

1. What is Zoom?

Zoom is a digital conferencing service that will allow meetings to be accessed through the internet on devices such as desktops, laptops, tablets, and mobile phones. It also allows access to the meeting by landline/mobile telephone audio. There is no fee to use Zoom, but a user's internet or mobile phone provider's data rates and fees will apply, where applicable.

2. Simply Click the Link.

The Zoom meeting may be opened via hyperlink on a desktop, laptop, tablet, or mobile phone.

3. Get the FREE Zoom app.

To access video and/or audio, it is highly recommended that users download the free Zoom app for desktop, laptop, tablet, or mobile phone prior to the meeting. If not, after clicking a meeting link, users will be prompted to download the appropriate application before they are able to join. Follow all on-screen instructions to properly install the application in order to join the meeting.

4. Please Provide a FULL NAME.

When accessing the meeting from the app, panelists and attendees will be asked to provide a name. A prepopulated name may appear. Please ensure a full name is entered. This will help keep an accurate record of those attending the meeting. If attendees join the meeting using the dial-in feature from a landline or mobile phone, they will not input their name.

5. Landline / Audio-only Mobile Calls.

The e-mail invitation lists several phone numbers attendees may use to access a meeting using the dial-in feature from a landline or mobile phone. Once an attendee calls the number they will be required to input a Meeting ID, which is also listed with the hyperlink. Dial-in attendees will be asked to provide a participant number. However, no participant numbers will be assigned, so dial-in attendees may press “#” to bypass that step.

6. Expect Entry Delay

There will be a delay to enter the meeting after a user clicks the link or dials in. The software includes a “Waiting Room” feature so all attendees may enter the meeting at one time before it begins.

7. Planning Commission/Staff and Attendees / Meeting Settings.

Planning Commission/Staff audio and video can be activated/deactivated by each individual or the Zoom facilitator (a City staff member coordinating the meeting). Attendees are members of the public. Attendees will be muted with their video disabled upon entrance and will not be able to comment during the meeting, until the Chair announces it is time for public comment during the Public Hearing.

8. Thank you for your Patience.

Please understand that we are working extremely hard to make these systems work easily and seamlessly. However, there will be glitches and issues City staff has not anticipated nor experienced while testing. We are doing everything in our power to ensure the openness and transparency of these meetings given the circumstances. This is a learning experience for everyone and we thank you in advance for your cooperation and understanding.