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**Lexington Planning Board  
Public Meeting Participation via Zoom Virtual Meeting Guide**

Updated March 26, 2020

Thank you for your interest in the Lexington Planning Board, an upcoming public meeting, and projects under review. In efforts to encourage public participation during this time of social distancing the Planning Board will be using a virtual meeting platform known as Zoom. The Planning Department has prepared this Zoom Virtual Meeting Guide for members of the public.

Zoom allows for the Planning Board to conduct a meeting as they would if meeting in person. Applicants and their project teams can present a project using plans, and members of the public are able to watch the meeting and then ask questions or provide comments on the project. To help ensure that all voices are heard, in addition to the public participation portion of a public hearing, the Planning Department staff will be collecting questions and comments from members of the public. If you have questions or comments that you would like to provide for a specific project – please provide them in writing to [aloomis@lexingtonma.gov](mailto:aloomis@lexingtonma.gov) with the project address in the Subject Line. Questions and comments received via email will be answered and posted on the Planning Board’s project webpage.

If at any time you have questions, need assistance, or having difficulties, please contact the Amanda Loomis, [aloomis@lexingtonma.gov](mailto:aloomis@lexingtonma.gov) or during the meeting the Chat option.

Please note, this guide provides a series of screenshots for the purposes of providing visual examples. The web links, codes, phone numbers shown in these screenshots are examples and not for the actual meeting you will be attending. Please refer to the Planning Department – Access Virtual Meeting webpage for the correct meeting code information at <https://www.lexingtonma.gov/planning/pages/access-virtual-meetings>.

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## Zoom Questions and Answers

The Planning Board, like many municipalities across the Commonwealth, will be using a virtual meeting platform known as Zoom. Zoom can be accessed via computer, laptop, tablet, smartphone, landline, or other communication device. Below are several questions that you may have about Zoom or participating remotely.

- **Do I need an account to join a Zoom Meeting?**

No, utilize the information provided on the Planning Department Access Virtual Meeting webpage at <https://www.lexingtonma.gov/planning/pages/access-virtual-meetings>. Depending on the device you choose to access the meeting you will be provided guidance as to how to access the meeting.

- **How can I access the Zoom Meeting?**

Information for the virtual meeting is accessible on the Planning Board's meeting agenda or on the Planning Department's Access Virtual Meeting webpage <https://www.lexingtonma.gov/planning/pages/access-virtual-meetings>. Please scroll through the page to locate the meeting date you wish to join. Each meeting has a different link and call in phone number so it is important to choose the correct meeting date.

- **When will the meeting portal open?**

While Planning Board meetings will start at 7:00pm, the Zoom virtual meeting portal will open at 6:50pm to allow people get settled, troubleshoot, etc. It is recommended that you log-on between 6:50-7:00pm in the event that issues arise.

- **Do I need to have webcam installed on my device to join a Zoom meeting?**

No, webcams are not required. Webcams are only useful if you want to be viewed by others. Without a webcam you will still be able to listen and speak during the public presentation portion of the meeting.

- **Can you see me during the virtual meeting?**

During the meeting, the only time that you will have the option to be seen is during public participation if you choose to speak. If granted access to speak, you can turn on your webcam if you choose to do so. Otherwise the only people that can be seen are the panelist (members of the Planning Board, the Planning Director, and the Project Team).

- **Sound Check (Computers, Laptops, Tablets)**

Upon entering the virtual meeting portal, it is recommended that you do a sound check (some electronic devices do not have microphones, in such case that you wish to speak during the meeting you will need to call in). This will ensure you can hear the meeting and also be heard (if your device has a microphone) – information is provided below in this document.

- **How can I test audio prior to the start of a meeting?**

To help determine which device to use for a meeting Zoom provides a quick tutorial for Testing Computer or Device Audio <https://support.zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio>

- **What if audio is not working on my device after troubleshooting?**

If it has been determined audio is not working on your device, please visit Zoom's link for this common issue <https://support.zoom.us/hc/en-us/articles/204484835-My-Audio-is-Not-Working-on-iOS-or-Android>

- **How do I get recognized to speak during public participation?**

If you are on a computer, laptop, tablet then there is a hand raising option (images provided below). If you are calling in \*9 allows you to raise and lower your hand. Hands being raised to speak will be identified by the Chair of the Planning Board and allows to speak one at a time based on whose hand was raised first (the host and the Chair of the Planning Board can see the order as to whose hand was raised first). Please be patient, the Chair will get to your hand in the order they were raised.

- **How do I speak and raise my hand to speak if I call in?**

If you choose to call into the meeting there are two things you will need to know, if \*6 mutes and unmutes your call, while \*9 raises and lowers your hand.

- **I have been identified to speak but they cannot hear me, what do I do?**

Once you have been recognized to speak, the host will unmute you. However, if you have also muted yourself you will need to unmute your device before we can hear you. If you are calling in please press \*6 if you muted yourself.

- **How can I see the person who is speaking?**

During the public meeting, there will be a series of site plans and images displayed on the screen. However, when these are not being displayed you will be able to determine how your screen will look. In the upper right corner, there is a full screen mode, in addition to speaker mode. These functions allow you to change how you view the screen.

- **What if my house or location is noisy?**

All attendees are muted and will remain on mute until the Host (Chair of the Planning Board) recognizes an attendee to speak using the hand raise tool (information provided below).

- **What if I cannot view the meeting via Zoom? Will LexMedia be posting the meeting?**

LexMedia will be doing a live recording of the meeting, which will also be posted for public review after the meeting concludes. LexMedia's website (<https://www.lexmedia.org/programming/on-demand/>)

- **What if the audio starts to echo during the meeting?**

To identify the reasons for an audio echo please visit <https://support.zoom.us/hc/en-us/articles/202050538-Audio-Echo-In-A-Meeting>

## Zoom Meeting

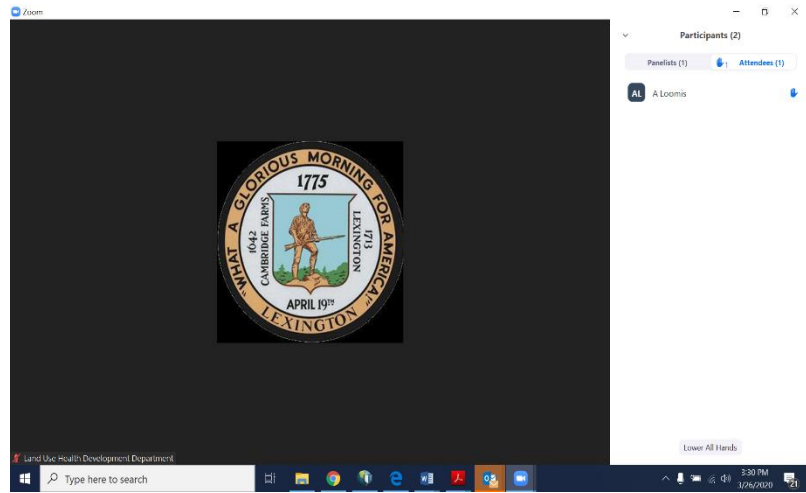
Once it has been determined which device you will use for the Zoom meeting, please follow the next two steps to access the Zoom virtual meeting portal.

- To access the information relative to the meeting (meeting link, phone number, meeting ID), please either reference the bottom of the meeting agenda or the Planning Department's Access Virtual Meetings webpage <https://www.lexingtonma.gov/planning/pages/access-virtual-meetings>
  - When on the "Access Virtual Meetings" webpage please scroll through the page to locate the meeting date you wish to join. Each meeting has a different link and call in phone number so it is important to find the correct meeting date.
- Once you have found the meeting you would like to participate in, either
  - Click on the Zoom link provided for your meeting on the device that will be used for the meeting, if you are using a computer, laptop, tablet, smartphone; **or**
  - Dial the phone number for the meeting on your smartphone or landline
    - Please note the major cities provided next to the phone number, are guidance for time zones – please pick the major city closest to your time zone)
    - If one phone number does not work, please try a different one.

Please note you are able to use multiple devices (for example, tablet for viewing and listening to the meeting and a landline for participating in the meeting during appropriate times. If you do not have a microphone connected to your computer, then calling in will allow you to participate)

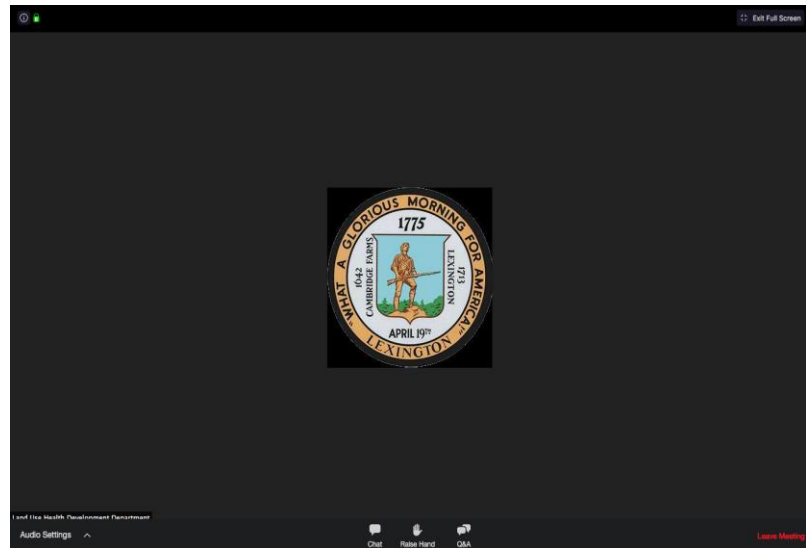
### What the Planning Board Sees

The image to the right is what the Planning Board sees during the Zoom virtual meeting. When you use the hand raising option members of the Planning Board can see who is raising their hands. The Chair of the Planning Board during the public participation portion of the meeting will identify members of the public who have their hand raised, one at a time.



### Raising Hand to Speak

If you would like to speak during public participation portion of the meeting, please hit the Raise Hand tool in the bottom center of the screen if using a computer, laptop, tablet, smartphone. Or hit \*9 if you are calling into the meeting. Members of the public whom will be called on by the chair in the order they raised their hands. As shown in the image above the Chair of the Planning Board and the Host see your hands raised.

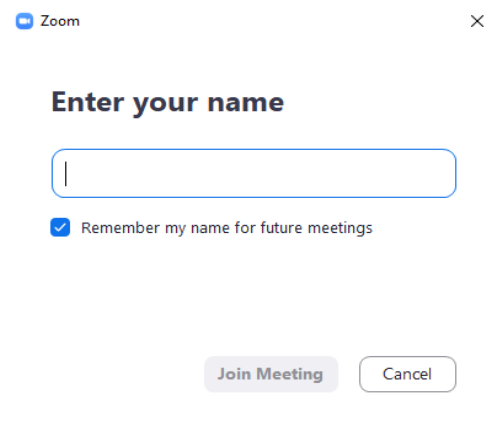


### Zoom via Web Link

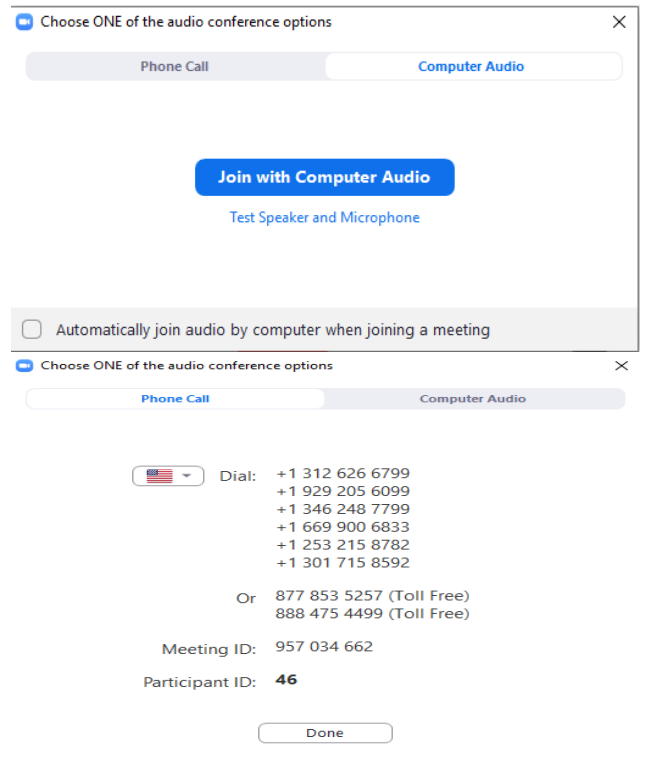
If you choose to access the Zoom virtual meeting via the web link:

The instructions below can provide guidance as to how to navigate and access the Zoom virtual meeting.

- After clicking on the link, a download of the Zoom platform will automatically begin. After opening the file, you will be prompted to enter your name. You may need to go into your download folder to access the download. Please enter your first and last name and click the “Join Meeting” button.
- If you experience difficulties when trying to download the Zoom platform, please click the “show in browser” text that shows on your screen.



- Once you have joined the Zoom virtual meeting on your device, you will be asked to allow Zoom permission to access the microphone on the device. You will be prompted to choose an audio conference. Please pick either Computer Audio or Phone Call.
  - If your computer has a microphone, click the “Join with Computer Audio” button to connect to the meeting. **If you do not have a microphone, select the “Phone Call” tab.**
  - To connect via phone, dial one of the toll-free phone numbers that are provided on your screen and follow the prompts to enter the meeting ID and your participant ID. The meeting ID and participant ID shown in this photo are examples only. Please refer to your Zoom screen for your actual meeting ID and participant ID.



### Once in the Zoom Virtual Meeting

- As a member of the public you will be automatically muted upon entering the meeting and will only be unmuted if you choose to speak.
- Members of the public are not visible even if you have a webcam.
- The only time that you will be allowed to be seen is during public participation. If your computer has a webcam, click the “Start Video” button to enable video if you would like to be seen – again, this is only allowed during public participation portion of the meeting if you are recognized to speak.
- Please note that you are not required to have a webcam to join the meeting.

### Phone Participation

If you have decided to attend and/or participate in the virtual meeting via dialing in. Please use one of the phone numbers provided on the meeting agenda or on the Access Virtual Meeting webpage. If one of the numbers does not work, please use a different number.

Once the call is initiated you will be prompted to enter the Meeting Id followed by the # sign. You will be muted upon entering the meeting. If you would like to ask a question during public participation please raise your hand by hitting \*9. To lower your hand hit \*9 again. If you muted yourself, you will need to unmute yourself if called on to speak, this can be done by hitting \*6.

\*6 Mute – Unmute

\*9 Raise Hand – Lower Hand

### How to participate, ask questions or give comments in a Zoom virtual meeting

Your microphone/phone will be muted upon entering the meeting. This is done to prevent an excessive amount of background noise during the meeting.

- If you are on your computer, laptop, tablet, and smartphone you can request to be unmuted by clicking the “Raise Hand” button.
- If you are calling in on a phone, hit \*9 to raise your hand

### Technical Difficulties

If you are having technical difficulties, please use the chat button at the bottom of the screen to notify the host (Amanda Loomis).

### Planning Board Meeting Format

The format of the Planning Board meeting will be the same as an in person meeting. Below is a brief review of the format for Planning Board Meetings.

- At 7:00pm the Chair of the Planning Board will open the public hearing, introduce the members of the Planning Board and staff present, read the agenda, and provide information regarding a virtual meeting.
- The Chair of the Planning Board will then open a public hearing and request a presentation from the Applicant and the Applicant’s project team.
- The Applicant’s project team will present the project to the Planning Board and members of the public.
- Upon completion of the Applicant’s presentation, Members of the Planning Board will provide comments and ask questions.
- Then the Planning Board will open the floor for public comment. Members of the public may speak by selecting the “**Raise Hand**” button and waiting for the chair to call their name and for the Host to unmute your microphone.
- During this time, we ask that members of the public who wish to provide comment identify themselves by first and last name and affiliation for the public record and then provide their comment.
  - Note: The chat space is reserved for questions regarding technical difficulties.
- If time remains the Chair will read questions and comments provided by email prior to the meeting (please note these same comments provided by email will be posted with responses from the Planning Board and Staff on the project’s webpage).
- All votes of the Planning Board will be taken via roll call, including the adjournment of the meeting.