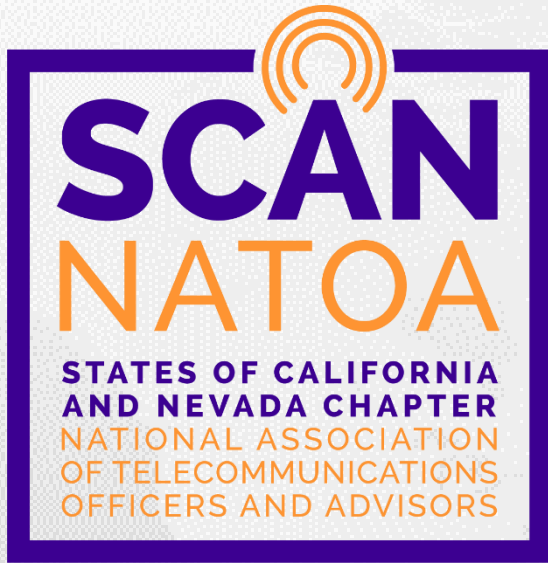


SCAN NATOA CHAPTER MEETING

ON-LINE PUBLIC MEETING BEST PRACTICES

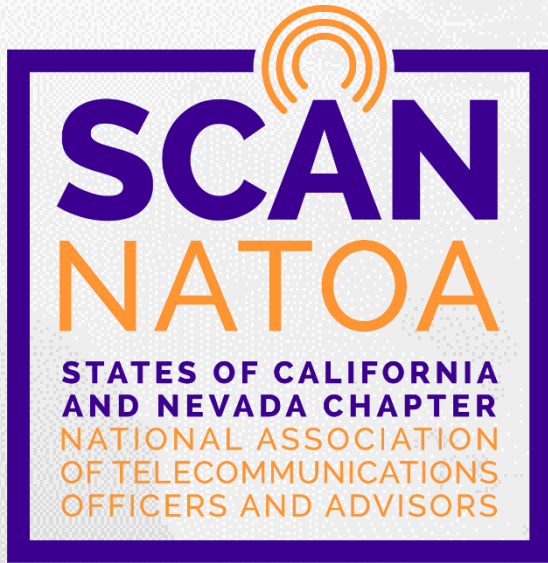
June 11, 2020 – 9:45 am | Zoom USA



SCAN NATOA CHAPTER MEETING

www.SCANNATOA.Org

June 11, 2020 – 9:45 am | Zoom USA

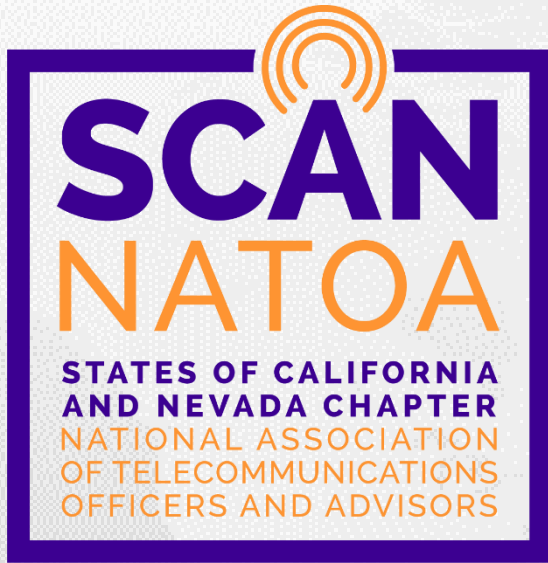


SCAN NATOA CHAPTER MEETING

STATE OF CALIFORNIA EXECUTIVE ORDER N-25-20

*...limitations upon attendance at public assemblies,
conferences, or other mass events...*

June 11, 2020 – 9:45 am | Zoom USA

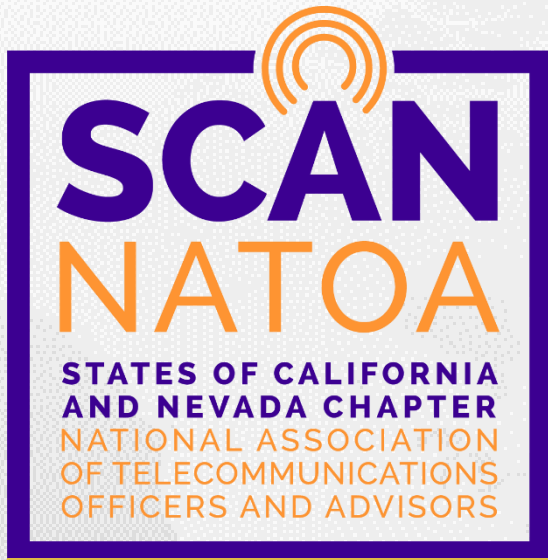


SCAN NATOA CHAPTER MEETING

STATE OF CALIFORNIA EXECUTIVE ORDER N-25-20

...a local legislative body or state body is authorized to hold public meetings via teleconferencing...

June 11, 2020 – 9:45 am | Zoom USA



SCAN NATOA CHAPTER MEETING

ON-LINE PUBLIC MEETING BEST PRACTICES

Platforms to be discussed...

- GoToMeeting
- GoToWebinar
- Microsoft Teams and Teams Live events combined with AT&T Conference Bridge
- Cisco WebEx meeting & WebEx Events
- Zoom Webinar combined with Global Meet Bridge



SCAN NATOA CHAPTER MEETING

ON-LINE PUBLIC MEETING BEST PRACTICES

Today's speakers...



TONY RUGGIERI & SARAH GORMAN
City of Santa Barbara



JACK CHIN
City and County of San Francisco



MICHAEL D. SMITH
City of Torrance



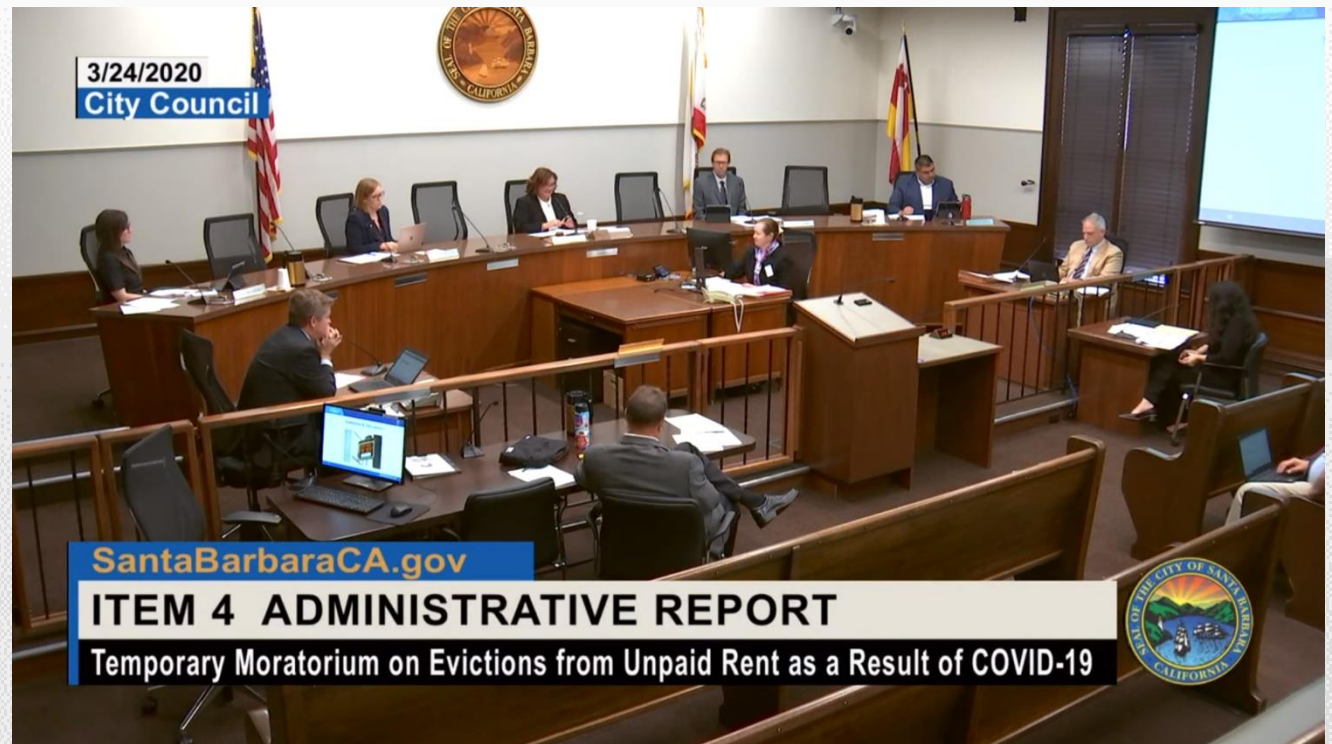
SCAN NATOA CHAPTER MEETING

ON-LINE PUBLIC MEETING BEST PRACTICES

TONY RUGGIERI
City of Santa Barbara

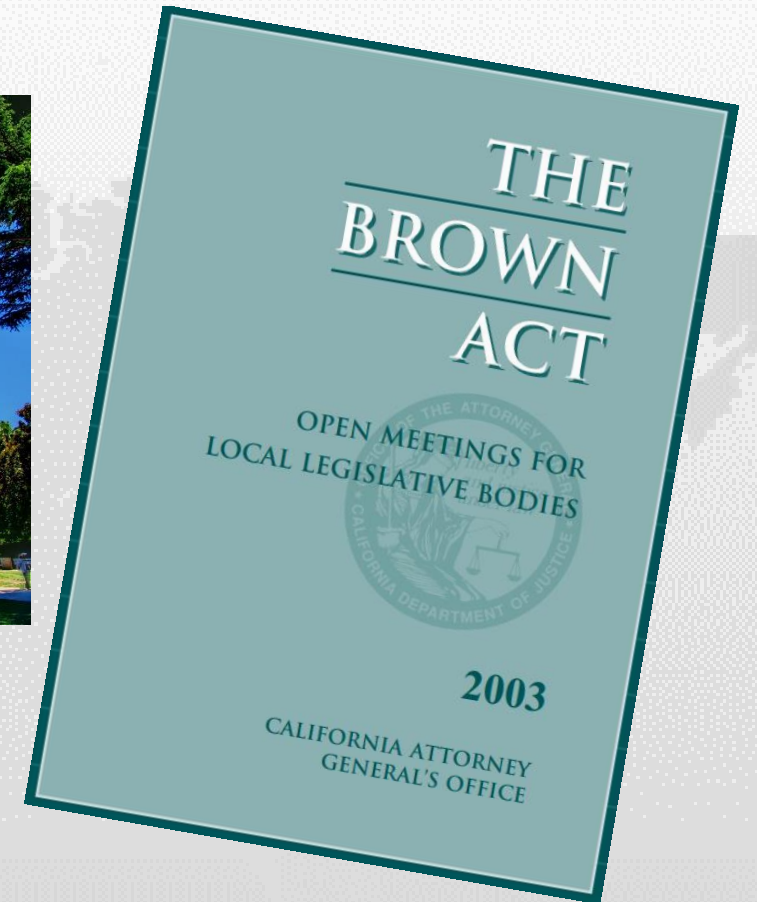
SARAH GORMAN
City Clerk Services Manager





Virtual Meeting Background

- Stay at Home Order came from the State March 19
- Last normally televised meeting was March 24.
- GoToWebinar implemented April 7.
- Since April 7 City has televised, streamed and recorded 50 plus meetings virtually



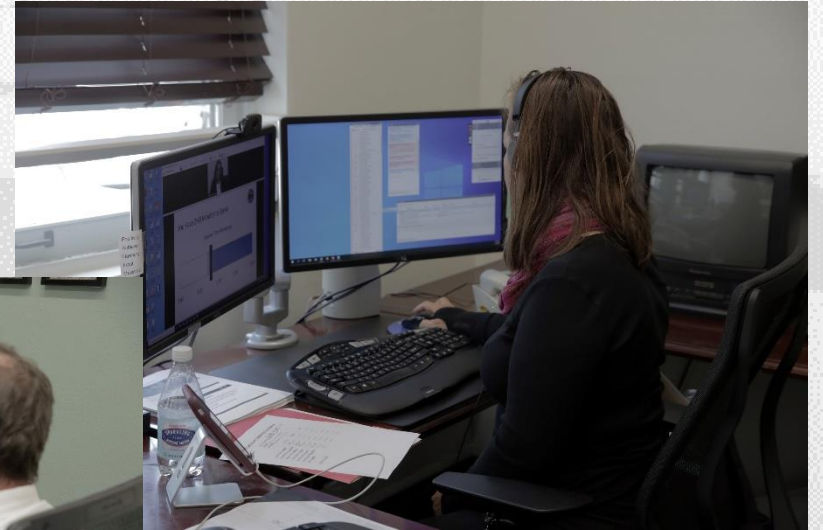
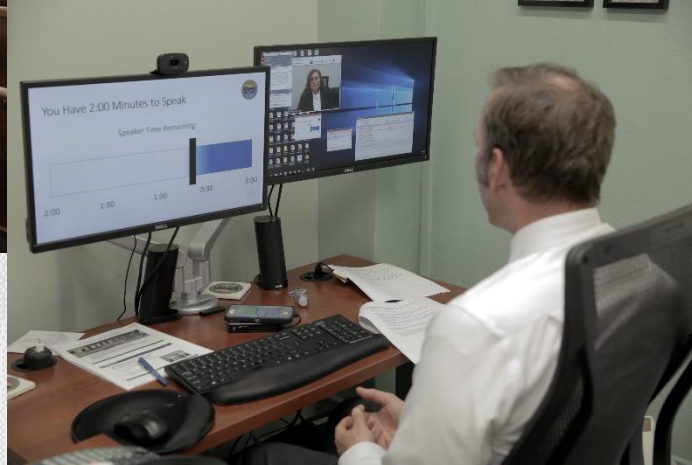
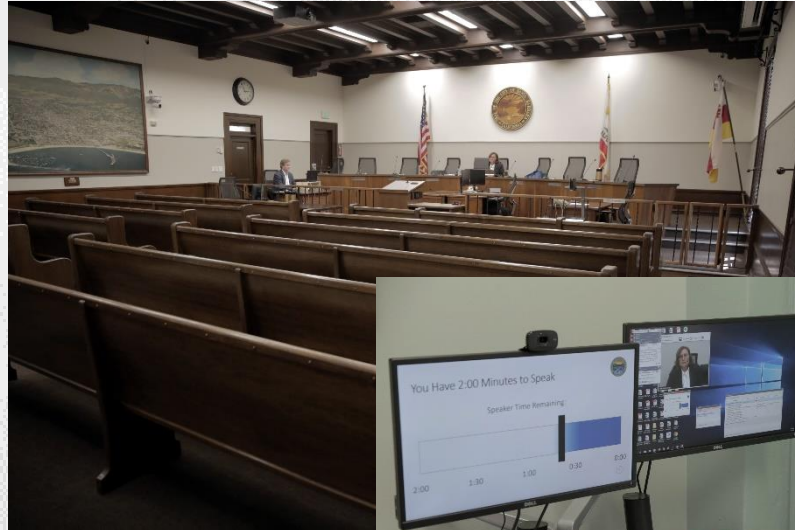
Brown Act and Legal Considerations

- Governor's Order that stated that the meetings could be closed to the public and could be done electronically.
- City permits members of the media to be on site.



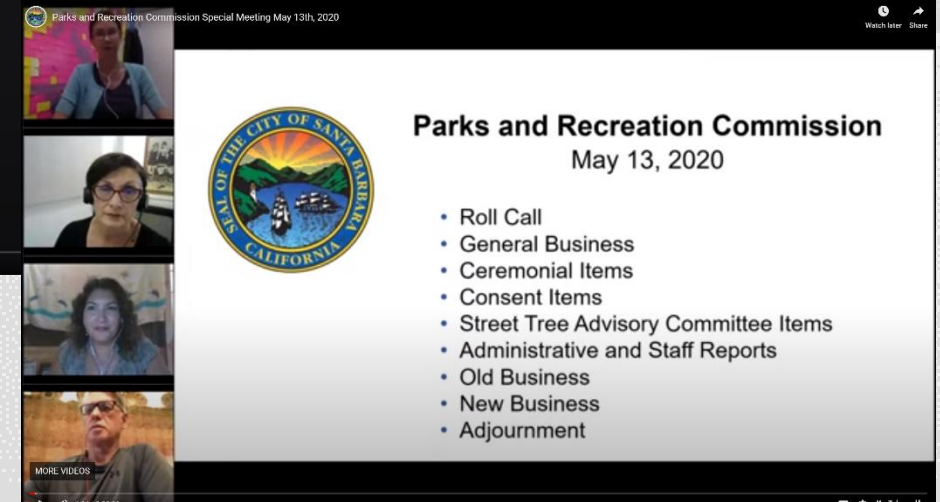
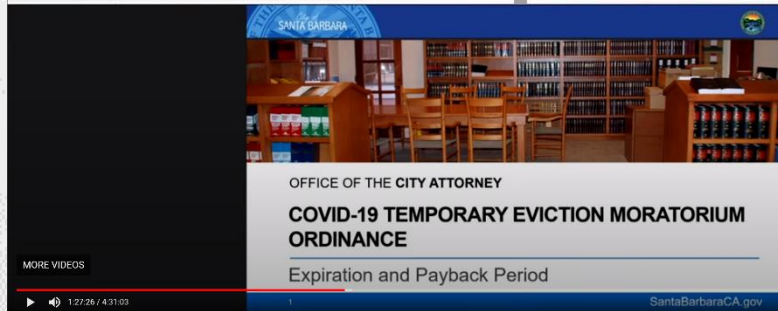
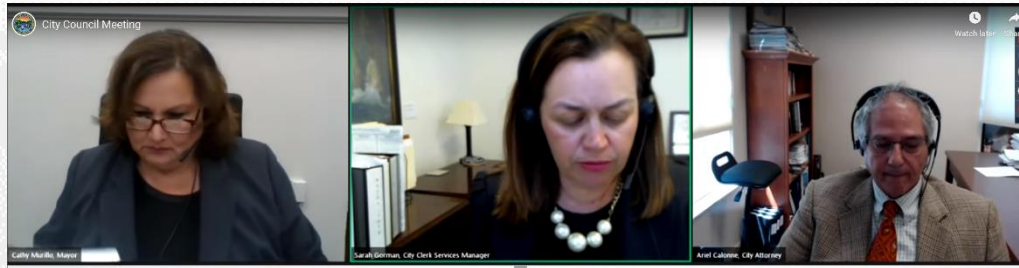
GoToWebinar Selection

- LogMeIn
- GoToWebinar, GoToMeeting, GoToTraining, OpenVoice
- Demo for City Staff
- 90 days for free



Virtual Meeting Set-Up

- Mayor and City Administrator participate from Council Chambers using webcams
- This proximity allows for easy communication between them during a meeting to deal with any logistics or issues that arise during meetings.
- All other staff, councilmembers and the public participate remotely.
- We are prepared to have people participating in-room and remote



GoToWebinar Features

- 24 panelists
- 1000 attendees (can expand to 3000)
- We have all panelists log in 1 hour before meeting to test
- Attendees must register before the meeting and raise their virtual hand
- Attendees must have a smart phone to participate
- Attendees come into the webinar muted - Audio only – no webcams
- Staff reads the name of public speakers
- Staff developed a 3 minute countdown timer for public comment



You Have 3:00 Minutes to Speak

No Time Remaining

3:00

2:30

2:00

1:30

1:00

0:30

0:00



You Have 3:00 Minutes to Speak

No Time Remaining

3:00

2:30

2:00

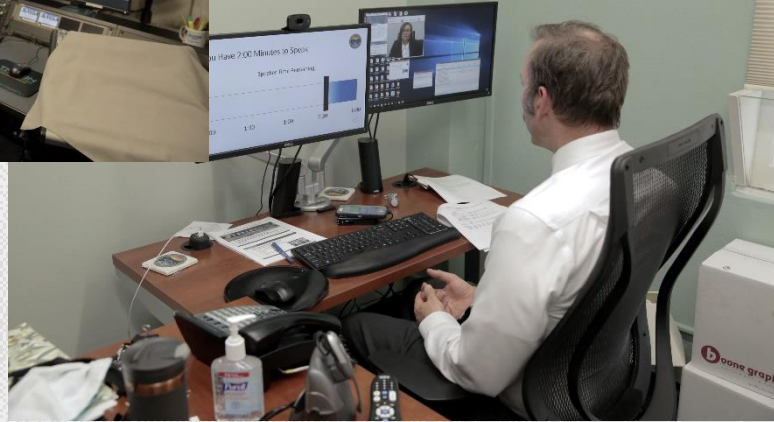
1:30

1:00

0:30

0:00

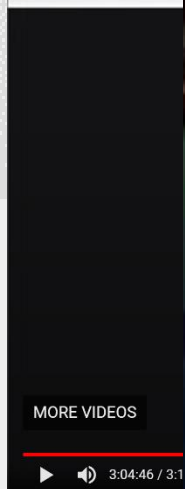
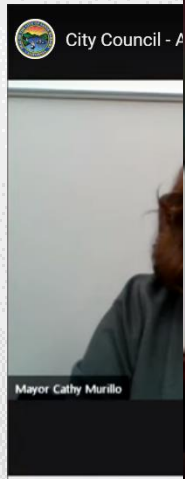




GoToWebinar Features cont...

- 6 webcams can be active on screen at one time
- We thought this would be a limitation - in practice it works like a request to speak button
- The 6 camera limit has helped to moderate and provide some order to the meetings
- Goal was to make these virtual meetings as close to the in-person meetings as possible
- All votes are done as a roll call
- Need 4 staff for every Council meeting. Moderator, Clerk, PowerPoint, Tech Staff
- Sent out a training bulletin to all staff on best practices on participating in a GTW







Architectural Board of Review

Watch later Share

TUESDAY, MAY 26, 2020
1:00 P.M.
This Meeting Was Conducted Electronically

Tavis Oettinger, Assistant City Attorney
Inna Ushakova, Design Review Supervisor
Matthew Ozyilmaz, Planning Technician
Mary Temovskaya, Commission Secretary

ATTENDANCE

Members present: Six and Black
Staff present: Elen Kukunda, Administrative Analyst, Timmy Bolton, Associate Planner, Ozyilmaz, and Temovskaya

REVIEW AFTER FINAL APPROVAL

A. 2520 BATH ST
Assessor's Parcel Number: 025-021-018
Zone: R-M
Application Number: PLN2018-00559
Owner: Patricia Walker
Applicant: Tom Ochener

(Proposal for a remodel and site work on an existing duplex. Project consists of removal of buttresses and site walls, and the installation of a new 42" wall in the front yard. Project also proposes replacement of windows and door. Project proposes to abate violations identified in enforcement case ENF2018-00860.)

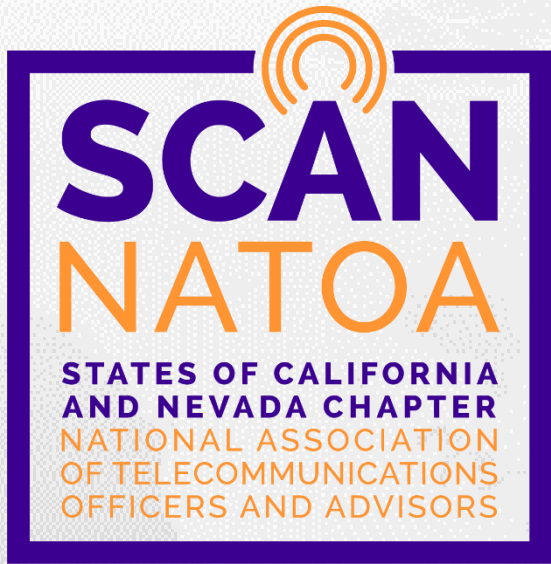
Review After Final Approval is requested for installing steel fencing in lieu of the approved stucco wall. Project was last reviewed on January 14, 2019.

Approval of Review After Final with the comment to add a reference to the black paint for the fence on the plans.

MORE VIDEOS

9:32 / 3:53:10

YouTube





Single Family Design Board - May 26, 2020

Watch later Share

Brian Miller

Ellen Kokinda, Planning Analyst

Roll Call



Commission Members:

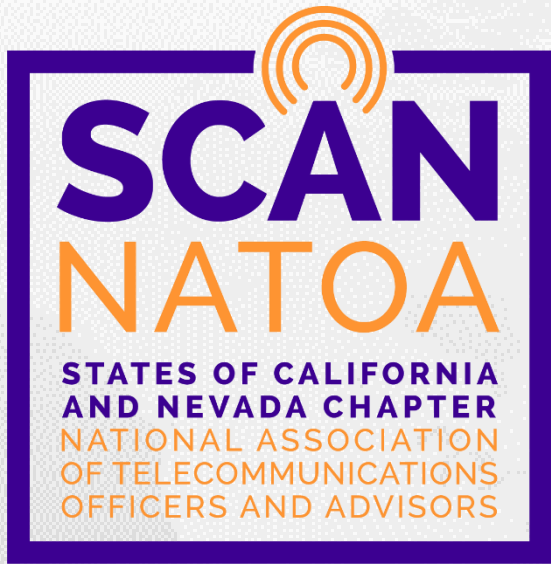
- Brian Miller, Chair
- Lisa James, Vice Chair
- Jan Ferrell
- Joseph Moticha
- Robert Richards
- Fred Sweeney
- Jonathan H. Ziegler

MORE VIDEOS

5:03 / 2:04:12

YouTube

The image shows a video player interface for a meeting recording. At the top, it identifies the video as "Single Family Design Board - May 26, 2020" and includes "Watch later" and "Share" options. Two video thumbnails are visible: one for Brian Miller and another for Ellen Kokinda, Planning Analyst. The main content area displays a "Roll Call" slide with the Nevada state seal in the top right corner. The slide lists the "Commission Members:" as Brian Miller (Chair), Lisa James (Vice Chair), Jan Ferrell, Joseph Moticha, Robert Richards, Fred Sweeney, and Jonathan H. Ziegler. At the bottom left of the video player, there is a "MORE VIDEOS" button and a progress bar showing 5:03 / 2:04:12. Social media sharing icons for YouTube are visible at the bottom right.



A video player interface is shown against a background of a world map. The video content features a woman with blonde hair, wearing a floral patterned top, speaking. The video player includes a title bar at the top left with a globe icon and the text "Single Family Design E". Below the video frame, there is a "MORE VIDEOS" button and a progress bar showing a play icon and the number "503 / 20412". At the bottom of the video frame, a black caption bar contains the text "Ellen Kokinda, Planning Analyst".



City Council Budget Hearing

Watch later Share

Mike Jordan

Margaret Harrison

Eric Hildebrand, City Council District 5

John Deaman, Assistant City Attorney

Phil Casey

CITY COUNCIL MEETING May 27, 2020



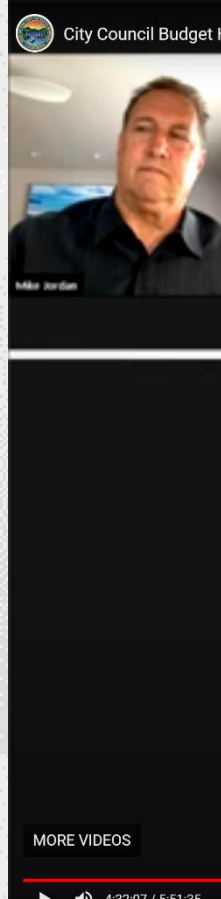
- Call to Order
- Pledge of Allegiance
- Public Comment
- Fiscal Year 2021 Recommended Operating and Capital Budget
 - [Library Department](#)
 - [Public Works Department](#)
- Adoption of Emergency Economic Recovery Ordinance
- Adjournment

MORE VIDEOS

1:29:07 / 1:51:25

YouTube

The image shows a screenshot of a YouTube video titled "City Council Budget Hearing". The top portion of the video displays a grid of five participants in a virtual meeting. Below the grid, the video content shows the title "CITY COUNCIL MEETING May 27, 2020" and a list of agenda items. The City of San Jose seal is visible on the left side of the agenda. At the bottom, there is a "MORE VIDEOS" button and a video progress bar showing 1:29:07 / 1:51:25. The YouTube logo is in the bottom right corner.





City Council Regular Meeting June 2, 2020

Watch later Share

Cathy Morillo, Mayor Sam Ramirez Sarah Gomez, City Clerk Services Manager

CITY COUNCIL MEETING June 2, 2020



- Call to Order
- Pledge of Allegiance
- Public Comment
- Consent Calendar
- [Renewal of Levy for FY 21 Wildland Fire Assessment District](#)
- [Introduction of Ordinance Pertaining to Sitting or Lying Down on Certain High Traffic Portions of Milpas and Cacique Streets](#)
- [Land Development Process Improvement Study](#)
- Fiscal Year 2021 Recommended Operating and Capital Budget
 - [Community Development Department](#)
 - [City Attorney's Office](#)
- Adjournment

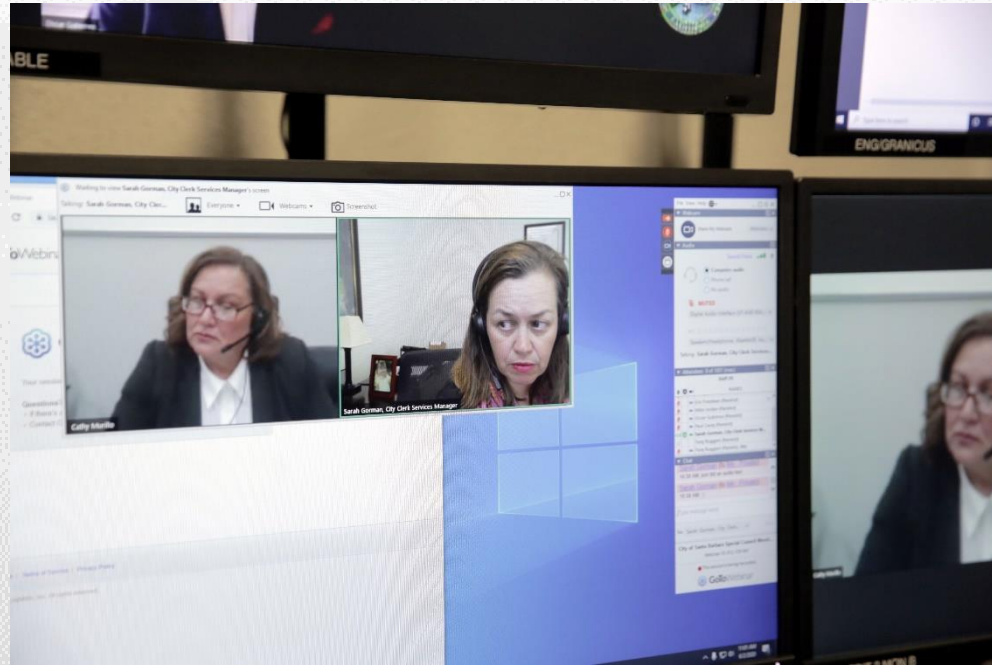
MORE VIDEOS

3:34:05 / 8:35:06

YouTube

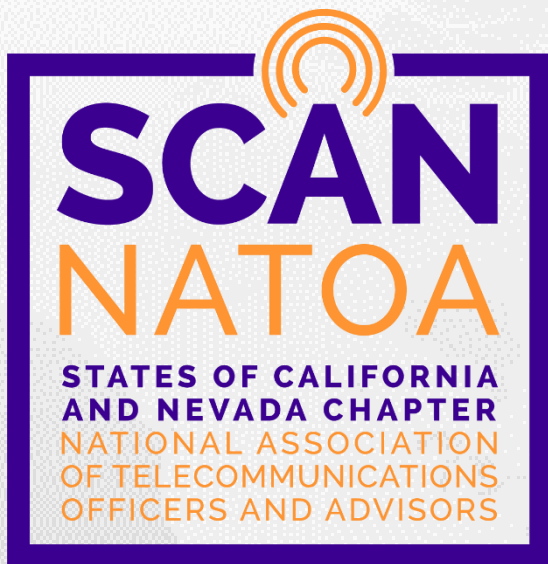
The image shows a YouTube video player for a City Council meeting. At the top, there are two video thumbnails. The main content area features a dark background with the city seal on the left and a white list of meeting items on the right. The list includes 'Call to Order', 'Pledge of Allegiance', 'Public Comment', 'Consent Calendar', and several agenda items with blue hyperlinks. The bottom of the player shows a progress bar at 3:34:05 / 8:35:06, a volume icon, and the YouTube logo.





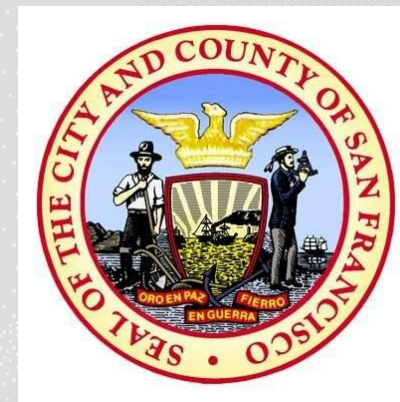
Equipment / Technical Considerations

- Added 2 new computers and scan converters into our broadcast equipment in the control room
- We also made modifications to the audio system in our 2 wired meeting rooms to eliminate feedback loops when we have a combination of remote participants and in-room participants
- Strongly encourage everyone to have wired headphones and microphone
- Audio is key. Can participate in a meeting without someone's video, but must have good audio.
- Sometimes computer audio has issues, so we always can switch people over during the meeting to use their telephones to connect



SCAN NATOA CHAPTER MEETING

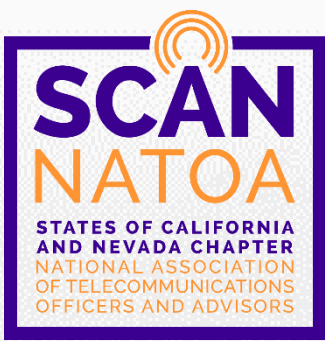
ON-LINE PUBLIC MEETING BEST PRACTICES



JACK CHIN

City and County of San Francisco





SF is a City & County

- Board of Supervisor –with 7 Committees
- 66 plus Boards and Commissions
- SFGovTV covers 34 Board and Commission meetings





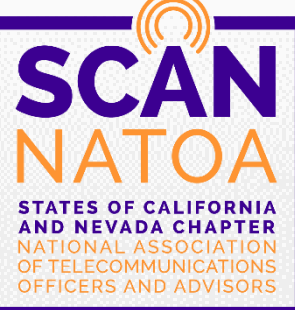
Microsoft Teams and Teams Live Events

- Office 365 subscription
- Active Directory integration
- Ease of roll-out, part of Office365
- No additional installation per users
- No additional cost solution for CCSF

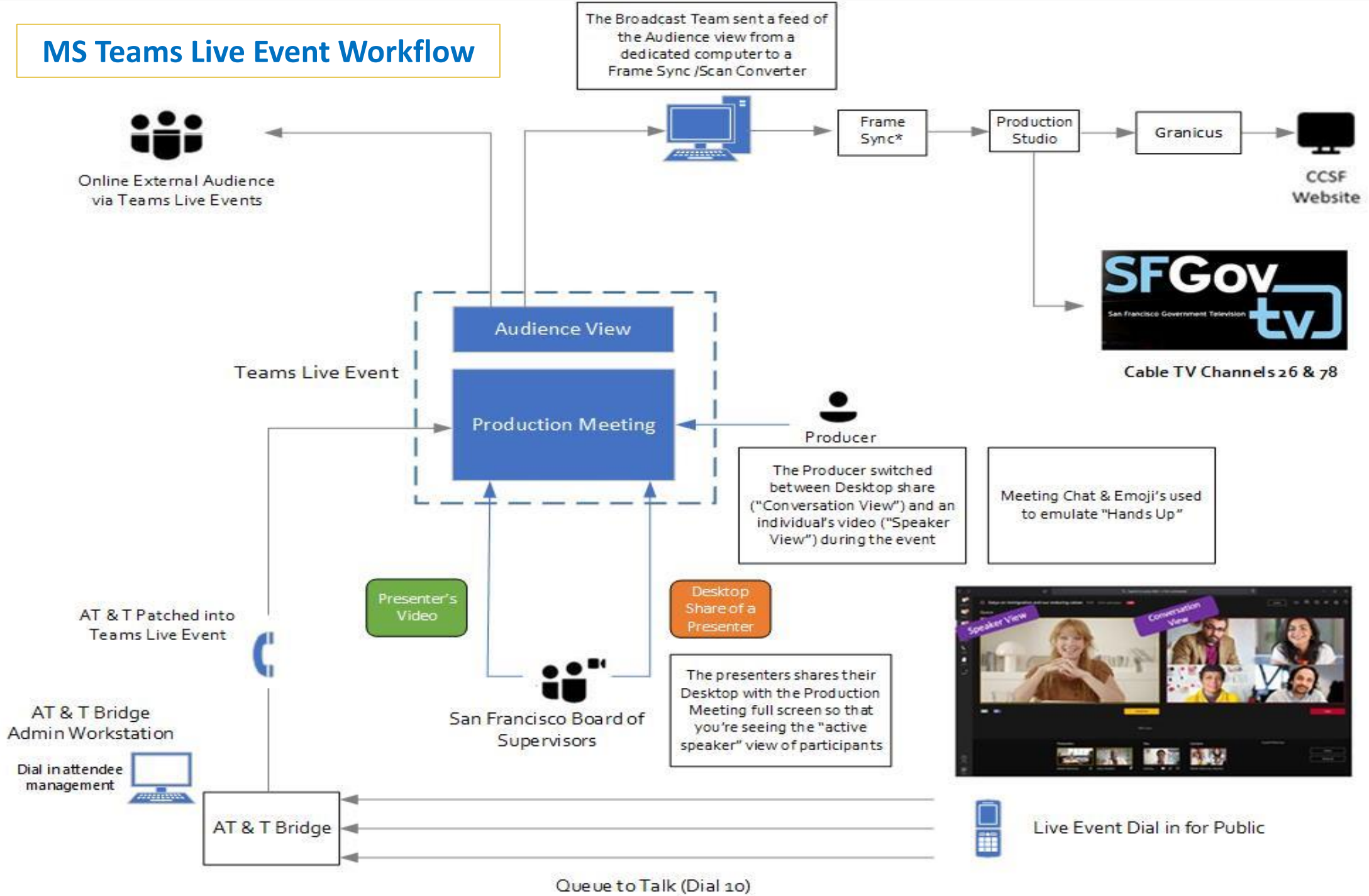


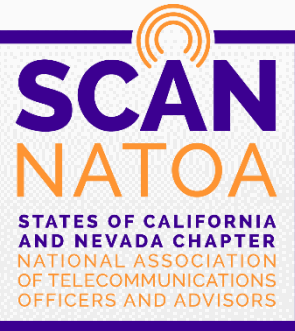
MS Teams Live Events for Board of Supervisors and Commissions

- Up to 10K viewers
- Close captioning built in
- Automatic Translation for up to 6 different languages
- Production switching environment
- Live Webcast without SFGovTV for meetings we don't cover



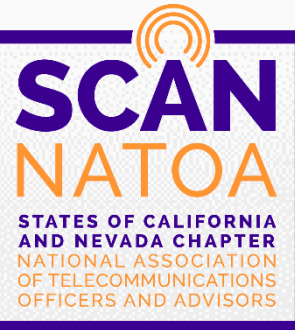
MS Teams Live Event Workflow





MS Teams Live Event Setup

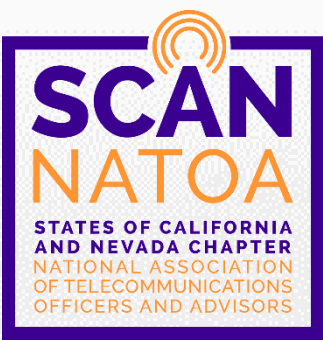




MS Teams Live Event Setup

The screenshot displays the Microsoft Teams interface during a live event. The top navigation bar shows the meeting title "CCSF - General Teams Training Session" with 415 attendees and a "Live" indicator. The main content area is divided into two panels: "Queue" and "Live event". Both panels show a video player with a speaker's profile and a list of questions. The "Queue" panel has a yellow "Queue" button, and the "Live event" panel has a red "Live" button. On the right side, a "Live event Q&A" sidebar is open, showing a list of questions and answers. The bottom of the screen shows a meeting gallery with three participants: Ryan Chiu, Jonah, and Ryan Chiu's desktop. The "Share" and "More" buttons are visible in the bottom right corner.

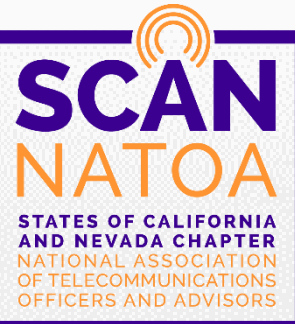




MS Tems Live Event speaker view



A screenshot of a Microsoft Teams meeting in speaker view. The meeting interface includes a search bar at the top with the text "Search or type a command". The main area displays nine participants in a 3x3 grid. The participants are: Preston, Dean (BOS); Yee, Norman (BOS); Stefani, Catherine (BOS); Peskin, Aaron (BOS); Safai, Ahsha (BOS); Mayor London Breed; Maitlandman, Rachel (BOS); Ronen, Hillary; and Walton, Shamann (BOS). At the bottom, there is a control bar with a timer showing "02:12:39" and various icons for mute, video, chat, and other meeting functions. A participant list at the very bottom shows icons for all participants, including initials like AC, NM, FL, JM, AP, HR, and BB.



MS Teams Live Event Setup

The screenshot shows the Microsoft Teams application interface. Seven blue callout bubbles with white numbers are overlaid on the interface:

- 1**: Points to the Activity icon in the left-hand navigation bar.
- 2**: Points to the Chat icon in the left-hand navigation bar.
- 3**: Points to the Teams icon in the left-hand navigation bar.
- 4**: Points to the Calendar icon in the left-hand navigation bar.
- 5**: Points to the Files icon in the left-hand navigation bar.
- 6**: Points to the search bar at the top of the application window.
- 7**: Points to the user profile picture in the top right corner of the application window.

The main content area shows a list of teams on the left and a chat window for the 'General' channel on the right. The chat window displays a message history with dates and user avatars.



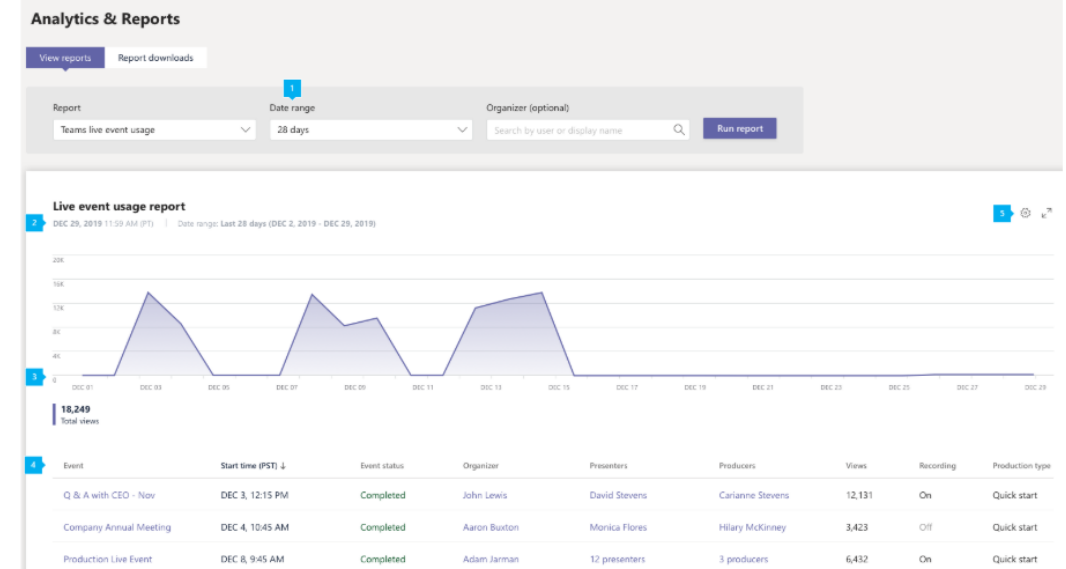
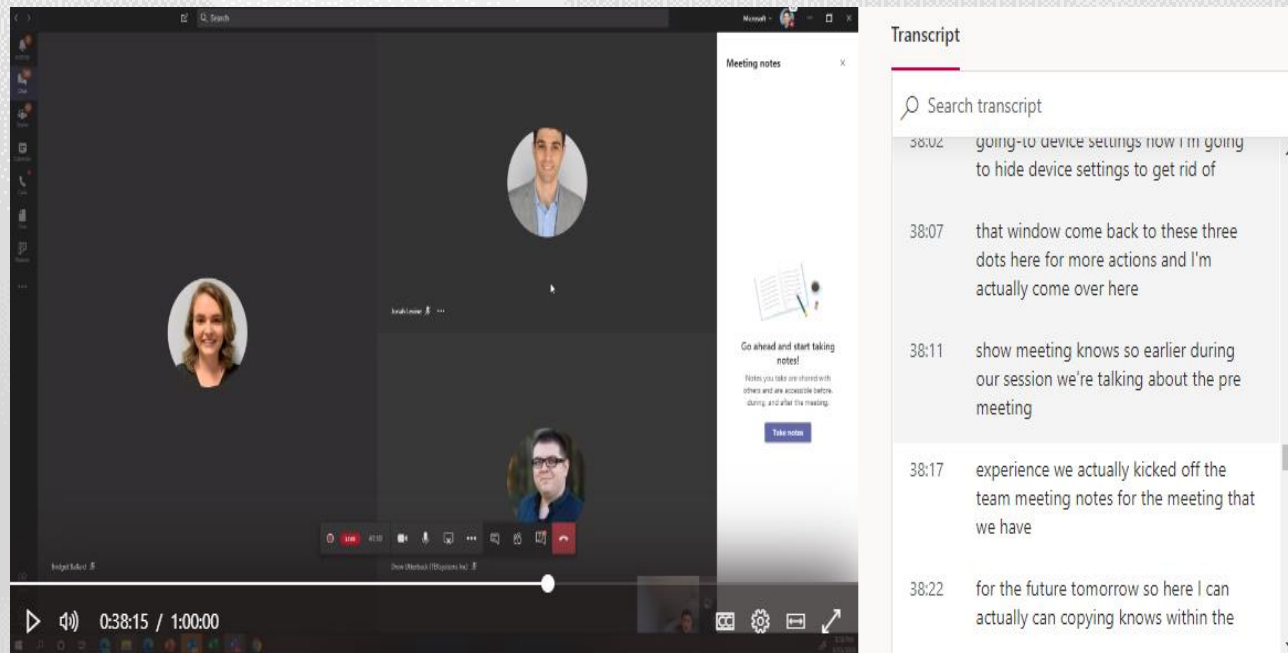
MS Tems Live Event reports

- Viewer report
- Q&A Transcript
- Full meeting Transcript from captions



View the live event usage report

1. In the left navigation of the Microsoft Teams admin center, click **Analytics & reports** > **Usage reports**. On the **View reports** tab, under **Report**, select **Teams live event usage**.
2. Under **Date range**, select a predefined range or set a custom range. You can set a range to show data up to a year, six months before and after the current date.
3. (Optional) Under **Organizer**, you can choose to show only live events organized by a specific user.
4. Click **Run report**.

Transcript

Search transcript

38:02 going to device settings now I'm going to hide device settings to get rid of that window come back to these three dots here for more actions and I'm actually come over here

38:07 that window come back to these three dots here for more actions and I'm actually come over here

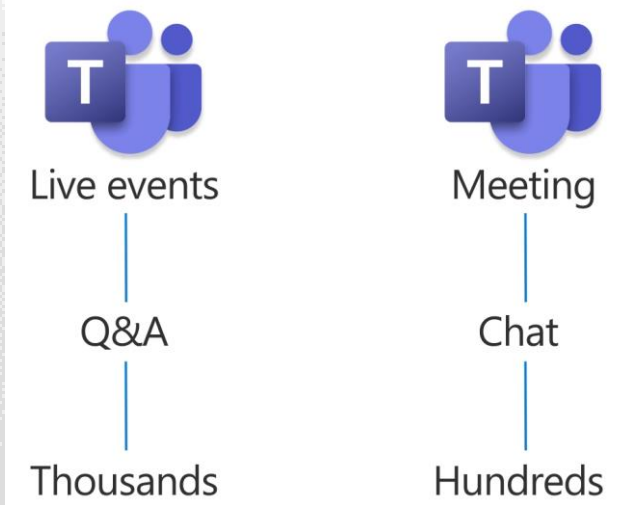
38:11 show meeting knows so earlier during our session we're talking about the pre meeting

38:17 experience we actually kicked off the team meeting notes for the meeting that we have

38:22 for the future tomorrow so here I can actually can copying knows within the



MS Teams Live Event Cost



Get first 6 months free with annual commitment.²

Microsoft 365 Business Basic

(formerly Office 365 Business Essentials)

\$5.00 user/month
(annual commitment)

[Buy now](#)

Promotional pricing reflected in cart.⁵

Best for businesses that need Microsoft Teams and cloud storage. Desktop versions of Office apps not included.

Office apps included

(Web and mobile versions of Word, Excel, and PowerPoint included.)³

Services included



Includes Microsoft Teams for easy remote working.

Microsoft 365 Business Standard

(formerly Office 365 Business Premium)

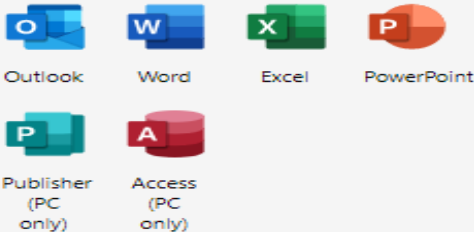
\$12.50 user/month
(annual commitment)

[Buy now](#)

Try free for 1 month⁴

Best for businesses that need Office apps across devices plus business email, cloud file storage, and online meetings and chat.

Office apps included



Services included



Includes Microsoft Teams for easy remote working.

Microsoft 365 Business Premium

(formerly Microsoft 365 Business)

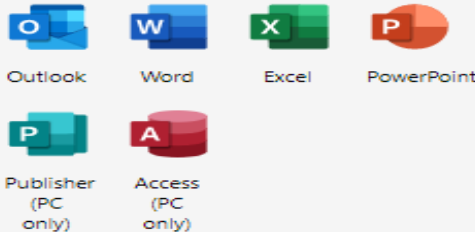
\$20.00 user/month
(annual commitment)

[Buy now](#)

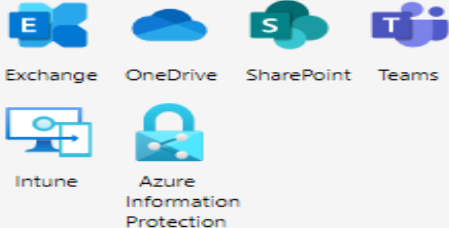
Try free for 1 month⁴

Best for businesses that need everything included in Business Standard plus advanced cyberthreat protection and device management.

Office apps included



Services included





AT&T Conference Bridge Service

- Up to 500 callers
- Broadcast (listen only) and Q&A mode
- Public Speaker moderator control
- Public Comments, Request to speak, 1,0
- Ability to queued speakers in speaking orders
- Tracks the number of speakers in the queue
- Automated directions for speakers when muted and time to speak
- Not part of main video meeting – less chance of disruption



AT&T TeleConference Services
IT'S NEVER BEEN EASIER TO CALL A MEETING

STATUS
Active Participants: 1

CONFERENCE CONTROLS

PARTICIPANT LIST | **CONFERENCE DETAILS** | **QUESTION & ANSWER**

Line	First Name	Last Name	Phone	Role	Mode	Status	Q	Actions
1	BOS	GENERAL 2	(415) 354-2726	Host	Rsvd	OnConf	F	[Icons]
2			(415) 664-0329	Controller	Talk	OnConf	F	[Icons]
3			(415) 699-9100	Participant	Listen	InMenu		[Icons]

Specialist: OFF
Conference Lock: UNLOCKED
Recording: ---
Conference Mode: BROADCAST
Active Talker: OFF
Q&A Mode: ACTIVE
Q&A Queue: 0

AT&T TeleConference Services
IT'S NEVER BEEN EASIER TO CALL A MEETING

STATUS
Active Participants: 2

CONFERENCE CONTROLS

PARTICIPANT LIST | **CONFERENCE DETAILS** | **QUESTION & ANSWER**

Line	First Name	Last Name	Phone	Role	Mode	Status	Q	Actions
1	BOS	GENERAL 2	(415) 354-2726	Host	Rsvd	OnConf	F	[Icons]
2			(415) 664-0329	Controller	Talk	OnConf	F	[Icons]
3			(415) 699-9100	Participant	Listen	InMenu		[Icons]

Specialist: OFF
Conference Lock: UNLOCKED
Recording: ---
Conference Mode: BROADCAST
Active Talker: OFF
Q&A Mode: ACTIVE
Q&A Queue: 0

AT&T TeleConference Services
IT'S NEVER BEEN EASIER TO CALL A MEETING

STATUS
Active Participants: 1

CONFERENCE CONTROLS

PARTICIPANT LIST | **CONFERENCE DETAILS** | **QUESTION & ANSWER**

Line	First Name	Last Name	Phone	Role	Mode	Status	Q	Actions
1	BOS	GENERAL 2	(415) 354-2726	Host	Rsvd	OnConf	F	[Icons]
2			(415) 664-0329	Controller	Talk	OnConf	F	[Icons]
3			(415) 699-9100	Participant	Participant	Dropped		[Icons]

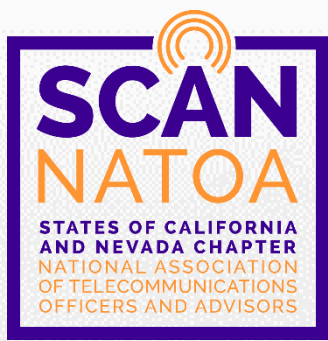
Specialist: OFF
Conference Lock: UNLOCKED
Recording: ---
Conference Mode: BROADCAST
Active Talker: OFF
Q&A Mode: ACTIVE
Q&A Queue: 0



Cisco WebEx Events:

- Initially a replacement for ATT Bridge Lines
- Single platform for video meeting and public speaker call in line
- Host is able to mute public speakers – and they can't unmute
- Raise hand to speak for public speakers
- Up to 30 video tiles on Grid view
- Live Webcast without SFGovTV for meetings we don't cover
- Up to 10K viewers
- No additional cost for CCSF





Cisco WebEx Events:

- Flexible platform
- Attendees elevated to Panelist
- Raise hand to speak
- Public speaker order

The screenshot shows a 3x4 grid of participants in a Cisco WebEx meeting. The participants are: Sean Phillips (Host) with a 'SP' icon, Michael Redmond, Marisa Rodriguez, Rodney Fong, Chesa Boudin, Daniel Sider, David Lazar, Eugene Hillsman, Joaquin torres, Tom Temprano, Araceli Frias, Dan de Cossio, James Caldwell with a 'JC' icon, Jeremy Schwartz with a 'JS' icon, and Michael Christensen SF Planning with an 'MP' icon. Overlaid on the right side of the grid are three UI windows: a 'Participants (52)' list, a 'Chat' window, and an 'Attendee List' window. The 'Attendee List' window shows a search bar, a 'Find' button, and a list of 36 attendees with columns for Name, Feedback, and a status icon. The 'Johnny Delaplane' entry is highlighted with a hand icon, indicating he has raised his hand.

This screenshot provides a detailed view of the Cisco WebEx interface. At the top, it shows 'Participants (52)' with a search bar, 'Panelist: 16', and 'Attendee: 36 (1 displayed)'. Below this is a list of participants, with 'Johnny Delaplane' selected. A blue bar contains the text 'View all attendees...'. Below the participants list is a 'Chat' window. The main focus is the 'Attendee List' window, which has a search bar and a 'Find' button. It displays a table with 36 attendees:

Name (36)	Feedback	
Friend of Canna...		
greg longacre		
Johnny Delaplane		👤
Jon Torres Anglin		
Katie Davies		
Ken Bukowski		

At the bottom of the interface, there is a 'To:' dropdown menu set to 'All Participants' and a text input field for chat messages.



Cisco WebEx Events:

- Webinar registrations and Surveys

cisco Webex Service provided by ConvergeOne

Home | Webex Meetings | Webex Events | Webex Support | Webex Training | My Webex Modern View NEW Jack Chin Sign Out

[New User Reference](#)

- ▼ Attend an Event
 - [Unlisted Events](#)
- ▼ Host an Event
 - Schedule an Event**
 - [Site Events](#)
 - [Email Templates](#)
 - [Registration Questions](#)
 - [Survey Questions](#)
 - [My Event Recordings](#)
- ▼ Manage Programs
 - [Create New Program](#)
 - [List of Programs](#)
- ▼ Set Up
 - [Webex Events](#)
 - [Preferences](#)
- ▼ Support
 - [Help](#)
 - [MyResources](#)
 - [Downloads](#)

Host image: [Upload](#) a picture of yourself or the presenter

Event material: [Upload](#) event material for attendees to download before event starts

Other UCF options: Do not allow attendees to share rich media files in this event
 Request attendees to verify rich media players

Who can view the attendee list: All participants
 Only the host, presenter, and panelists

Video: Turn on video

Post-event survey: [Create post-event survey](#)
 Do not display survey to attendees
 Display survey in pop-up window
 Display survey in main browser window (instead of destination URL)

Destination URL after event:

Attendees & Registration:

Attendees: [Create invitation list](#)
[View invitation list](#)

Invite friends: Allow registrants to invite friends to this event

Maximum number of registrants:

Registration form: Click [here](#) to customize your registration form

Destination URL after registration:

Approval required: Yes No [Set up approval rules](#)

Registration password: Yes, specify password:
 No

Registration ID required: Yes No

Presenters & Panelists:

Panelists: [Create invitation list](#)
[View invitation list](#)

Panelists info: [?](#)

Allow panelists to upload documents associated with the event.

Panelist password: (recommended)

Confirm password:

Email Messages:

Email format: Plain Text HTML Include iCalendar Attachments

Invitation emails: [Attendees](#) | [Panelists](#)

Registration emails: Pending Approved Rejected | [Event In Progress](#)



Cisco WebEx Events:

- Practice Session before Live Event



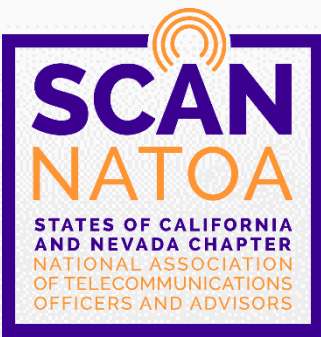
Cisco Webex Events (Practice Session)
File Edit Share View Communicate Participant Event Help

Waiting for others

Cisco Webex Events

You have joined the practice session for the event. Participants in the main event cannot hear communications in the practice session.

OK



WebEx Live Event Cost

Free
Personal

\$0 per month per host

[Sign Up](#)

Starter
Small teams

\$13.50 per month per host

[Buy Now](#)

Plus
Mid-size teams

\$17.95 per month per host

[Buy Now](#)

Business
Large teams & businesses

\$26.95 per month per host

[Buy Now](#)

Minimum 5 licenses per month

Free features

- Up to 100 participants in each meeting
- Each meeting can last up to 50 minutes
- Use your computer for audio (VoIP)
- Usage reports
- Unlimited number of meetings
- Desktop, application, file & whiteboard sharing options
- ▶ Video conferencing features
- ▶ Webex Teams collaboration features
- ▶ Mobile features
- ▶ Security features
- Online support

All Free features +

- Up to 100 participants in each meeting
- Meet as long as you want (i)
- Call-in for audio (i)
- 5 GB of cloud storage
- Recording transcriptions
- MP4 Cloud Recordings
- Desktop, application, file & whiteboard sharing options
- Calendar integrations (i)
- 24/7 Customer support
- Ability to assign alternate hosts (i)
- Webex Meetings [integrations](#) with other applications
- Join from a video system or application (i)
- User management (i)
- Administrative feature controls (i)
- ▶ Security features
- ▶ Optional add-ons

All Starter features +

- Host up to 100 participants
- Allow others to schedule meetings on behalf of the host
- Customizable Webex site URL (i)
- Administrative portal (i)
- Analytics and troubleshooting (i)
- ▶ Optional add-ons

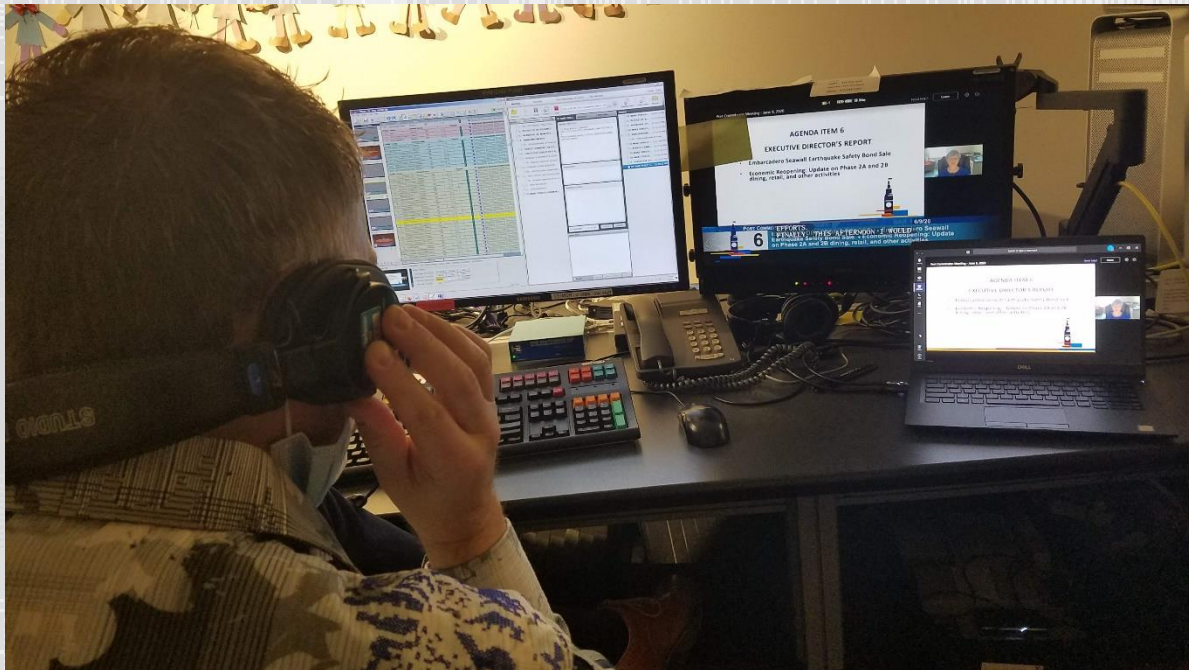
All Plus features +

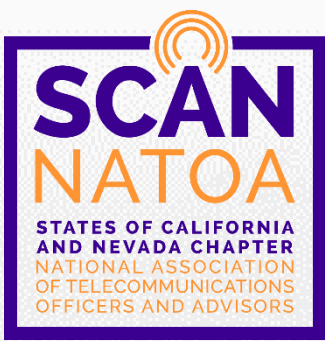
- Host up to 200 participants
- 10 GB of cloud storage
- Branding and customizations
- Single sign-on
- Microsoft Exchange and Active Directory sync (i)
- Domain claim (i)
- ▶ Optional add-ons



Lessons Learn:

- Teams Live event is overly secure
- Difficult for outside city participants to join
- Back up computer to host the meeting
- And back up system for public call in line

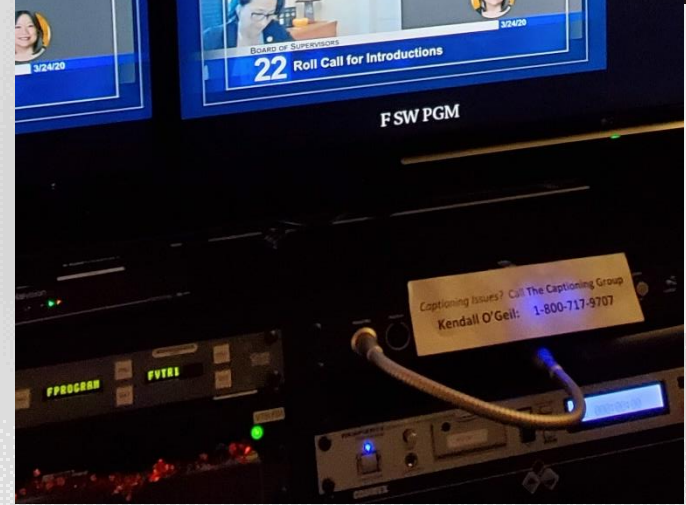




Stats:

- First BOS meeting had over 500 viewers on Teams
- 38 of 66 commissions trained and meeting online
- Highest # of public caller = 250 with 88 wanting to speak
- 2 minutes each makes a very long meeting
- Meetings are much longer because members are at home
- Training takes the longest







SCAN NATOA CHAPTER MEETING

ON-LINE PUBLIC MEETING BEST PRACTICES

www.SFGovTV.org

www.Facebook.com/SF

www.YouTube.com/SFGTV



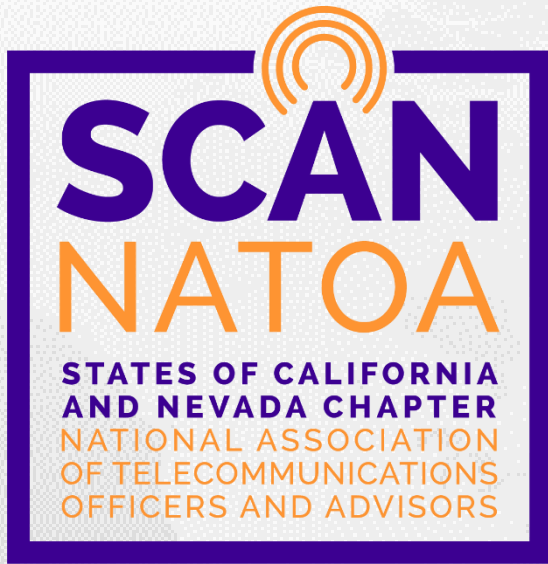


SCAN NATOA CHAPTER MEETING

ON-LINE PUBLIC MEETING BEST PRACTICES

MICHAEL D. SMITH
City of Torrance





SCAN NATOA CHAPTER MEETING

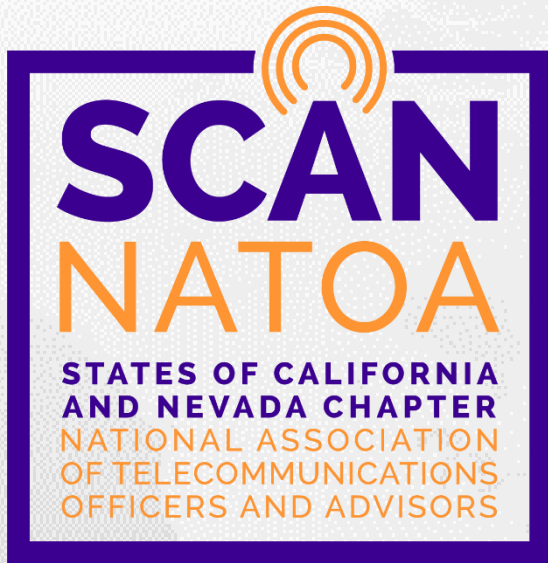
ON-LINE PUBLIC MEETING BEST PRACTICES

Zoom meeting,
audio only



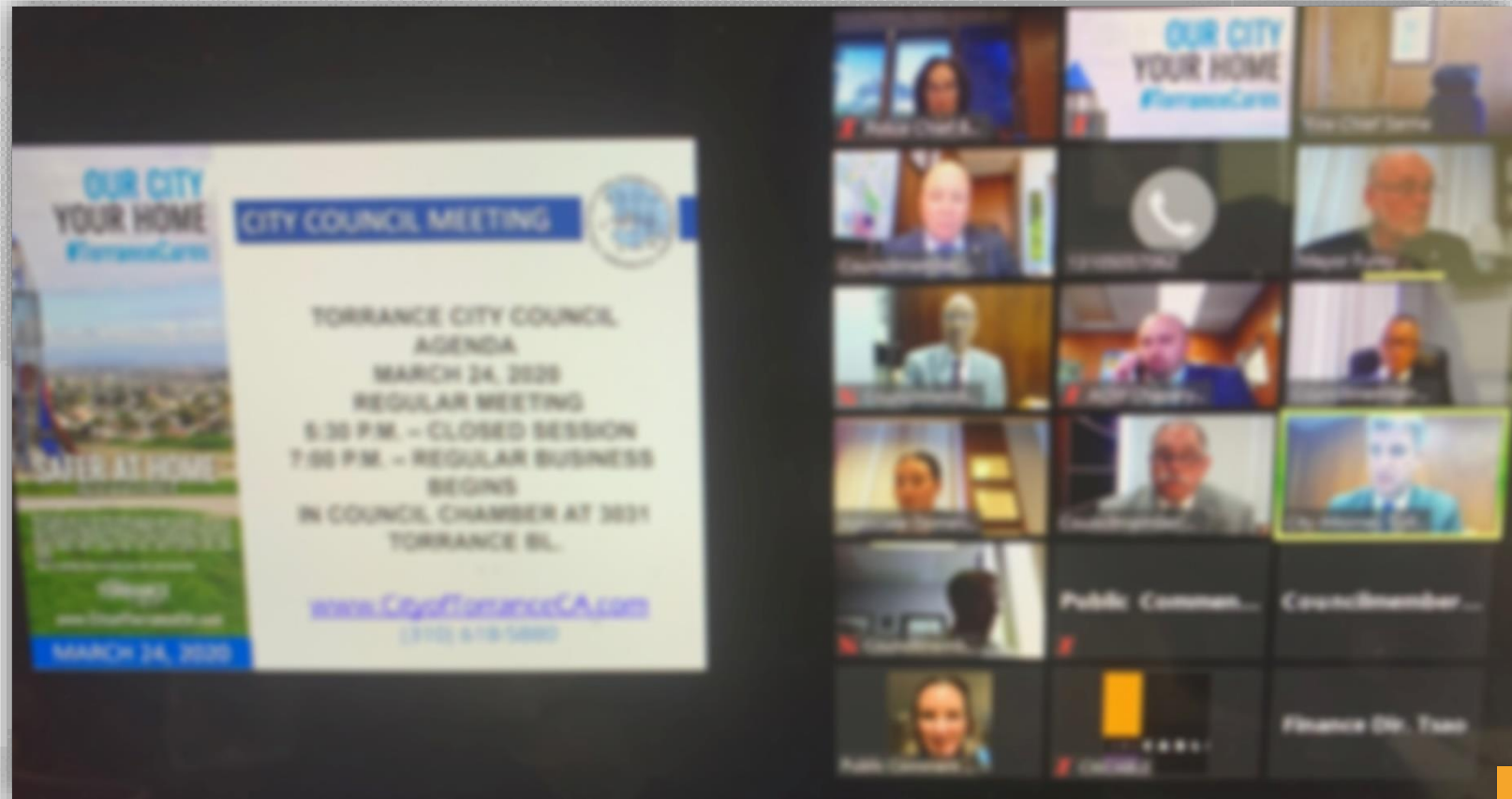
Zoom meeting
with video





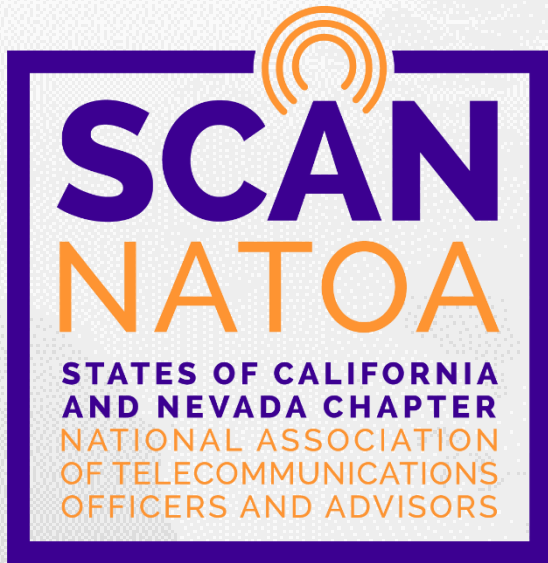
SCAN NATOA CHAPTER MEETING

ON-LINE PUBLIC MEETING BEST PRACTICES



City of Torrance City Council Meeting





ZOOM Pro @ \$14.99/mo. & Webinar @ \$40/mo.



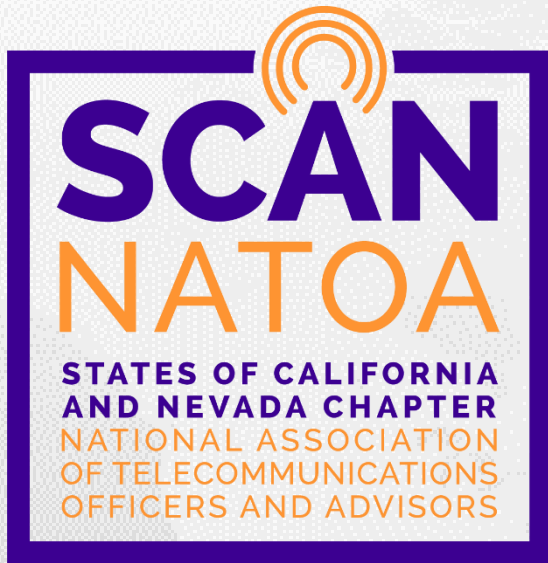
Zoom Meeting Plans for Your Business

[Zoom for Education](#) | [Zoom for Telehealth](#) | [Zoom for Developers](#)

Basic	Pro	Business	Enterprise
Personal Meeting	Great for Small Teams	Small & Med Businesses	Large Enterprise-Ready
Free	\$14.99 /mo/host	\$19.99 /mo/host	\$19.99 /mo/host
	Purchase up to 9 hosts per account	Starting at 10 hosts for \$199.9/mo	Starting at 100 hosts for \$1,999/mo
Sign Up, It's Free	Buy Now	Buy Now	Contact Sales
<ul style="list-style-type: none"> Host up to 100 participants Unlimited 1 to 1 meetings 40 mins limit on group meetings Unlimited number of meetings Ticket Support + Video Conferencing Features + Web Conferencing Features + Group Collaboration Features + Security 	<ul style="list-style-type: none"> All Basic features + Includes 100 participants Need more participants? Meeting duration limit is 24 hrs User management Admin feature controls Reporting Custom Personal Meeting ID Assign scheduler 1GB of MP4 or M4A cloud recording REST API Skype for Business (Lync) interoperability + Optional Add-on Plans 	<ul style="list-style-type: none"> All Pro features + Includes 300 participants Need more participants? Dedicated phone support Admin dashboard Vanity URL Option for on-premise deployment Managed domains Single sign-on Company branding Custom emails LTI integration Cloud Recording Transcripts 	<ul style="list-style-type: none"> All Business features + Enterprise includes 500 participants Enterprise Plus includes 1,000 participants Unlimited Cloud Storage Dedicated Customer Success Manager Executive Business Reviews Bundle discounts on Webinars and Zoom Rooms

City of Torrance City Council Meeting





ZOOM Pro @ \$14.99/mo. & Webinar @ \$40/mo.

Video Webinar

Starting at \$40/mo/host for 100 attendees *

- 100 interactive video panelists
- Plans ranging from 100 to 10,000 view only attendees
- Host controls such as mute/unmute panelists, recording and more
- Q/A with live or text answers, polling, registration and reporting
- Live streaming to unlimited audiences on Facebook Live and YouTube

[Learn More](#)


Pro
Great for Small Teams
\$14.99/mo/host
Purchase up to 9 hosts per account

[Buy Now](#)

All Basic features +

- Includes 100 participants
[Need more participants?](#)
- Meeting duration limit is 24 hrs
- User management
- Admin feature controls
- Reporting
- Custom Personal Meeting ID
- Assign scheduler
- 1GB of MP4 or M4A cloud recording
- REST API
- Skype for Business (Lync) interoperability

+ Optional Add-on Plans





CenturyLink GlobalMeet cost is determined by the number of participants and call duration

GlobalMeet Basic	GlobalMeet Standard	GlobalMeet Premium	GlobalMeet Enterprise
It's Free	\$12 per user/month*	\$24 per user/month*	Contact Sales
Sign Up	Contact Sales	Contact Sales	Contact Sales

*with annual commitment

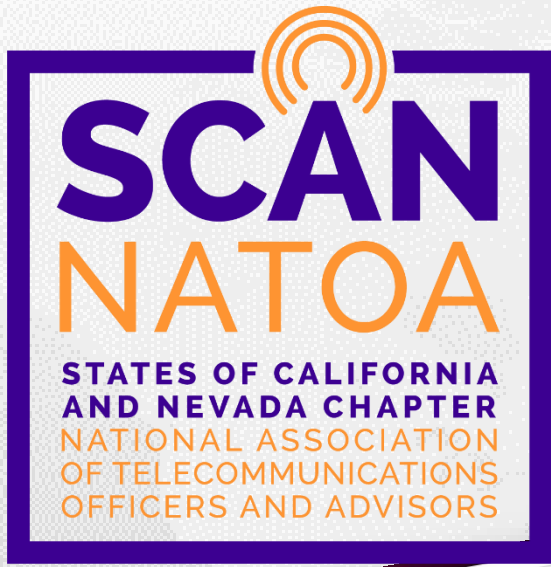




SCAN NATOA CHAPTER MEETING

ON-LINE PUBLIC MEETING BEST PRACTICES

A screenshot of a Zoom meeting grid. The grid consists of seven individual video feeds arranged in three rows. The top row has three feeds: Councilmember Ashcraft (a woman with short brown hair), Councilmember Mattucci (a man with a shaved head), and Mayor Furey (a man with a beard and glasses). The middle row has three feeds: Councilmember Chen (a man with glasses), Councilmember Kalani (a woman with long dark hair), and Mike Griffiths (a man with a shaved head). The bottom row has one feed: Councilmember Tim Goodrich (a man with glasses). The meeting title at the bottom of the grid reads "JUNE 2, 2020 CITY OF TORRANCE COUNCIL MEETING". The City of Torrance logo is visible in the bottom left corner of the grid, and the CityCable logo is in the bottom right corner.



DIF Comparison

	Existing	Proposed	Average of Cities Surveyed
Single Family Residential	Residential (per unit)		
Multi-Family Residential	\$0	\$8,182	\$23,942
General Commercial	Commercial (per 1,000 square feet)	\$7,304	\$18,712
Commercial Center	\$6,321	\$14,613	
Light Industrial	Industrial (per 1,000 square feet)	\$12,474	\$9,064
Heavy Industrial	\$1,471	\$3,922	\$9,064
Business Park	\$2,131	\$8,362	\$4,395
		\$4,250	\$4,395
			\$8,391

SPEAKING
DANNY SANTANA
COMMUNITY DEVELOPMENT DIRECTOR

Like Follow Share

Happening Now

OUR CITY YOUR HOME #TorranceCares

THE TORRANCE CITY COUNCIL MEETING IS IN CLOSED SESSION

WE WILL RESUME SHORTLY MAY 26, 2020

SAFER AT HOME

City of Torrance CA Government @TorranceCA

YouTube

AGENDA

OUR CITY YOUR HOME #TorranceCares

THE TORRANCE CITY COUNCIL MEETING IS IN CLOSED SESSION

WE WILL RESUME SHORTLY MAY 26, 2020

SAFER AT HOME

Top chat

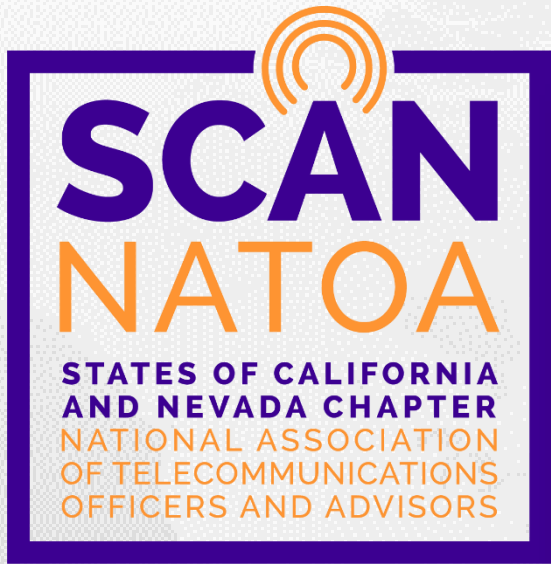
Participants (22)

Panelists (21) Attendees (1)

Find a participant

- MD Michael D Smith (Me)
- AC ACM Chaparyan (Host)
- et Hoang
- alani
- Tim Goodrich
- an Ashcraft
- itana
- FC Fire Chief Martin Serna
- Katie Wand
- L. Jackson, City Manager
- Mayor Furey
- Mike Griffiths
- smegerdichian
- tpd
- PB PW-Craig B

CITICABLE



City of Torrance City Council Meeting





SCAN NATOA CHAPTER MEETING

ON-LINE PUBLIC MEETING BEST PRACTICES



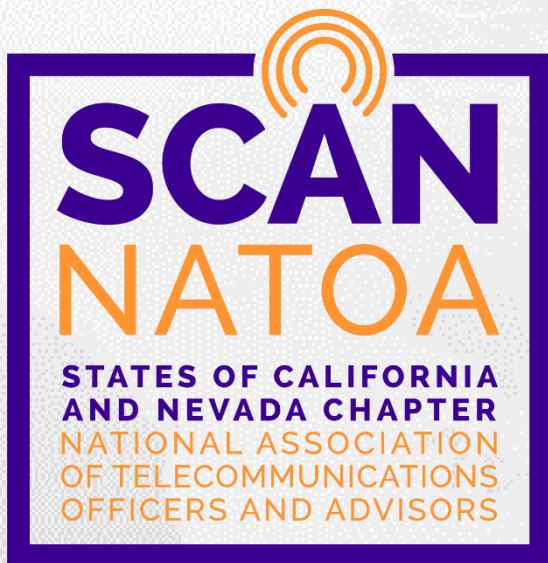
AGENDA



**THE
TORRANCE CITY COUNCIL
MEETING
IS IN CLOSED SESSION**

**WE WILL RESUME
SHORTLY
JUNE 2, 2020**





SCAN NATOA CHAPTER MEETING


ON-LINE PUBLIC MEETING BEST PRACTICES

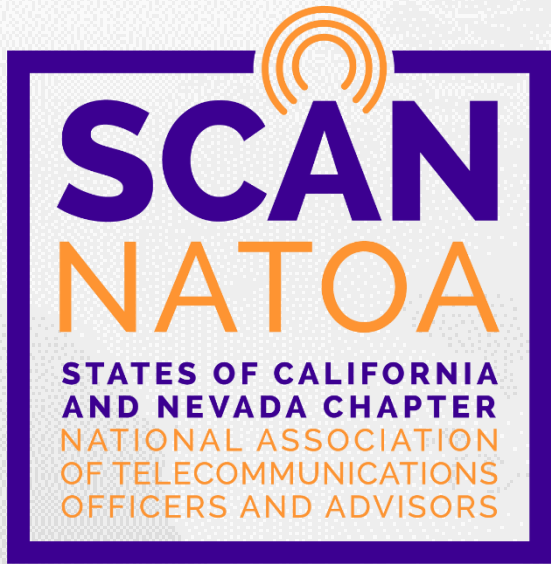
AGENDA

OPENING CEREMONIES

- 1. CALL MEETING BACK TO ORDER**
- 2. FLAG SALUTE:**
Councilmember Ashcraft
NON SECTARIAN INVOCATION:
Councilmember Chen

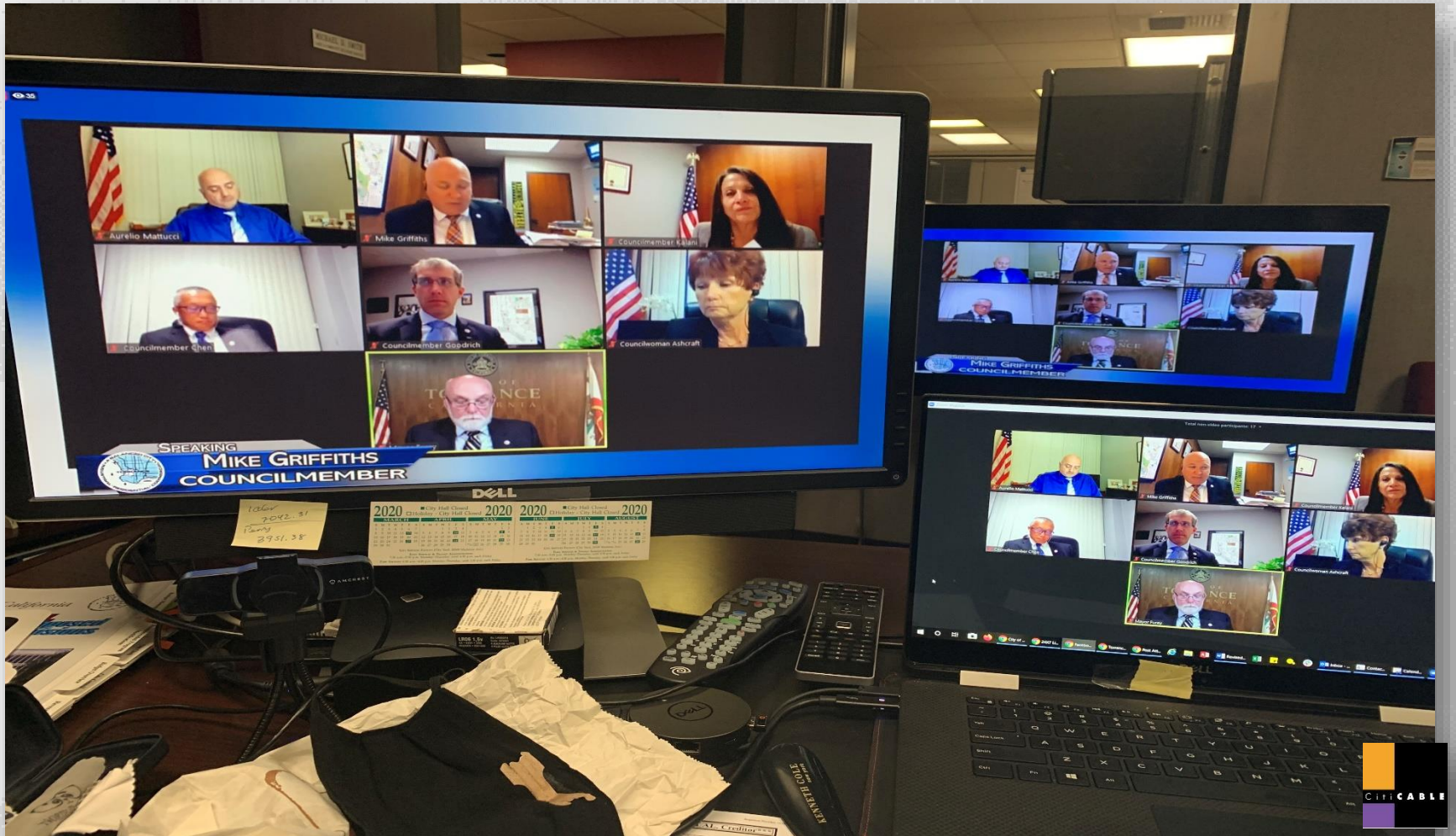
SPEAKING
PATRICK J. FUREY
MAYOR

A grid of seven video conference windows showing participants. The windows are arranged in three rows: the first row has two windows (Councilmember Ashcraft and Councilmember Mattu...), the second row has two windows (Mayor Furey and Councilmember Chen), the third row has two windows (Councilmember Kalani and Mike Griffiths), and a single window at the bottom (Councilmember Tim Goo...). Each window shows a person in a professional setting, often with an American flag or a city seal in the background.

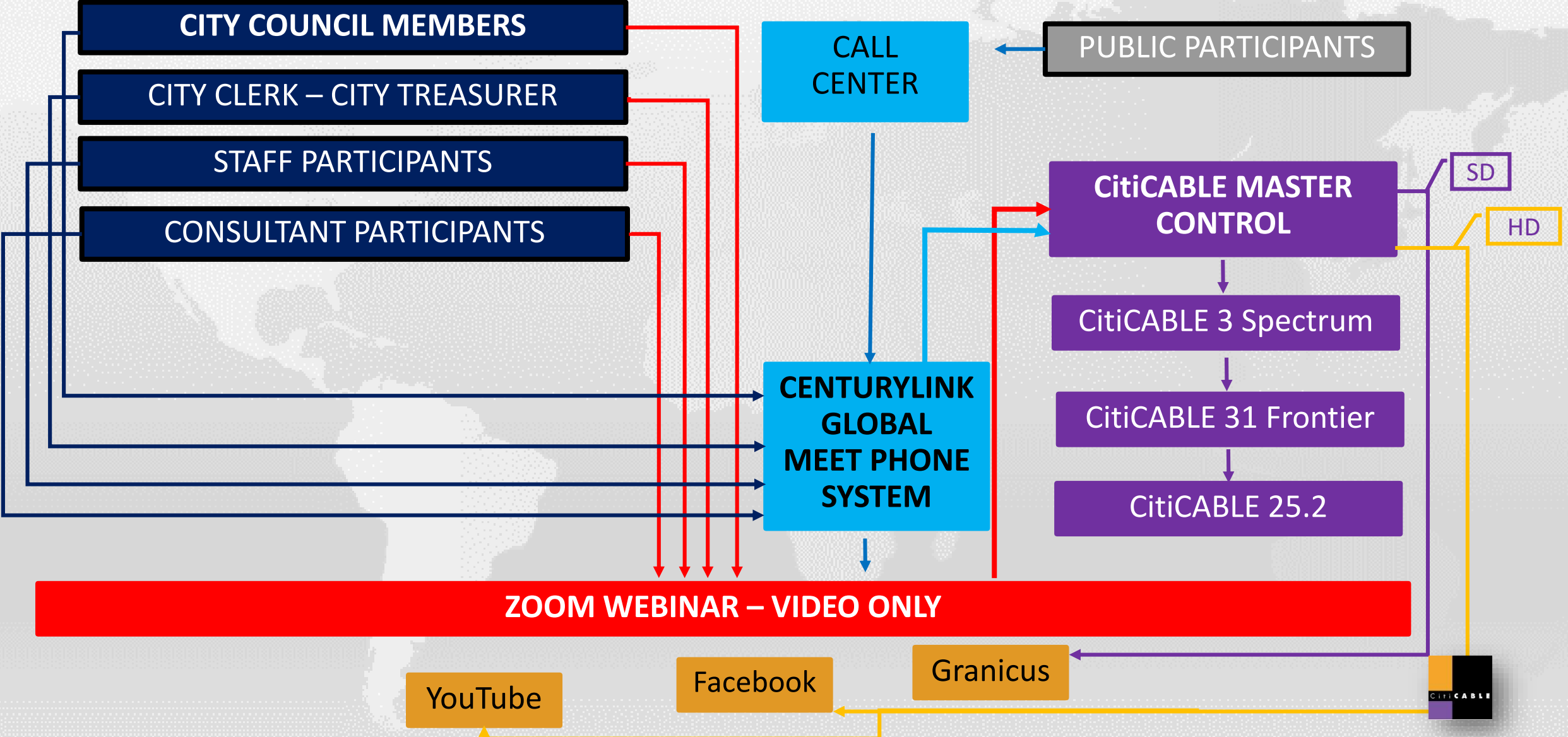


SCAN NATOA CHAPTER MEETING

ON-LINE PUBLIC MEETING BEST PRACTICES

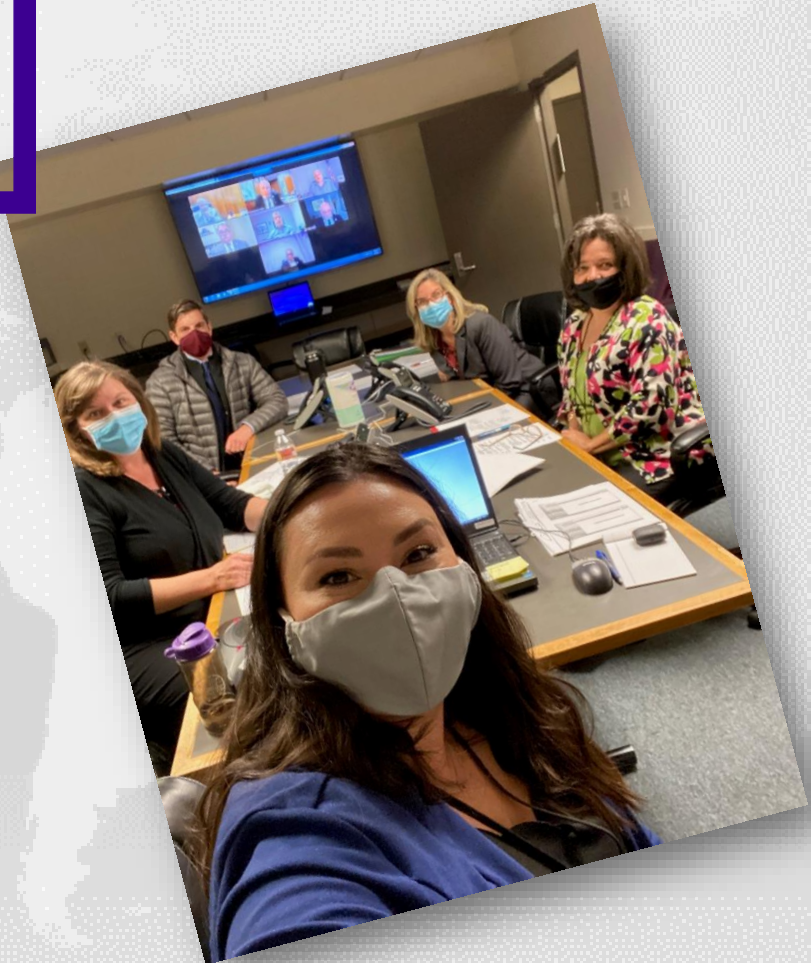


Torrance City Council Virtual Meeting





CenturyLink GlobalMeet cost is determined by the number of participants and call duration



CALL CENTER





SCAN NATOA CHAPTER MEETING

ON-LINE PUBLIC MEETING BEST PRACTICES





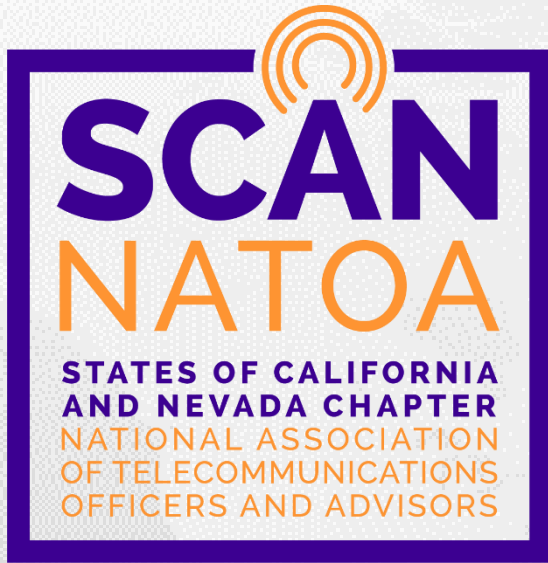
SCAN NATOA CHAPTER MEETING

ON-LINE PUBLIC MEETING BEST PRACTICES



City of Torrance City Council Meeting





SCAN NATOA CHAPTER MEETING

ON-LINE PUBLIC MEETING BEST PRACTICES





SCAN NATOA CHAPTER MEETING

ON-LINE PUBLIC MEETING BEST PRACTICES

www.TorranceCA.Gov

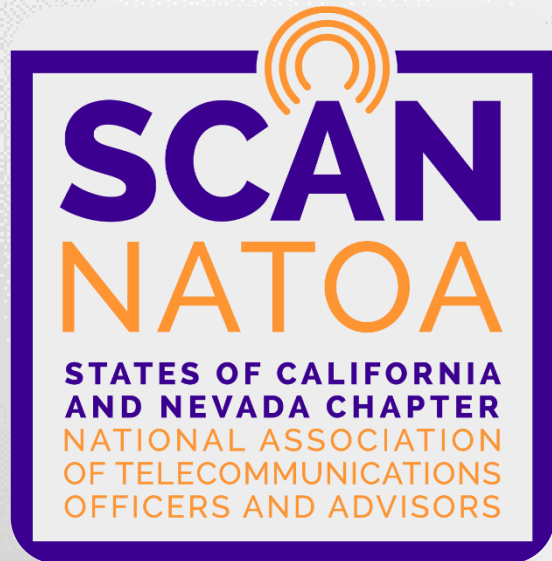
www.Facebook.com/TorranceCA

www.YouTube.com/TorranceCitiCABLE



SCAN NATOA CHAPTER MEETING

ON-LINE PUBLIC MEETING BEST PRACTICES



www.SCANNATOA.Org

June 11, 2020 – 9:45 am | Zoom USA