



Case study

State agency adds teleconferencing to Teams for meaningful citizen engagement

Challenged to serve its government and its citizens, the agency turned to Intellor.

The pandemic caused many state and local governments to turn to Teams. For some, it fell short of citizen engagement requirements.

The Situation:

For one state government agency using Teams, the challenge was in balancing the needs of its Commission with those of the public. Commissioners required a video meeting to support public and non-public business – a requirement easily met with Teams. But the requirements for citizen engagement proved challenging.

Challenge 1:



Limit citizen attendance to the public portion of the proceedings.

Challenge 2:



Ensure citizens remain passive observers of the committee meeting while also having the opportunity to participate in an ordered, timed public comment period.

Challenge 3:



Address digital divide with telephone-only access.

Engagement:

The Intellor team, agency communications and technology professionals, and the agency's third-party vendors convened to fully understand both the requirements and the state's enabling technologies.

The Solution:

The answer proved to be a simple, toll-free teleconference. Purpose-built technology enabled the agency to identify citizens, limit their access to only the public portions of the session, and control participation during timed comment periods. The Intellor approach integrated that teleconference with the agency's Teams session.

Benefit:



Citizen access was accommodated and managed – with the teleconference connected to Teams during public and placed on hold during private sessions.

Benefit:



The committee had the opportunity to hear from and interact with the citizens they serve during managed public comment periods, while citizens remained in listen-only mode during public sessions.

Benefit:



The digital divide was bridged, with equitable access provided for all citizens.

Result:

The business of government was conducted in the transparent manner required by state law.

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