Organization-Wide Protocols: Virtual Community Input Meeting

Virtual community input meetings allow City departments to host online meetings for residents to learn about City initiatives and provide their feedback to the City. Examples of these community meetings are neighborhood meetings for City planned construction projects, City Mobility Plan feedback sessions, Parks Master Plan meetings, etc. These community input meetings do not have statutory requirements and are only to gather feedback or informational sessions. The guidelines outlined in this document are required to host a virtual community meeting.

NOTE: If you are hosting an internal or stakeholder meeting, you will need to do so through Microsoft Teams and will not need to refer to the guidelines outlined in this document.

Scheduling

When a department would like to schedule a community input meeting, they must follow the process below (please allow up to 3 weeks of lead time):

1. Complete the [virtual community input meeting request form](#) to notify Customer Service and Public Affairs (PA) Department of your intent to host a virtual community input meeting. Once notified, the PA department will:
    a. Confirm your requested date against the City's public meetings calendar to ensure no scheduling conflicts,
    b. Schedule any necessary virtual community input meeting staff training for the requesting department,
    c. Schedule the meeting on Zoom**; and
    d. Coordinate advertising on City platforms based on the meeting type.

 *Virtual community input meetings will be scheduled in the order they are requested.

**At a later date, the Technology Services Department will establish an enterprise account with Zoom and provide select departments with separate Zoom login credentials that include the webinar feature. Departments that have or will have Zoom account access with the webinar feature are still required to notify the Public Affairs Department up to 3 weeks before scheduling and promoting a virtual community input meeting.

Virtual Community Input Meeting Platform

All City departments that host virtual community input meetings will use the video webinar feature on the Zoom application.

NOTE: The webinar feature is a paid add-on that free and select paid accounts do not have.

Support Staff & Meeting Roles

To coordinate and host a virtual community input meeting, all departments, at a minimum, must assign at least one staff member to manage the following roles during throughout the duration of the meeting.

Host

>   The host is the person who schedules the webinar. The host has full permissions to manage the webinar, panelist, and attendees. There can only be one host of a webinar. The host can stop and start the webinar, mute panelists, stop panelists' video, remove attendees from the webinar, and more. Only the Host may start the meeting.

Co-Host

> The co-hosts share many of the controls that hosts have. The co-host can manage the administrative side of the webinar, such as managing attendees, rename attendees screen names as they enter the meeting, and ask attendee questions from the chat. The host <u>must</u> assign a co-host. **Co-hosts cannot start a webinar**.

Panelists

> Panelists can view and send video, screen share, annotate, etc. Panelists must be assigned panelist permissions by the webinar host. The host can also disable some features for panelists, including starting video and sharing your screen.

Attendees

> Attendees are view-only participants who can be unmuted if the host or cohost allows it. This is the role of community members that attend the virtual meeting. Their view of the webinar is controlled by the host. In addition to speaking when the host or cohost unmutes them, they can interact with the host and the panelists through the Q&A feature.

Learn more about the roles in a Zoom webinar [here](#).

Tech Support & Safeguards

The following virtual meeting protection measures **must** be followed when a meeting is created and/or during a virtual community input meeting. These measures are the responsibility of the Host to complete or delegate.

- Disable participants joining the meeting before the host arrives
- Only allow individuals with a provided e-mail address to join
- Remove disruptive participants

More guidance and best practices is provided in the Virtual Community Input Meeting Procedures.

Training

The PA and Technology Services departments will conduct mock virtual community input meeting staff training for up to 3 people in a department, per training. A training schedule and information to request select staff to attend a training was provided to department leadership. **To request a training, email communications@cityofdenton.com. <u>Departments cannot host a virtual community input meeting until completing the mock virtual community meeting training</u>**.

Meeting Materials

A copy of the meeting presentations or supporting materials presented during the virtual community input meeting can be distributed or publicized before or after the meeting.

To publish your meeting materials to your department page, email webmaster@cityofdenton.com.

Reports

Once the meeting has ended, data reports can be generated through Zoom for the virtual community meeting. To access the reports, select reports under Account Management.

The reports that are available under the webinar feature include:

- Registration - Displays a list of registrants and their registration details
- Attendee - Displays details about each attendee
- Performance - Displays engagement statistics on registration, attendance and feedback.

- Q&A - Displays questions and answers from the webinar
- Poll responses - Displays each attendee poll result
- Survey responses - Displays survey result of each attendee

Recording

Virtual community meetings can be recorded through Zoom. At the start of the meeting, the meeting host or co-host **must** announce to the attendees that the meeting is being recorded and will be made available for viewing on the City's website at www.cityofdenton.com/virtualcommunitymeetings.

In addition, to join the meeting, a recording reminder notification displays and must be accepted by attendees. This reminder informs attendees that the meeting is being recorded and allows them to continue and join the meeting or leave the meeting.

Guidance and best practices for meeting recordings is provided in the Virtual Community Input Meeting Procedures.

Accommodations

If requested by a participant, certain accommodations may be made for the community input meeting. The process for submitting accommodation requests must be included by the hosting department with the original promotion of the virtual community meeting, using the language below:

"The City will provide select accommodations, such as sign language interpreters for the hearing impaired, if requested at least 48 hours in advance of the scheduled meeting. Please email **(department contact email)** so that accommodation requests can be reviewed and processed."

Language Translation Requests

If a language translation request is submitted by a resident, the hosting department must contact the City's contracted language interpretation company, Translation & Interpretation Network, at least 48 hours in advance of the meeting to process the request. Departments that submit requests to TIN must copy the City Secretary Office (City.Secretary@cityofdenton.com) on the request for invoicing. If the request is made by phone, email the City Secretary Office the submitted request.

> **Meredith Chacin**
>
> Translation Service Coordinator
>
> **Translation & Interpretation Network**
>
> Main 817.289.0050 | Direct 817.289.0346
>
> www.tintranslation.com

Other Accommodation Requests

To determine if a non-language related accommodation can be made, departments are asked to consult with Public Affairs (communications@cityofdenton.com) when the request is received. Every reasonable effort will be made to accommodate these requests.