

# Los Angeles

City integrates in-house live meeting technology with archived streaming media



## Problem

Los Angeles City Council wanted to increase access to government meetings beyond live streaming and offer an archived, indexed, and searchable meeting record. The challenge was finding a vendor who could offer the streaming architecture and integrate with their existing live meeting system (DOVS).

## Solution

Los Angeles partnered with Granicus to provide a hosted streaming media solution and leveraged the Open Platform API to connect Granicus to the city's in-house system.

## Benefits

The city provided residents with free and accessible city council meeting archives, eliminating the need for citizens to pay a fee for a recorded video. Los Angeles fully integrated meeting recordings with their in-house live meeting system without disrupting the clerk's standard workflow.

“We had resistance from members of our staff who did not want to change their in-meeting process, so we needed to make sure that any integration we built was as seamless as possible and did not affect workflows.”

- Karen Rodriguez, Senior Systems Analyst II,  
City Clerk Systems Division, City of Los Angeles, CA

## Fast Facts

**Agency Type:** City

**Population:** 3,800,000

**Solution:**

Granicus Platform

Government Transparency Suite

**Active Since:** 2006

## The City of Los Angeles wanted to add archived streaming to its website without changing current workflows

The City of Los Angeles broadcasted city council meetings live on cable and through its website for several years. But, if a citizen was interested in obtaining a copy of a meeting video, that resident had to pay a fee and wait at least seven days for the request to be fulfilled. “Our council wanted to stay visible and remain cutting edge, so we were tasked with finding a solution that could offer a live, archived, indexed, and searchable meeting record,” recalls Karen Rodriguez, Senior Systems Analyst II, City Clerk Systems Division.

Los Angeles’ Information Technology Agency (ITA) built an in-house live meeting and voting system, Discussion Organizer and Voting System (DOVS), to streamline their meeting procedures. Both the clerk and council members operated in this system; the clerk to keep the official record and council members to cast electronic votes and make requests to speak. “We had resistance from members of our staff who did not want to change their in-meeting process, so we needed to make sure that any integration we built was as seamless as possible and did not affect workflows,” says Rodriguez.

With three meetings a week, they needed to avoid duplicating work to transfer data from one system to the other. It was important that they find an enterprise solution capable of integrating with the system already in place. Replacing the home-grown technology was not an option.

## Los Angeles integrated its in-house voting system with Granicus through the Open Platform API

Through the Granicus API, the city fully integrated their in-house system with Granicus’ streaming media platform to meet both user and developer needs. Los Angeles leveraged Granicus’ start, stop, indexing, and publishing features to create a custom solution.

### The Integrated Workflow

Before a meeting, Los Angeles creates and uploads an agenda into their in-house system. “We created a macro that saves the agenda as an html file and stores it on the server where Granicus accesses it. Instead of us having to load the html file manually, Granicus automatically grabs the data,” says Rodriguez.

Through the clerk’s routine live meeting workflow, she records actions in DOVS and creates archive files of the meeting in Granicus. “When the clerk hits the start button in our system, she simultaneously starts the Granicus system. And, when she activates an agenda item it inserts the item into the Granicus archive and indexes the video,” explains Rodriguez. Once a meeting is complete, the indexed recording is automatically published to the city’s website.

## City retains its in-meeting workflow and offers residents a complete public record

Through the Open Platform API, Los Angeles leveraged Granicus' technology to stream archived meetings. "Now, we can publish indexed meeting archives to the Web and fulfill our Council's request to remain transparent without changing our workflow," says Rodriguez.

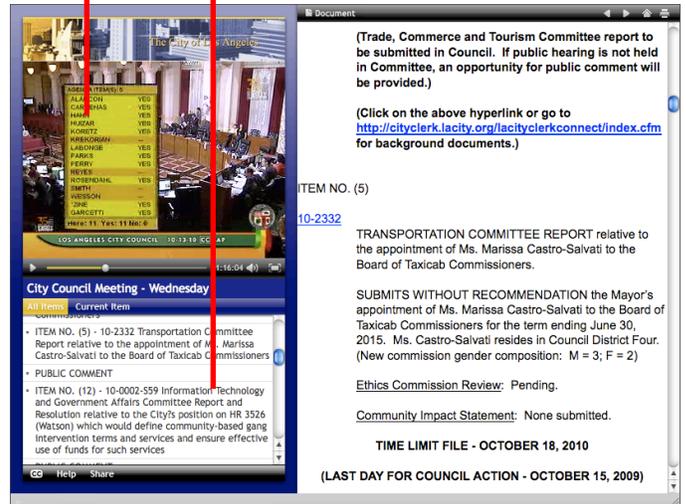
All archive recordings are searchable and contain agendas hyper-linked to the video and supporting materials, furthering the city's commitment to government transparency.

## Additional Benefits to the Granicus Solution:

- Brought 19 council committees online with Granicus
- Ranked as Granicus' Top Performing Client in 2009 with more than 117,000 archived views
- Archived more than 4,200 webcasts (2nd most archived webcasts of all Granicus clients)
- Won the 2008 Los Angeles Quality and Productivity Award for enhancing the quality of life, leveraging existing resources, and making government more accessible
- Eliminated the need for citizens to pay a fee for recorded videos
- Saved countless hours of work for staff members tasked with creating committee reports
- Integrated closed captioning with archived videos

*DOVS vote result output*

*Indexed video created through clerk's workflow in DOVS*



The screenshot shows a video player interface for a City Council Meeting. The video content displays a table of vote results for various council members. Below the video, there is a document viewer showing a report from the Transportation Committee regarding the appointment of Ms. Marissa Castro-Salvati to the Board of Taxicab Commissioners. The document includes details about the appointment, ethics commission review status, and a public comment section.

NAME	ALTERNATE	YES	NO
AGUIRRE	ALTERNATE	YES	
ALONSO		YES	
CAN	ALTERNATE	YES	
HAAS		YES	
HUIZAR		YES	
KONIGZ		YES	
MARCOGIAN		YES	
PARKS		YES	
PERRY		YES	
REYES		YES	
SMITH		YES	
WATSON		YES	
YANEZ		YES	
CARRETTI		YES	
MARK		11	11
NO		0	0

Document viewer content:

(Trade, Commerce and Tourism Committee report to be submitted in Council. If public hearing is not held in Committee, an opportunity for public comment will be provided.)

(Click on the above hyperlink or go to <http://cityclerk.lacity.org/lacityclerkconnect/index.cfm> for background documents.)

ITEM NO. (5)

10-2332

TRANSPORTATION COMMITTEE REPORT relative to the appointment of Ms. Marissa Castro-Salvati to the Board of Taxicab Commissioners.

SUBMITS WITHOUT RECOMMENDATION the Mayor's appointment of Ms. Marissa Castro-Salvati to the Board of Taxicab Commissioners for the term ending June 30, 2015. Ms. Castro-Salvati resides in Council District Four. (New commission gender composition: M = 3; F = 2)

Ethics Commission Review: Pending.

Community Impact Statement: None submitted.

TIME LIMIT FILE - OCTOBER 18, 2010

(LAST DAY FOR COUNCIL ACTION - OCTOBER 15, 2009)

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“Now, we can publish indexed meeting archives to the Web and fulfill our Council's request to remain transparent without changing our workflow.”

- Karen Rodriguez, Senior Systems Analyst II, City Clerk Systems Division, Los Angeles, CA