

# Citizen Communication via Videoconferencing

City Council Resolution No. 20160804-054



## Summary

Council approved a resolution on August 4<sup>th</sup>, 2016 directing the City Manager and City Clerk to develop a plan for a three month pilot program to allow citizens at local district offices to participate in the General Citizen Communication portion of Council meetings using videoconferencing technology.

## Council Directives

- Report back to Council no later than Sept. 1<sup>st</sup> with a plan for the pilot program
- Pending approval of the plan, report back to Council no later than Dec. 15<sup>th</sup> on the results of the pilot program and make recommendations to Council on requirements to implement the program more widely and on a regular basis

## What this pilot covers...

- Regularly-scheduled City Council meetings
- General Citizen Communication
- District 6 local office

## What this pilot does not cover...

- Citizen signups for anything other than General Citizen Communication
- Remote locations other than the District 6 local office
- Remote Council Meetings

## Steps Taken to Date

- Setup pilot accounts, installed new camera in Chambers, and prepared iPad for remote use
- Continual internal testing with new equipment
- Memo to Council sent on Aug. 29<sup>th</sup>
- Working with District 6 staff, tested existing solutions from Chambers to the District 6 office on Sept. 2<sup>nd</sup> and 16<sup>th</sup>

## Initial Findings

- Internet and wireless connectivity are crucial with this pilot setup
  - We have a backup plan in case of network issues at the remote location to ensure availability
- Video quality is standard for a webcam experience, but audio has been great
- Technical support is initially necessary, but the goal would be for it to be minimal

## Next Steps

- Offer citizens the videoconferencing option from the District 6 office at next six regular City Council meetings starting Sept. 22<sup>nd</sup>
  - Sept. 22<sup>nd</sup>, Oct. 6<sup>th</sup>/13<sup>th</sup>/20<sup>th</sup>, Nov. 3<sup>rd</sup>/10<sup>th</sup>
- Develop and submit recommendations for Council by Dec. 15<sup>th</sup>
  - Present the results of the pilot and recommend actions that can be taken if expansion of the program is approved