

# Sitka, AK

How a small city saved over \$41,000 per year



Sitka is a coastal city located on Alaska's Baranof Island, surrounded by snow-capped mountains and lush rain forest. Sitka's serene province seems far removed from fast-paced metropolitan America, yet its active legislative process characterizes that of a big city. On a monthly basis, the city processes a high volume of ordinances, resolutions, contracts, and citizen requests through the City Assembly. For having such a small staff, this workload consumed a lot of precious time and resources.

After deploying Granicus' Legislative Management Suite, featuring Legistar®, the city has been able to streamline their legislative process from start to finish—saving them over \$41K annually from time savings, paper reduction, and staff efficiency improvements.

“It's definitely a lot better than anything we've tried before. Things go a lot faster. It has improved our transparency, too. With the implementation of Granicus, we now have all of our legislation online and available to the public instantly.”

- Colleen, Ingman, Municipal Clerk

## Success Highlights

- Saves over \$41K annually on their legislative process
- Increased office efficiency- 20-25hrs per week saved
- All legislation tracked online in a robust online research center
- Achieved a 60% reduction of agenda preparation time
- Reduced 1,000 pages of paper per packet reduction
- 76-99% of all constituent inquiries directed to website

### Fast Facts

**Agency Type:** City & Borough

**Population:** 8,920

**Solution:**

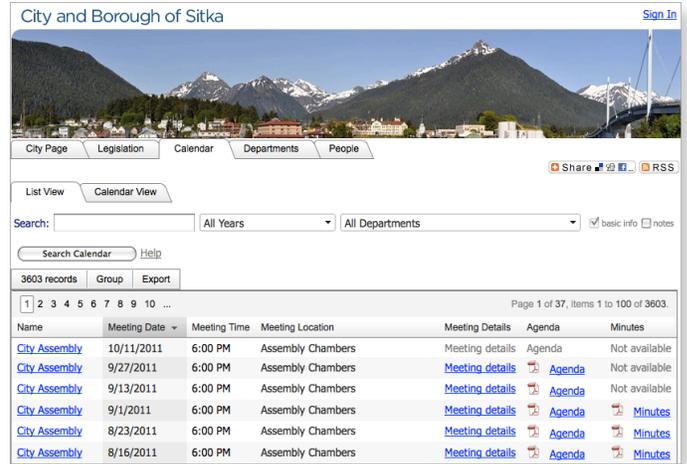
Granicus Platform  
Government Transparency Suite  
Citizen Participation Suite  
Meeting Efficiency Suite  
Legislative Management Suite

**Active Since:** 2010

With a Clerk staff of only 2.5 and a growing workload, Colleen Ingman, Municipal Clerk, quickly recognized they need to be more cost-efficient and transparent in the way they managed and tracked their legislation as well as delivered information to the public. Creating agendas, gaining approvals, assembling packets, and tracking the actions and decisions from each meeting was time-consuming—oftentimes consuming twenty-five hours per week on meeting preparation alone. Not to mention, they received several inbound calls or emails per month requesting information about a particular meeting or piece of legislation. These tasks were mostly completed manually without any sort of automation.

Finding the right solution wasn't easy. They chose Granicus' Legislative Management Suite because it was easy to use, customize, and it had a long track record of success in the government sector. Another big reason was because Sitka's City Assembly placed a high priority on transparency and citizen engagement. They wanted to implement a rich online research center to track their legislation. Colleen found the comprehensive search, archiving, and measurement capabilities of Granicus to be more robust than any other offering.

Soon, Sitka started using Granicus to successfully manage their agendas, keep a complete and accurate record of all legislative history, standardize and streamline internal workflow, provide instant reporting on things like votes and attendance, and to automate their open government process. Colleen estimates that Granicus is saving her office between 20 to 25 hours per week. That is equivalent to giving the entire clerk's office a three-month vacation every year!



*Sitka's online legislative research center*

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She also reports that have been able to reduce their meeting preparation and legislative tracking workload by 60%—from twenty five hours down to 10 hours. Sitka was also able to reduce as much as 1,000 sheets of paper per packet production by putting all of their legislation online in their new legislative research center. In fact, this repository has been able to fulfill 76%-99% of all constituent inquiries that were previously coming in to the clerk's office via email, phone, and in person.

“The public appreciates increased transparency. Also, our staff has also saved a lot of research time—people are able to do it themselves instead of filing a request.”

- Colleen Ingman, Municipal Clerk

And public access in Sitka isn't just for the public, it's for the Assembly members, as Colleen shared, "some of our Assembly members no longer pick up their hard-copy packet early, and instead will either use their reduced PDF version or the online version for supporting documents and only print PDFs of the things they want."

RETURN ON INVESTMENT	
Agenda Hours Reduction	60%
Personnel Reduction	17%
Paper Reduction	2-4K / month
Citizen Information Request Research Reduction	76-99%
Total Hourly Savings	25%