



OFFICE OF THE CITY ADMINISTRATOR

TIPS AND SOLUTIONS FOR HYBRID MEETINGS

40th ACM West Annual Conference February 23, 2023

- Workshop Goals
 - Hybrid meetings can offer greater opportunities for community participation and transparency.
 - There are many obstacles and opportunities.
 - This working session will discuss audio/video challenges, accessibility, and explore solutions and best practices for hybrid meetings.

- Today's Panel

- Tony Ruggieri, Santa Barbara City TV Production Supervisor, Santa Barbara, CA
- Sarah Gorman, City Clerk Services Manager, City of Santa Barbara, CA
- Rory O'Farrell, General Manager, Tahoe Truckee Media, Truckee, CA
- Brian Rose, Vice President of Engineering, Triton Technology, San Diego, CA

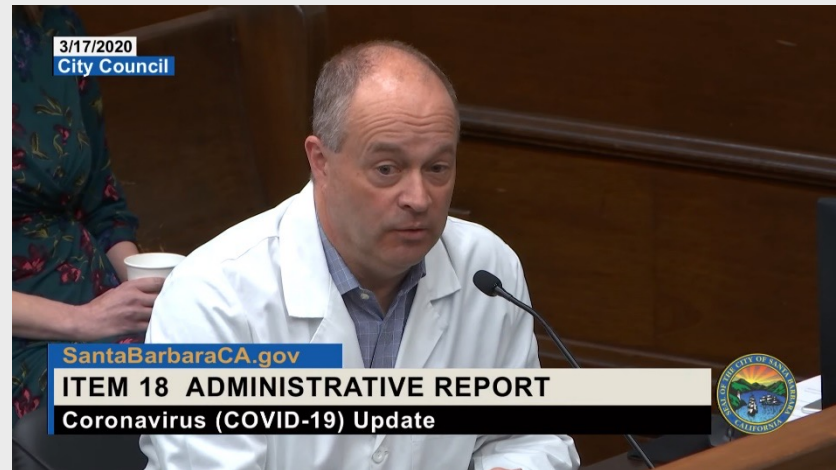
- Pandemic
 - Uncertainty
 - Everything went on lock down
 - Eventually we all had to figure out how to continue conducting business and providing Government Services
 - Including Public Meetings
 - State Law

- City of Santa Barbara Background

- Prior to that date we dabbled in using a telephone / PA system interface to allow for remote public comment. We had 1 phone line. Only used twice when a councilmember was in South Africa and when one was in China. So they could participate in the meetings.
- Started exploring our options to use remote meeting applications
- Limited time frame to Implement
- Technology and staff training

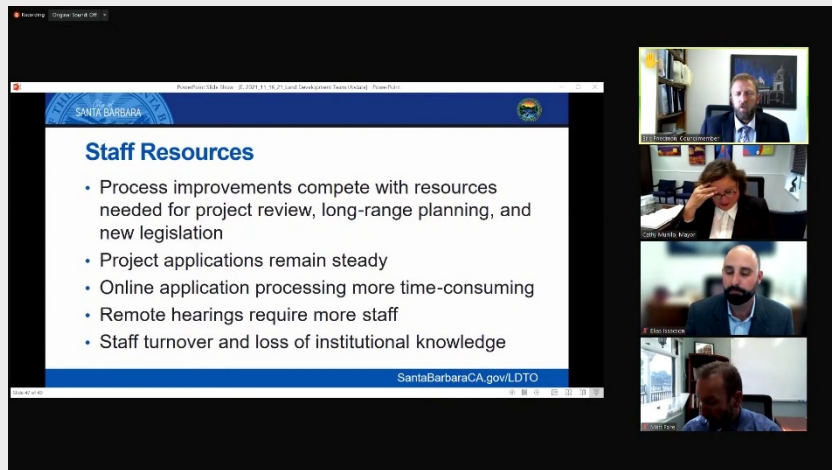


Last in-person council meeting
March 17, 2020



Cottage Health doctor at final in-
person meeting

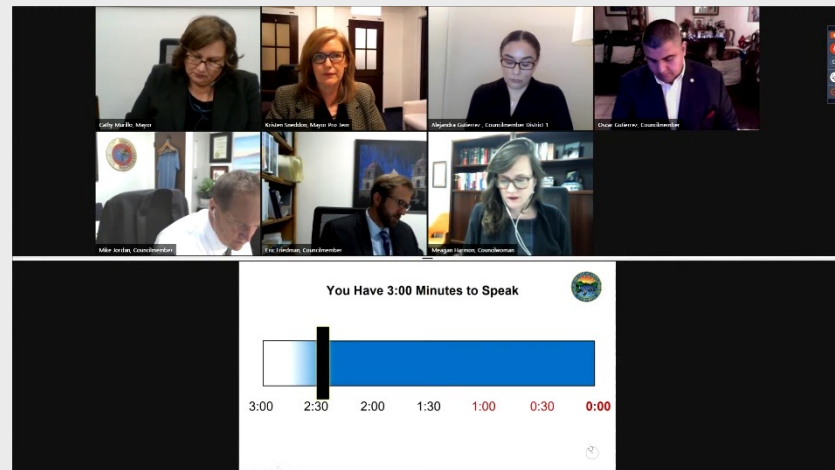
- City of Santa Barbara Meeting Evolution
- City of Santa Barbara's last in-person council meeting was March 17, 2020
- All Virtual
- Hybrid In-Room Masked with Partitions. No Public or Staff
- Full Hybrid with all 16 of our televised Council and Boards and Commission meetings
- Hybrid with Masks, no partitions
- Back to Normal



Staff Resources

- Process improvements compete with resources needed for project review, long-range planning, and new legislation
- Project applications remain steady
- Online application processing more time-consuming
- Remote hearings require more staff
- Staff turnover and loss of institutional knowledge

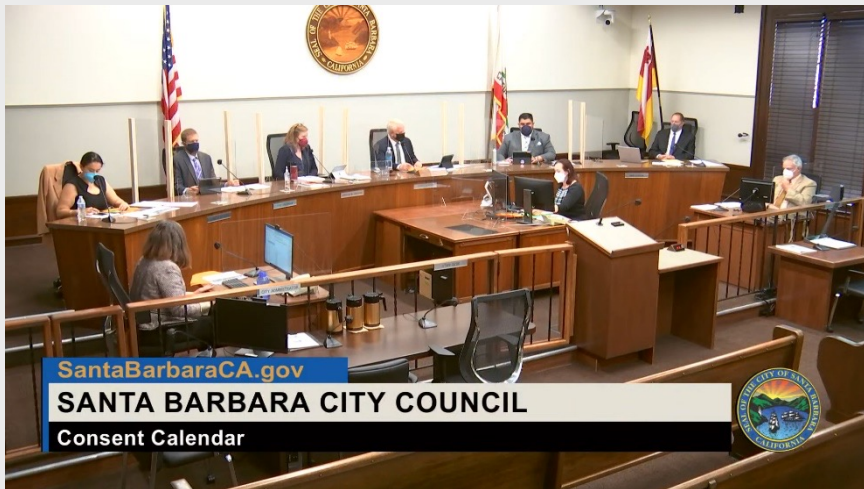
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You Have 3:00 Minutes to Speak

3:00 2:30 2:00 1:30 1:00 0:30 0:00

Full virtual meeting
November 16, 2021



Hybrid in room masked and
partitions

Highlights - Staffing Challenges

- Total authorized: 142 Sworn/ 73 Professional Staff
- Vacancies Sworn: $24/142 = 16.5\%$
- Vacancies Professional Staff: $20/73 = 27.4\%$
- Total vacancies: $44 = 20.5\%$

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No public or staff

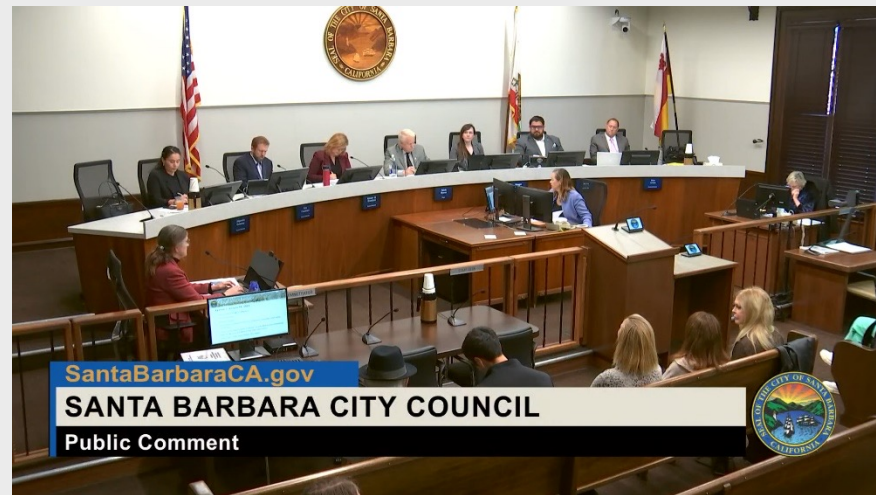
- Started our exploration into Hybrid/Virtual meetings using Go To Webinar.

Log Me In product

- Based in Goleta. They reached out to us. They had staff assigned to co-host our early meetings to help us through the bumps and to teach our staff how to host meetings.
- Eventually went with Zoom for better accessibility and system reliability.
- Now hybrid meetings and using zoom for remote public testimony and for remote participation among staff, consultants and councilmembers and board and commission members is here to stay.



In-person with masks
January 25, 2022



Present day

- New Skill Sets for Clerks and Administrative Staff
 - Power of muting!
 - Keeping track of remote public commenters
 - Zoom advantages over Log Me In – raised hands to the top
 - Noting which item commenters want to speak on – particularly with consent
 - Questions of whether to read public comment
 - Advantageous to know public commenters and track substance before meeting

- Interesting Issues

- Show Timer
 - Eventually found Blue Mountain, but no integrated Zoom solution
- Firewall and connectivity issues
- Increased our Bandwidth to Internet
- Licenses for staff members
- New Business Model for Public Comment
- New Audience
- Panelist vs. Participant for consultants, staffers