



Christopher Hansen <chris.g.hansen@gmail.com>

Urbana Meeting with Zoom

Liggett, Jason <jcliggett@urbanaillinois.us>

Mon, Apr 13, 2020 at 11:20 AM

To: Christopher Hansen <chris.g.hansen@gmail.com>

Cc: "Marlin, Diane" <dwmalin@urbanaillinois.us>, "Smyth, Charles" <casmyth@urbanaillinois.us>

Hi Christopher,

My apologies for the delayed response. I've been adjusting to working remotely.

In reference to the technical difficulties we had during the March 23, 2020 City Council meeting, Mayor Marlin did not have a monitor or computer in front of her and had not been trained to be a co-host on Zoom at that time.

Jason Liggett

UPTV Station Manager

From: Christopher Hansen <chris.g.hansen@gmail.com>

Sent: Sunday, April 12, 2020 12:29 AM

To: Liggett, Jason

Subject: Re: Urbana Meeting with Zoom

Hi Jason,

Just figured you might find some time to answer my question about those "technical difficulties" this weekend. Hope to hear from you!

On Thu, Apr 9, 2020 at 3:24 PM Christopher Hansen <chris.g.hansen@gmail.com<mailto:chris.g.hansen@gmail.com>> wrote:

Hi Jason,

Maybe 7th time is a charm. What is the explanation for those "technical difficulties" on the March 23rd meeting?

On Mon, Apr 6, 2020 at 5:27 PM Christopher Hansen <chris.g.hansen@gmail.com<mailto:chris.g.hansen@gmail.com>> wrote:

Hi Jason,

Working from home must really be crushing your productivity. I'm still waiting on an answer from you about the Zoom "technical difficulties". There is another electronic meeting shortly, so I think it's important that this is clarified.

Thanks,
Christopher

On Sat, Apr 4, 2020 at 3:00 PM Christopher Hansen <chris.g.hansen@gmail.com<mailto:chris.g.hansen@gmail.com>> wrote:

Man, you must be really busy lately, since I haven't gotten any reply to my last 3 emails.

The multi-paragraph email you sent me 10 days ago was informative, but not helpful, since it didn't answer my question.

There is another council meeting coming up in 2 days. I think it is important that you explain the "technical difficulties" that prevented community members from giving public input at the meeting.

On Thu, Apr 2, 2020 at 2:51 AM Christopher Hansen <chris.g.hansen@gmail.com<mailto:chris.g.hansen@gmail.com>> wrote:

Heya Jason, I'm still waiting to hear back from you.

On Fri, Mar 27, 2020 at 5:14 PM Christopher Hansen <chris.g.hansen@gmail.com<mailto:chris.g.hansen@gmail.com>> wrote:

Hi Jason,

Any response? Assuming there will be another meeting next week, I'd like to know what the issue was with public participation on Zoom this past Monday.

Thanks,
Christopher

On Wed, Mar 25, 2020 at 11:28 PM Christopher Hansen <chris.g.hansen@gmail.com<mailto:chris.g.hansen@gmail.com>> wrote:

Hi Jason,

Thanks for the informative reply. Yes, I was disconnected more than once before the meeting. I'm still wondering about the aspect of public participation using Zoom. The Mayor mentioned some technical difficulties but didn't go into detail. Is there something different that people need to be doing when they use the Zoom app to attend meetings? Or what was making it so people couldn't use Zoom for public input?

Thanks,
Christopher

On Wed, Mar 25, 2020 at 10:34 AM Liggett, Jason <jl Liggett@urbanainllinois.us<mailto:jl Liggett@urbanainllinois.us>> wrote:

?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<mailto: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