



# Buckeye, AZ

## How Buckeye, AZ Reduced Request and Agenda Times Despite Explosive Growth

+50%

reduction in meeting packet creation time  
(2 vs. 5 weeks)

1/2

Record request processing time nearly cut in half  
(8 days vs. 15+)

x2 Requests

Handling nearly twice as many monthly records requests  
(105 in 2022 vs. 64 in 2020)

### OVERVIEW | Digital Tools to Meet the Needs of Rapid Growth

With a staff of only four clerks in the "Fastest Growing City in the Country," fulfilling records requests and preparing public meeting materials may seem a daunting task. But for the team in Buckeye, Arizona, GovQA and govMeetings has allowed them not only to meet the increased needs, but significantly reduce production times.

### SITUATION | Outgrowing Paper Solutions

Once a "sleepy little community," Buckeye has seen both rapid growth in population and business development in the eight years since officially being designated a city. Managing that growth with paper-based processes made for time-consuming and tedious work, forced long lead-times for public meeting agenda planning, and strained the small staff that handled requests.

### SOLUTION | Replacing Manual Process with Automation

Leveraging the power of digital solutions presented a way to scale the Buckeye team's work to meet the increasing needs of their community. The user-friendly design and automation of govMeetings provided a perfect transition for managing meeting materials. Meanwhile, GovQA streamlined processes in records requests while also connecting staff to a community of users that could share best practices to implement.

### RESULTS | A Digital Evolution in Process and Mindset

As Buckeye's growth continues, perhaps one of the strongest outcomes of the digital transformation within the Clerk's Office is the one thing that hasn't grown: the number of staff. Granicus tools not only helped meet the increased demand, but have reduced the average number of days for records requests and meeting material planning by almost half, all while helping increase transparency into the public records process.

### MUST HAVE SOLUTION

govMeetings

GovQA

“ [govMeetings] just goes above and beyond... It just looks better. It's more user-friendly, it's easier, it's faster.”

Summer Stewart, Deputy City Clerk, Buckeye, AZ