

# Online Citizen Sign-Up Process Update



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# System Update

- An online (mobile-friendly) sign-up form, will be accessible via <http://BOCcomment.wakegov.com> and linked from Board pages of WakeGov.com:
  - Will be available on website 9AM on day of meeting. Will close at start of meeting
  - Also will be available via kiosk computer in the lobby outside chambers. Will include signage and QR code for easy instructions and mobile access
  - System will track basic registrant info for general comment portion and/or public hearings, as well as enabling them to select specific agenda topic if they so choose.
  - At start of the meeting, full list will be available to all Commissioners and staff via a secure and permanent web link available via iPads, iPhone and/or any web browser.
  - All registrations for each meeting will be archived for use in records requests and minutes creation

# Process Considerations

- Enabling easy remote registration may increase absentee registrations
- Clerk's staff will assist with the kiosk machine at least 30 min ahead of the meeting, similar to today. Clerk staff will also have an iPad available to expedite registrations if needed.
- Have also established a hard-copy back-up process, just in case!
- To address late arrivals or any technical difficulties, Chair can continue to do a "last call" announcement after all on the electronic list have had a chance to speak, ensuring that all voices are heard.
- Will provide training and install an easy link to the listings on the ipads for Chair and all commissioners prior to roll-out

# Next Steps

- Gather GG Committee process and system feedback (Dec)
- Launch and market new system (Jan)