

Date: Monday August 19, 2013
From: L. F. Carraher, Information Systems
To: Call In Participation the West Virginia Racing Commission Meeting,
(WVRC), Tuesday August 20, 2013
Subject: New AUDIO Procedures



Background: During the July 2013 WVRC Meeting, there was enough background noise generated by callers who would not or could not "mute" their phones, that the Commission required a restart of the audio portion of the meeting. The solution I'm presenting today, was designed to address this issue.

Solution #1: The WVRC uses gotomeeting.com as the vehicle which provides audio to remote attendees of meetings. Unless we require that ALL attendees attend the meeting via "laptop or desktop", there is no way to insure individual MUTE/UNMUTE control. Even then, if "almost all" attendees use a laptop or desktop, remote callers will still have the option to call in and then, we are back at square #1. Therefore, Solution #1 is not viable.

Solution #2: I will be using the MUTE ALL/UNMUTE ALL functions provided by gotomeeting.com for Tuesday's meeting.

As callers join the meeting, (call in information is published to our web site at www.racing.wv.gov, initially, the muting will be disabled.

Once I've taken roll of callers on the line, I will mute all callers.

If the Commission needs input from a caller on the phone, I will unmute ALL CALLERS for the duration of that response before placing ALL CALLERS back on mute.

NOTE: While on mute, callers will still be able to hear all activity of the Commission meeting. The MUTE/UNMUTE functions are only there to eliminate unneeded background noises from callers who cannot or will not mute their phones.

First, while there is a texting option provided by gotomeeting.com, this option only works while you are on a laptop or desktop. You can send me a short text if you need something brought to the attention of the Commission.

Secondly, if you need to get my attention and are not on a laptop or desktop, you may text me on my cell phone at 304.641.8200. I will be monitoring text messages and will bring any requests to the Commission's attention.

Thirdly, near the end of the meeting, all callers will be UNMUTED as the Commission solicits comments from callers.

NOTE: At any time, if background noises become intolerable, the Commission may MUTE all callers for the duration of the meeting. Therefore, please place your phones on MUTE to avoid this inconvenience.

Your constructive critiques as to these new procedures, and any suggestions you may suggest, can be emailed to me at Larry.F.Carraher@wv.gov.

Thank you,

Larry