



BOLTON ZONING BOARD OF APPEALS PUBLIC MEETING REMOTE PARTICIPATION GUIDELINES

June 2020

Pursuant to Governor Baker's March 12, 2020 Order Suspending Certain Provisions of the Open Meeting Law, G.L. c. 30A, §18, and the Governor's March 15, 2020 Order imposing strict limitations on the number of people that may gather in one place, the Town of Bolton Zoning Board of Appeals will conduct their public meetings and hearings via remote participation. No in-person attendance of members of the public will be permitted.

Remote Access to Public Meetings

Zoom Video Communications, Inc. ("Zoom") will be used for remote conferencing services to allow for remote access to public meetings. Login information will be provided as part of each meeting's agenda posted to the town calendar on the homepage of Bolton's website, www.townofbolton.com.

Meetings can be accessed from your personal computer, cellphone and/or telephone. Zoning Board of Appeals meetings will continue to be broadcast by Bolton Access Television through Zoom's "Record" feature.

Protocols for Remote Public Meetings

- All participants entering the meeting via a personal computer ("computer participants") are required to rename themselves with their official first and last name.
- Computer participants are encouraged to click on the "Participants" feature in Zoom to view all participants and to view/use the "Chat" and "Raise Hand" features.
- The Chairman will identify him or herself.
- The Chairman will conduct a roll call of the Board.
- The Chairman will call the meeting to order.
- All participants (excluding Board members) will be muted throughout the meeting unless called upon by the Chairman.

- All participants are required to state their name and address when called upon by the Chairman. Participants called upon more than once should restate their name.
- Documents shared throughout the meeting will be displayed at the discretion of the Board and/or Town Planner.
 - Only computer participants will be able to view documents.
- If and when the Chairman allows for public comments/questions, it will be conducted as follows:
 1. The Chairman will read public comments/questions received in advance of the meeting followed by real-time Board and/or applicant responses.
 2. The Chairman will read real-time comments/questions typed by computer participants in the “Chat” feature followed by real-time Board and/or applicant responses.
 - Computer participants must click on “Chat” to enter their comment/question.
 - The “To:” setting must be set to “Everyone” or the public comment will not be recognized by the Board.
 3. The Chairman will call on participants one by one with the “Raise Hand” feature followed by Board and/or applicant responses.
 - Computer participants can click on “Raise Hand” to be called on.
 - Participants accessing the meeting by telephone can type *9 to “Raise Hand”.
 4. The Chairman will ask if any other participants accessing the meeting have comments/questions.
 - Participants accessing the meeting by telephone can type *6 to mute/unmute call.
- Board members needing to be recused at any point during the course of a meeting will be placed in a virtual “Waiting Room” by the Town Planner.
- All votes of the Board will be taken via roll call, including the adjournment of the meeting.

Zoom Troubleshooting

- How can I test my device audio prior to the start of a meeting?
 - Zoom tutorial for testing audio: <https://support.zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio>
- What if my device audio is not working?

- 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>
- What if my device audio starts to echo during a meeting?
 - Zoom's link for this common issue: <https://support.zoom.us/hc/en-us/articles/202050538-Audio-Echo-In-A-Meeting>