workflow improved with the digital services you provide?

- Is your staff able to do more with less with the tools you've put in place?

Poll: Who owns the customer experience in your organization? Is it IT, Communications? Is it you?

Questions From The Audience

- What kind of feedback do you collect from your constituents?

- Do you feel like you are reaching more of your constituents than before?

- Do you feel like your outreach is more equitable by using digital tools?

- What Key Performance Indicators (KPIs) are you using to track engagement success?

Questions From The Audience

- From start to finish, how long does it take to implement transitioning to Granicus?

- Are there recommendations for a complete solution for a small town? (web, mobile, two way communication, web payment, one-way information)

- How should website feedback and comments be managed, balancing the right to free speech and maintaining order on a public service?

Tell Us How We Did

If you'd like free information on:

- A specific topic covered in the webinar

- Next steps for creating an engaging digital government experience

- A list of neighboring similar organizations already using Granicus to create modern, digital experiences for their residents

Let us know how we did in this webinar, what you would like to see next, and anything else you would like to share in the post-webinar survey.