

# **(d)2 Digital Public Participation Status Report**

Smart Cities and Service Improvements Committee

December 2, 2021

Toni Taber, City Clerk

Walter Lin, Deputy Director – Public Works

Sarah Zarate, Director – Admin, Policy & Intergovernmental Relations

Dhruv Hemmady, Products-Projects Manager – Information Technology

# Agenda

1. Background

2. Analysis

3. Next Steps



# Background

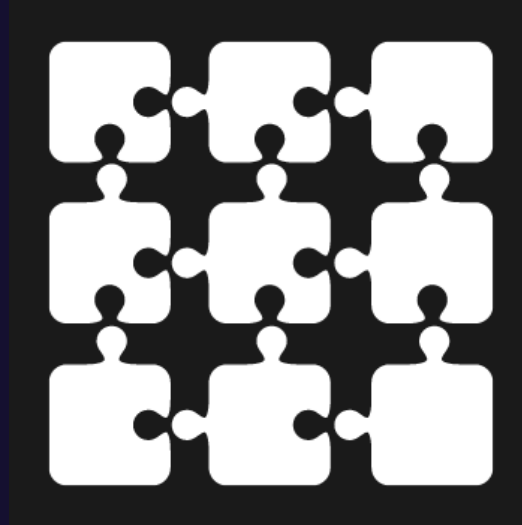
- Current system competitively procured in 2005, extended to 2025
- Agenda management, meeting management & broadcasting
- Needs evolved for council, staff, and public



# System Complexity

## Multiple components

- Agenda management
- Meeting management
- Broadcasting/hosting software



## Multiple stakeholders

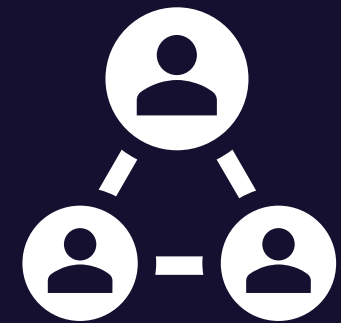
- City Council
- City Staff
- Public



**Integrated  
solution**

## Ongoing needs

- Technical Support
- New feature implementations & upgrades



# Public Meeting Tech Assessment



Identified requirements



Explored provider capabilities



Established next steps

# Impact on Equity

## Access and Functional Needs



# Agenda Management Needs

Need	Score	Priority
Automatically post agendas to a publicly accessible website (for compliance with Brown Act)	9.44	Critical
Easily find agenda items & related materials	9.28	Critical
Sync updates across devices (e.g., iPads)	9.06	Critical
Easily access agenda from a search engine (e.g., Google, Bing)	8.28	Critical
Draft, route, review & approve agenda prior to posting	8.12	Critical
View agenda documents in a new browser tab (current/supported browsers i.e., Chrome, Firefox, Edge, Safari) rather than as direct downloads to more easily share	8	Critical
View agenda translated to other languages from English	7.69	Desirable
Facilitate markup of agendas and adding notes	7.41	Desirable
View agenda within 5 minutes of publishing on public site	7.41	Desirable
Comment on the agenda electronically prior to the meeting	7.28	Desirable
Generate copies of agendas and make notes on top of them	7.11	Desirable

# Meeting Management Needs

Need	Score	Priority
Provide information to Zoom viewer(s) who may require access & functional needs support during meeting	8.78	Critical
Queue & time speakers whether in-person or online	8.56	Critical
Have live-vote recording & display results	8.39	Critical
Notify public speakers on place in line for public comment (who is on deck & next few in line)	7.44	Desirable
Set & monitor time for certain agenda items	7.28	Desirable
Create instant meeting recaps	6.67	Desirable
Pause the video recording while the meeting recesses	6.22	Desirable



# Broadcasting Needs

Need	Score	Priority
See closed captions text	9.12	Critical
See agenda item number during broadcast	9	Critical
Have a high-quality viewing experience using smartphones, tablets and computers	8.59	Critical
View broadcast closed captions (not Zoom) in non-English languages	8.47	Critical
When watching a recorded video, click an agenda item & play video for that item	8.39	Critical
View broadcast transcripts (not Zoom) in non-English languages	8.06	Critical
View video in full high-definition so that when making video full screen on a device, the presentations & images have the highest clarity possible	7.59	Desirable
Download meeting agendas, minutes and transcripts from a documents tab next to each meeting video in a video library webpage (searchable archive of agreed number of years)	7.33	Desirable
Search for words spoken at meetings on video library webpage and receive search results with each video and specific moment(s) where word was spoken	6.71	Desirable
Download audio & video podcast files from a link within the player	5.76	Desirable

# Near Term Enhancements

- 11 additional needs identified
  - 4 can be added at no cost
  - 2 can be added at additional cost
  - 5 not available



# Request for Information

- 4 service providers submitted responses
  - 2 potential vendors able to provide 90%+ of needs
- Cost & Timeline Range
  - Annual fees: \$70K - \$100K
  - One-time implementation: \$20K - \$70K
  - Schedule: 2 months - 6 months

# The Path Forward

Next Step	Timeline
1. Negotiate & implement Granicus available service improvements	December 2021
<i>2. Determine if County of Santa Clara RFP can be leveraged</i>	<i>January 2022</i>
3. Release RFP (either new or leveraging Santa Clara RFP)	March 2022
4. Award RFP	June 2022
<i>5. Potentially implement new system</i>	<i>December 2022</i>

# Feedback and Questions