



PARTICIPATING IN CITY COUNCIL MEETINGS IN CONFORMANCE WITH SOCIAL DISTANCING REQUIREMENTS

In order to minimize the spread of the COVID-19 virus, and to adhere to the Governor's mandate, the public will not be able to physically attend the City Council meetings. However, we have arranged for you to attend and participate via these methods listed below. The City of New Castle is providing multiple alternatives to viewing Council meetings and providing comments on items on the agenda. These alternatives allow the City to adhere to social distancing requirements, follow the Governor's Executive Order and provide a way for the public to provide public comment live during the meeting.

SUBMITTING COMMENTS BY E-MAIL

If you choose not to attend the City Council meeting but wish to make a comment on a specific agenda item, please submit your comment via email by 5:00 p.m. on Tuesday, April 14, 2020 at info@newcastlecivil.delaware.gov.

VIRTUAL PARTICIPATION BY ZOOM VIDEO CONFERENCING

The City of New Castle is now offering the ability to view and participate in Council meetings via video meetings and telephonic conferencing via “Zoom” video conferencing computer technology. Instructions for participating via Zoom are provided below.

How do I join the City Council meeting via Zoom Video Conferencing?

Please visit: <https://zoom.us/j/240555782?pwd=MFpvMWZzamVGTldCdDkyM2xrOFVaUT09> and either sign-up for a free Zoom account or continue as a guest. Once you have downloaded the app on your smart phone, joined from your web browser, or downloaded the Zoom software on your computer you will be ready for the Council meeting on April 14, 2020 at 7pm.

If you have previously signed up for Zoom, you can enter the following meeting ID to join the meeting: 240 555 782

I don't have a computer or smart phone; can I still use Zoom?

If you don't have a smart phone or computer to access the meeting via Zoom, no problem! You can participate on the phone, by calling 1-646 558 8656 (Long Distance rates may apply) and entering meeting ID 240 555 782.

How can I provide Public Comment on Zoom?

Council President Ratchford will request public comment during the Public Comment periods on the agenda and during each Public Hearing and Regular Calendar Item. Once Council President Ratchford has announced the public comment period, please do one of the following.

USING A COMPUTER OR SMART PHONE:

- Click on the “Raise Hand” feature in the webinar controls. This will notify City staff that you have raised your hand.
- City staff will unmute your microphone when it is your turn to provide public comment.
- **Before making public comment please state your name and street address.**
- A prompt will appear to confirm you would like to be unmuted. Once you accept the prompt, you will have three minutes to provide public comment.
- Once your public comment has ended, you will be muted again.

USING A REGULAR PHONE:

- Dial *9 (star 9), this will notify City staff that you have “raised your hand” for public comment.
- City staff will unmute your microphone when it is your turn to provide public comment.
- You will hear “you are unmuted” and then you will have three minutes to provide public comment.
- **Before making public comment please state your name and street address.**
- Once your public comment has ended, you will be muted again.

I don't want to provide public comment live; can I provide my public comment for the record another way?

Of course! Please submit your comment via email by 5:00 p.m. on Tuesday, April 14, 2020 at info@newcastlecivilcity.delaware.gov.

I am having difficulties preparing for the meeting and learning Zoom, do you have any resources to help me?

Yes, please visit Zoom's website support page on helpful tips to prepare for the meeting: <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>