

Welcome and Introductions

Taking the Chambers online

Lee Micai, CGCIO

- Mercer County Board of Social Services, Senior Systems Analyst
- 20+ years of experience, appointed in February 2016

Jim E.
Pacanowski II,
CGCIO

- Ventnor City, IT Network Admin
- 20+ years of experience

Bernadette
Kucharczuk,
CGCIO

- City of Jersey City, IT Director
- 20+ years of experience, appointed in November 2017

Jean-Guy
Lauture, CGCIO

- Township of Bloomfield, IT Director
- 20+ years of experience (8 years in Public Sector), appointed in Dec 2011

Audience Participation - Question 1

1. Choose the best description for your jurisdiction's current conditions:
 - A. We are 100% fully operational in all areas
 - B. We are 75% operational, providing most services
 - C. We are 50% operational, providing some services
 - D. We are 25% operational, barely keeping open

The Logistics of Moving to Virtual

- Legal Requirements
 - State directions
 - Choosing a solution, considerations requires a Team
 - Law Department, Clerk's Office, IT (support and functionality)
- Making it EASY for the Public
 - Choosing a Platform
 - Making it Secure
 - Post it **EVERYWHERE**
- Public Notice/Annual Notice
 - Amended at First Virtual Meeting for Remainder of the Year
 - Sunshine Law Postings

Participation

Pre-Pandemic

- Statistics (City Example)
 - Public Speakers: 4
 - Item Presenters: 4
 - Ordinances: 2
 - Resolutions: 9 (including 1 to amend annual notice)
 - Duration: 37 minutes
 - Unique Audience Members: 241

Pandemic Shift

- Statistics (City Example)
 - Public Speakers: 174
 - Item Presenters: 10 (record high on June 10, 2020 with 28)
 - Ordinances: 12
 - Public Hearings on Budget: 2
 - Resolutions: 76 (record high on August 12, 2020 with 87)
 - Duration: 9 hours & 17 minutes
 - Unique Audience Members: 685 (record high on August 25, 2020 with 884)

What Cities Have Experienced...

- Increase in Meetings (Ease of use)
- Regular City Council Meetings
- Closed Sessions of City Council
- Budget Hearings
- Public Bid Openings
- Special Improvement District Public Hearings
- Rent Leveling Board
- Planning Board & Zoning Board
- Court
 - sessions and judges conducting all virtual sessions (except jury trial)
- Community and Public Meetings

Audience Participation - Question 2

2. How are you conducting Virtual Meetings for your agency?
 - A. Using Cisco WebEx
 - B. Using Zoom
 - C. Using Microsoft Skype/TEAMS
 - D. Using something else
 - E. Using a combination of these
 - F. Not conducting Virtual Meetings

Virtual Meetings – Live Broadcasting

- New Needs to Manage Access and Control
 - Before – Few fans of live broadcasting, Many not doing it
 - Rules about public comment, requiring sign-up before meeting starts are common but people can still just show up and learn what to do or how to do
 - After – Required to Conduct Business, Everyone is Different
 - Rules about public comment, requiring sign-up before meeting starts are VITAL but people may be confused about what to do or how to do it, and can't just click the link to participate.
- Other Considerations
 - Streaming platforms – Facebook, YouTube, PEG channel, Government Website
 - Closed Caption / ADA Accessibility Requirements
 - Added Security may create additional challenges for getting consultants/public into the meeting

Virtual Meetings

- Choosing the best-fit solution for your jurisdiction – Common Choices
 - Free Conference Call (or similar services)
 - Cisco WebEx (SparkBoards / Presence / VoIP integration)
 - Zoom (and GoToMeeting – owned by same company)
 - TEAMS (SurfaceHubs / SurfacePro)

Audio-Visual (A/V) and Cybersecurity

What, specifically, can hackers and intruders do to A/V technology once they are inside?

- Discreetly and anonymously join conferencing sessions.
- Take command of system components, including cameras, microphones, and speakers.
- Record video and audio during a conferencing session.
- Begin a conferencing session while the system is not in use.
- Run video or audio on displays and video walls.
- Access room controls, such as volume and lighting levels.
- Punch a hole in the network's security.

Audio-Visual (A/V) and Cybersecurity

What ways can organizations fortify A/V equipment?

- Physically secure all components.
- Monitor system performance at all times.
- Enforce stronger user controls.
- Shield the network from the outside world.
- Establish a single point of accountability for AV cybersecurity.
- Establish the enterprise's level of risk tolerance for AV cybersecurity.
- Develop an AV centric cybersecurity strategy and framework.
- Augment the AV cybersecurity capabilities with existing consultants and services.

Audience Participation - Question 3

3. Which Meeting format are you planning to continue to use?
 - A. All in person
 - B. Remote
 - C. Hybrid
 - D. Other

What to Consider when planning your Hybrid Meeting Model

- Cameras

- Number of Cameras
 - Single – wide angle
 - Multiple – View Council, Audience, Speakers
- Stationary or mobile

- Sound

- Separate microphones
- Integrated with existing chamber sound system

- Video

- Large screen TV's – Number need
- Dependent on size of room
 - 50"+ a minimum

- Presentations

- How will your audience see presentations
 - Screen Share
 - Smart Boards

- Tying it all together

- Simple – PC to integrate all the parts
- Complex – Sound and video boards

- Costs

- Staffing
 - Who with run and manage – IT or other
- Equipment
 - From a few thousands to tens of thousands - Complexity

Key Questions:

- What are you trying to accomplish with your hybrid model?
- What experience do you want your audience to have?

Audience Questions & Answers from Panel

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