



COVID-19 Public Engagement Update

As we all learn to navigate new challenges presented during the COVID-19 pandemic, PlanRVA is aware of potential limitations for public engagement. Traditional methods for the public to become both aware of and participate in the activities of the agency are not always possible during this time of physical distancing.

At PlanRVA, we are aware of that and have been working for some time to provide means by which the public can engage in our work. We see this as an opportunity to look at public engagement with a fresh lens. There are many ways to be a part of the planning process for the Richmond region and many of those allow participation remotely, via electronic or telecommunications means, which have not been available or as widely utilized in the past.

The Richmond Regional Transportation Planning Organization, which is staffed by PlanRVA, updated its Public Engagement Plan in late 2019 and it includes many ways to get involved that don't require direct contact with the staff and elected officials or travel to a singular location for a meeting. This Plan serves as a roadmap for all activities of PlanRVA intended to raise public awareness and engagement. Appendix B of the Plan identifies a variety of techniques to make sure YOU can stay involved in our work.

We hope to continue the rollout of new options for the public to be energized and engage in our planning efforts. Our goals are to:

1. Provide Robust and Creative Opportunities to Engage;
2. Inform and Educate the Public; and to
3. Foster Continuous Evaluation and Improvement

We continue to value public engagement and encourage our partners to provide feedback on our work. Our goal is to evaluate the best tools available for maximum participation and accessibility to our meetings and provide those to the public in a transparent manner.

Following action taken by the General Assembly on March 22, 2020, we're launching a new way to follow what's happening with the business of PlanRVA and the RRTPO. Effective immediately, all meetings of public bodies supported by PlanRVA will occur virtually, through the online GoToMeeting or GoToWebinar platforms.

Any member or alternate of the PlanRVA Regional Commission, its subcommittees, the RRTPO and its subcommittees will be provided information via Outlook calendar invite to participate in your respective meeting online.

Members of the public, including our interested parties and media contacts are also invited to participate as an observer. Recordings of all meetings will be posted within 48 hours of the conclusion of the meeting.



Here are a few pro tips to be sure everyone is practicing good etiquette for online meetings:

- When you join the meeting, please mute yourself in order to keep background noise and feedback to a minimum. You can always unmute yourself to ask questions or speak when called upon by the facilitator.
- Feel free to use the chat feature liberally for comments and questions: it's a helpful tool to feel connected and makes communication easy.
- When interacting with the facilitator or other participants verbally or via the chat feature, address them by name, for the sake of clarity.
- Identify yourself when speaking. This will help us assure our records are accurate.
- We will not record the meeting without first making an announcement. All meetings, whether recorded via audio-visual or other electronic communications means, are subject to the Freedom of Information Act and may be posted online or provided upon request to anyone who requests it.
- Dress however you're most comfortable. Be aware that the video feature does capture your image as well as your physical setting.

Other Tips

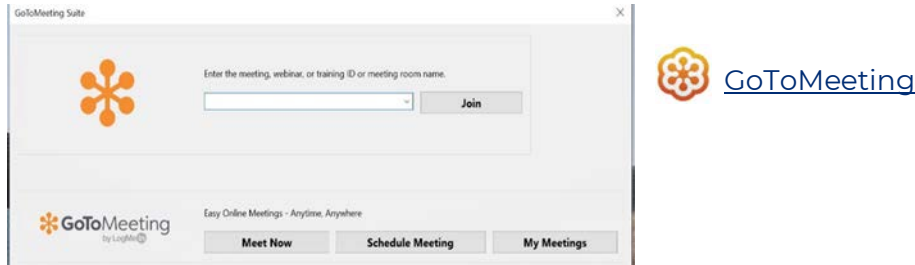
- If your connection is poor, try logging off and re-joining the meeting. Sometimes everyone joining at the same time slows transfer of audio and video data. Be aware not all connection speeds are the same among participants so delays might occur.
- Use the menus to adjust settings for sound, background features, etc.

See the reverse page for more tips on how to sign into a meeting online or by phone.

GoToMeeting Quick Guide for Attendees

A few things you need to know before connecting to your first GoToMeeting online meeting:

- 1) Download the [GoToMeeting app](#) or go to the website below to join a meeting:



- 2) Be prepared and join the meeting a few minutes early to make sure you have everything you need. Check if your audio and video works. The invitation email or message will include a link to the meeting:

Please join the meeting from your computer, tablet or smartphone.

<https://www.gotomeet.me/ChetParsons/rrtpo-policy-board---may-7-2020>

You can also dial in using your phone.

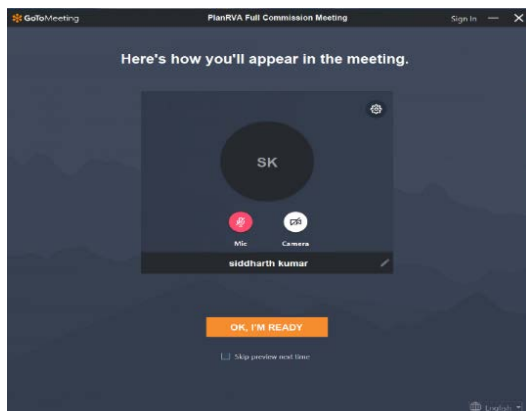
United States: [+1 \(408\) 650-3123](tel:+14086503123)

Access Code: 893-151-629

New to GoToMeeting? Get the app now and be ready when your first meeting starts:

<https://global.gotomeeting.com/install/893151629>

- 3) Join the meeting by opening the app and entering the **Access Code** you received in an email from the meeting organizer. The invitation will also include instructions for using the phone or your computer's mic and speakers (VoIP) for audio.
- 4) If the option to dial-in is offered and you'd like to use it, call in using the telephone number and access code shown. Enter the **audio PIN if provided**.
- 5) Interacting during the meeting: you can mute yourself when you're not speaking. If you dialed in using a phone, you'll need to use the **audio PIN, if provided**, to mute your line via the GoToMeeting controls. If you are muted or don't want to interrupt the speaker, you can use the chat feature to communicate.



- 6) If you are using the app you will see the screen shown on the left. You have the option to click mic off and/or camera off during the meeting.

If you have any questions, please refer to this youtube video or the support page below:

[GoToMeeting - How to Join a Meeting](#)

[Support page](#)