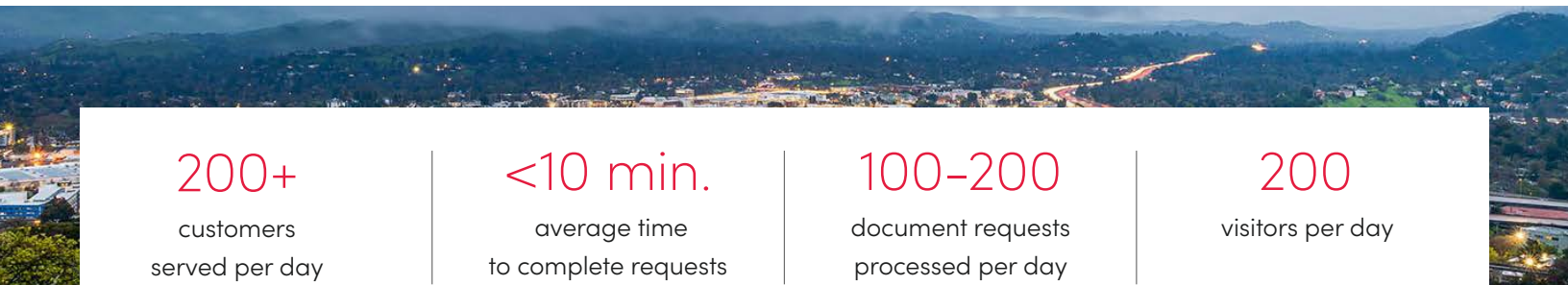




Contra Costa County, CA

Brought Self-Service Efficiency to Records Requests



200+
customers
served per day

<10 min.
average time
to complete requests

100-200
document requests
processed per day

200
visitors per day

OVERVIEW

After 25 years of using an outdated system, the Records Office in Contra Costa County, CA, found the opportunity to re-evaluate their public records request solution. Implementing Granicus tools not only brought the team cutting-edge technology, it also created efficiencies for both staff and the public while opening new doors to improved service.

SITUATION | A CHANGE DECADES IN THE MAKING

In a region of the country known for frequent technological innovations, Contra Costa was using tools that were a step behind. Processes took over five minutes to run reports and an entire back wall of the office's lobby was dedicated to iPads and computer kiosks to take requests in a process that often led to crowded groups waiting their turn to submit forms.

Sparked by changes and concerns about their current software provider, the Contra Costa staff saw the opportunity to finally make a change, something that none of the current staff had done in their time working for Contra Costa.

SOLUTION | REDUCING TOOLS, CREATING INNOVATIONS

Working together with the Granicus team, the Clerk Recorder's office was able to efficiently move from six different software programs to using only govRecords to meet a variety of their needs.

Armed with this new flexibility, the team also found the opportunity to innovate new procedures to help make requests even more efficient. Working with the Granicus team, Contra Costa implemented a QR code system to connect users directly with relevant pages for related document requests.

RESULTS | CHANGING EXPECTATIONS OF GOVERNMENT

Staff estimates that the office sees over 100 requests from nearly 200 visitors per day, a number she only sees growing in the future. Having a system in place designed to make meeting customer needs easier, therefore, helps meet increasing demand while being dedicated to doing the best work possible. And while, by its nature, the Clerk Recorder's office doesn't have many repeat customers, the changes have already shown some responses, most notably, the public facing kiosks and the speed at which requests can be handled are getting the strongest feedback.

MUST HAVE SOLUTION

govRecords

“We have complex functions that we do here, and there's just really no getting around that. So it's important to ensure our system is easy to use.”

Elizabeth Gutierrez,
Assistant Clerk Recorder,
Contra Costa County, CA