Simplifying Your Clerk's Office

From agenda management to public record requests

Introductions



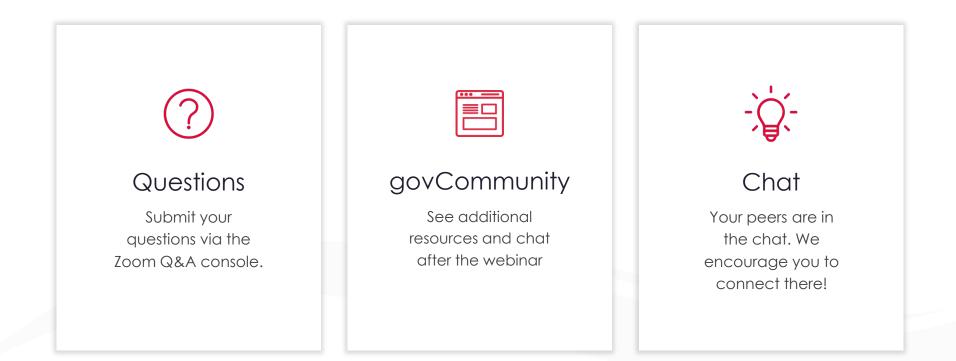
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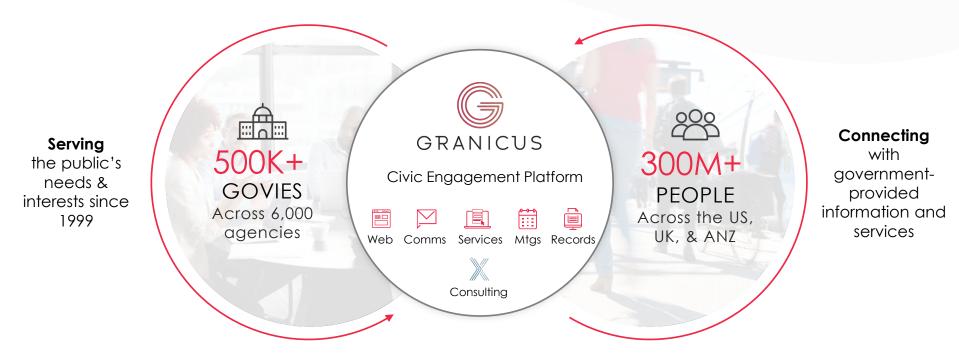
- Agenda Management and Workflows
- ³ Proactive Communication and Engagement
 - Saving Time on Tangential Tasks
 - Innovating for the Future
 - Questions and Next Steps

Connecting & Interacting Today





Granicus is Transforming how Government and People Connect Digitally



Today's **Speakers**



Megan Asikainen

Manager, GovMeetings at Granicus



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Agenda Management and Workflows

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Agenda Management and Workflows

The Problem

- Public meeting processes are often wellestablished
- Inter-departmental collaboration is challenging, but often required
- Clerks often have competing priorities
- Manual processes create inefficiencies
- Manual processes increase the likelihood of mistakes
 - o Non-compliance can be expensive
- Clerks often have competing priorities



The Solution

- While public meetings are critical, monotonous processes are not
- Common pain points include packet compilation, minutestaking, and public record request management
- Automating processes and workflows reduces the burden on staff, the risk of non-compliance, and friction between departments
- Seek out opportunities for improving public engagement
- Save time where you can and focus more on outcomes



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



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Proactive Communication and Engagement

The Problem

- Public meetings need to be accessible and engaging in the digital age
- In-person public forums and public comment sessions can be exclusive; open the floor up to everyone
- Barriers to participation may mean you're hearing comments that may not be representative of broader community sentiment
- Communicating proactively on top of managing public meetings can be significantly burdensome depending on your resources and responsibilities



The Solution

- Proactive communication increases participation
 - This enables you to collect opinions from a broader, and ideally more representative, subset of the community
 - o Socioeconomic and linguistic diversity of participants can be increased through proactivity
- Create a sense of transparency among residents, and bring them closer to government
- Reduce inbound requests for information



The Outcome

- 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



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Saving Time on Tangential Tasks

Boards and Commissions

Boards & Commissions

Automated Board Management



Recruitment Make Applying Easy

- Display and promote vacancies on your existing website in real time
- Allow applicants to save applications and complete in multiple sessions
- Notify applicants when an application is received
- Easily process, share, and manage applications



Staff Processing

Streamlined & Centralized

- Get an instant view of board position statuses, member demographics, and upcoming vacancies
- Norrow in on qualified candidates with automated position requirement filters
- Instantly generate reports on candidates, vacancies, boards, appointments, and more



Communication Simplified Outreach

- Improve public visibility into board vacancies
- Customize and automate boardrelated emails to eliminate manual email communications and complete required documentation faster
- Remind applicants when an application is abandoned

Records 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 the potential for legal ramifications for non-compliance, saving time and staying organized is critical to staying compliant for many communities
- 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 in the coming years
- Resident expectations around both content quality and channels used for distribution are changing
- Hands-off streaming services are being utilized by local governments across the US and Canada



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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 Accquisitions



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What's on the Horizon

- Product improvements
- Product sunsets



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Questions and Next Steps



