DVRPC

Virtual Meeting Best Practices

DELAWARE VALLEY dvrpc REGIONAL PLANNING COMMISSION

Barry Seymour, Executive Director
Alison Hastings, Manager, Office of Communications & Engagement
May 6, 2020

Transition to Work-From-Home

- Work-from-home structure was in place
- Many staff already telecommute
- Pre-COVID tech tools included: Remote Access licenses, Google Suite, Zoom software for conference calls, webinars, and virtual meetings
- DVRPC's upgraded bandwidth has allowed all staff to continue their work remotely

Pivot to Virtual Board Meeting

- Our building closed March 20
- March 26th scheduled Board Meeting
- Need for very quick learning curve and Zoom training and practice
- 3 years prior, Board amended by-laws for remote voting (in case of emergency)
- Tried to follow DVRPC's Board meeting format as closely as possible, for Board members, staff and the public, using the Zoom platform

The DVRPC Board

4/23/2020
10:00 a.m.

Join Virtual Meeting

Call in number: 1-346-248-7799
Meeting ID: 779 551 125 Password: 716566

AGENDA

CALL TO ORDER and CHAIR'S COMMENTS

PUBLIC COMMENTS ON AGENDA and NON-AGENDA ITEMS

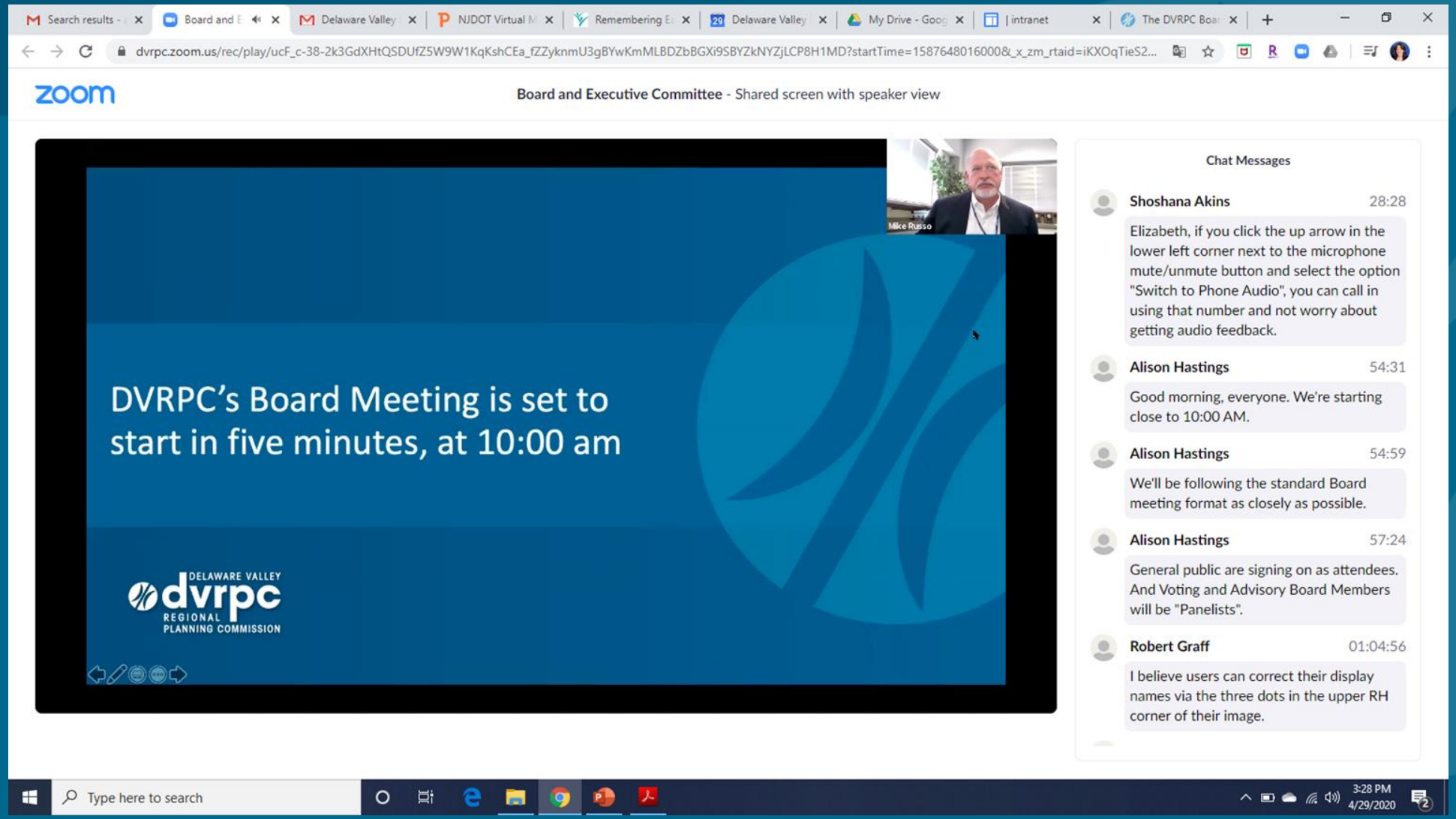
ACTION ITEMS

1. Minutes of Meeting of March 26, 2020

2. Transportation Improvement Program (TIP) Actions

a. PA19-120: Oxford Valley Road/Lincoln Highway Intersection Improvements (MPMS #13635), Bucks County

b. PA19-121: ADA Ramps 2020 Philadelphia (MPMS #12886), City of Philadelphia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zoom
Board and Executive Committee - Shared screen with speaker view
Mike Russo
DVRPC's Board Meeting is set to start in five minutes, at 10:00 am
DELAWARE VALLEY
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REGIONAL PLANNING COMMISSION
Chat Messages
Shoshana Akins 28:28
Elizabeth, if you click the up arrow in the lower left corner next to the microphone mute/unmute button and select the option "Switch to Phone Audio", you can call in using that number and not worry about getting audio feedback.
Alison Hastings 54:31
Good morning, everyone. We're starting close to 10:00 AM.
Alison Hastings 54:59
We'll be following the standard Board meeting format as closely as possible.
Alison Hastings 57:24
General public are signing on as attendees. And Voting and Advisory Board Members will be "Panelists".
Robert Graff 01:04:56
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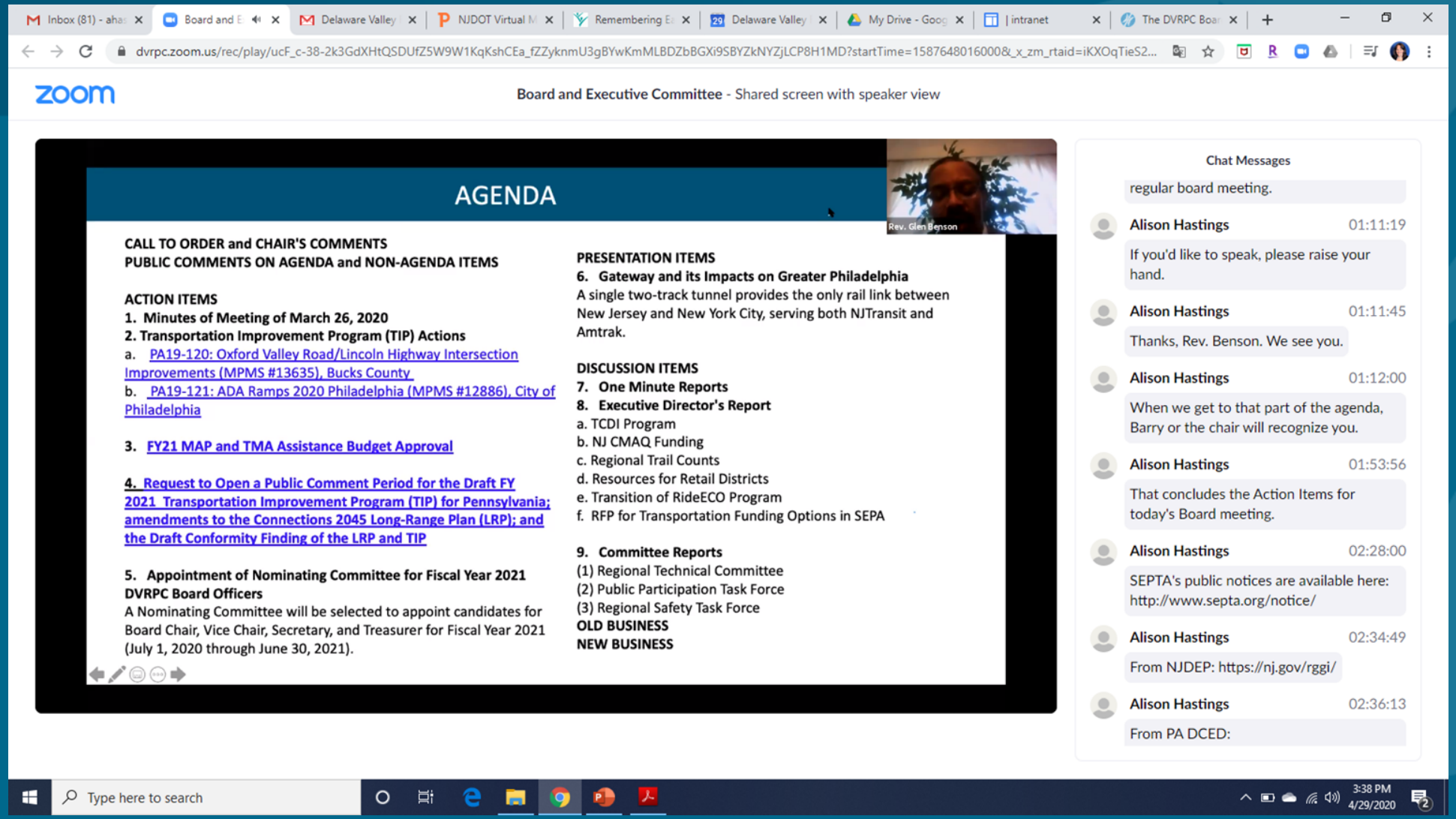
4/29/2020


Board and Executive Committee - Shared screen with speaker view
AGENDA
Rev. Glen Benson
CALL TO ORDER and CHAIR'S COMMENTS
PUBLIC COMMENTS ON AGENDA and NON-AGENDA ITEMS
ACTION ITEMS
1. Minutes of Meeting of March 26, 2020
2. Transportation Improvement Program (TIP) Actions
a. PA19-120: Oxford Valley Road/Lincoln Highway Intersection Improvements (MPMS #13635), Bucks County
b. PA19-121: ADA Ramps 2020 Philadelphia (MPMS #12886), City of Philadelphia
3. FY21 MAP and TMA Assistance Budget Approval
4. Request to Open a Public Comment Period for the Draft FY 2021 Transportation Improvement Program (TIP) for Pennsylvania; amendments to the Connections 2045 Long-Range Plan (LRP); and the Draft Conformity Finding of the LRP and TIP
5. Appointment of Nominating Committee for Fiscal Year 2021 DVRPC Board Officers
A Nominating Committee will be selected to appoint candidates for Board Chair, Vice Chair, Secretary, and Treasurer for Fiscal Year 2021 (July 1, 2020 through June 30, 2021).
PRESENTATION ITEMS
6. Gateway and its Impacts on Greater Philadelphia
A single two-track tunnel provides the only rail link between New Jersey and New York City, serving both NJTransit and Amtrak.
DISCUSSION ITEMS
7. One Minute Reports
8. Executive Director's Report
a. TCDI Program
b. NJ CMAQ Funding
c. Regional Trail Counts
d. Resources for Retail Districts
e. Transition of RideECO Program
f. RFP for Transportation Funding Options in SEPA
9. Committee Reports
(1) Regional Technical Committee
(2) Public Participation Task Force
(3) Regional Safety Task Force
OLD BUSINESS
NEW BUSINESS
Chat Messages
regular board meeting.
Alison Hastings 01:11:19
If you'd like to speak, please raise your hand.
Alison Hastings 01:11:45
Thanks, Rev. Benson. We see you.
Alison Hastings 01:12:00
When we get to that part of the agenda, Barry or the chair will recognize you.
Alison Hastings 01:53:56
That concludes the Action Items for today's Board meeting.
Alison Hastings 02:28:00
SEPTA's public notices are available here: http://www.septa.org/notice/
Alison Hastings 02:34:49
From NJDEP: https://nj.gov/rggi/
Alison Hastings 02:36:13
From PA DCED:
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Results to Date

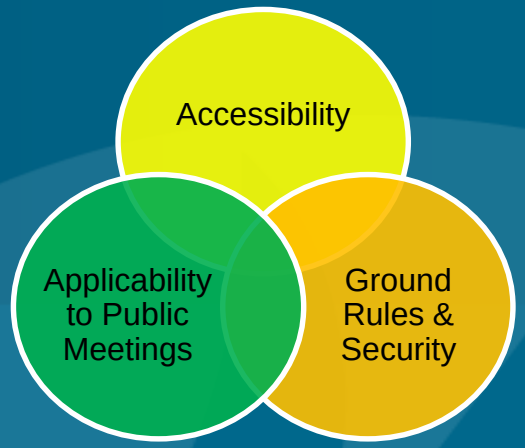
- Board meetings held March 26 and April 23
- Board members asked questions, made motions, approved actions, and shared individual reports
- Included both staff and remote guest presentations
- Enabled public access and participation, via phone, online, and even through live camera feed
- Some of our highest attendance at these meetings
- Looking to continue ability for remote access, even when we are back in the office

Remote Meeting Attendance

3/25 -- All-Staff Meeting: 120+ attendees (nearly all staff and interns)
3/26 -- March Board Meeting: 88 attendees
3/31 -- Regional Safety Task Force: 100+ attendees

4/7 -- April Regional Technical Committee: 67 attendees
4/13 – Regional Incident Management Task Force: 150+ attendees
4/23 -- April Board Meeting: 87 attendees
5/1 -- All-Staff Meeting: 100+ attendees

Public Participation



- Reaching under-represented communities… Just got harder
- Bridging the Digital Divide (those not connected to the internet, don't have access to devices, or don't have broadband)… Just got harder
- Reaching more people and meeting their special needs… Maybe a little bit easier?
- Remote meeting attendance is higher than in person… so far

Public Participation

Tech Accessibility within Zoom Meeting Platform

- Enable users to use **both phone** and computer audio
- **Publish call-in number** with event details/legal notices
- **Zoom App** for smartphones and tablets
- Enable **“join from your browser”** in user settings
- Recommend participants **turn off video and/or use phone** for audio to help with broadband speed

Public Participation

Ability to make accommodations within Zoom:

- Disabilities (e.g. Deafness) - Closed captioning
- English as a second language (or Limited English Proficiency) - creating “audio” channels with live translators

Staff Trainings for Virtual Meetings

- Rather than a “how-to” for Zoom, we focused on transitioning DVRPC meetings online using the tools we have access to (Zoom and Google Meets)

zoom

DVRPC Zoom Training #2 - Shared screen with speaker view

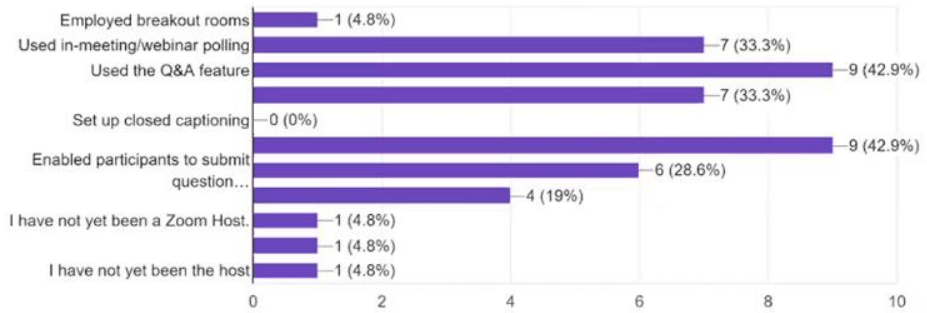
Download (3 files)

Pre-Survey Responses: Used Zoom Features

The most used tools were recording a meeting, using the Q&A function, using in-meeting/webinar polling, and set up a waiting room for meeting/webinar.

As the Zoom Host, have you used any of the following Zoom features in a meeting or webinar? Check all that apply.

21 responses



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Chat Messages

co-host must have Zoom license? Is that what I heard?

Shawn Megill Legendre 31:23

Does re-launching a poll restart it or does it just allow those who didn't vote before to vote? Or, in other words, does it keep and add to the previous results or does it erase the previous results?

Jackie Davis 31:39

I was able to transfer hosting ability to a non-DVRPC, non-Zoom license person

Derek Lombardi 32:00

I voted for Sheetz! French fryz (their spelling)

Alison Hastings 32:50

Yes... Relaunching a Poll will clear the results

Elise Turner 32:58

Thanks Alison

Kelsey McElduff 34:03

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4/29/2020

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Staff Trainings for Virtual Meetings

- **Advanced features of the tools we have access to:**
  - Meeting platforms (Zoom, Google Meets)
  - Surveys (SurveyMonkey, Google Forms, Typeform)
  - Social media (Twitter, FB, IG, LinkedIn, YT)
- **Facilitation skills** (agenda building, roll calls, getting comfortable being uncomfortable)
- An opportunity to learn & invest in new skills

Thank You!