

Smyth, Charles

From: Christopher Hansen <corruptcu@gmail.com>
Sent: Friday, March 27, 2020 8:50 PM
To: !City Clerk
Subject: Urbana FOIA Request - March 23 Council Meeting "technical difficulties"

I tried asking Jason Ligget directly, but he won't answer, so you get another FOIA request. Please provide all documents related to the "technical difficulties" Mayor Marlin was referring to that prevented public participation using Zoom during the March 23 2020 City Council meeting. The documents may exist as emails, text messages, or video/audio which may contain the answer to my inquiry.

FOIA Request # 2020-F-181
Rec'd & routed 3/27/20 // 3/22/2020
Due to petitioner 4/6/2020
Ext. requested 4/13/2020
Ext. due date 4/13/2020
Date/Time rec'd back to City Clerk's office _____
Contact requestor _____
Distributed _____
 Comply Partial Denied
Pages _____ Fee _____

Brickman Levy, Kathryn

From: Liggett, Jason
Sent: Wednesday, March 25, 2020 10:36 AM
To: Marlin, Diane; Smyth, Charles
Subject: Fw: Urbana Meeting with Zoom

FYI...

From: Liggett, Jason
Sent: Wednesday, March 25, 2020 10:34 AM
To: Christopher Hansen
Subject: Re: Urbana Meeting with Zoom

Hi Christopher,

I'm glad you reached out. I'm always looking to get feedback from our Zoom users. This is still a learning process for us at UPTV as we just started hosting meetings last week. Thank you for your patience as we learn the in and outs of Zoom.

I hosted a meeting earlier in the day on Monday that went very well until the end when I believe the issue was a slowing internet connection on my end at home. Last week, Council Member Dennis Roberts was able to connect his camera, but we couldn't hear him until he called into our hybrid phone system and abandoned using Zoom. I'm just sharing these instances as other cases we've had so far with Zoom not quite working the way we would like.

Thankfully, we were able to connect all the Council Members on Monday's meeting. The Bloomington City Council was not as successful during their meeting this week
- https://www.pantagraph.com/news/local/public_safety/bloomington-city-council-to-meet-thursday-to-vote-on-emergency/article_422c0d59-0d11-544b-9120-3ca6a32cc734.html

Did you have any issues connecting to the meeting or hearing/watching on Monday? I ask because I know one members of the public indicated on the chat that they could not hear during the meeting. Unfortunately, UPTV doesn't have the staff to troubleshoot everyone's technology on the fly. Another case is when staff member Scott Tess was connected with video and could hear the meeting, but when he was called on to present we couldn't hear him. Scott did some troubleshooting on his own which involved leaving the zoom meeting and then reconnecting with the computer audio.

UPTV joined the zoom meeting at 6:25 on Monday night and everything appeared to be working fine. At 6:51 the meeting was ended remotely by another user logging into the City's account by accident. This issue has since been discussed and resolved. We were reconnected, but then UPTV and other users reported being kicked out of the meeting at 6:55. I do not know the reason for being kicked out at 6:55 other than Zoom just not working properly. We were able to relaunch and get all the Council members connected just in time for the meeting to begin. Zoom is reliable at times, but as I mentioned earlier there is still a learning curve.

Please let me know any experiences you've had using zoom or tips that might make UPTV a more efficient user. I think the most reliable way to stay involved with City government at this time is to email any public input you have for the Council or Board or Commission beforehand and then watch the meeting live on UPTV. We post video of the meetings on the City website for later viewing, too.

Thanks again for your patience! I always appreciate feedback from Urbana residents and Zoom users. Don't hesitate to stay in touch with any other questions or concerns. I'm not in the office, but have access to my City email from home.

Jason Liggett
UPTV Station Manager

From: Christopher Hansen <chris.g.hansen@gmail.com>
Sent: Tuesday, March 24, 2020 10:38 PM
To: Liggett, Jason
Subject: Urbana Meeting with Zoom

Hi Jason,

I think I'm contacting the right person here. I was watching the Urbana meeting last night using Zoom and was trying to understand what technical difficulties made it so that citizens couldn't give public input using the Zoom app. It seemed to be working for the council members and city staff, so I couldn't figure why citizens wouldn't be able to speak during public input using the same technology. Is there something different that people need to be doing when they use the Zoom app to attend meetings?

Thanks,
Christopher