



Remote Access Recommendations



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Commissioner Committee Meeting

News & Outreach Office

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Background

- This presentation summarizes a report that assesses remote access capabilities, current uses, and develops recommendations
- Improving remote access participation meets **Strategic Directive 9** “Communication and Engagement” and **Strategic Directive 10** “Decision-Making Process” by
 - Increasing public participation across the board while improving equity among participants
- Various meeting types – including proceedings, workshops, community meetings – have distinct goals
 - Involve stakeholders that participate differently based on the goals of the meeting





Interviews

- Interviewed 16 CPUC staff members from all five Commissioner offices and seven Divisions about current remote access uses and needs
 - **President Picker's office**
 - **Commissioner Randolph's office**
 - **Commissioner Guzman Aceves' office**
 - **Commissioner Rechtschaffen's office**
 - **Commissioner Shiroma's office**
 - **Executive Division**
 - **Safety and Enforcement**
 - **Administrative Law Judge**
 - **Water**
 - **Energy**
 - **Communications**
 - **Transportation**
- 16 external agencies representing seven California state agencies that have similar stakeholder needs about resources and best practices
 - **CEC**
 - **CARB**
 - **CAISO**
 - **CalEPA**
 - **CalPERS**
 - **CalRecycle**
 - **State Water Board**





CPUC Staff Findings

Barriers to Deployment of Remote Access

1. Lack of remote access options is more often a result of organizational constraints such as staffing or costs, rather than the availability of technology options

Other Barriers Include:

2. Lack of understanding of options available
3. Lack of training or confidence in how to use the available systems
4. The information being shared is highly sensitive and I do not trust the security of the remote options
5. Because I want my event to be private or limit input to a specific group of participants
6. Just didn't think about it; no reason
7. Costs too high





Other State Agencies Findings

Best Practices

- Dedicated staff with clearly delineated roles
 - Vendor staff, agency IT staff, and program staff are fully aware of their role with regard to setting up, operating, and/or archiving events before the meeting
- Dedicated equipment that staff are familiar with
 - Staff received specialized training from in-house IT staff or vendors and/or gained familiarity from consistent use, preferably both
- Dedicated time to test audio and video streaming systems, software platforms, and equipment compatibility





Capabilities & Technologies Considered

- **Audio/Visual (1-way or 2-way communication)**
 - Conference Lines, Skype, WebEX
- **Screen sharing**
 - Skype, WebEx
- **Q&A/Chat function**
 - WebEx, Skype, Operator assisted phone lines, Social Media
- **Accessible from a mobile device**
 - All except Tandberg and Shoretel
- **Recordings/Live stream**
 - AdminMonitor (current webcast provider for Auditorium), Skype, WebEx, Social Media





Costs & Staffing

- **Audio/Visual**
 - IT staff occasionally required to set up WebEx, at least 1 program staff required to monitor/moderate
 - In most situations, Skype is adequate and the set-up involved with WebEx is not necessary
- **Q&A/Chat function**
 - Conference lines are low cost and staffing required to moderate
 - Operator-assisted lines are more expensive but reduce staff burden substantially and make the process more orderly
- **Recordings/Live stream**
 - AdminMonitor provides webcasts in S.F. currently
 - IT will soon issue RFP for a webcast provider that can provide service for off-site meetings





Recommendations Vary by Meeting Type

Increasing Stakeholder Access to Proceedings	Expanding Ratepayer Engagement	Ensuring CPUC Transparency
<ul style="list-style-type: none"> • Prehearing Conference 	<ul style="list-style-type: none"> • Public Participation Hearing 	<ul style="list-style-type: none"> • En Banc
<ul style="list-style-type: none"> • All-Party Meeting 	<ul style="list-style-type: none"> • Public/Community Meeting 	
<ul style="list-style-type: none"> • Evidentiary Hearing 	<ul style="list-style-type: none"> • Workshop 	<ul style="list-style-type: none"> • Voting Meeting

- High/low public interest might help determine the choice and sophistication of remote access option
- General trend of more sophisticated remote access options for events that are meant to engage the public more broadly vs. meeting types with other goals
- 8 • For many meeting types, one-way communication is already offered





Preferred Options at Select Meetings

- **Prehearing Conference**
 - Low public interest: one-way audio
 - High public interest: live stream
- **Public Participation Hearing**
 - Low public interest: one-way audio
 - High public interest: two-way audio & live stream via webcast or social media (with ability to submit comment via email and/or via webcast or social media platform)
- **Workshop**
 - Low public interest: one-way audio & live stream
 - High public interest: two-way audio & screen sharing/presentation or document view, and staff moderated chat via screen sharing platform
- **En Banc**
 - Low public interest: live stream
 - High public interest: two-way audio & live stream via webcast or social media





Training & Implementation

- Proactive IT training
 - Training can start immediately, either in the “classroom” or by offering consultation or practice runs before scheduled events
- Best practices “checklist”
 - Industry Division staff consistently indicated that they would benefit from a guidance document for reference to best practices and for help choosing appropriate remote access options
- Involve IT and the News and Outreach Office as early as possible in your planning process (Discuss at Kick-Off Meetings for events)
 - On-site: 2 weeks notice
 - Off-site: 45 days notice





Thank you!

Questions?





Appendix 1: Increasing Stakeholder Access to Proceedings

Capability	PREHEARING CONFERENCE*		ALL PARTY MEETING		EVIDENTIARY HEARING*		Currently Available Technology Platform
	Low	High	Low	High	Low	High	
1-way audio	x	x			x	x	Conference Lines, WebEx
2-way audio (Conference Lines)		x	x	x		x	Conference Lines, WebEx
1-way video		x		x		x	AdminMonitor, YouTube
2-way video		x		x		x	Skype
Screen sharing / Presentation or Document view				x		x	Skype, WebEx
Moderated chat							YouTube, WebEx
Operator Moderated Q&A							Operated assisted phone lines or staff-managed conference lines
Accessible from a mobile device							Conference Lines, Skype, WebEx
Accessible from any location with reliable bandwidth				x			All
Public live stream		x				x	AdminMonitor, YouTube
Recorded		x		x		x	AdminMonitor, YouTube, Skype, WebEx
Staffing burden on IT	Low	Medium	None	Low	None	Low	
Staffing required for operation	Low	Medium	Low	Medium	Low	Low	
Recommended Platform	Conference Lines	YouTube	Conference Lines	WebEx	None	WebEx	

*Accommodation for two-way communication can be made only by prior arrangement with the ALJ





Appendix 2: Expanding Ratepayer Engagement

Capability	PUBLIC PARTICIPATION HEARING		PUBLIC/COMMUNITY MEETING		WORKSHOP		Currently Available Technology Platform
	Low	High	Low	High	Low	High	
1-way audio	x	x	x	x	x	x	Conference Lines, WebEx
2-way audio (Conference Lines)	x	x		x	x	x	Conference Lines, WebEx
1-way video		x		x		x	AdminMonitor, YouTube
2-way video		x					Skype, WebEx
Screen sharing / Presentation or Document view		x		x	x	x	Skype, WebEx
Moderated chat		x		x		x	YouTube, WebEx
Operator Moderated Q&A		x		x	x	x	Operated assisted phone lines or staff-managed conference lines
Accessible from a mobile device		x		x		x	Conference Lines, Skype, WebEx
Accessible from any location with reliable bandwidth		x		x		x	All
Public live stream		x	x	x		x	AdminMonitor, YouTube
Recorded		x	x	x	x	x	AdminMonitor, YouTube, Skype, WebEx
Staffing burden on IT	None	High	Low	Medium	Low	High	
Staffing required for operation	Low	High	Low	High	Medium	High	
Recommended Platform	Conference Lines	YouTube	Conference Lines	YouTube	Conference Lines	WebEx	





Appendix 3: Ensuring Commission Transparency

Capability	EN BANC		VOTING MEETING		Currently Available Technology Platform
	Low	High	Low	High	
Public Interest					
1-way audio	x	x	x	x	Conference Lines, WebEx
2-way audio (Conference Lines)		x		x	Conference Lines, WebEx
1-way video	x	x	x	x	AdminMonitor, YouTube
2-way video					Skype, WebEx
Screen sharing / Presentation or Document view		x		x	Skype, WebEx
Moderated chat					YouTube, WebEx
Operator Moderated Q&A		x		x	Operated assisted phone lines or staff-managed conference lines
Accessible from a mobile device		x		x	Conference Lines, Skype, WebEx
Accessible from any location with reliable bandwidth		x		x	All
Public live stream	x	x	x	x	AdminMonitor, YouTube
Recorded	x	x	x	x	AdminMonitor, YouTube, Skype, WebEx
Staffing burden on IT	High	High	High	High	
Staffing required for operation	High	High	High	High	
Recommended Platform	Admin Monitor	YouTube	Admin Monitor	YouTube	

