



eComment for Citizens



eComment is a web-based form that integrates with your published agenda. It allows citizens to review agenda item details, indicate their position on an item, leave written feedback, and request to speak at a meeting. Due to work, school, and family commitments, citizens are not always able to attend City Council Meetings. To help the public stay more involved in their respective communities, eComment is a solution that offers the ability to participate from a distance.

Bridging the Gap Between Citizens and Government

This software feature has proven to be a valuable tool for Council staff as it highlights a more efficient form of communication. Encouraging citizens to utilize this tool, rather than sending emails or leaving phone voicemails, streamlines communication between citizens and the Council Members that represent them and make decisions on their behalf. A central repository for comments ensures that the Council and City staff have a transparent, predictable process of management.

Communication in Real Time, Without Missing a Beat

Based on the Council's eComment configuration settings, the public can now comment on upcoming agenda items as well as submit comments during live meetings, via SpeakUp, the platform that supports this integration.

How to Utilize this Feature

1. To leave an eComment, citizens can visit their city's meeting agenda page (please reach out to your city administration if you are unable to find this page on their website) to see all published agendas. Once the correct agenda has been located, there will be an eComment button if this feature is enabled for this particular agenda.
2. Citizens can scroll through the selected agenda and click "Comment" on the agenda item that they wish to address. Only one comment can be created at a time, but users can go back and select additional items that they wish to address.
3. After an agenda item is selected, the user will see a text box where they can type comments. Most organizations will have a character limit and an option to select a position: Oppose; Neutral; or Support.
4. After "Submit" is clicked, citizens will be prompted to enter their email address information if they are not yet logged in. This is a requirement, but only the name will be published with any comments. The other information will be kept private.
 - a. Logging In: Citizens must have a Speakup account to utilize eComment. (Speakup is the software platform that supports the eComment tool). At this point there will be an option to create a new account for first-time users. To complete the login process new users must open a confirmation email and complete the setup of their profile.
5. A confirmation message will appear on your screen if the comment is successfully published.
6. Citizens are free to add as many comments as they would like, as well as view other citizen's comments.

Important Notes

Users can also request to speak live at the meeting about a certain agenda item. To submit this request, click **Register to Speak** next to the appropriate agenda item. After clicking **I Agree, Register Me**, the user will receive an email confirming the request to speak.

Please feel free to reach out with questions or concerns- we are always happy to help!

Contact Customer Support: support@granicus.com

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