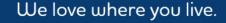# Speaker

Dene Westbrook, Director of Internal Operations, MML

Dene Westbrook serves as director of internal operations for the League. Since joining the League in 1999, she has held a variety of positions, including IT manager, systems architect, and graphic/web designer. Through all those roles, Dene has gained a deep knowledge of League operations from a variety of perspectives. Her operational duties include overseeing the organization's technology roadmap and current infrastructure which consists of the wide area network, software applications, websites, peripherals and mobile devices.

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Agenda

- Review of Qualifications
- Discussion on relay services and closed captions
- Video Tool Demos
- Audio Tool Demos (web portion)
- Questions

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Let's Review the Solution Qualifications

- Provides two-way communication

- Can't require registration to participate

- Allows for citizens with disabilities to participate

- Toll Free calling or local number calling options

- Can have chat capabilities but not ONLY chat capabilities as a method of two-way communication

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Relay Services and Closed Captioning

Telecommunications Relay Services (TRS)
- Free service provided to hearing and speech impaired
- Smaller meetings or one-on-one

Communication Access Real-Time Translation (CART) – Remote Conference Caption
- Cost per hour service
- Larger meetings or for rapid-fire discussion

Visit LARA's website for providers: https://interpreter.apps.lara.state.mi.us/

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Video Conferencing Solutions
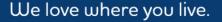
- Zoom
- GotoMeeting
- WebEx

We love where you live.

Demo 1 – Zoom

- Video Capable
- Audio accessible by pc, phone app, or dial-in
- No registration required
- Live Closed Captioning
- Toll Free Calling options
- Chat Capability
- Easy Mute/UnMute
- Recording
- Screen Sharing
- Free and Tiered Pricing Available

zoom

We love where you live.

Demo 2 – GotoMeeting

- Video Capable
- Audio accessible by pc, phone app, or dial-in
- No registration required
- No Closed Captioning, needs phone relay service
- Toll Free Calling options
- Chat Capability
- Easy Mute/UnMute
- Recording
- Screen Sharing
- Tiered Pricing Available

GoToMeeting

We love where you live.

Demo 3 – WebEx

- Video Capable
- Audio accessible by pc, phone app, or dial-in
- No registration required
- Live Closed Captioning
- Toll Free Calling options
- Chat Capability
- Recording
- Screen Sharing
- Free and Tiered Pricing Available
- ISSUE #1: User has no mute/unmute control if only participating by dial-in
- ISSUE #2: Requires a passcode

Cisco webex

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Telephone Conferencing Solutions

- The Conference Group
- GotoMeeting OpenVoice
- Vast Conferencing

We love where you live.

Demo 1 - The Conference Group

- 300 Callers
- Web Controls & Handset Controls
- Toll Free Numbers Available
- Recording Available
- 3.4 Cents per min/caller

We love where you live.

Demo 2 – GotoMeeting/OpenVoice

- 500 Callers

- Web Controls

- Toll Free #'s Available

- Recording Available

- .08 Cents per min/caller

We love where you live.

Demo 3 - Vast Conferencing

- 500 Callers
- Web Controls
- Toll Free Available - .03 per min/caller
- Recording Available
- Monthly Fee

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Questions?

Contact:
Dene Westbrook
dwestbrook@mml.org

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Upcoming Webinars/Information

League is actively working on the Governor's Stay Home, Stay Safe executive order that starts midnight tonight and what it means for local governments. We will share information as soon as we know more.

Register for the upcoming webinars here: http://www.mml.org/coronavirus

- Crisis Communication, March 24, 12 p.m.

- Facebook for Community Communication, March 25, 12 p.m.

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