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

Set audio preferences

Use Q&A button to ask questions anytime

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

The Why

Not gonna talk about the virus. Nope.

However, this might not be not 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. :)

Hosting remote meetings: guidelines and tips

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

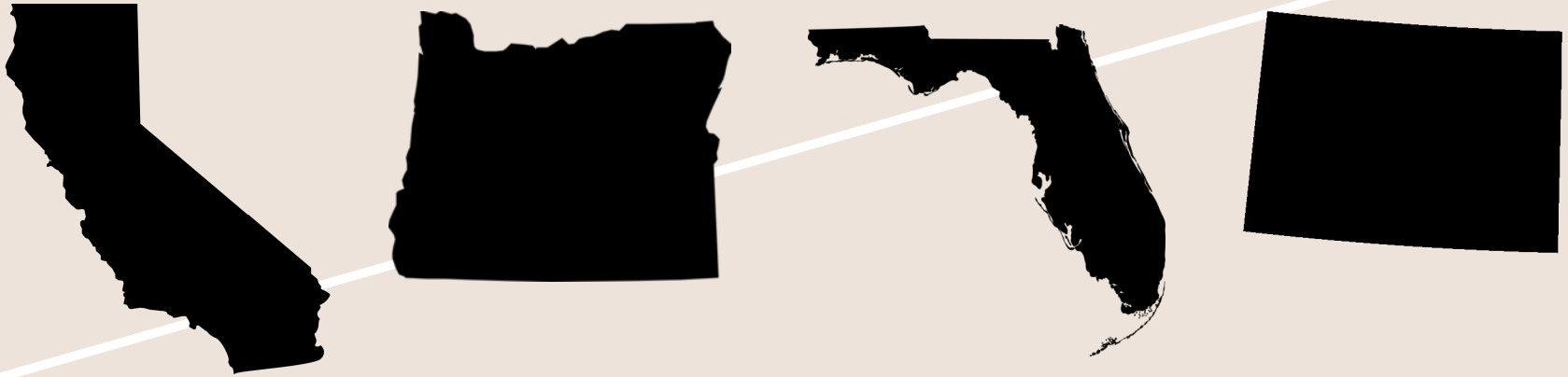
Use Q&A for questions or if you are having a problem.
Use chat if you just want to say hi!

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

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

State-specific Guidelines: California

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

State-specific Guidelines: Florida

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

State-specific Guidelines: Florida

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

State-specific Guidelines: Colorado

From the CO SDA Special District Board Member Manual

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

From the CO SDA Special District Board Member Manual

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

	FreeConferenceCall.com	Uber conference	Google Meet	Join.me	Zoom Meetings	Zoom Webinar	GoToMeeting	GoToWebinar
Cost	Free to $15 per month (pay what you can model)	$15 per organizer per month*	$15 - 25 per user per month*	$20 per month per user account*	$15 - $19 per month per host*	Additional $40 per month (in addition to Zoom Meetings)	$12 - 16 per month per organizer	$89 - 199 - 429 per host per month
Service limitations	Audio and video up to 1,000 participants 1GB storage standard	Up to 100 participants	150 or 250 participants per meeting (per price levels listed above)	Up to 250 participants	100 and 300 participants per call (at pricing levels above)	100 participants per webinar (unless paying for upgrade, see below)	150 and 250 participants (at pricing levels above)	100, 250 and 1000 participants (at pricing levels above)
Video option	Yes	Yes (option to turn off video before entering)	Yes (no option to turn off before entering)	Yes - 10 webcam streams per meeting	Yes, but host can set meeting to not start video by default for host and/or attendees	Optional, and only for host and panelists	Yes but not on by default	Optional, and only for host and panelists
Audio options	Can mute everyone by default, allow them to unmute, or selectively unmute - multiple join	Attendees can join audio only, or enter in listen-only mode Ability to “mute	Attendees are unmuted by default Organizers can mute any or all	Attendees have audio options (computer and call in) Organizers	Can set all attendees to be muted upon entry in advance Attendees	All attendees are muted by default, only organizer has ability to unmute individuals	Attendees are unmuted by default Organizers can mute attendees	All attendees are muted by default, only organizer has ability to unmute individuals

The Good News:
You're already halfway there! (Because you're on this webinar.)

FreeConferenceCall .com

*For now, not sure if forever

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)

FreeConferenceCall.com

FreeConferenceCall.com®

Audio Information

Dial-in number: (470) 480-9202 PIN

Online meeting ID: sloane06

International dial-in numbers: View list

Invite | Help

Host Online Meeting

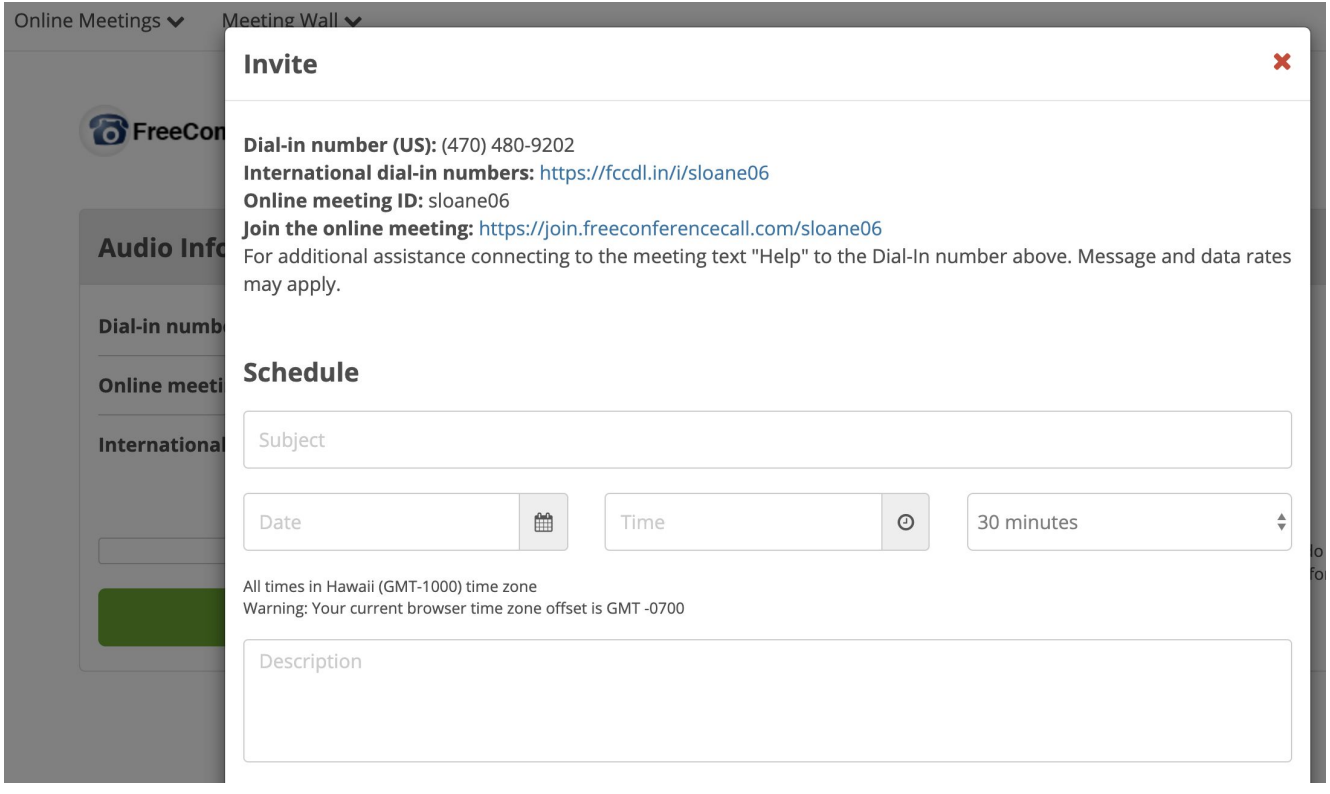
Host Information

Edit

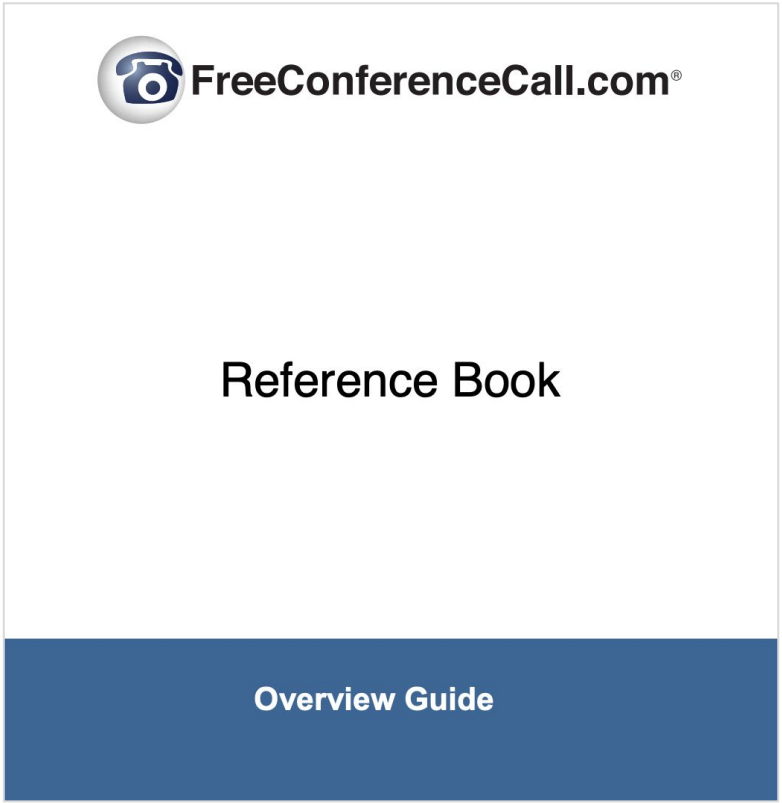
Sloane Dell'Orto
Streamline
2321 P Street, Sacramento CA 95816
(916) 900-6619
sloane@getstreamline.com

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.

FreeConferenceCall.com



FreeConferenceCall.com



Uberconference

Basic subscription cost for one host:
$15 per month

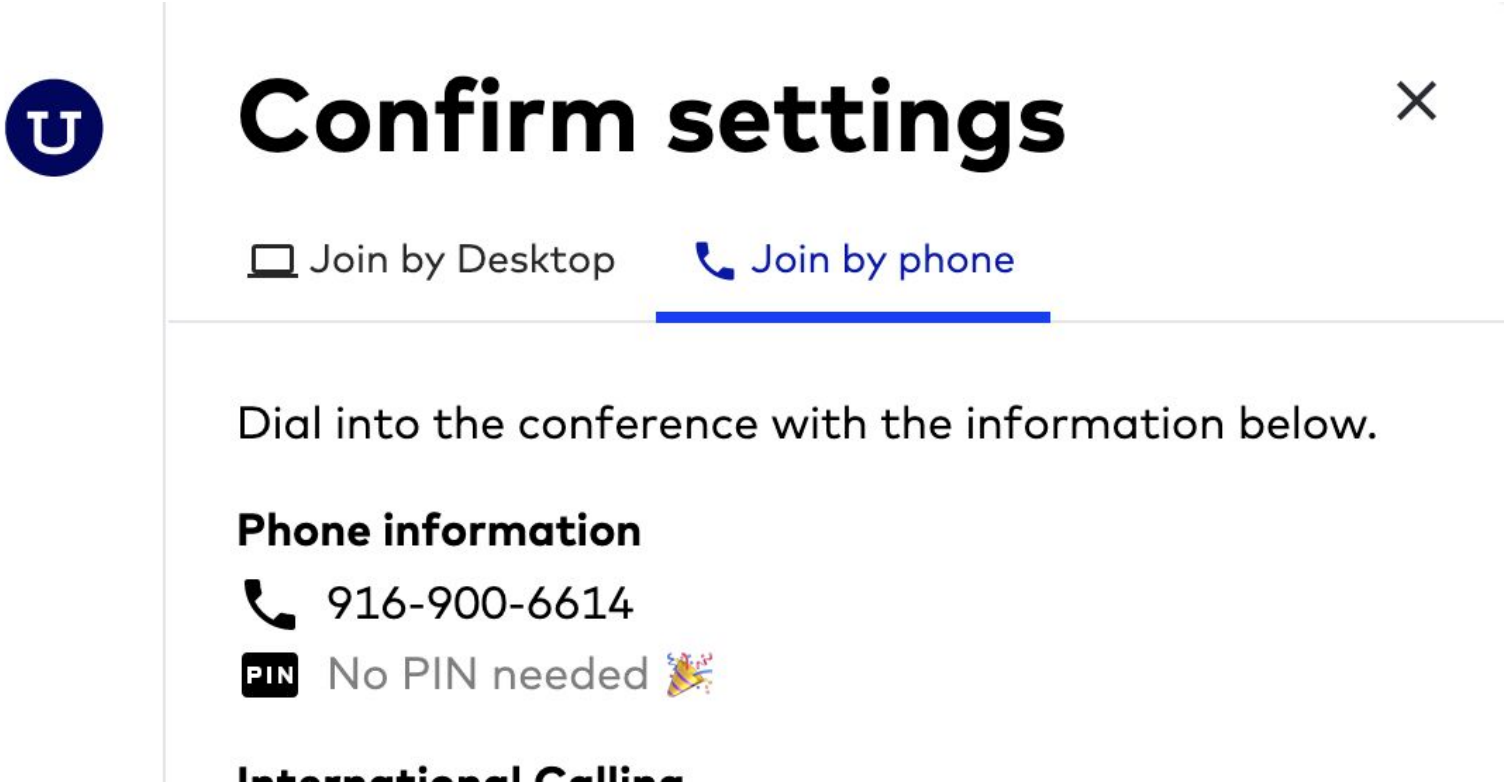
Limits:
Up to 100 participants
Only audio can be recorded (although video is available)

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)

Uberconference



Uberconference

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-1

Duration

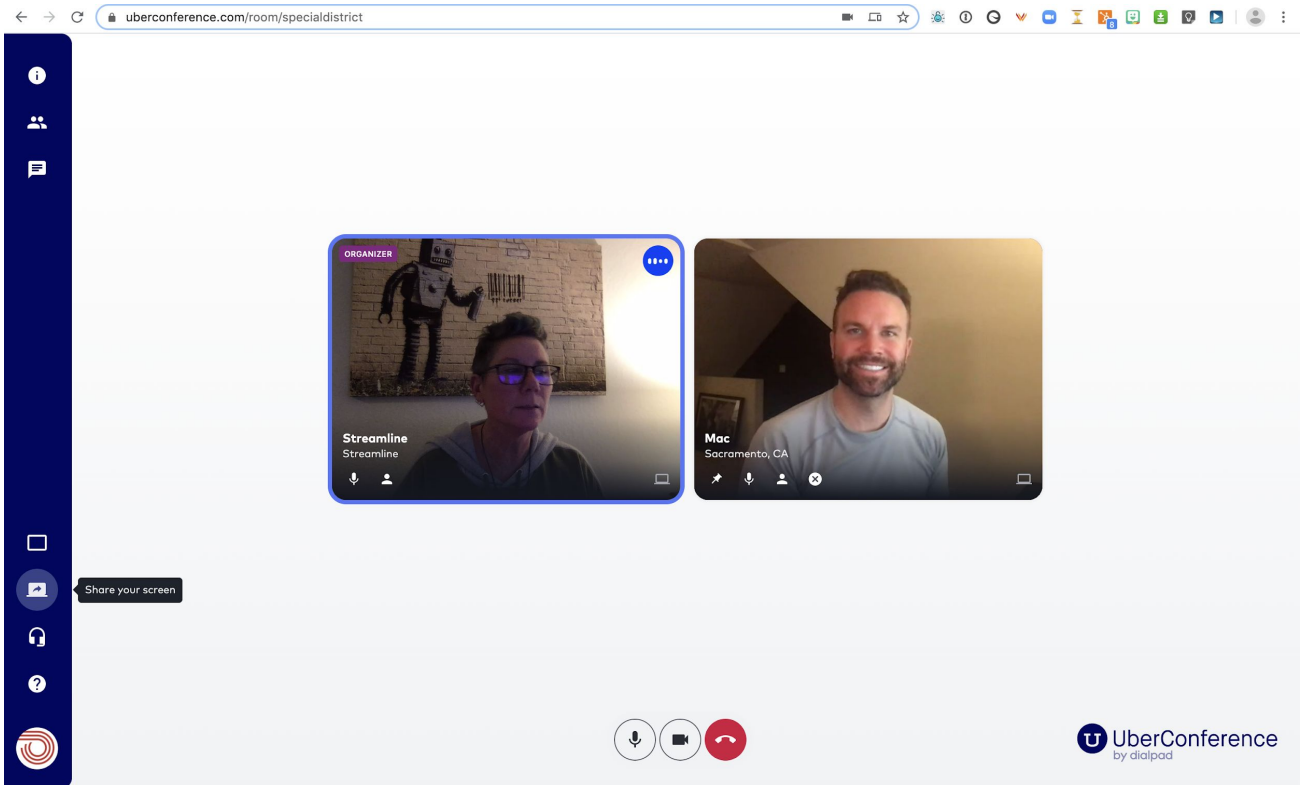
90 min

Name this conference *(Optional)*

Monthly Board of Directors Meeting

Back Next

Uberconference



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

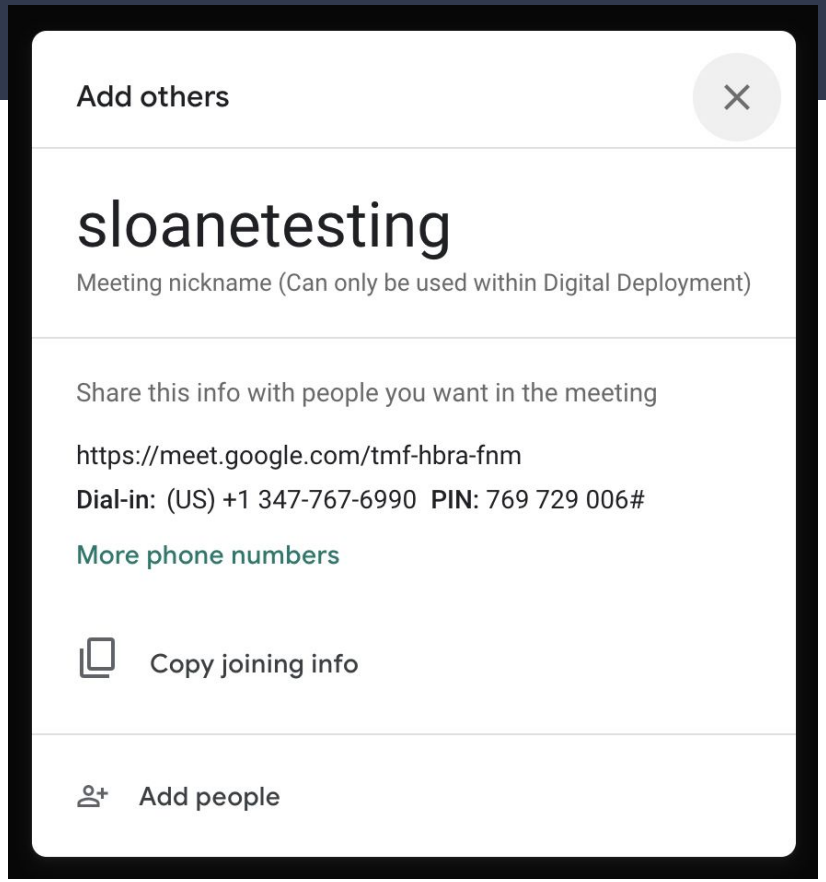
What's cool about it:
If you use G Suite already, you're already paying for it (think of it as free), and includes auto captioning option

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.

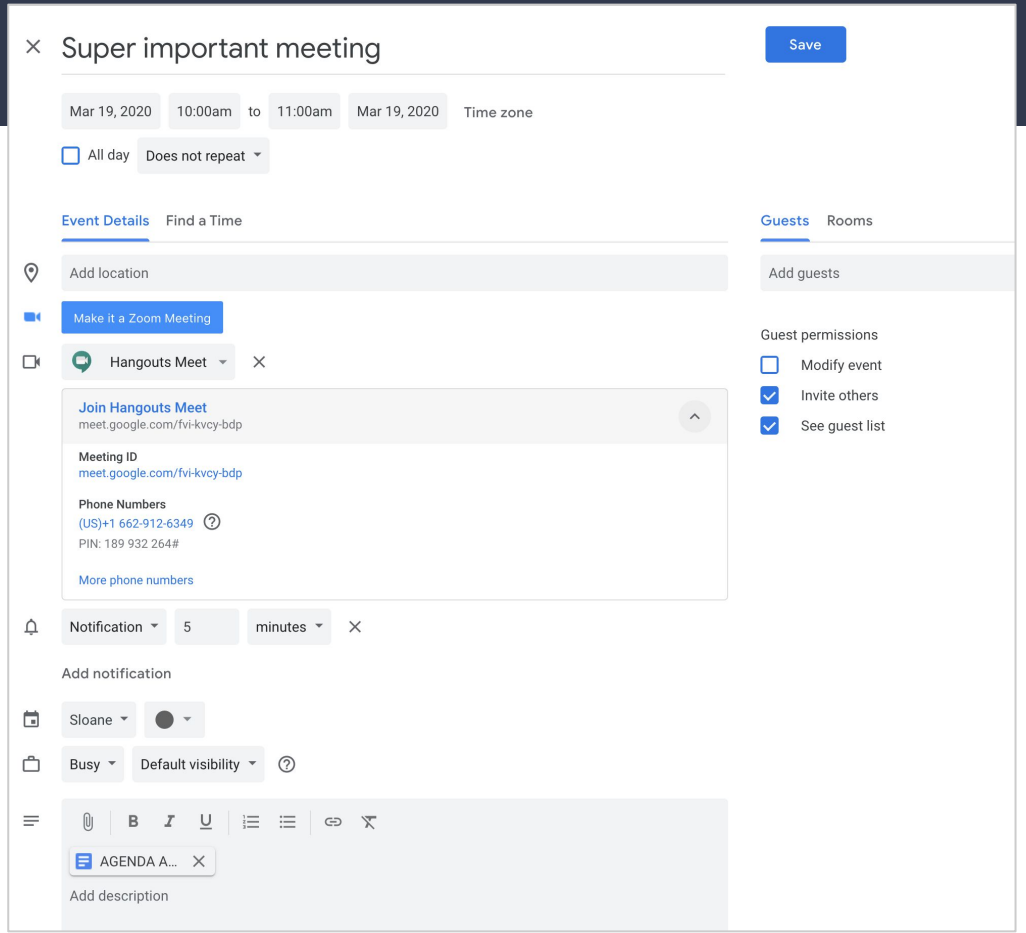
The only way to schedule is to add the meeting to Google Calendar and use the included browser plug in.

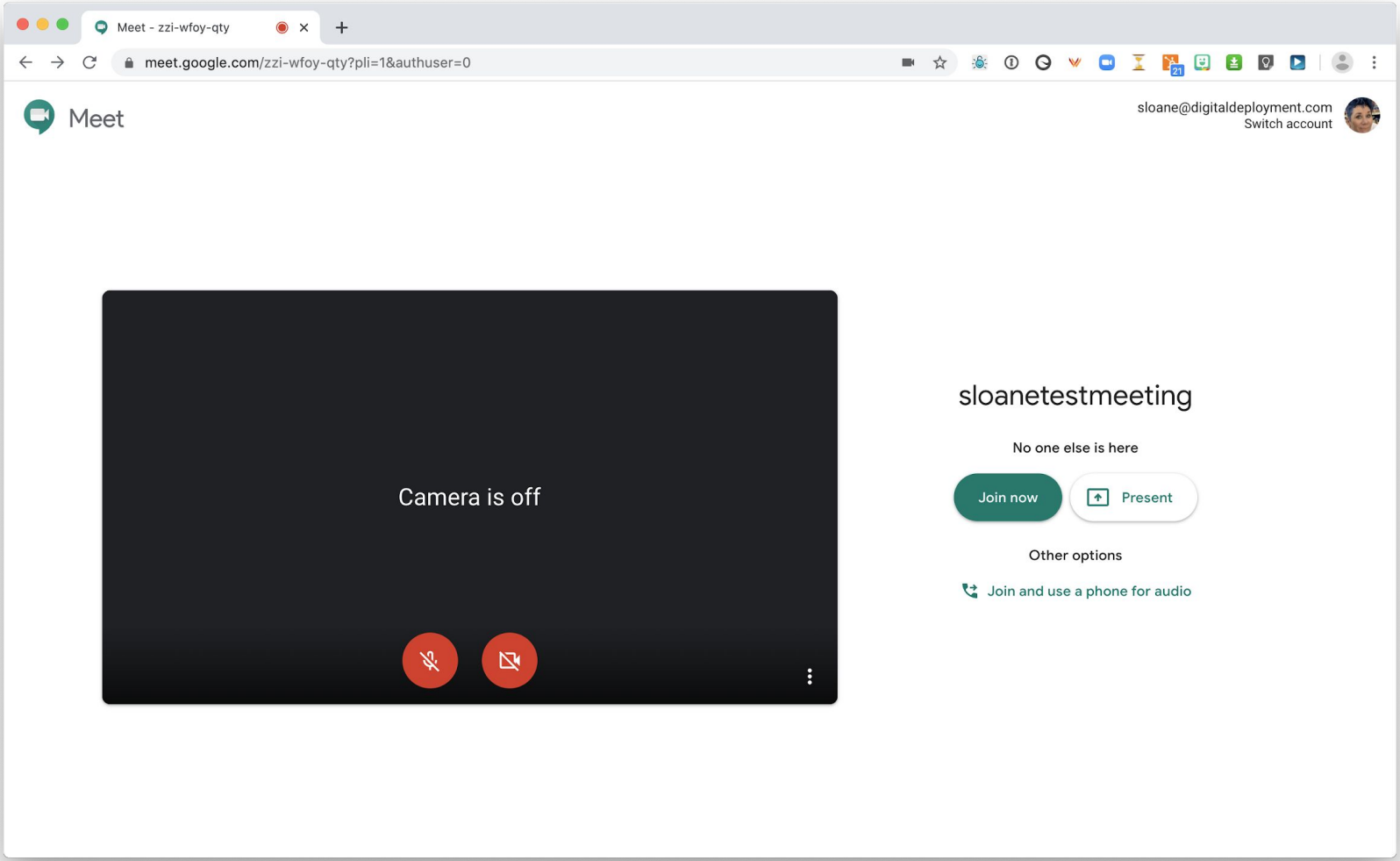


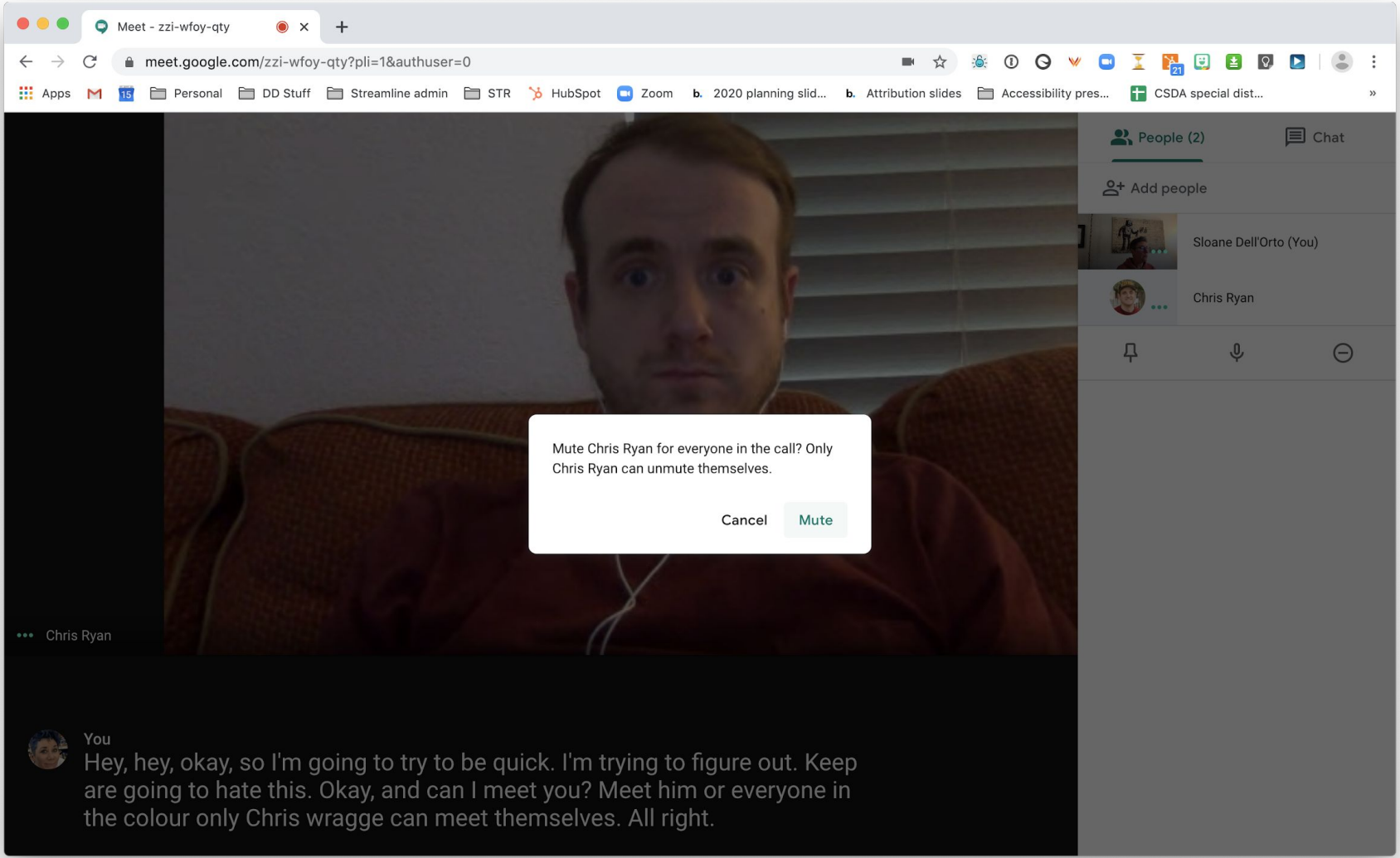
Google Hangouts

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.




Meet - zzi-wfoy-qty
meet.google.com/zzi-wfoy-qty?pli=1&authuser=0
Meet
sloane@digitaldeployment.com
Switch account
Camera is off
sloanetestmeeting
No one else is here
Join now
Present
Other options
Join and use a phone for audio


Meet - zzi-wfoy-qty
meet.google.com/zzi-wfoy-qty?pli=1&authuser=0
Apps
Personal
DD Stuff
Streamline admin
STR
HubSpot
Zoom
2020 planning slid...
Attribution slides
Accessibility pres...
CSDA special dist...
People (2)
Chat
Add people
Sloane Dell'Orto (You)
Chris Ryan
Mute Chris Ryan for everyone in the call? Only Chris Ryan can unmute themselves.
Cancel
Mute
Chris Ryan
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

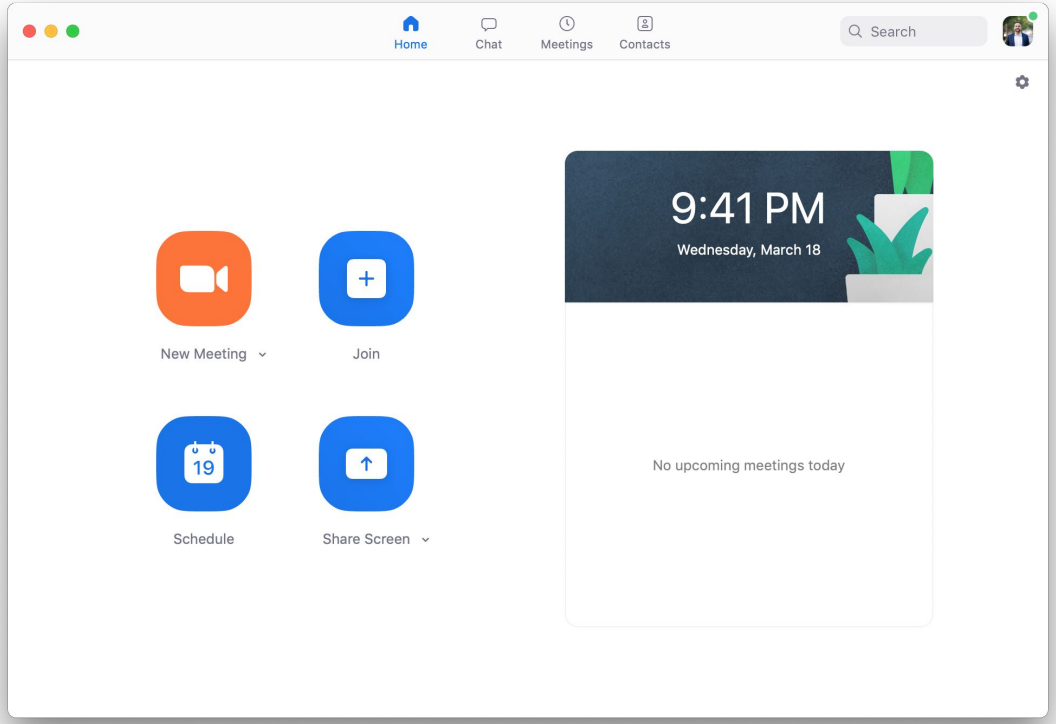
Limits:
100 or 300 participants per meeting (per price level)

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

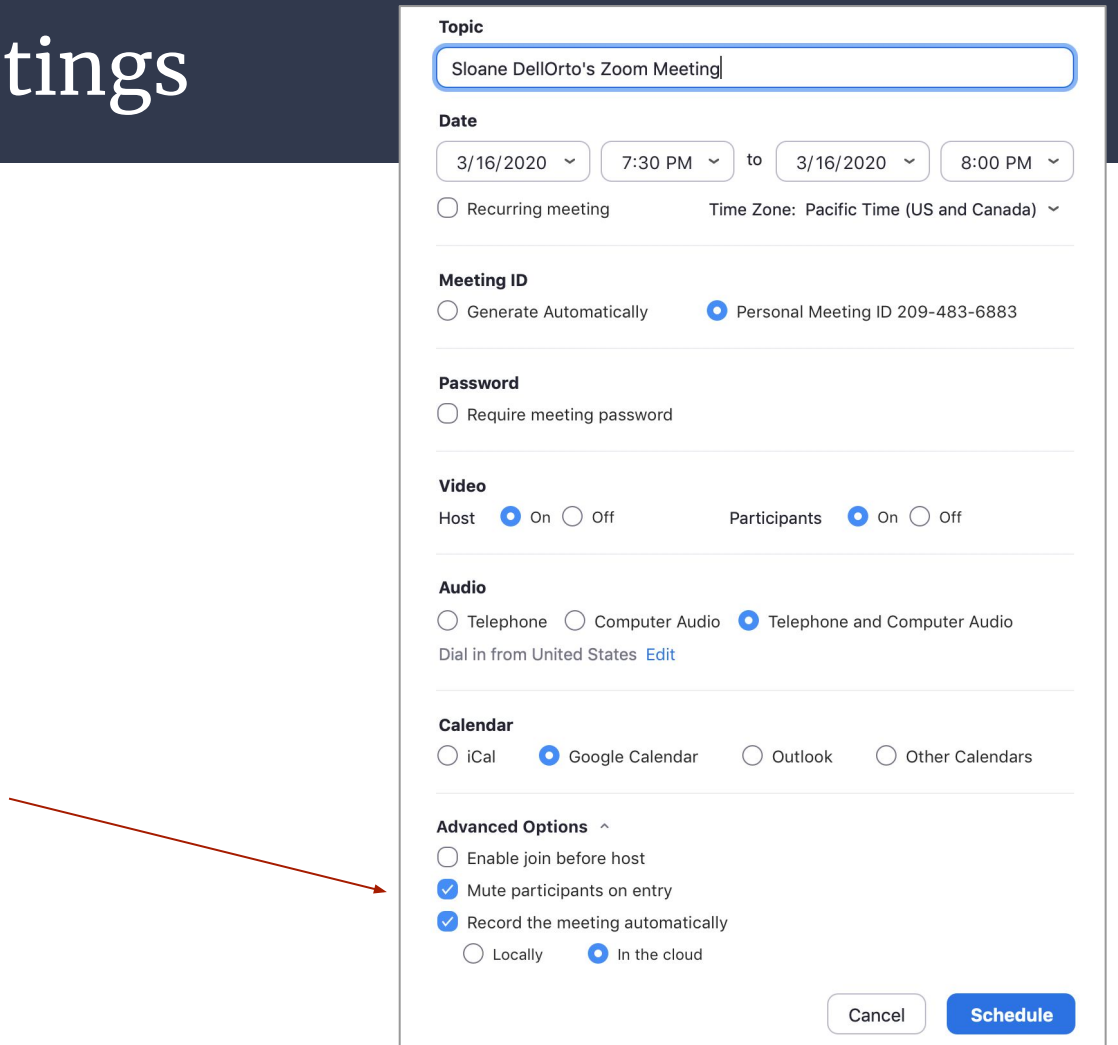
What's cool about it:
You can set all attendees to be muted with no audio by default

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



Speaker View
Exit Full Screen
chris@getstreamline.com
Sloane DellOrto
John Azevedo
Maria Lara
Mute
Stop Video
Invite
Participants
4
Share
Chat
Record
Leave Meeting

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.

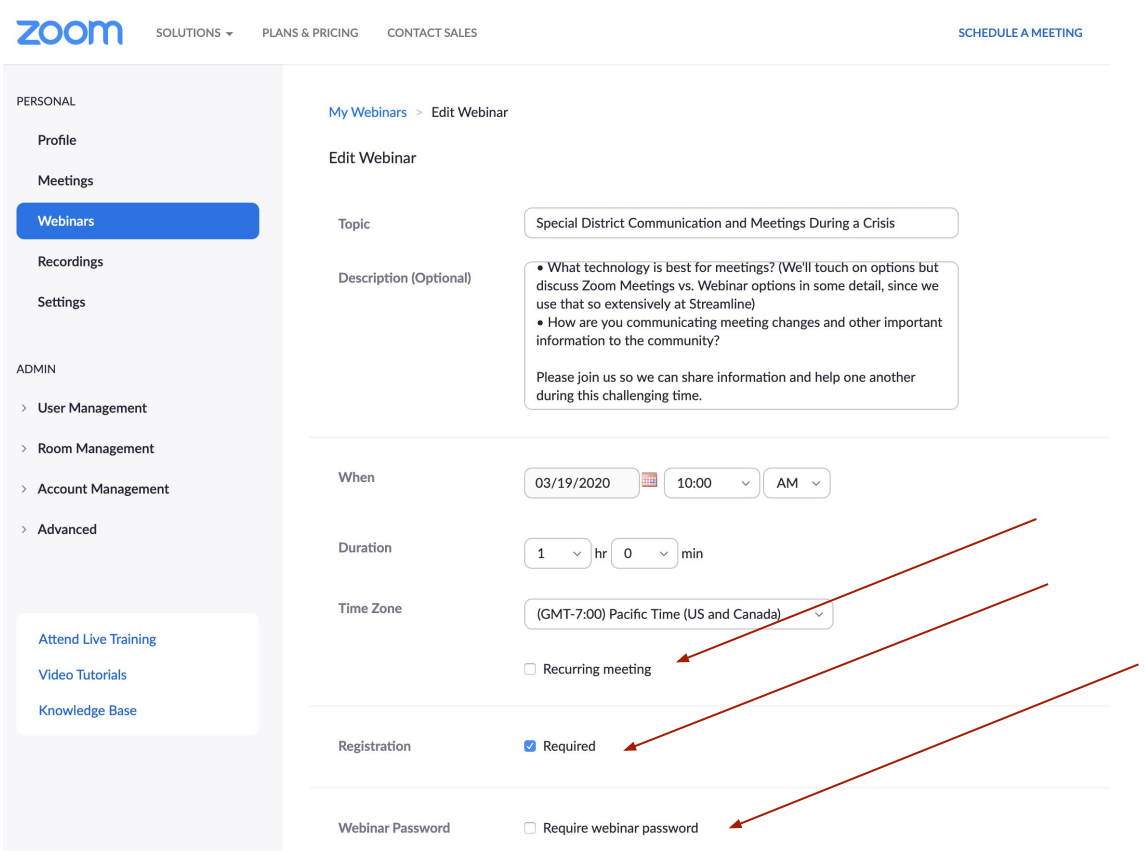
What's not as cool:
Probably the most technical solution with lots of moving parts and panels to keep track of.
PIN required for audio.

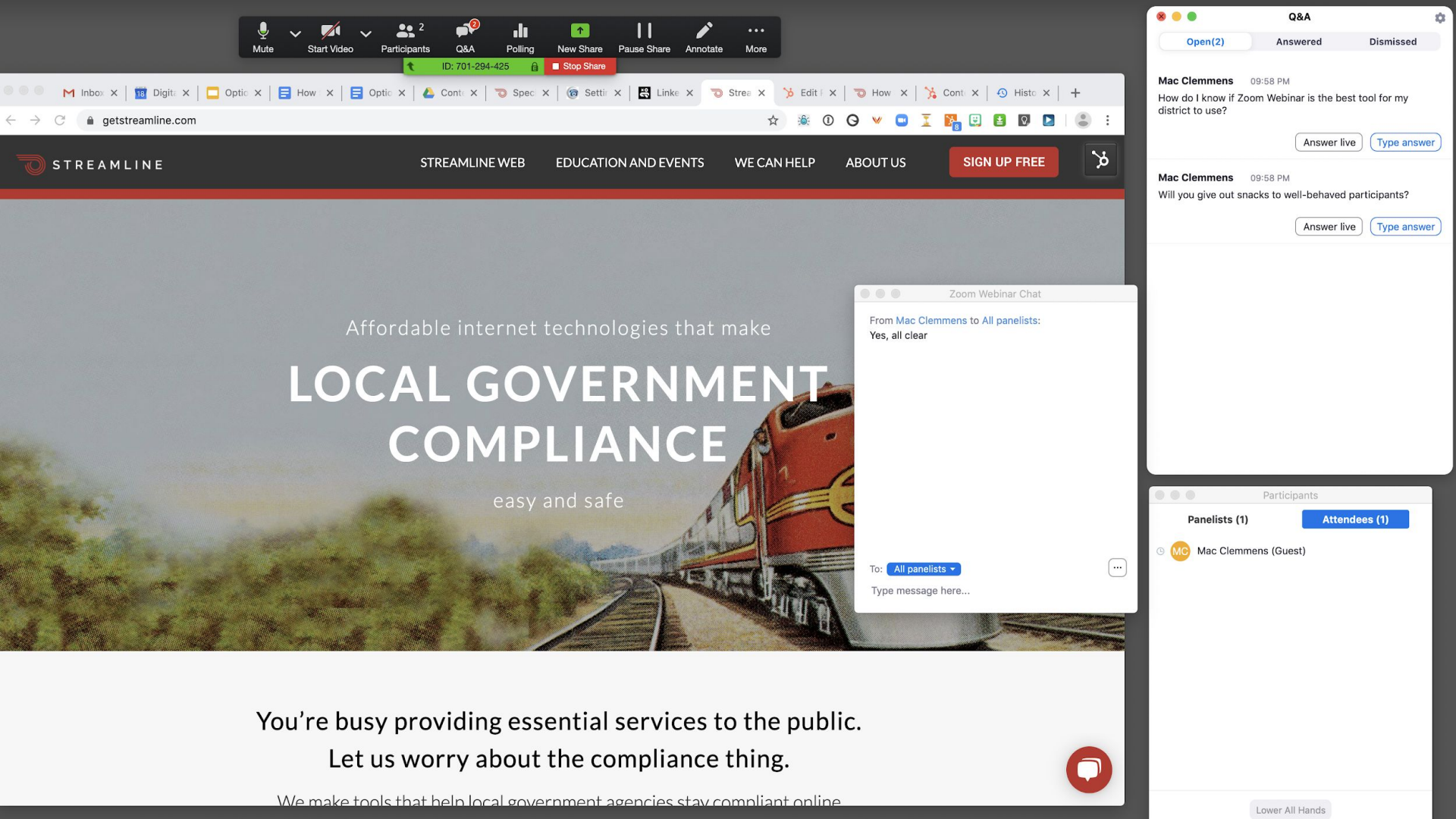
Zoom Meetings + Webinar

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?




Mute
Start Video
Participants
2
Q&A
Polling
New Share
Pause Share
Annotate
More
ID: 701-294-425
Stop Share
getstreamline.com
STREAMLINE
STREAMLINE WEB
EDUCATION AND EVENTS
WE CAN HELP
ABOUT US
SIGN UP FREE
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.
Zoom Webinar Chat
From Mac Clemmens to All panelists:
Yes, all clear
To: All panelists
Type message here...
Q&A
Open(2)
Answered
Dismissed
Mac Clemmens 09:58 PM
How do I know if Zoom Webinar is the best tool for my district to use?
Answer live
Type answer
Mac Clemmens 09:58 PM
Will you give out snacks to well-behaved participants?
Answer live
Type answer
Participants
Panelists (1)
Attendees (1)
Mac Clemmens (Guest)
Lower All Hands

Things to Keep in Mind

Things to Keep in Mind

Help us help you!

Ensure Access

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

A practice meeting will help you feel confident and focused.

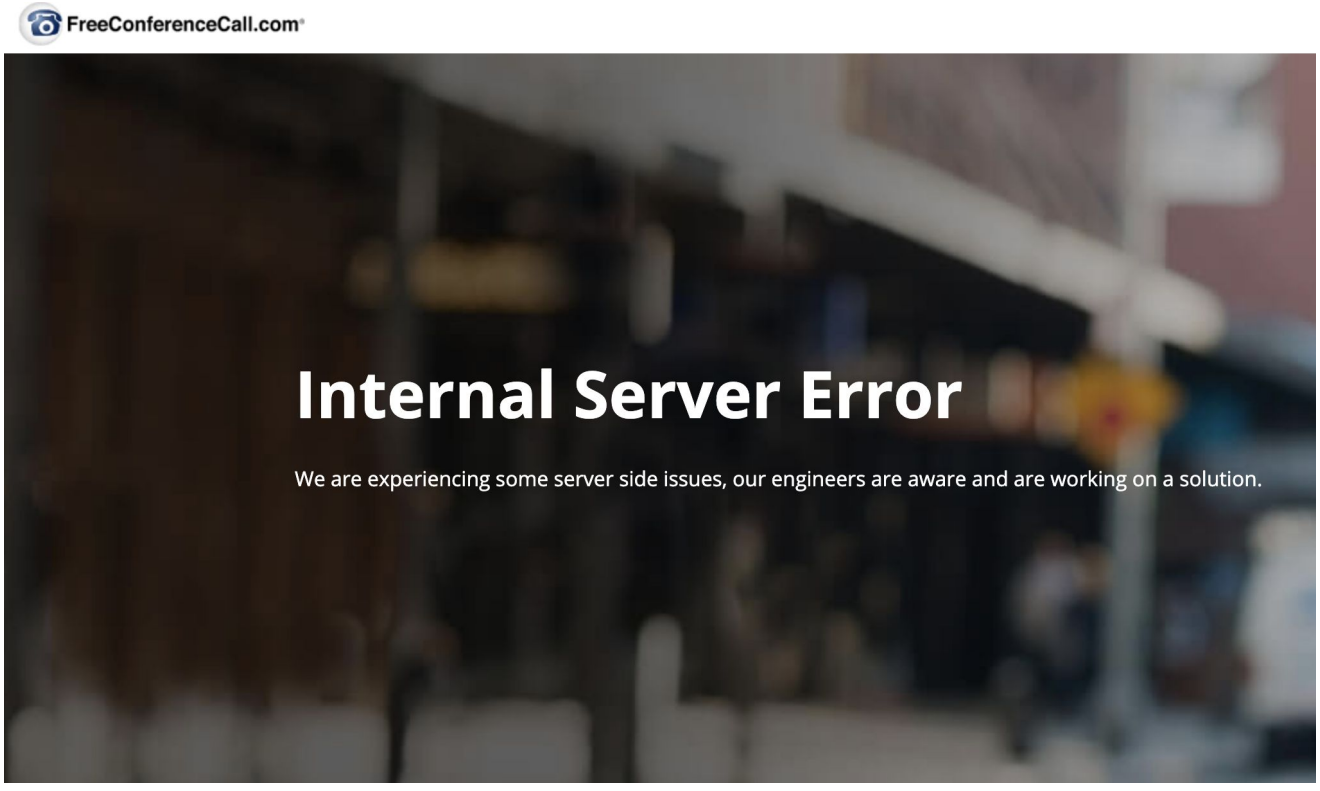
- ✓ Two people: you and a patient friend (who will represent a member of the public)
    1. Test talking to each other
    2. Test muting/unmuting the other person
    3. Test your video (if you plan to use it)
    4. Test sharing your screen (if you plan to present)
    5. Test recording (if you plan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

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

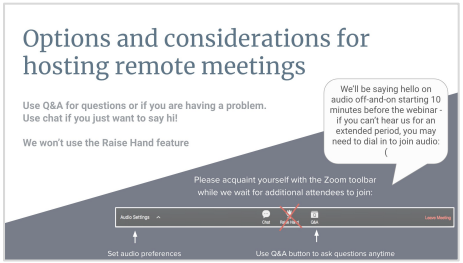
Let’s Connect to Keep Sharing!

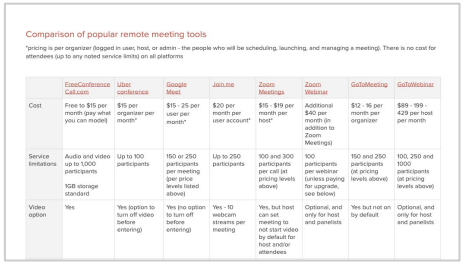
Or sign up for Streamline Tribes - our free online forum for special districts

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

Slide deck from this talk




Comparison of popular remote meeting tools

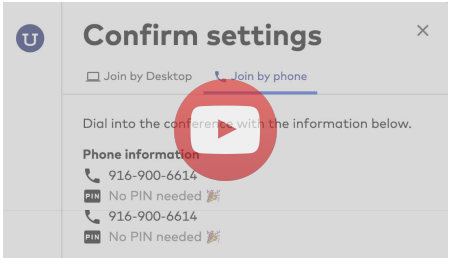
*pricing is per organizer (logged in user, host, or admin - the people who will be scheduling, launching, and managing a meeting). There is no cost for attendees (up to any noted service limits) on all platforms

	FreeConferenceCall.com	Uber conference	Google Meet	Join.me	Zoom Meetings	Zoom Webinar	GoToMeeting	GoToWebinar
Cost	Free to $15 per month (pay what you can model)	$15 per organizer per month*	$15 - 25 per user per month*	$20 per month per user account*	$15 - $19 per month per host*	Additional $40 per month (in addition to Zoom Meetings)	$12 - 16 per month per organizer	$89 - 199 - 429 per host per month
Service limitations	Audio and video up to 1,000 participants 1GB storage standard	Up to 100 participants	150 or 250 participants per meeting (per price levels listed above)	Up to 250 participants	100 and 300 participants per call (at pricing levels above)	100 participants per webinar (unless paying for upgrade, see below)	150 and 250 participants (at pricing levels above)	100, 250 and 1000 participants (at pricing levels above)
Video option	Yes	Yes (option to turn off video before entering)	Yes (no option to turn off before entering)	Yes - 10 webcam streams per meeting	Yes, but host can set meeting to not start video by default for host and/or attendees	Optional, and only for host and panelists	Yes but not on by default	Optional, and only for host and panelists

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