

| # | Questions 9/17/2020 Webinar - Holding Successful Virtual Public Meetings | Answers | 2nd Answer |
|---|--|--|--|
| 1 | I am the ED of the RI Health and Ed Building Corporation. Is a Zoom account available to me under this DBR program? | <p>Kim - We're working on a procedure with the State Division of Purchases right now to allow quasi-public agencies to piggyback on our contract and pricing. It's worth noting for everyone that one Enterprise Zoom account on our contract is less than one Pro account would be if you just signed up on zoom.com.</p> <p>I got your email address off of your website and will send you a note right now.</p> | |
| 2 | Will this Zoom recording be made available to attendees following this webinar? | This Webinar is being recorded. We will post a link to the recording on DBR's website within a few days. | |
| 3 | If a virtual meeting is compromised or a participant loses the connection, does the meeting have to end? | It will depend on the circumstances. Our Office issued a finding, <i>Alquist v. Central Falls Detention Facility</i> , OM 20-41, where we found there was no violation because even though one person indicated they had trouble accessing the meeting, the evidence established that the public body provided public access and there was no indication that the public body failed to provide access. However, if there is a loss of connection or disruption that prevents the public from accessing the meeting, then the access requirements of the law would not be satisfied. | |
| 4 | Hi Brian - can you email me as well? I have a question re: Zoom, as HealthSource RI will be hosting public Zoom Webinars as health insurance info sessions, during our health coverage open enrollment period, and we need to add the professional Zoom webinar to our existing Zoom account. robin.dionne@exchange.ri.gov | Robin - I just added you to that email. Thanks. | |
| 5 | My board must keep a stenographic record. Is the use of the Zoom recording function an adequate replacement? | James, we recommend that seek the advice of your legal counsel as to whether Zoom's recording function suffices for your specific legal requirements | |
| 6 | Charlestown Fire District would also be interested in using the contract to purchase a Zoom license under the state contract..we have a Pro account now but would like to expand. Can we access the state contract? | John - we're working on a procedure for that. It's a little complicated, administratively. In the next few weeks, we hope to have a guide for state/quasi/municipal agencies on the DBR website. | |
| 7 | Can you provide a sample agenda statement for persons w disabilities to access your remote meeting? | <p>Laura - This is the statement that our office uses:</p> <p>If you need communication assistance (readers/interpreters/captioners) or any other accommodation to ensure equal participation, please contact Betty Sepe at 222-1035, TTY 711 or bsepe@sos.ri.gov at least three (3) business days prior to the date of the meeting. Requests for accommodation will be arranged at no cost to the public.</p> | The public is welcome to any meeting of the Town's boards or its committees. If communication assistance (readers/interpreters/captioners) is needed or any other accommodation to ensure equal participation, please contact the Town Clerk's Office at 683-2101 at least (3) business days prior to the meeting. |
| 8 | Thanks!! | | |

| # | Questions 9/17/2020 Webinar - Holding Successful Virtual Public Meetings | Answers | 2nd Answer |
|----|--|--|------------|
| 9 | Stacey, can you confirm that we should list the physical location of the public body, even if the meeting will be held remotely only | Laura - Yes, you should list the physical address, especially is the meeting will have an in-person meeting. Address 1 you should state that the meeting is virtual, Address 2 can state your physical address. | |
| 10 | Are most people having meetings or webinars for public meetings? | live answered | |
| 11 | I am under the impression that we (RIDOH) are supposed to move to using Microsoft Teams for meetings. Public and other. Is this true? | live answered | |
| 12 | Stacy, if we are holding meeting both virtual and in person, do we put all information about method(s) and location in Address #1 or should we use both Address #1 and Address #2 text blocks? Thank you. | You should use the Address1 box to state that you are having virtual meeting, by using the term "Virtual Meeting" and in address 2 the physical location. Inside the agenda list all of the details of the meeting locations and access | |
| 13 | Are the message logs when someone types in a zoom chat subject to Records Requests? | If it is a record maintained by a public body that meets the definition of a public record and does not fall into any of the exemptions in the APRA, then yes the log may be subject to disclosure in an APRA request. | |
| 14 | In regard to Annual Calendar question on the file agenda screen, what constitutes a yes/no answer? | The Annual Calendar is list of meetings you have may in a given year. The "Yes/No" to indicate that the posting is the list vs. the 48-hour meeting notice. | |
| 15 | Can you explain how to remove a participant on zoom | Hi Laura - I would check out Zoom's guidance here: https://support.zoom.us/hc/en-us/articles/115005759423-Managing-participants-in-a-meeting | |
| 16 | Those of us who work remotely for health reasons and have a state issued laptop do not have video or audio capabilities. In my case, I have to Zoom from my iPad which limits me to 40 minutes and I have to re-admit people, etc. I don't think all the things being discussed are applicable to the zoom I have on my iPad. How can I get around that? | Hi Linda - If you have a State Enterprise Zoom account, you should sign in to your iPad using that account. Also, if you have a State-issued laptop, most that are still in circulation do have audio and video capabilities, you just cannot use Zoom from within a VPN session. Perhaps try signing into outlook.com/ri.gov *not* from within the VPN session and launching zoom links from there. | |
| 17 | When must an electronic record be kept for OMA requirements, and if required, what type of record for a Zoom Mtg. | The OMA describes the requirements for meeting minutes in RI Gen Laws 42-46-7. The public body may also find it beneficial to record the meeting but that is not discussed in the OMA. | |
| 18 | Do we have zoom webinar as part of the DBR account provided ? Or do we need to acquire that separately | Erin, the DBR account includes the webinar feature | |
| 19 | Can you provide some guidance on streaming to youtube? RIHPHC is in process of getting a youtube channel. This is new to us. thank you. | Hi Sarah - the Zoom guidance is pretty solid on this: https://support.zoom.us/hc/en-us/articles/360028478292-Streaming-a-Meeting-or-Webinar-on-YouTube-Live | |
| 20 | Hi Brian, what is the best way to share the account provided by the State with other public bodies within the Town. Should I just give the password to any board that needs it or is there a better practice for sharing the account? | Vince - I would work with your IT Staff to figure out a secure, reliable method for this. | |

| # | Questions 9/17/2020 Webinar - Holding Successful Virtual Public Meetings | Answers | 2nd Answer |
|----|--|--|------------|
| 21 | Can you clarify which features of non-verbal audience participation are available at this time? | Hi Susan - The ones that are enabled are Raise Hand, yes, no, go slower, go faster, agree, disagree, clap, need a break, and away: https://support.zoom.us/hc/en-us/articles/115001286183-Nonverbal-feedback-during-meetings | |
| 22 | Zoom Webinar v. Zoom Meeting. Is one preferred over the other for holding Public Hearings? | I think the consensus is Webinars, but Jennifer's answer right now is germane. | |
| 23 | Can the recorded Zoom Meeting be used in place of hand typed minutes? | No- the minutes requirements of RI Gen Laws 42-46-7, which requires keeping written minutes, must still be satisfied. It can be beneficial to also record the meeting on Zoom, but that will not take the place of written minutes. | |
| 26 | I think Zoom is now requiring that all meetings have a waiting room OR a passcode now. | | |
| 27 | When holding a Public Hearing and MANY folks want to speak on a matter, is there a best method for generating a list of the names to be called on? | Jeff, public participation issues will be addressed later in the presentation | |
| 28 | Can live streaming strain the bandwidth available from our location? | John - I'm not 100% positive, but I believe that it should not, as Zoom's servers handle the streaming of data between Zoom and YouTube. I.E. as far as your bandwidth is concerned, you're just conducting the meeting. Zoom should handle the rest. | |
| 29 | Is there a feature that allows host to turn off participant recording capability, for executive sessions? | Yes, but hold that thought. We'll be getting to Executive session considerations here in a minute, I believe. | |
| 30 | Will you be covering convening in Executive Session via zoom ? | Yes, shortly. | |
| 31 | Apparently Zoom stopped supporting toll-free numbers for webinar attendees last week | live answered | |
| 32 | How does public comment work during a webinar if we hold open forums in our meetings or public hearing? | Lillian, we will address this later in the presentation. Stay tuned :) | |
| 33 | Question for Stacy—Should our agendas indicate that the meeting is hybrid if it's being held in person and virtually? | Robin - Yes, meeting notices should indicate how the meeting is being held. It is our recommendation to state at the top of the notice how to access either the webinar or the requirements to join in-person. | |
| 34 | For a hybrid meeting: some in person, some virtual; what is the best microphone to use for the in person participants? I have attended virtually in an in-person meeting and found it really hard to hear those who were speaking in person in the room. | Esther, hybrid meetings will be covered more in-depth later in the presentation. Some tips & tricks will be discussed as well | |
| 35 | Will the questions and answers be available for printing? There are a lot of great questions! | Hi Robin, I can generate a report of the questions after the webinar. We will post them with the recordings and slides on DBR's website. | |

| # | Questions 9/17/2020 Webinar - Holding Successful Virtual Public Meetings | Answers | 2nd Answer |
|----|---|---|------------|
| 36 | Does Keith -- or any one else -- have documentation about how to best help the invited panelists how to use their personalized link instead of the general link? The documentation on the Zoom website that I have seen is just "How to invite panelists." | live answered. At the very beginning of their invitation is a link "Click Here to Join" - that is all that is needed. | |
| 37 | I have been able to set a recurring meeting without an established regular time. Is there a foreseen downside in doing this method? | I tried that early on but it did not save the panelist contact information. | |
| 38 | This would be very helpful! | | |
| 39 | Have you placed the public in a waiting room while Council convenes in executive session ? | Shawn will answer this live. | |
| 40 | Webinars have a HOLD feature that can be used for executive sessions. You must move attendees to panelist status, then put them on hold. You can then lock your meeting to prohibit new attendees from joining. This works with a small group of attendees. | Lynn - This is a nice hack! I haven't done it this way, but I think you're right that it would work for a small number of attendees. Overall, I think Zoom needs to do a better job with the Webinar functionality to allow things like executive sessions to be easy to execute. | |
| 41 | Thank you! | | |
| 42 | Can other state agencies use the DBR Enterprise zoom account? | Laura - yes, they can arrange a journal entry to DBR for the price of the account. You can email michael.lombardi@doit.ri.gov to start the process. | |
| 43 | No question yet, but wanted to say this is excellent. So much helpful info. Thank you! | Thanks for your feedback! | |
| 44 | One trouble spot, those attendees using a telephone will drop off, as they cannot be moved and put on hold. We have staff providing technical assistance to callers to advise them when to call back to see/hear the Council return to open session. | Good to know. Thanks for the info. | |
| 45 | Do Zoom hosts need to remain on screen if they are not meeting participants? | Sarah, the Zoom host can turn off his/her camera & microphone, so he/she does not need to be on screen at all once the meeting begins. | |
| 46 | Hi, Amy. This is an excellent webinar. Thank you for the opportunity. One question: When you make available the report about today's meeting, could you include the Q&As as well as the poll results? Also, if possible, could you email us the link to the report? If not, no big deal. And again, thanks to you and the team for this very helpful and informative webinar. | We will post the Q&As and Polls on the website along with a recording and slides on DBR's website within a day or so. | |

| # | Questions 9/17/2020 Webinar - Holding Successful Virtual Public Meetings | Answers | 2nd Answer |
|----|---|--|-------------------|
| 47 | Is there importance of taking poll votes for all Planning & Zoning Board decisions? We've taken to doing this on all applications as good practice but curious if there is actually an issue in not doing so... | Jay, the non-legal answer is that roll call is definitely a best practice. It avoids a circumstance where the record keeper has to guess at who said what. | |
| 49 | Had to cancel a Council meeting last night due to the 800 number issue | Sorry to hear that Molly. The 800 # is not an issue for non-webinar Zoom meetings | |
| 50 | Sorry if you mentioned this, but will we have access to the recording? I want to rewatch with colleagues. | Yes. We will post a link to the recording on the DBR website within a few days. | |
| 51 | Great, thanks! | | |
| 52 | Thank you everyone for an excellent webinar | | |