



DELEGATION TIP SHEET

NOTE: THIS DELEGATION TIP SHEET IS DESIGNED TO PROVIDE THE PUBLIC WITH AN OUTLINE OF THE GENERAL FORMAT OF DELEGATION PROCEEDINGS DURING MEETINGS HELD WITH REMOTE PARTICIPATION. THIS USE OF TECHNOLOGY IS AUTHORIZED BY THE MUNICIPAL EMERGENCY ACT, 2020, S.O. 2020, C. 4 - BILL 187, ALONG WITH THE NECESSARY AMENDMENTS TO THE CITY OF CAMBRIDGE PROCEDURE BY-LAW 15-18.

REGISTRATION OF DELEGATIONS

Council Agendas are posted to the City website in advance of scheduled meetings. Members of the public are permitted to submit requests to delegate on items listed on the agenda prior to noon on the day before the meeting. If the meeting is on a Monday, requests to delegate shall be submitted by noon on the Friday before the meeting.

Hybrid Council meetings permit in person and virtual delegations for submissions received in advance of the meeting. Delegation requests are reviewed by the City Clerk/designate prior to being listed on the Agenda and will also be provided to members of Council in advance of the meeting.

Requests to delegate shall be made by way of electronic submission, via the Delegation Request Form or by contacting the City Clerk's Office at clerks@cambridge.ca prior to the submission deadline. A phone number, name and information regarding the matter you are speaking to is required to ensure registration for all delegations.

Delegates will have the opportunity to participate in hybrid meetings either in person or virtually through online call out conference technology.

Delegates may:

- Submit written correspondence (by email) and attend in person or virtually to speak at the meeting;
- Register to speak in person or via virtual attendance at the meeting. Registration can be completed online through the [Delegation Request Form](#), or by contacting the City Clerk's Office at clerks@cambridge.ca.
- Send a text message to (226) 218-1184 and (226) 218-1734 to speak to a specific Statutory Public Meeting item or attend the meeting in-person.

REGISTERING TO SPEAK AT A STATUTORY PUBLIC MEETING

Registration for delegating at a Public Meeting is not required but acceptable. Requests to delegate shall be made by way of electronic submission, via the online [Delegation Request Form](#) or by contacting the Clerks Department at clerks@cambridge.ca by noon the day before the Public Meeting.

If you wish to speak at a public meeting held under the provisions of provincial legislation, such as the *Planning Act*, R.S.O. 1990, c. P.13, as amended, you are not required to register in advance of the meeting, but you may do so.

In addition to the online registration process, members of the public may contact the City Clerk's Office by sending a text (phone numbers below) during the Public Meeting, and indicate that they wish to delegate. The request must be received before the final call by the Chair before the close of the Public Meeting.

The number for delegations to text the City Clerk's Office to speak during a Statutory Public Meeting are:

Text: 226-218-1184 and 226-218-1734

All delegates who attempt to register via text message, but do not receive an immediate response, will receive a text back confirming your electronic participation.

Once the City Clerk's office receives the Delegation Request Form from a delegation or text messages to speak at a Statutory Public Meeting, the City Clerk's office will outline next steps which are:

1. Inform the delegate of their current place in the queue;
2. Note that the delegate should anticipate that the call may come from an out-of-country location, such as New York, due to the features of the video conferencing technology;
3. Note that the caller will hear the following message when receiving the call out:
"Hello: Welcome to Zoom, please press 1 to join the meeting."
4. The delegate will press "1" and be placed in the meeting waiting room. They will then hear "You have been put on hold by the host. You cannot list or listen until the host releases the hold." On-hold music will play while the delegate waits;
5. When the on-hold music stops, please wait for the meeting host to introduce and welcome you to the meeting.

DURING THE MEETING

On the day of the meeting, all registered delegates should log into the [Live Stream](#) of the meeting in advance of the meeting start time, and be prepared to mute their Live Stream audio when staff make contact via telephone to have them enter the meeting and complete their delegation. Following the delegation and any questions from Council, delegates may resume watching the Live Stream on YouTube. A link to the City of Cambridge YouTube is below:

[City of Cambridge YouTube](#)

The City Clerk/designate will contact delegations using the call out feature and permit them entry to the electronic meeting.

Delegates will be called upon for the item they are speaking to in the order they appear on the agenda, or the order of when they registered via the Delegation Request Form or completed their text message request to the Clerks' staff.

If no answer is received on the first call attempt, a second call attempt will be made, a third attempt will be made once all other registered delegates have been called.

The delegate shall be advised once their delegation time has expired.

Once the delegate has been thanked by the Chair, further questions may be asked by Members of Council. Following questions, the call with the delegate will end and the delegate may continue watching the live stream on YouTube.

HELPFUL HINTS

All rules in the Procedure By-law with respect to delegations shall apply to remote delegations for Council.

If delegations wish to use written materials or a presentation, these materials shall be provided to the Clerk's office by 9:00 a.m. the day of the meeting. Materials may not be accepted beyond this deadline.

The Chair, City Clerk or designate may indicate when the delegate has one-minute left to complete their delegation.

Delegates should try to locate themselves in an area with minimal background noise to ensure they are heard properly. Using a headset will provide better quality than the speakerphone option. A landline may provide a better connection than a cell phone or Internet-based phone dependent on the delegates internet speed.

While we will make every attempt to bring delegates into the meeting in a timely fashion, we cannot guarantee times for when the delegate will be brought into the meeting.

Delegates are to conduct themselves in accordance with the City of Cambridge Code of Conduct of Public Meetings. The Mayor/Chair may expel and exclude any member of the public who creates any disturbance or acts improperly during a meeting of Council or Standing Committees.