



Orange County Sanitation District

Embraced technology to modernize processes and save staff time

50

agenda packets annually (approximately)

90 min

Agenda packet creation, down from 12 hours

>10 min

Records Request processing, reduced from 2 hours

50-member

Board of Directors (25 Directors & 25 Alternate Directors)

OVERVIEW

With a Board consisting of 25 Board members (with 25 Alternate Directors) from 25 member agencies, California’s Orange County Sanitation District (OC San) faced daunting processes for both meeting agenda preparation and public records request fulfillment. By embracing new technology and optimizing use of digital solutions, the California special district was able to modernize processes to boost efficiency and better serve the public.

SITUATION | OUTDATED PROCESSES AND LONG HOURS

OC San provides wastewater collection, treatment, and disposal services for approximately 2.6 million Orange County residents at two wastewater treatment facilities. As a result of the coverage area, the Board of Directors consists of 50 Board members (25 Directors and 25 Alternates) appointed from 20 cities, two sanitary districts, two water districts, and one representative from the Orange County Board of Supervisors.

Creating between 45 and 50 agendas annually put continued strain on staff with outdated processes making for a tedious, time-consuming daily routine when it came to Board meeting agenda planning and public records request processing.

SOLUTION | A SUITE OF TOOLS WORKING TOGETHER

Looking for tools that focused on the agility, flexibility, and diversity needed to meet OC San’s unique goals led to the adoption of the Granicus Government Experience Cloud. Over time, OC San implemented govMeetings for agenda creation management and live streaming, GovQA and govRecords for public records requests and records management, govDelivery for e-notifications, and govAccess for the organization’s website that houses it all.

RESULTS | EFFICIENCIES AND NEW OPPORTUNITIES

The move to digital solutions for both meetings and public records requests not only helped OC San reduce time and stress in preparing for meetings, it also provided new ways to give access to members of their community. Over the last three years, the addition of livestreaming options and eComment has resulted in more general public feedback with more public comments and a growing, if still small, number of general public members attending meetings.

MUST HAVE SOLUTION

Government Experience Cloud

“Granicus has definitely expanded our accessibility to the public which, in my opinion, is a very good thing!”

Tina Knapp

Assistant Clerk of the Board, Orange County Sanitation District