Hosting remote meetings: guidelines and tips

Please acquaint yourself with the Zoom toolbar while we wait for additional attendees to join.

Use Q&A for questions or if you are having a problem. Use chat if you just want to say hi!

If you aren’t hearing music in the background, you may need to turn up your speakers, or dial in to join audio:
(669) 900 6833 or (312) 626-6799
Webinar ID: 431 930 673
The people hosting today

Chris Ryan
Head of Customer Happiness
(plus Luke!)

Mac Clemmens and Sloane Dell’Orto
Streamline co-founders
(and great shoppers)

Maria Lara
Special District Advocate
(plus Kaya)
What we will cover today

1. State-by-state requirements (10 min)
2. Overview of popular remote meeting technology solutions (30 min)
3. Things to keep in mind (<5 mins)
4. Resources & next steps (<5 mins)
5. Q&A (10+ mins)

Don’t worry about taking notes! We’re recording, and we’ll share all resources with you later today.
What we won’t cover today

1. Super in-depth explorations of each state’s particular requirements (although we will touch on them)
   a. Because they are changing daily if not hourly
   b. Your state associations can help - probably better than we can

2. Actual tutorials on any particular service
   a. There simply isn’t enough time
   b. We’ll share resources for this (and likely record them) soon
Not gonna talk about the virus. Nope.

However, this might not be the last time we will face something like this - and even if it is, it may last for an extended period.

The bright side: while we’re at home with (possibly) extra time, it might be worth investing time in figuring this out together!
Our commitment

That you leave this webinar empowered with new tools that will help you beyond this crisis.

Came because of today’s crisis.

Stayed for the collaboration. :)
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Set audio preferences
Use Q&A button to ask questions anytime
State by state
State-specific Guidelines: California

A recent executive order relaxes some of the Brown Act requirements; special districts must comply with at least two criteria when utilizing teleconferences or video conferences:

1. Districts must provide advance notice (agenda) of the meeting in the same timeframe and manner currently required under the Brown Act; and

2. Districts must provide at least one physical location to remain open to the public from which members of the public can observe and offer public comment. This location must be Americans with Disabilities Act (ADA) compliant.

*March 17*
A local legislative body ... is authorized to hold public meetings via teleconferencing and to make public meetings accessible telephonically or otherwise electronically to all members of the public seeking to observe and to address the local legislative body.

All requirements ... expressly or impliedly requiring the physical presence of members, the clerk or other personnel of the body, or of the public as a condition of participation in a quorum or public meeting are hereby waived.

March 18
State-specific Guidelines: California

Additionally, these requirements in particular are suspended:

- State and local bodies notice each teleconference location from which a member will be participating in a public meeting
- Each teleconference location be accessible to the public
- Members of the public may address the body at each teleconference conference location
- State and local bodies post agendas at all teleconference locations
- At least one member of the body be physically present at the location specified in the notice of the meeting
- During teleconference meetings, at least a quorum of the members participate from location within the boundaries of the territory over which the local body exercises jurisdiction

March 18

More info: CA Special District Assoc. (916) 442-7887
State-specific Guidelines: Oregon

When telephone or other electronic means of communication is used and the meeting is not an executive session, the governing body of the public body shall make available to the public at least one place where, or at least one electronic means by which, the public can listen to the communication at the time it occurs. A place provided may be a place where no member of the governing body of the public body is present.

More info: Special Districts Association of Oregon
(503) 371-8667
According to an opinion released today:

In light of the Attorney General opinions and the purpose of the Sunshine Law, in order to conduct essential public business and meet the conflicting demands of this emergency, we believe that a governing body should be allowed to hold a virtual public meetings (with no members physically present) by (1) properly noticing the meeting, (2) taking minutes, and (3) making the meeting open to the public through technological means that are made available to the public, such as by teleconference or online video conference.

More info: Florida Association of Special Districts (850) 999-1937
The agenda items should be limited to those public necessities so that the meeting is no broader than necessary to accomplish the stated purpose of having it as a virtual public meeting. We recommend that no land use or zoning matters requiring public hearings be handled in this matter.

These recommended restrictions result in a narrowly tailored virtual public meeting that meets the intent of the Sunshine Law as fully as possible under the circumstances.

03-19 - Letter has been sent to the Governor expressly requesting waiving of any in-person requirements.

More info: Florida Association of Special Districts (850) 999-1937
A Director is required to attend Board meetings. Attendance may be made via telephone conference. As long as the Director is able to hear and be heard, telephonic attendance satisfies the attendance requirement. Any absences should be noted and excused (where appropriate) in the minutes of the meeting.

*Please remember to use your website to post your agenda keeping in mind your other locations may be closed due to COVID-19*

More info: Special District Association of Colorado
(303) 863-1733 | Ann.Terry@sdaco.org
State-specific Guidelines: Colorado

When the time, date, or location of a regularly scheduled meeting is changed, or when a special meeting is scheduled, notice of the new meeting time, date, or place must be posted.

All special and regular Board meetings must be held at locations within the District boundaries, or within the boundaries of any county or counties in which the District is located, or, if outside the county, at a location not greater than 20 miles from the District boundaries, unless (i) the Board adopts a resolution stating the reason for holding the meeting at an alternate location and the date, time, and place of the meeting; and (ii) the proposed change of location appears on the meeting agenda for the meeting at which the resolution is considered.

More info: Special District Association of Colorado (303) 863-1733 | Ann.Terry@sdaco.org
Remote Meeting Technology Solutions
Questions we’re asking

How much does it cost?

How many people can participate? (How many should I expect?)

Audio, video, or both?
- Can I control auto start of video?
- Is there a “mute everyone” function?
- Can I control attendees’ ability to unmute?

Recording and captioning capabilities?

Any other potential concerns, recommended settings, or tips to use.
### Comparison of popular remote meeting tools

*Pricing is per organizer (logged in user, host, or admin - the people who will be scheduling, launching, and managing a meeting). There is no cost for attendees (up to any noted service limits) on all platforms.

<table>
<thead>
<tr>
<th></th>
<th>FreeConference Call.com</th>
<th>Uber Conference</th>
<th>Google Meet</th>
<th>Join.me</th>
<th>Zoom Meetings</th>
<th>Zoom Webinar</th>
<th>GoToMeeting</th>
<th>GoToWebinar</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cost</strong></td>
<td>Free to $15 per month (pay what you can model)</td>
<td>$15 per organizer per month*</td>
<td>$15 - $25 per user per month*</td>
<td>$20 per month per user account*</td>
<td>$15 - $19 per month per host*</td>
<td>Additional $40 per month (in addition to Zoom Meetings)</td>
<td>$12 - 16 per month per organizer</td>
<td>$89 - 199 per host per month</td>
</tr>
<tr>
<td><strong>Service limitations</strong></td>
<td>Audio and video up to 1,000 participants 1GB storage standard</td>
<td>Up to 100 participants</td>
<td>150 or 250 participants per meeting (per price levels listed above)</td>
<td>Up to 250 participants</td>
<td>100 and 300 participants per call (at pricing levels above)</td>
<td>100 participants per webinar (unless paying for upgrade, see below)</td>
<td>150 and 250 participants (at pricing levels above)</td>
<td>100, 250 and 1000 participants (at pricing levels above)</td>
</tr>
<tr>
<td><strong>Video option</strong></td>
<td>Yes</td>
<td>Yes (option to turn off video before entering)</td>
<td>Yes (no option to turn off before entering)</td>
<td>Yes - 10 webcam streams per meeting</td>
<td>Yes, but host can set meeting to not start video by default for host and/or attendees</td>
<td>Optional, and only for host and panelists</td>
<td>Yes but not on by default</td>
<td>Optional, and only for host and panelists</td>
</tr>
<tr>
<td><strong>Audio options</strong></td>
<td>Can mute everyone by default, allow them to unmute, or selectively unmute - multiple join</td>
<td>Attendees can join audio only, or enter in listen-only mode Ability to &quot;mute&quot;</td>
<td>Attendees are unmuted by default Organizers can mute any or all</td>
<td>Attendees have audio options (computer and call in) Organizers</td>
<td>Can set all attendees to be muted upon entry in advance Attendees</td>
<td>All attendees are muted by default, only organizer has ability to unmute individuals Attendees are unmuted by default Organizers canmute attendees</td>
<td>All attendees are muted by default, only organizer has ability to unmute individuals</td>
<td>All attendees are muted by default, only organizer has ability to unmute individuals</td>
</tr>
</tbody>
</table>
The Good News:
You’re already halfway there! (Because you’re on this webinar.)
Basic subscription cost for one host:
Free to $15 per month (pay as you can model)
Includes audio and video options

Limits:
Up to 1,000 participants and 1 GB recording storage

Upgrades:
Permanent number - free with any paid plan*
Custom greeting or hold music $2 / mo each
Additional storage, 10GB $3 / mo
Meeting transcriptions $7 / mo

What's cool about it:
Permanent number + access code, great documentation

What might not be not cool:
You still have to punch in an access code when calling
Servers went down during testing (phone-in still worked)

*For now, not sure if forever
Audio Information

Dial-in number: (470) 480-9202
Online meeting ID: sloane06
International dial-in numbers: View list

Host Information

Sloane Dell'Orto
Streamline
2321 P Street, Sacramento CA 95816
(916) 900-6619
sloane@getstreamline.com

We provide internet, intranet, and communications tools to help special districts do the important work they do. Our tools are super easy to use and compliant, subscriptions are affordable and risk-free.
Dial-in number (US): (470) 480-9202
International dial-in numbers: https://fccdi.in/i/sloane06
Online meeting ID: sloane06
Join the online meeting: https://join.freeconferencecall.com/sloane06

For additional assistance connecting to the meeting text "Help" to the Dial-In number above. Message and data rates may apply.

Schedule

[Fields for Subject, Date, Time, Description]
Uberconference

Basic subscription cost for one host: $15 per month

Limits:
Up to 100 participants
Only audio can be recorded (although video is available)

Upgrades: None

What’s cool about it:
Pretty easy to use, permanent phone number (with no PIN required!), permanent URL, ability to mute everyone before they enter

What’s not as cool:
People can unmute themselves easily, if you need to record video this isn’t for you (only audio records)
Confirm settings

Join by Desktop

Join by phone

Dial into the conference with the information below.

Phone information

916-900-6614

No PIN needed 🎉

International Calling
# Schedule a conference

**Start Date**
- 19 Mar 2020

**How often should this conference occur?**
- Every 3rd Thursday of the month

**End Date** (Optional)
- 

**Time**
- 07:00 PM

**Time Zone**
- Pacific/Midway (GMT-2)

**Duration**
- 90 min

**Name this conference** (Optional)
- Monthly Board of Directors Meeting
Google Hangouts (Meet)

Basic subscription cost:
$15 - $25 per user per month

Limits:
150 or 250 participants, only available with the full G Suite (mail, docs, sheets, drive storage, etc)

Upgrades:
None other than buying additional Drive storage if needed

What’s cool about it:
If you use G Suite already, you’re already paying for it (think of it as free), and includes auto captioning option

What’s not as cool:
People show up on video and with audio on automatically, which can be a bit awkward, and auto captioning is pretty awful.
Google Hangouts

Meeting must be scheduled in advance to be able to share the link and call in details.

The only way to schedule is to add the meeting to Google Calendar and use the included browser plug in.
Google Hangouts

Meeting must be scheduled in advance to be able to share the link and call in details.

The only way to schedule is to add the meeting to Google Calendar and use the included browser plug in.
You
Hey, hey, okay, so I'm going to try to be quick. I'm trying to figure out. Keep are going to hate this. Okay, and can I meet you? Meet him or everyone in the colour only Chris wragge can meet themselves. All right.
Zoom Meetings

Basic subscription cost for one host:
$15 - $19 per host per month

Limits:
100 or 300 participants per meeting (per price level)

Upgrades:
Can upgrade to large meetings - 500 attendees for additional $65 per month

What's cool about it:
You can set all attendees to be muted with no audio by default

What's not as cool:
Attendees can unmute or turn on cameras at any time, software is a bit more technical to use than other solutions
Zoom Meetings
**Zoom Meetings**

**Topic**
Sloane DellOrto's Zoom Meeting

**Date**
3/16/2020 7:30 PM to 3/16/2020 8:00 PM

- Recurring meeting
- Time Zone: Pacific Time (US and Canada)

**Meeting ID**
- Generate Automatically
- Personal Meeting ID 209-483-6883

**Password**
- Require meeting password

**Video**
- Host: On
- Participants: On

**Audio**
- Telephone
- Computer Audio
- Telephone and Computer Audio

**Calendar**
- iCal
- Google Calendar
- Outlook

**Advanced Options**
- Enable join before host
- Mute participants on entry
- Record the meeting automatically
  - Locally
  - In the cloud

**Buttons**
- Cancel
- Schedule
Zoom Meetings + Webinar

Basic subscription cost for one host:
$15 - $19 per host per month for Zoom Meetings (required), + $40 per month for Webinars add on

Limits:
100 participants per webinar

Upgrades:
Can upgrade to 500 attendees for additional $100/mo

What's cool about it:
You have complete control over how attendees participate - Q&A panels, unmuting controlled by host, recording, pausing, etc. Ability to have a permanent URL and call in number.

What's not as cool:
Probably the most technical solution with lots of moving parts and panels to keep track of. PIN required for audio.
You can set recurring monthly meetings so that all details only have to be entered once.

If it's a public meeting, do not require registration!

If you're using for an internal staff meeting, don’t require registration but password protect?
Affordable internet technologies that make
LOCAL GOVERNMENT COMPLIANCE
easy and safe

You’re busy providing essential services to the public.
Let us worry about the compliance thing.

We make tools that help local government agencies stay compliant online.
Things to Keep in Mind
Things to Keep in Mind

Help us help you!
Whatever solution you choose, make sure to have an audio-only option for anyone without broadband, or a computer, etc.

If allowing public in-person participation, ensure the location is fully accessible for attendees who may need special consideration.

For your staff and board, most options work on smartphones and tablets, as well.

What about closed captioning, if requested?
How to advertise

Make sure to add instructions for how the public can access / join your meeting (audio, video, or both) on the agenda itself, as well as on your website, and any other places you typically advertise meetings.

Should include:

1. Date and time of the meeting
   The fact that the meeting is fully remote (if applicable)
   The screen share / video conference URL (if applicable)
   The audio call in number, and access code (if required)

It would also be a kindness to offer a few tips (note that you will be muted by default, please use the chat feature to request to speak during public comment, we're holding this remotely because … etc)
The practice meeting checklist

✓ Two people: you and a patient friend (who will represent a member of the public)
  1. Test talking to each other
  2. Test muting/unmuting the other person
  3. Test your video (if you plan to use it)
  4. Test sharing your screen (if you plan to present)
  5. Test recording (if you plan to record)
  6. Test Q&A and/or chat features

✓ Do the test on the same device you will host the meeting

✓ Designate a help person (who isn’t you) for the day of the meeting, so you’re not distracted fielding “I can’t get connected” questions or Q&A

✓ Bonus: Try disconnecting your WiFi - understand what the reconnection process is like

✓ Tip: Computers with built-in cameras and mics are the easiest to deal with

✓ If you get feedback - mute your computer and call in.

A practice meeting will help you feel confident and focused.
Your Technology May Fail

Whatever you choose, keep in mind that this can always happen just when you're about to meet.

You might also run into internet issues.

(The phone option and controls were still working when this happened, though!)
Resources & Next Steps
Let’s Connect to Keep Sharing!

To keep up to date on our educational webinars and more, please connect with us on social media:

- facebook.com/streamlinegov
- twitter.com/StreamlineGov
- linkedin.com/company/streamline-gov

Or sign up for Streamline Tribes - our free online forum for special districts
Slide deck from this talk

Technology comparison matrix

getstreamline.com/goreMOTE

Step-by-step how-to videos (coming soon!)

Free forum to help special districts collaborate

We're creating forums for districts to collaborate - discuss topics particular to your state, your type of district, or challenges you face (like remote meetings).

Streamline Tribes for special districts (coming soon!)
We're a small company created by, and committed to, the success of special districts. As the most local form of government closest to the people, it's vital that you communicate the important work you do in your communities through your website and community outreach. We're here to help.

getstreamline.com/goremote