CITY OF PORTLAND
Planning & Urban Development

PLANNING & URBAN DEVELOPMENT DEPARTMENT GUIDE TO PARTICIPATING IN A REMOTE PUBLIC MEETING

Overview
The City of Portland Planning Board and Historic Preservation Board are currently hosting their workshops and public hearings remotely, consistent with current City Board and Committee public meeting protocols. The following is guidance for participating in Planning & Urban Development Department remote meetings. These remote meetings will be accessible to members of the public using **Zoom Video Communications**
For specific meeting links, please visit the City's Agenda Center:

https://www.portlandmaine.gov/129/Agendas-Minutes

Or for more information see the remote meeting page using the link below:

http://www.portlandmaine.gov/remotePUD

Links and dial in numbers to individual meetings will be posted and available 10 days prior to the public meeting (7 days for Portland Public Art Committee), but meeting links and dial in numbers will only become active at the start time of a scheduled meeting.

Written Public Comment
Written public comment can continue to be submitted to the Planning Board and Historic Preservation Board, Portland Public Art Committee, and all other City committees and projects via email. Please see their respective City of Portland webpages for individual contact information.

Virtual Participation
Real Time Public Participation/Public Comment will be made via Zoom. There are multiple ways of accessing the meeting (Virtual Participation and Dial-In options). Below are the steps and protocols for attending and participating in the meeting using Zoom. Please note that virtual participation will not require a camera, but will require audio to listen to the meeting, as well as a microphone to participate in the public comment period of the meeting.

Step 1 – Recommended Steps in Advance of Meeting

- Download Zoom Client (it is recommended to install it in advance of the meeting)
- Consider watching a Zoom tutorial on joining a meeting:
  Joining a Webinar by Invitation Link   Join a Meeting by Phone
  Manually Joining a Webinar   Other Zoom Trainings

- Please check and lower your volume audio settings in advance of entering a meeting and adjust them to a comfortable level. Also, consider using a computer-connected headset or headphones to improve quality of audio and voice.

- To access the Zoom virtual meeting via a computer or device (PC, Mac, iPad, iPhone or Android device), attendees will need to have an email address available to be able to login to the meeting or register an account in Zoom. To access Zoom meetings without an email address, attendees may do so using a dial-in by phone option.

Step 2 – Joining the Virtual Meeting

Note: Anyone joining the Zoom meeting will enter the virtual meeting as an Attendee with their microphone disabled until enabled by the Moderator according to the details in the **Meeting Protocol** section below.

To locate the specific remote meeting details, go to the City's Agenda Center:
https://www.portlandmaine.gov/129/Agendas-Minutes

Selecting Meeting URL Link
1. Once you've located the agenda, select the meeting URL link, and you will be prompted to launch Zoom.

2. If you haven't downloaded the Zoom client and only wish to access via an internet browser, choose "click here" and then select "join from your browser," you will then be prompted to enter your name to join the webinar.

   Alternatively, if you choose to attend the meeting using the (recommended) Zoom Client the below steps will apply (these options require creating a Zoom account and logging in):

   a) If you previously downloaded (installed) the Zoom Client, select "Open zoom.us" to proceed with logging into the meeting with your email and name, or;

   b) To install the Zoom Client, select "Download & run Zoom" to download. Open the Zoom installation file just downloaded and follow the prompts to install. Once installed you can return to the browser, select the URL link on the agenda again, and when prompted select "open zoom.us" to proceed to a menu to login into the meeting with your email and name.

Use Webinar ID (Manually Joining)
1. On the meeting agenda, locate the 9 to 11 digit meeting webinar ID
2. Sign in to the Zoom Desktop Client or Mobile App
3. Click or tap Join a Meeting
4. Enter the 9 to 11 digit webinar ID, and click Join or tap Join Meeting.

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5. If prompted, enter your name and email address, then click Join Webinar or tap Join.

Dial-In by Phone
1. Dial the "Dial-In by Phone" in-country number provided (carrier rates may apply)
2. You will be prompted to enter the meeting ID. Locate the 9 to 11 digit ID provided on the agenda listed next to "Webinar ID".
3. You may be prompted to enter your unique participant ID. If so, press # to skip.
4. Once you have joined the meeting the following commands can be entered via DTMF tones using your phone's dial pad while in a Zoom meeting:
   ***6 - Toggle mute/unmute**
   *9 - Raise hand

Meeting Protocol
Attendees will have three options available to them during the virtual public meeting:

1) Audio Settings: When first joining the virtual meeting, you may need to activate audio by selecting "Join Audio by Computer" to connect the computer's audio. Audio Settings can subsequently be adjusted by hovering over the meeting browser and selecting "Audio Settings" in the bottom left hand corner of the screen.
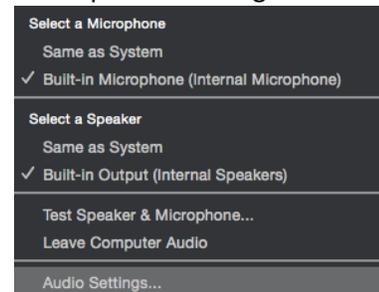
2) Raise Hand Function (Used for Queuing for Public Comment): For the purposes of the Planning Department Virtual Meetings, the hand raise function should be used as a tool for attendees (members of the public) to enter the queue to provide a public comment during the public comment period during a workshop or public hearing item. The hand raise feature is available by hovering over the meeting browser and clicking the "Raise Hand" icon located in the middle of the bar at the bottom of the screen. When selected it will turn blue and state "Lower Hand." To lower your hand, click the "Lower Hand" icon.

Example of Zoom Meeting Attendee Browser (Raise Hand Icon is shown within red rectangle):

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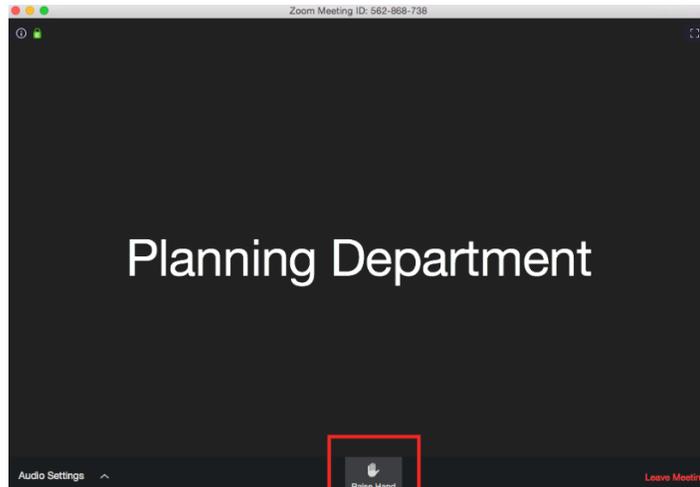
Hands raised for public comment should only be raised once a public comment is ready to be given and must be relevant to the item being discussed by the Board/Committee at that time the hand is raised. After each item the moderator will lower all hands before the next items begins. Attendees offering public comments will be asked to finish their remarks within three minutes. At the end of the allotted time, the moderator will disable the audio.

When an attendee wishing to offer public comment is called on, the moderator will activate the attendee's ability to participate and invite the attendee to unmute their audio in order to proceed with speaking. The attendee will be prompted with a pop-up message (as shown on right) inviting them to unmute their microphone. Selecting "Unmute myself" will allow the attendee to speak.
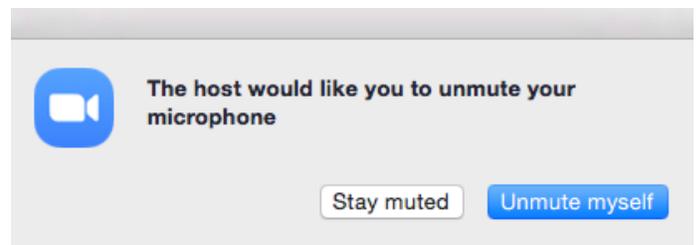
Once called on to speak, the attendee must first state their name and address before proceeding. If no response is given from the raised hand attendee, the moderator will disable the unresponsive attendee's ability to participate (for the time being), lower that person's hand, and allow the next queued speaker to proceed with their comment. If a raised hand attendee has been skipped over due to technical difficulties that have been resolved they should select raise hand again if still wishing to speak, and they will be added back into the queue.

3) **Leave Meeting:**
To leave the virtual meeting, hover over the meeting browser and select the red text, "Leave Meeting."

For any remaining questions or concerns about how to participate in remote meetings, please don't hesitate to contact planning@portlandmaine.gov.