

## Michigan Municipal League Deep-Dive Demo in Setting Up Remote-Access Meetings Webinar March 23, 2020

Has MML been able to negotiate any special pricing for Zoom?

No, we have not, however this is something we're working on.

Does the co-host also need a paid license?

No, they do not.

How do you obtain a local phone number?

In addition to Zoom's free global dial-in numbers (toll applies), you can also subscribe to an audio conferencing plan for toll-free numbers, fee-based toll numbers, call-out numbers, and dedicated dial-in numbers.

The meeting host must be Licensed for users to dial in with a toll-free or a fee-based toll number.

If we upload this recorded meeting to YouTube, will the closed captioning on YouTube work?

Yes, it should. Keep in mind though that to meet the requirements of the executive order, you'd need two-way communication.

<https://support.zoom.us/hc/en-us/articles/115001777826-Live-Streaming-Meetings-or-Webinars-Using-a-Custom-Service>

Can you display a split screen for both the PowerPoint and the presenter?

Try this. <https://support.zoom.us/hc/en-us/articles/115004802843-Side-by-Side-Mode-for-Screen-Sharing>

How does a person using the telephone only option alert that they would like to speak during public comment?

They would unmute their line at a prompt from someone that is time for comment.

Phone controls for participants

The following commands can be entered via DTMF tones using your phone's dial pad while in a Zoom meeting:

\*6 - Toggle mute/unmute

\*9 - Raise hand

**Is there a way to put participants into groups so you can mute and unmute a number of participants at the same time? This would be helpful in going back and forth between council member discussions and public discussions.**

I do see where you can have a hierarchy of individuals in the meeting, Hosts, Co-Hosts, Panelists and Attendees, but that feature is in the Webinar add-on which would be an extra cost. You could assign your council as Panelists and I think they'd be untouched as far as muting. Then you could just mute all on everyone else.

<https://support.zoom.us/hc/en-us/articles/115005474943-Meeting-and-Webinar-Comparison>

<https://support.zoom.us/hc/en-us/articles/115004834466-Managing-Participants-in-Webinar>

**For Zoom, what if a council member does not have access to a webcam or smartphone? Can they still dial in to participate?**

Yes, they can use a regular land-line to call in to the meeting.

**Is there a way, in the invitation, to attach the meeting agenda and supporting documents you may want to share with the public?**

Copy your invitation to an Outlook Calendar invite or Google Calendar invite and paste your Zoom information in there along with your agenda materials – then send it off to your council. You would also paste that separately on your website.

**With either Zoom or Gotomeeting, if only using phone meeting, do you still need to setup on a computer?**

Yes, you'd still need to create your meeting on your computer so you can get your call-in information and access codes. Try the available apps if you don't have a computer.

**Is this webex meetings, or webex events? They seem to have multiple types of licenses.**

This demo was WebEx meetings.

**If you have reached maximum capacity at a zoom meeting will they just charge more and allow more people? If they bar entrance to the meeting based on capacity, that could be a violation of OMA.**

Yes, it would be a violation. Make sure that you're purchasing the appropriate tier of licensing that you think you will need.

**Re meeting duration, in GoToMeeting you need to allow plenty of time (over estimate) because the meeting will automatically end at the duration selected. Not sure if Zoom does this too.**

Zoom does not end a meeting automatically based on what's set in the scheduled invite. This is what Zoom says on setting the duration:

**Duration: Choose the approximate duration of the meeting. This is only for scheduling purposes. The meeting will not end after this length of time.**

**Is attendees where you put Council members in attendance?**

Yes, or you could assign them as co-hosts so they have appropriate screen sharing/video capabilities.

**I see that zoom has a 3rd party option for CC. Can you recommend a 3rd party? Is there an additional cost for this?**

You can visit the LARA website to choose a 3<sup>rd</sup> party captioner for relay services which is typically a charge per hour. [Here's some in-depth relay/captioning information](#) and the link to the LARA site: <https://interpreter.apps.lara.state.mi.us/>

<https://support.zoom.us/hc/en-us/articles/115002212983-Integrating-a-third-party-closed-captioning-service>

**It appears like because Zoom does not use local or toll free numbers, we will need to utilize a conference call service in order to meet all of the requirements. Is that accurate?**

You can purchase an add-on in Zoom to receive a dedicated or toll-free number. No need to use a conference calling system in addition to what Zoom provides.

**Do you have a suggested conference call service?**

There are a ton of service providers out there to choose from. Ultimately it depends on how many callers you think you'll have. Watch the demo video to see the different vendors I went over.

**For Zoom, are the CC options speech-to-text? Or is a real human required to dictate what is being said?**

No, not speech to text. A real human/service is required to type the information in.

**The assumption of these software providers seems to be a professional meeting with a focus on a single speaker at a time providing information (like screen sharing) instead of a public meeting with a focus on multiple speakers possibly speaking simultaneously. Will these video meeting providers allow for multiple video feeds from individual Council Members displayed together so the public can see the entire board during the meeting?**

Yes – In all of the software options that I demoed, they each will allow multiple presenters/video streams. You'd just need to give them permission to do so by assigning them a role or as a co-host.

**So you can't have a teleconference (no video) because of the CC requirements. Correct?**

The executive order DOES provide for a conference call meeting. You don't need to use video. Relay and CART services could still be used for a call only situation.

**Is there an option to connect GoToMeeting to Facebook Live?**

After contacting GotoMeeting, I was told there was not.

**Can you use a relay service instead of captioning?**

Depending on the solution you use, perhaps – provided that your meetings aren't too rapid-fire. If it gets to be too quick, the communications assistant won't be able to keep up with the conversation as they just can't type fast enough.

**Since Zoom offers free relay services is it required to purchase the additional cart services---if you do not have someone available to transcribe the closed captioning?**

Zoom offers the method of providing closed captioning by allowing you to designate a 3<sup>rd</sup> party (either paid or one of your staffers) to either type it, or provide a secondary URL for hearing or speech impaired individuals to use. If you have someone on staff who could be assigned to do closed captions, then that would fulfill the requirement and no purchase of services would be necessary.

**Our meetings are broadcast live on Cable Access television. Seems like it would work to use Web Ex or Zoom in lieu of television broadcast and only broadcast a screen showing how to access the meeting.**

That would be fine.

**Can you share the LARA Website again please?**

<https://interpreter.apps.lara.state.mi.us/>

**If you do not receive a closed caption request, do you still need to provide it per EO?**

Yes, you do per the executive order.

**Is closed captioning required for telephone only meetings?**

A relay service or CART service for telephone conference calls would be required by the executive order.