



Eileen Donoghue
City Manager

MEMORANDUM

TO: Mayor Leahy and Members of the City Council
FROM: Eileen Donoghue, City Manager *ED*
DATE: August 11, 2020
SUBJECT: **Motion by C. Mercier, 7/28/20** Req. City Mgr. Provide Answer As To Why Some Were Let Into The Zoom Meeting By Way Of Video And Others Who Asked Were Told No.

Motion by C. Elliot, 7/28/20 Rep. Rules SC Meet To Discuss Protocol And Procedures For Conducting Zoom Meetings.

Following the July 14th meeting of the City Council, the following motions were filed regarding members of the public participating in the meeting via audio and video.

- Request City Manager provide answer as to why some were let into the Zoom meeting by way of video and others who were asked were told no. (C. Mercier)
- Request Rules SC meet to discuss protocol and procedures for conducting Zoom meetings (C. Elliot)

In addition to the motions, a Citizen Complaint was filed on this same subject matter. The Complaint, cited in the attached memo has two parts:

- "Who was responsible for kicking the registered speakers off?"
- "Who gave that person the authority to kick off the registered speakers?"

Since the start, remote participation meetings have been administered by the MIS Department, and I have, therefore, requested MIS provide a response.

For all City Council meetings conducted by Zoom, including the July 14th meeting, it has been the standing protocol that members of the public would participate via audio.



MEMORANDUM

Mirán Fernandez
Chief Information Officer
Cable TV Coordinator

John Meyers
MIS Director

TO: Eileen Donoghue, City Manager

FROM: Mirán Fernandez, Chief Information Officer

DATE: July 29, 2020

Re: **MOTION RESPONSE: 07/28/2020 by C. Elliott** – Req. Rules SC Meet To Discuss Protocol And Procedures For Conducting Zoom Meetings

Since being instituted in March, the use of remote meetings for government bodies and civic engagement has evolved and continues to remain fluid. Given the nature of the ongoing pandemic, it may make sense to consider a more formal policy or set of guidelines regarding the use of Zoom to conduct future City Council meetings. These guidelines may also be useful for other advisory body meetings which are also being conducted via Zoom.

Having managed the majority of the City Council Zoom meetings to date, I respectfully submit the following recommendations for consideration.

1. All Councilors should use City issued iPads with Verizon cellular connectivity enabled (and if possible also be connected to their local wireless networks).
 - a. Zoom client name settings should clearly indicate the Councilors' full names, as they want them to appear on screen (as opposed to device names or other).
 - b. Doing so places everyone on "equal footing", helps alleviate potential signal quality issues, assists with support, expedites entry to meetings, and helps to provide the best video conference experience for all participants and viewers.
2. All Councilors should direct members of the public wishing to be heard to the City Clerk in order to be formally registered as a speaker.
 - a. Registered speakers should be asked to identify the meeting they are registering for and to provide (1) their name, (2) agenda item they wish to speak about, and (3) a primary and backup telephone number which the Zoom audio invitation system can use to call them directly, as opposed to having registered speakers either connect into the Zoom meeting directly via audio or video.
 - b. It is important to note that if the registered speaker provides a telephone number using a "name announcement" feature (e.g., google voice), the audio invitation system may

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- fail to connect the registered speaker into the meeting, which is why a backup telephone number is helpful.
3. The City Clerk (or appointed designee) should “Host” the Zoom meeting.
 4. The City Clerk should email the Zoom meeting details to all Council members, the City’s management team, and LTC in advance of the Zoom meeting.
 - a. While the Zoom meeting ID may remain the same, the meeting password should be changed for each meeting prior to emailing the meeting details out, in order to help secure the meeting and avoid disruption.
 - b. Zoom meeting details should be considered confidential, and not be shared with members of the public.
 - c. Additional participants may be invited to the Zoom meeting through the City Manager’s Office as subject matter experts, to assist with motion responses, and to deliver presentations as appropriate.
 - i. The City Clerk will be notified of additional participants, along with the Zoom client names they will be using (for video purposes), or the phone number they will be connecting through (for audio purposes).
 5. The City Clerk should make every attempt to have Zoom meetings initiated and available for attendees to connect to at least 15 minutes prior to the start of the Zoom meeting; in the event of back-to-back meetings, there may be a delay in the start of the Zoom meeting.
 - a. All attendees should be required to join through the Zoom meeting “waiting room” where their Zoom client name will be displayed, and from which identified and expected attendees will be promptly admitted into the Zoom meeting.
 - b. In an effort to avoid extraneous noise from interfering with meetings, meeting members should mute themselves at all times, unmuting themselves accordingly, and avoid talking over each other whenever possible.
 - c. “Waiting room” attendees whose Zoom client name are either unidentified or unexpected may experience a delay in admission to the Zoom meeting, or be disconnected.
 - i. If an expected attendee is “just calling in”, it is important for the City Clerk to know, so that the attendee may be admitted to the Zoom meeting and subsequently have their attendee name updated to reflect who they are.

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- d. All Zoom client attendees admitted into the Zoom meeting should be automatically muted upon admission, but should be allowed to unmute themselves.
 - e. The City Clerk should review/update Zoom attendee names to ensure that they clearly indicate the attendee, don't include phone numbers, and are consistent.
6. The City Clerk should verify with LTC prior to starting the meeting to ensure that LTC is ready on their end to record the meeting.
 7. As agenda items with registered speakers are brought to the floor, the following steps should be considered.
 - a. The registered speaker's telephone number should be used by Zoom's audio invitation system to call the registered speaker and invite them into the Zoom meeting's waiting room as the agenda item approaches.
 - i. All registered speakers should be labeled "RS: *name*" so that they may be easily identified.
 - ii. The duration of time in which registered speakers may have to wait in the Zoom waiting room will vary based on the level of discussion taking place on items prior to the one in which they have registered to speak, and the number of registered speakers.
 - b. Registered speakers should be allowed into the meeting sequentially, in the order in which they registered to speak.
 - c. Once the agenda item approaches, the registered speaker should be allowed into the Zoom meeting, but should be muted.
 - i. The City Clerk should unmute registered speakers prior to calling on them when it is time for them to speak.
 - ii. The City Clerk should monitor the speaker, in the event he/she needs to be muted.
 - iii. The City Clerk should either mute or disconnect a registered speaker once they have finished speaking.
 8. Once the meeting has been adjourned, the City Clerk should end the Zoom meeting.



MEMORANDUM

Mirán Fernandez
Chief Information Officer
Cable TV Coordinator

John Meyers
MIS Director

TO: Eileen Donoghue, City Manager

FROM: Mirán Fernandez, Chief Information Officer

DATE: July 29, 2020

Re: **MOTION RESPONSE: 07/28/2020 by C. Mercier** – Req. City Mgr. Provide Answer As To Why Some Were Let Into The Zoom Meeting By Way Of Video And Others Who Asked Were Told No

Summary

During the 7/14/2020 Transportation SC with Public Safety SC Zoom meeting, several residents registered with the City Clerk to speak on agenda items, with at least one resident specifically requesting to appear on video. While the speakers were told that they could speak via audio, all three of them obtained sufficient meeting access credentials to attempt to enter the Zoom meeting via video connections, with one being able to successfully do so (though the speaker didn't enable the video portion of the connection); all speakers did have a chance to speak via audio. In order for this to take place, a Councilor must have shared the Zoom meeting access credentials with the speakers.

As the SC Zoom meeting was beginning, a Councilor approached me and instructed me to specifically allow two residents into the City Council Zoom meeting to participate via video; both speakers did have a chance to speak via video. The Councilor had contacted me via phone the previous day to discuss this very matter, during which I advised against it as it would be against our best practices and policy. Regardless, I was told in no uncertain terms to let the residents into the City Council Zoom meeting, as the Councilor had already shared the Zoom meeting access credentials with the speakers.

During the 7/14/2020 City Council meeting, I became aware of another registered speaker connecting into the Zoom meeting. As with the other callers, someone must have shared the Zoom meeting access credentials with the speaker. Towards the end of the meeting a registered speaker inappropriately interrupted C. Mercier with an unprofessional and rude comment.

Best practices, an overview of the meetings, additional details, conclusions, and exhibits follow.

General Best Practice Policies Followed to Date

1. In order to balance the need for civic engagement with the need to secure meetings, and pursuant to Governor Baker's Emergency Order modifying the State's Open Meeting Law issued March 12, 2020, meetings have been conducted in a manner allowing for members of the public to speak on agenda items by registering with the City Clerk in advance of the meeting.
 - a. A variety of tools have been explored and used to ensure the continuity of meetings while simultaneously allowing for participation by registered members of the public.
 - b. When registering to participate in a meeting, speakers have been required to indicate the agenda item they would like to speak about, provide their name, and provide their telephone number.
 - c. Registered speakers are called sequentially, in the order in which they registered with the City Clerk, and at the number they provided.
2. City Council members and other City staff participating in meetings are sent directions and access/password credentials for meetings in advance of the meetings. All participants have been asked to keep these messages confidential, and to not share them with anyone else.
3. As City Council meetings moved from audio-only to video, the protocol for registered speakers to participate in meetings did not change in order to reduce the opportunity for meetings to be interrupted by unauthorized speakers or hackers.
4. Most Zoom meetings are initiated between 10-20 minutes in advance to allow participants to join.
5. On many occasions, unknown clients/callers have connected into the "waiting room" of ongoing City Council meetings.
 - a. In some cases, the client turns out to be an expected attendee calling in on a phone and once identified they are allowed admittance to the meeting.
 - b. In other cases, the client turns out to be an unknown/expected attendee, and they are either left in the "waiting room" until either someone has identified them and instructed me to admit them, they are manually disconnected, or otherwise disconnect on their own.
6. As agenda items with registered speakers approach, registered speakers are automatically called at the number they provided and invited/ connected into the meeting.

General Policies Followed to Date

- a. When the City Clerk recognizes the speaker to speak on their registered agenda item, speakers are unmuted so that they may speak on the agenda item as applicable, and then they are either muted or disconnected after they have finished speaking, depending on what activities are taking place at that moment (e.g., calling other speakers, etc.).
 - b. Note that there are times in which the telephone number provided by the registered speaker can't be contacted for a variety of reasons.
7. Upon City Council meeting adjournment, the Zoom meeting is ended for all participants.

General Overview of the Zoom Meetings on 7/14/2020

Questions have been raised regarding how I managed or hosted the Zoom meetings on 7/14/2020. Below is a general overview to my best recollection of those meetings; a detailed timeline of events follows in the next section.

- The July 14, 2020 Transportation SC with Public Safety SC Zoom meeting was started at 5:40 PM.
- With attendees quickly joining the “waiting room” and being admitted into the meeting, the City Clerk handed me an updated list of registered speakers to call, including Deb Forgione, Richard Snyder, and Erin Quealy.
- At about 5:50 PM, C. Drinkwater visited the area I was in and explicitly instructed me to provide video access to two registered speakers during the CC meeting schedule for 6:30 PM. This came as a bit of a surprise, as C. Drinkwater had contacted me on the previous day (July 13, 2020) asking about allowing speakers into the video portion of the Zoom meeting, at which time I had expressed that it was against our policy to do so, I had suggested he follow up with the City Manager’s Office about this request, and he had indicated that “... If it ends up that someone needs the video link and password we will make sure you and the Clerk have a heads up”. C Drinkwater wrote down the names of the speakers, and emphasized that they had to be on the video call.
- As the Zoom meeting began, I vaguely recall seeing unrecognized Zoom client attendees in the Zoom meeting “waiting room”, including one labeled “deb forgione”, I do not recall intentionally disconnecting this or any other client from the “waiting room”, but I likely did as the Zoom clients were not expected. In reviewing the logs, there were a total of three unexpected Zoom clients connected at this same time, whose names align with the names of registered speakers. This suggests that this speaker was in possession of sufficient Zoom meeting information to connect directly, instead of waiting for an audio call as they were instructed by the City Clerk.
- The automated system was used to contact all three registered speakers, with several requiring numerous redial attempts.
- At 6:04 PM, registered speaker Deb Forgione successfully joined the meeting through the Zoom audio link.
- At 6:11 PM, registered speaker “Erin Quealy” managed to connect using a Zoom client at about the same time that the automated call connection was being made, so I inadvertently allowed the full Zoom client in from the waiting room instead of the expected audio client. Incidentally, I wasn’t aware of this until afterwards while

General Overview of the Zoom Meetings on 7/14/2020

reviewing logs for this report. This suggests that this speaker was in possession of sufficient Zoom meeting information to connect directly, instead of waiting for an audio call as they were supposed to do.

- At 6:17 PM, registered speaker Richard Snyder successfully joined the meeting through the Zoom audio link.
- At 6:39 PM, the Transportation SC with Public Safety SC Zoom meeting ended.
- At 6:39 PM, the City Council meeting was initiated.
- Throughout the course of the meeting, the two speakers identified by C. Drinkwater would occasionally drop into and out of the Zoom meeting waiting room.
- Once agenda item 11.11 came before the Council, I admitted both of the registered speakers C Drinkwater had instructed me to allow into the meeting.
- While attempting to connect registered speakers, one registered speaker that I had just attempted to connect and which the Zoom client reported back as “busy”, called the City Clerk’s Office. Recognizing the telephone number I was dialing had two numbers transposed, I called the speaker to verify the number to use to connect her and did so. Similar to what happened with “Erin Quealy” above, the speaker came into the “waiting room”, and I admitted her into the meeting only to find that she had video on displaying that she was on the cell and she then quickly turned off her video. As I later reviewed the logs, I discovered that she had also connected into the meeting using a full Zoom client (as opposed to via audio), was likely receiving the audio call when I let her into the meeting room, and that she had also bypassed the controls in place. This suggests that this speaker was in possession of sufficient Zoom meeting information to connect directly, instead of waiting for an audio call as they were supposed to do.
- At 10:06 PM, registered speaker Kerrie D’Entremont was invited the Zoom meeting, and was provided an opportunity to speak. Shortly afterwards, while C. Mercier was speaking, Ms. D’Entremont interrupted C. Mercier with an unprofessional and rude comment, at which point Ms. D’Entremont was muted and disconnected from the Zoom meeting.
- At 11:20 PM, the City Council meeting ended.

Detailed Timeline of Events Related to the Meetings on 7/14/2020

Thursday, 7/9/20

@ 12:48 PM, City Clerk Michael Geary broadcast that a Transportation SC with Public Safety SC meeting will be held on July 14, 2020 at 6:00 PM via Zoom, along with an agenda. [Attached as Exhibit #1.](#)

Friday, 7/10/20

@ 9:39 AM, City Clerk Michael Geary forwarded Mirán Fernandez an email conversation he had participated in with Deb Forgione. Per said email, Ms. Forgione requests the Zoom link to join the Transportation SC with Public Safety SC meeting, Mr. Geary explains that by providing a phone number, the speaker will be connected into the Zoom meeting via audio. Ms. Forgione requests for the direct Zoom link. [Attached as Exhibit #2.](#)

@ 11:36 AM, City Clerk Michael Geary broadcast that a City Council Meeting will be held on July 14, 2020 at 6:30 PM via Zoom, along with an agenda. [Attached as Exhibit #3.](#)

@ 2:49 PM, City Clerk Michael Geary sent Mirán Fernandez a list of registered speakers to date for the CC meeting. [Attached as Exhibit #4.](#)

Monday, 7/13/20

@ 10:19 AM, Mirán Fernandez sent the Transportation SC with Public Safety SC Zoom meeting call-in details to a standard list of personnel. [Attached as Exhibit #5.](#)

@ 10:19 AM, Mirán Fernandez sent the City Council Zoom meeting call-in details to a standard list of personnel. [Attached as Exhibit #6.](#)

@ 12:52 PM, C Drinkwater contacted the MIS Department re the upcoming CC Zoom Meeting. Nick Navin answered the phone, and transferred the call to Mirán Fernandez. C Drinkwater explained to Mr. Fernandez that he needed to have a resident on the next Zoom call. Mr. Fernandez explained that all speakers are required to register with the City Clerk. C Drinkwater explained that he had already contacted the City Clerk, who recommended that he contact Mr. Fernandez directly because the request was for the resident to participate on the video call. Mr. Fernandez explained that all registered speakers were only supposed to participate via audio. C Drinkwater was insistent about having the resident participate via video, asking how it could be done. Mr. Fernandez explained that all of the information to do so was in the email that gets sent out, but that it isn't intended for sharing with the public for a variety of reasons. The call got cut off.

Detailed Timeline of Events Related to the Meetings on 7/14/2020

@ 1:20 PM, Mirán Fernandez tracked down C Drinkwater's cell phone number, called, and left a voice message respectfully reiterating that members of the public are not intended to participate in the Zoom meetings via video, and asking that he at the least give the City Manager's Office a heads up if he intends on sharing the meeting email with non-members. Mr. Fernandez left C Drinkwater his desk phone number along with his personal cell phone number in case C Drinkwater wanted to follow up further.

@ 1:30 PM, Mirán Fernandez reached out to Conor Baldwin and provided a quick update re the earlier conversation with C Drinkwater.

@ 1:52 PM, C Drinkwater sent a text message to Mirán Fernandez' cell phone as follows: "Hey Miran, got your message. Thank you. If it ends up that someone needs the video link and password we will make sure you and the Clerk have a heads up". This message is still available on my personal cell phone for review.

Tuesday, 7/14/20

@ 5:35 PM, Mirán Fernandez proceeded to the City Clerk's office to assist with the Zoom calls for that night.

@ 5:40 PM, the Transportation SC with Public Safety SC Zoom meeting was initiated. *Meeting participant details are [attached as Exhibit #7](#).*

@ 5:46 PM, a Zoom client named "deb forgione" connected to the Zoom meeting and entered the waiting room. The client was in the waiting room for 14 minutes, and then disconnected at 5:59 PM. The logs don't indicate whether the client dropped off on its own or was disconnected by the host. Somehow, this client had sufficient meeting details to connect directly via the Zoom client. The fact that this attendee connected with a client and a phone (further down at 5:50 PM) suggests the intent to use video on one device and audio via another.

@ 5:50 PM, C Drinkwater visited the City Clerk's office and met with the City Clerk. On his way out, he casually mentioned to Mirán Fernandez that there would be a couple of residents connecting into the Zoom meeting. Mr. Fernandez was surprised, and explained that unknown Zoom participants aren't allowed into the meeting, at which point C Drinkwater offered to write down their names, did so, explained that they had to be allowed into the meeting, and promptly left.

@ 5:55 PM, City Clerk Michael Geary handed Mirán Fernandez three emails detailing registered speakers for the Transportation SC with Public Safety SC Zoom meeting, along with a list of registered speakers for the City Council Zoom meeting. *[Attached as Exhibit #8](#)*. Mr. Geary indicated that there were two speakers moved to the top of the list starred for the City Council

Detailed Timeline of Events Related to the Meetings on 7/14/2020

Zoom meeting; Mr. Fernandez explained that C Drinkwater had already informed him that they would be connecting into the Zoom meeting via video.

@ 5:50 PM, a Zoom client named “Deb’s iPhone” connected to the Zoom meeting and entered the waiting room. The client was in the waiting room for 9 minutes, and then disconnected at 5:59 PM. The logs don’t indicate whether the client dropped off on its own or was disconnected by the host. Somehow, this client had sufficient meeting details to connect directly via the Zoom client.

@ 5:55 PM, a Zoom client named “Denise Snyder” connected to the Zoom meeting and entered the waiting room. The client was in the waiting room for 4 minutes, and then disconnected at 5:59 PM. The logs don’t indicate whether the client dropped off on its own or was disconnected by the host. Somehow, this client had sufficient meeting details to connect directly via the Zoom client.

@ 5:57 PM, a Zoom client named “Mrs. Quealy” connected to the Zoom meeting and entered the waiting room. The client was in the waiting room for 2 minutes, and then disconnected at 5:59 PM. The logs don’t indicate whether the client dropped off on its own or was disconnected by the host. Somehow, this client had sufficient meeting details to connect directly via the Zoom client.

@ 6:04 PM, the Zoom meeting system made a successful outbound audio call labeled “Deb Forgione” to 978-761-1395, inviting the caller into the meeting. At 6:05 PM, “Deb Forgione” connected to the Zoom meeting and entered the waiting room. This was registered speaker #1. The caller was connected for 22 minutes, and then disconnected at 6:25 PM.

Between 6:05 PM and 6:17 PM, multiple unsuccessful outbound audio calls were made through the Zoom meeting system to the remaining two registered callers, with the Zoom system reporting the calls as “Busy”.

@ 6:10 PM, C Drinkwater sent a text message to Mirán Fernandez’ cell phone as follows: “I forgot to write down that those two speakers will be speaking on Motion # 11.11. Thank you.” This message is still available on my personal cell phone for review.

@ 6:11 PM, a Zoom client named “19782654764” connected to the Zoom meeting and entered the waiting room. The client was admitted to the Zoom meeting and renamed “Erin Quealy”. This was registered speaker #3. The client was connected for 22 minutes, and then disconnected at 6:32 PM. Upon careful review of the logs, this client connection was made using the Zoom client (with video turned off by the speaker), as opposed to actually being made through the outbound audio call, and it appears that it was only accepted into the meeting because it came in

Detailed Timeline of Events Related to the Meetings on 7/14/2020

during the same period of time in which the host was attempting to connect the speaker into the Zoom call via the outbound audio calls. This is evidenced by the fact that the meeting participant details (*Exhibit #7*) does not show any successful outbound call to the registered speaker's phone number. Somehow, this client had sufficient meeting details to connect directly via the Zoom client.

@ 6:17 PM, the Zoom meeting system made a successful outbound audio call labeled "Richard Snyder" to 978-821-9660, inviting the caller into the meeting. At 6:17 PM, "Richard Snyder" connected to the Zoom meeting and entered the waiting room. This was registered speaker #2. The caller was connected for 9 minutes, and then disconnected at 6:25 PM.

@ 6:39 PM, the Transportation SC with Public Safety SC Zoom meeting ended.

@ 6:39 PM, the City Council meeting was initiated.

@ 6:39 PM, a Zoom client named "Bobby Tugbiyele" connected to the Zoom meeting and entered the waiting room. This is one of the participants C Drinkwater directed Mirán Fernandez to let into the Zoom meeting. The client was in the waiting room for 23 minutes, and then disconnected at 7:02 PM. This client had sufficient meeting details to connect directly via the Zoom client, likely through C Drinkwater.

@ 6:39 PM, a Zoom client named "Isa Woldegiorguis" connected to the Zoom meeting and entered the waiting room. This is one of the participants C Drinkwater directed Mirán Fernandez to let into the Zoom meeting. The client was in the waiting room for 28 minutes, and then disconnected at 7:07 PM. This client had sufficient meeting details to connect directly via the Zoom client, likely through C Drinkwater.

@ 7:06 PM, a Zoom client named "Bobby Tugbiyele" connected to the Zoom meeting and entered the waiting room. This is one of the participants C Drinkwater directed Mirán Fernandez to let into the Zoom meeting. The client was in the waiting room for 2 minutes, and then disconnected at 7:07 PM. This client had sufficient meeting details to connect directly via the Zoom client, likely through C Drinkwater.

@ 8:16 PM, a Zoom client named "Isa Woldegiorguis" connected to the Zoom meeting and entered the waiting room. This is one of the participants C Drinkwater directed Mirán Fernandez to let into the Zoom meeting. The client was in the waiting room for 68 minutes, and then disconnected at 9:23 PM. This client had sufficient meeting details to connect directly via the Zoom client, likely through C Drinkwater.

Detailed Timeline of Events Related to the Meetings on 7/14/2020

@ 8:29 PM, a Zoom client named “Bobby Tugbiyele” connected to the Zoom meeting and entered the waiting room. This is one of the participants C Drinkwater directed Mirán Fernandez to let into the Zoom meeting. The client was in the waiting room for 54 minutes, and then disconnected at 9:23 PM. This client had sufficient meeting details to connect directly via the Zoom client, likely through C Drinkwater.

@ 8:37 PM, Mirán Fernandez sent C Drinkwater a text message as follows: “Councilor, as a quick FYI, I’ve messaged the two speakers via Zoom to thank them for their patience, let them know what agenda item we are on, and that I’ll give them access to the meeting as we get closer to the agenda item they are registered to speak on.” This message is still available on my personal cell phone for review.

Between 9:18 PM and 10:17 PM, multiple unsuccessful outbound audio calls were made through the Zoom meeting system to various registered callers, with the Zoom system reporting the calls as “Busy”.

@ 9:23 PM, a Zoom client named “Bobby Tugbiyele” connected to the Zoom meeting and entered the waiting room. This is one of the participants C Drinkwater directed Mirán Fernandez to let into the Zoom meeting. The client was in the waiting room for 72 minutes, and then disconnected at 10:35 PM. This client had sufficient meeting details to connect directly via the Zoom client, likely through C Drinkwater.

@ 9:23 PM, a Zoom client named “Isa Woldegiorguis” connected to the Zoom meeting and entered the waiting room. This is one of the participants C Drinkwater directed Mirán Fernandez to let into the Zoom meeting. The client was in the waiting room for 57 minutes, and then disconnected at 10:20 PM. This client had sufficient meeting details to connect directly via the Zoom client, likely through C Drinkwater.

@ 10:06 PM, registered speaker Kerrie D’Entremont was invited into the audio portion of the Zoom meeting.

@ 10:15 PM, Mirán Fernandez noticed an inbound call to the City Clerk’s Office from LZ Nunn whom he had just attempted an unsuccessful outbound audio call to through the Zoom meeting system. Mr. Fernandez noticed that the phone number on the registered speaker list had the last two numbers transposed, and called Ms. Nunn directly to verify the number she should be called at. Mr. Fernandez explained that once they hung up, the Zoom meeting system would contact Ms. Nunn to connect her into the call.

Detailed Timeline of Events Related to the Meetings on 7/14/2020

@ 10:17 PM, the Zoom meeting system made a successful outbound audio call labeled “LZ Nunn” to 978-726-5329, inviting the caller into the meeting. At 10:17 PM, “LZ Nunn” connected to the Zoom meeting entered the waiting room, and then immediately hung up.

@ 10:17 PM, a Zoom client named “LZ Nunn” connected to the Zoom meeting and entered the waiting room. The client was admitted to the Zoom meeting, assuming that it was the same person that the host had just requested the Zoom outbound audio call system to connect into the Zoom call. At the time that the client connected, their video was on and Ms. Nunn was seen on her cell phone, likely answering the outbound audio call which was being simultaneously received. Somehow, this client had sufficient meeting details to connect directly via the Zoom client.

@ 10:30 PM (approx.), registered speaker Kerrie D’Entremont spoke.

@ 10:39 PM (approx.), as C. Mercier was addressing the City Council, registered speaker Kerrie D’Entremont inappropriately interrupted C., Mercier with an unprofessional and rude comment.

@ 10:39 PM registered speaker Kerrie D’Entremont was muted and disconnected from the Zoom meeting.

@ 11:20 PM, the City Council meeting was ended.

Observations and Conclusions

The City of Lowell's City Council has managed to successfully pivot from live in-person meetings to remote participation-based audio and then video meetings with minimal disruption to date. While the concerns raised as a result of the Zoom meetings from 7/14/2020 are significant, none of them were related to either technical issues or malicious intent.

The key failings detailed in this report point to (1) the fundamental best practice of not sharing confidential meeting information not being followed, (2) interference by a Councilor specifically instructing the host to break with the established policy of not allowing registered speakers to participate via video, and (3) failure by the host to mute a registered speaker after speaking.

By leveraging new technologies, the City Council has created new opportunities for the delivery of government and constituent services to the taxpayer and the community as a whole. As the ongoing pandemic continues to unfold, the policies governing the use of these technologies should be clarified and refined, while existing policies should be reviewed and emphasized.

Some considerations worth exploring further include:

1. Formalizing the policies related to City Council remote-participation meetings.
2. Ensuring that all City Council meeting members agree on directing members of the public wishing to speak regarding an agenda item to register accordingly with the City Clerk, who will assist the registered speakers with access to the meeting appropriately.
3. Reassessing whether or not registered speakers should be allowed to address City Council Zoom meetings via audio or via video, whom should be managing/hosting these meetings, and what should their responsibilities be.
4. Reassessing whether or not registered speakers should be allowed into Zoom meetings one at a time (sequentially, in which case they cannot hear the other speakers), or as a group (which makes it more difficult to monitor/administer).
5. Reassess when speakers should be muted/unmuted.
6. Consider how other City advisory bodies are conducting their remote participation-based video meetings, what policies they are following, and how they may need to be modified.

In closing this report, I would like to humbly take the opportunity to formally apologize to the City Manager, the members of the City Council, and the residents that initially brought forward complaints regarding the manner in which the Zoom meetings were conducted on 7/14/2020, and welcome any additional questions, concerns, or feedback.

Exhibits

- [Exhibit 1](#) Email broadcast announcing the Transportation SC with Public Safety SC.
- [Exhibit 2](#) Initial list of registered speakers for the Transportation SC with Public Safety SC via email from City Clerk Michael Geary. This email includes correspondence between Mr. Geary and Ms. Forgione.
- [Exhibit 3](#) Email broadcast announcing the City Council Meeting.
- [Exhibit 4](#) Initial list of registered speakers for the City Council Meeting.
- [Exhibit 5](#) Email containing City Council Zoom meeting call-in details for Transportation SC with Public Safety SC.
- [Exhibit 6](#) Email containing City Council Zoom meeting call-in details for the City Council Meeting.
- [Exhibit 7](#) Zoom meeting participant log for the Transportation SC with Public Safety SC.
- [Exhibit 8](#) Final list of registered speakers for the Transportation SC with Public Safety SC and the City Council Meeting.

Exhibit 1

From: [Geary, Michael](#)
To: [Broadcast](#); [Daniel P. Rourke](#); [Dave Conway](#); [John Drinkwater](#); [John Leahy](#); ["Rita Mercier"](#); ["Rodney Elliott"](#); [Sokhary Chau](#); [Yvesna Nuon](#); [William Samaras](#); [Amanda Beland](#); ["Bill Martin"](#); ["Chris Scott"](#); [Corey Belanger](#); [Daniel P. Rourke](#); ["Edward Kennedy"](#); [grant welker](#); [James L. Milinazzo](#); ["Jim Flood"](#); [jim hall](#); [jmarshall@ltc.org](#); [Joe Hungler \(Boys Club\)](#); [John Leahy](#); [kris ltc](#); [linda clark](#); ["Marc Duci"](#); [national grid](#); ["Rita Mercier"](#); ["Rodney Elliott"](#); ["Steve Brogan"](#); ["WCAP"](#); [William Samaras](#); ["Anne Marie Page \(Centraville Neigh. Action Group\)"](#); ["Carol McCarthy \(Sacred Heart Neighborhood Improv. Group\)"](#); [craig thomas](#); ["David Koch \(Back Central Neigh. Assoc.\)"](#); ["David Ouellette \(Acre Coalition\)"](#); ["Deb Forgione \(Pawtucketville Citizens Council\)"](#); ["Elaine Pantano \(Riverside Community Council\)"](#); [George Procope](#); ["Greg Orpen \(JAMBRA Jackson Appleton Middlesex Business Residents Association\)"](#); ["Judy Davidson \(East Pawtucketville Neighborhood Group\)"](#); ["Karen Bell \(Jackson Appleton Middlesex Bus. Residents Assoc.\)"](#); ["Kathleen Marcin \(Lowell Downtown Neigh. Assoc.\)"](#); [Kathy Egmont \(JAMBRA\)](#); [LDNA](#); [Lower Highlands Group](#); [Michael Breda \(JAMBRA\) \(m.breda@verizon.net\)](#); [Michael Demaras](#); ["Nancy Judge \(Highlands Circle/Highlands Neigh. Assoc.\)"](#); [Patrick Farmer \(CNAG\)](#); ["Paul Belley \(Rosemont Terrace Neighborhood Group\)"](#); [Sandra McNamara \(Centerville Community Col.\)](#); ["Steve Hattan \(Belvidere Neigh. Council\)"](#); [susan purdy](#); ["Taya Dixon Mullane \(Lower Highlands Neigh. Group\)"](#)
Subject: Transportation SC with Public Safety SC July 14, 2020 @ 6PM.
Date: Thursday, July 9, 2020 12:47:45 PM
Attachments: [20200709123557614.pdf](#)

-----Original Message-----

From: clerklowell@lowellma.gov <clerklowell@lowellma.gov>
Sent: Thursday, July 9, 2020 12:36 PM
To: Geary, Michael <mgeary@lowellma.gov>
Subject: Message from "RNP583879346854"

This E-mail was sent from "RNP583879346854" (MP 4055).

Scan Date: 07.09.2020 12:35:57 (-0400)

Queries to: clerklowell@lowellma.gov

Exhibit 1



**CITY COUNCIL TRANSPORTATION
SUB/COMMITTEE WILL MEET JOINTLY WITH PUBLIC SAFETY SC AT 6:00 PM ON
TUESDAY, JULY 14, 2020 VIA ZOOM MEETING AND REMOTE PARTICIPATION**

1. Roll Call
2. Meeting Called To Order
 - 2.1. Communication - Remote Participation:

Pursuant To Governor Baker's Emergency Order Modifying The State's Open Meeting Law Issued March 12, 2020, Meetings Will Be Held Using Remote Participation As Follows: Members Of The Public Wishing To Speak Regarding A Specific Agenda Item Shall Register To Speak In Advance By Sending Email To City Clerk Indicating The Agenda Item And A Phone Number To Call So That You May Be Conferenced In To The Meeting. Email Address Is MGEARY@LOWELLMMA.GOV. If No Access To Email You May Contact City Clerk At 978-674-4161.

For Zoom - [HTTPS://SUPPORT.ZOOM.US/HC/EN-US/ARTICLES/201362193-JOINING-A-MEETING](https://support.zoom.us/hc/en-us/articles/201362193-joining-a-meeting)
3. Order Of Business
 - 3.1. Discussion:
 - 1) Excessive loud vehicles;
 - 2) Fireworks; and
 - 3) Noise complaints - Fowler Road from MA/COM filling of fuel storage tanks.
4. Adjournment

Exhibit 2

Fernandez, Miran

From: Geary, Michael
Sent: Friday, July 10, 2020 9:39 AM
To: Fernandez, Miran
Subject: FW: Transportation SC with Public Safety SC July 14, 2020 @ 6PM.

From: Pawtucketville Citizens <pawtucketvillecitizens@gmail.com>
Sent: Friday, July 10, 2020 9:14 AM
To: Geary, Michael <mgeary@lowellma.gov>
Subject: Re: Transportation SC with Public Safety SC July 14, 2020 @ 6PM.

Deb Forgione 978-761-1395

I would also like a direct link for the zoom meeting

On Fri, Jul 10, 2020 at 9:11 AM Geary, Michael <mgeary@lowellma.gov> wrote:

It is on ch 99 via zoom, you can conference in by providing me you name and ph# to be reached at we can conference you in, thank you

From: Pawtucketville Citizens <pawtucketvillecitizens@gmail.com>
Sent: Friday, July 10, 2020 9:04 AM
To: Geary, Michael <mgeary@lowellma.gov>
Cc: Broadcast <Broadcast@lowellma.gov>; Daniel P. Rourke <dannyrourke@comcast.net>; Dave Conway <djclhs@hotmail.com>; John Drinkwater <john.m.drinkwater@gmail.com>; John Leahy <jleahycc@comcast.net>; Rita Mercier <rmercier10347@comcast.net>; Rodney Elliott <rodneveliott@comcast.net>; Sokhary Chau <sokhary.chau@gmail.com>; Vesna Nuon <vesna_nuon@yahoo.com>; Amanda Beland <amanda_beland@wgbh.org>; Bill Martin <b.martin@ebmdattorneys.com>; Chris Scott <cscott@lowellsun.com>; Corey Belanger <majorpub@comcast.net>; Edward Kennedy <edward.kennedy@comcast.net>; grant welker <gwelker@lowellsun.com>; James L. Milinazzo <jlmlinazzo@comcast.net>; Jim Flood <jim@floodlawoffice.com>; jim hall <jhall@ghhw.com>; jmarshall@ltc.org; Joe Hungler (Boys Club) <jhungler@lbgc.org>; kris ltc <kmacneil@ltc.org>; linda clark <lclark@lhma.org>; Marc Duci <mduci@ltc.org>; national grid <Lisa.Ayres@nationalgrid.com>; Steve Brogan <sbrogan@ltc.org>; WCAP <tedpanos@aol.com>; William Samaras <williamsamaras@comcast.net>; Anne Marie Page (Centraville Neigh. Action Group) <anniep1959@comcast.net>; Carol McCarthy (Sacred Heart Neighborhood Improv. Group) <cmccarthy64@comcast.net>; craig thomas <craig.thomas@cbacre.org>; David Koch (Back Central Neigh. Assoc.) <koch9@verizon.net>; David Ouellette (Acre Coalition) <actionacre@gmail.com>; Elaine Pantano (Riverside Community Council) <Elaine.Pantano@comcast.net>; George Procope <george.procope@gmail.com>; Greg Orpen (JAMBRA Jackson Appleton Middlesex Business Residents Association) <gregorpen@yahoo.com>; Judy Davidson (East Pawtucketville Neighborhood Group) <judith_davidson@uml.edu>; Karen Bell (Jackson Appleton Middlesex Bus. Residents Assoc.) <info@jambra.org>; Kathleen Marcin (Lowell Downtown Neigh. Assoc.) <rikat@att.net>; Kathy Egmont (JAMBRA) <kegmont@lccps.org>; LDNA <board@ldna01852.org>; Lower Highlands Group <lowerhighlands01851@gmail.com>; Michael Breda (JAMBRA) (m.breda@verizon.net) <m.breda@verizon.net>; Michael Demaras <mdemaras@lowellma.gov>; Nancy Judge (Highlands Circle/Highlands Neigh. Assoc.) <njudge7@aol.com>; Patrick Farmer (CNAG) <Patrick.farmer@verizon.net>; Paul Belley (Rosemont Terrace Neighborhood Group) <Capt.Paul@comcast.net>; Sandra McNamara (Centerville Community Col.)

1

Exhibit 2

<sandrajmac@comcast.net>; Steve Hattan (Belvidere Neigh. Council) <shattan64@netzero.net>; susan purdy <susanpurdy6@comcast.net>; Taya Dixon Mullane (Lower Highlands Neigh. Group) <tayadixon@hotmail.com>
Subject: Re: Transportation SC with Public Safety SC July 14, 2020 @ 6PM.

How can we join? I do not see the link to join in for Tuesday?

Deb Forgione

Chairman of PCC

On Thu, Jul 9, 2020 at 12:47 PM Geary, Michael <mgeary@lowellma.gov> wrote:

-----Original Message-----

From: clerklowell@lowellma.gov <clerklowell@lowellma.gov>
Sent: Thursday, July 9, 2020 12:36 PM
To: Geary, Michael <mgeary@lowellma.gov>
Subject: Message from "RNP583879346854"

This E-mail was sent from "RNP583879346854" (MP 4055).

Scan Date: 07.09.2020 12:35:57 (-0400)
Queries to: clerklowell@lowellma.gov

Pawtucketville Citizens Council

"Making a Difference for the Residents of Pawtucketville since 1973"

<https://www.facebook.com/pawtucketvillecitizens/>

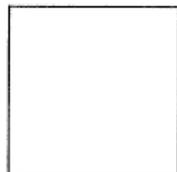


Exhibit 2

Pawtucketville Citizens Council

"Making a Difference for the Residents of Pawtucketville since 1973"

<https://www.facebook.com/pawtucketvillecitizens/>



Exhibit 3

Fernandez, Miran

From: Geary, Michael
Sent: Friday, July 10, 2020 11:35 AM
To: Broadcast; Daniel P. Rourke; Dave Conway; John Drinkwater; John Leahy; 'Rita Mercier'; 'Rodney Elliott'; Sokhary Chau; Vesna Nuon; William Samaras; Amanda Beland; 'Bill Martin'; 'Chris Scott'; Corey Belanger; Daniel P. Rourke; 'Edward Kennedy'; grant welker; James L. Milinazzo; 'Jim Flood'; jim hall; jmarshall@ltc.org; Joe Hungler (Boys Club); John Leahy; kris ltc; linda clark; 'Marc Duci'; national grid; 'Rita Mercier'; 'Rodney Elliott'; 'Steve Brogan'; 'WCAP'; William Samaras; 'Anne Marie Page (Centraville Neigh. Action Group)'; 'Carol McCarthy (Sacred Heart Neighborhood Improv. Group)'; craig thomas; 'David Koch (Back Central Neigh. Assoc.)'; 'David Ouellette (Acre Coalition)'; 'Deb Forgione (Pawtucketville Citizens Council)'; 'Elaine Pantano (Riverside Community Council)'; George Procope; 'Greg Orpen (JAMBRA Jackson Appleton Middlesex Business Residents Association)'; 'Judy Davidson (East Pawtucketville Neighborhood Group)'; 'Karen Bell (Jackson Appleton Middlesex Bus. Residents Assoc.)'; 'Kathleen Marcin (Lowell Downtown Neigh. Assoc.)'; Kathy Egmont (JAMBRA); LDNA; Lower Highlands Group; Michael Breda (JAMBRA) (m.breda@verizon.net); Michael Demaras; 'Nancy Judge (Highlands Circle/Highlands Neigh. Assoc.)'; Patrick Farmer (CNAG); 'Paul Belley (Rosemont Terrace Neighborhood Group)'; Sandra McNamara (Centerville Community Col.); 'Steve Hattan (Belvidere Neigh. Council)'; susan purdy; 'Taya Dixon Mullane (Lower Highlands Neigh. Group)'
Subject: City Council Meeting July 14, 2020 Agenda
Attachments: 20200710112956361.pdf

-----Original Message-----

From: clerklowell@lowellma.gov <clerklowell@lowellma.gov>
Sent: Friday, July 10, 2020 11:30 AM
To: Geary, Michael <mgeary@lowellma.gov>
Subject: Message from "RNP583879346854"

This E-mail was sent from "RNP583879346854" (MP 4055).

Scan Date: 07.10.2020 11:29:56 (-0400)
Queries to: clerklowell@lowellma.gov

Exhibit 3



Office of the City Clerk
City Hall • 375 Merrimack Street • Lowell, MA 01852
P: 978.674.4161 • F: 978.670.4007
www.LowellMA.gov

Lowell City Council Regular Meeting Agenda

Michael Q. Geary
City Clerk

Date: July 14, 2020
Time: 6:30 PM
Location: Zoom/Remote Participation

1. **ROLL CALL**
2. **MAYOR'S BUSINESS**
- 2.1. Communication Remote Participation:
Pursuant To Governor Baker's Emergency Order Modifying The State's Open Meeting Law Issued March 12, 2020, Meetings Will Be Held Using Remote Participation As Follows: Members Of The Public May View The Meeting Via LTC And Those Wishing To Speak Regarding A Specific Agenda Item Shall Register To Speak In Advance Of The Meeting By Sending Email To City Clerk Indicating The Agenda Item And A Phone Number To Call So That You May Be Tele-Conferenced In To The Meeting. Email Address Is MGEARY@LOWELLMA.GOV. If No Access To Email You May Contact City Clerk At 978-674-4161.
For Zoom - [HTTPS://SUPPORT.ZOOM.US/HC/EN-US/ARTICLES/201362193-JOINING-A-MEETING](https://support.zoom.us/hc/en-us/articles/201362193-joining-a-meeting)
3. **CITY CLERK**
- 3.1. Minutes Of Finance SC June 23rd; City Council Meeting June 23rd; Finance SC June 30th, For Acceptance.

Documents:
 - 2020 JUNE 23 FIN SC MINUTES.PDF
 - 2020 JUNE 23 CC MINUTES.PDF
 - 2020 JUNE 30 FIN SC MINUTES.PDF
4. **AUDITOR BUSINESS**
- 4.1. Communication - FY20 YTD Budget Report Ending June 30, 2020.

Documents:
 - 2020 JULY 14 YTD FY20 BUDGET REPORT 4Q.PDF
5. **COMMUNICATIONS FROM CITY MANAGER**
- 5.1. Motion Responses

Exhibit 3

Agenda - 07/14/2020

Page 2 of 5

- A) Motion Response - Election Preparations COVID-19
- B) Motion Response - Pawtucket Boulevard
- C) Motion Response - Middlesex St No Parking Zone
- D) Motion Response - Woburn Street Project
- E) Motion Response - Homelessness Task Force
- F) Motion Response - Ecumenical Plaza
- G) Motion Response - Paving and Trench Chip Disc
- H) Motion Response - Transport of Marijuana
- I) Motion Response - Burnham Road
- J) Motion Response - East Merrimack Street
- K) Motion Response - Naming Field at Cawley Stadium

Documents:

- A) MOTION RESPONSE - ELECTION PREPARATIONS COVID-19.PDF
- B) MOTION RESPONSE - PAWTUCKET BOULEVARD.PDF
- C) MOTION RESPONSE - MIDDLESEX ST NO PARKING ZONE.PDF
- D) MOTION RESPONSE - WOBURN STREET PROJECT.PDF
- E) MOTION RESPONSE - HOMELESSNESS TASK FORCE.PDF
- F) MOTION RESPONSE - ECUMENICAL PLAZA.PDF
- G) MOTION RESPONSE - PAVING AND TRENCH CHIP DISC.PDF
- H) MOTION RESPONSE - TRANSPORT OF MARIJUANA.PDF
- I) MOTION RESPONSE - BURNHAM ROAD.PDF
- J) MOTION RESPONSE - EAST MERRIMACK STREET.PDF
- K) MOTION RESPONSE - NAMING FIELD AT CAWLEY STADIUM.PDF

5.2. Informational Reports

- A) Informational - Maintenance of Effort Report

Documents:

- A) INFORMATIONAL - MAINTENANCE OF EFFORT REPORT.PDF

5.3. Resignation Of Sabrina Pedersen- Sustainability Council

Documents:

- RESIGNATION OF SABRINA PEDERSEN- SUSTAINABILY COUNCIL.PDF

6. VOTES FROM THE CITY MANAGER

6.1. Vote- Approve Appropriation Order FY21 One Twelfth Budget August

Documents:

- VOTE- APPROVE APPROPRIATION ORDER FY21 ONE TWELFTH BUDGET AUGUST.PDF

6.2. Accept Gift Of Hand Sanitizer

Documents:

<https://www.lowellma.gov/AgendaCenter/GenerateAgendaFile/1628?pdfPlus=false>

7/10/2020

Exhibit 3

ACCEPT GIFT OF HAND SANITIZER.PDF

- 6.3. Vote -Accept By Donation Easement In Furtherance Of Concord River Greenway

Documents:

VOTE -ACCEPT BY DONATION EASEMENT IN FURTHERANCE OF CONCORD RIVER GREENWAY.PDF

- 6.4. Vote- Accept.Expend 109,540 FY20 Justice Assistance Grant For Corona Virus Emergency Supplemental Funding Program

Documents:

VOTE- ACCEPT.EXPEND 109,540 FY20 JUSTICE ASSISTANCE GRANT FOR CORONA VIRUS EMERGENCY SUPPLEMENTAL FUNDING PROGRAM.PDF

- 6.5. Vote- Accept.Expend EOPSS 2020 Pedestrian Grant-Police

Documents:

VOTE- ACCEPT.EXPEND EOPSS 2020 PEDESTRIAN GRANT-POLICE.PDF

- 6.6. Vote- Concord River Greenway Gateway City Parks Program

Documents:

VOTE- CONCORD RIVER GREENWAY GATEWAY CITY PARKS PROGRAM.PDF

- 6.7. Vote- MassDevelopment Site Readiness 375K

Documents:

VOTE- MASSDEVELOPMENT SITE READINESS 375K.PDF

7. ORDERS FROM THE CITY MANAGER

- 7.1. 60-Day Trial

Documents:

60-DAY TRIAL.PDF

8. ORDINANCES FROM THE CITY MANAGER

- 8.1. Ordinance- Create Citizens Advisory Committee

Documents:

ORDINANCE- CREATE CITIZENS ADVISORY COMMITTEE.PDF

9. REPORTS (SUB/COMMITTEE, IF ANY)

Exhibit 3

9.1. Finance SC June 30, 2020.

9.2. Transportation SC Joint With Public Safety SC July 14, 2020.

10. PETITIONS

10.1. Claim - (1) Property Damage.

11. CITY COUNCIL - MOTIONS

11.1. C. Nuon - Req. City Mgr. Work With Department Of Planning & Development To Put Together A Comprehensive Asset Management Strategy For City-Owned Property.

11.2. C. Nuon - Req. City Mgr. Work With Department Of Planning & Development To Compile A List Of HUD Projects With Affordable Housing Restrictions That Expire In Near Future.

11.3. C. Elliott - Req. City Council Vote To Set Up Lowell Equity And Inclusion Fund To Raise Money From Private Donations To Address Racism, Inclusiveness And Equity In City.

11.4. C. Elliott - Req. City Council Discuss Reallocating State And Federal Grant Resources For HR Audit Or Other Programs To Address Equity And Inclusiveness.

11.5. C. Elliott/C. Conway/C. Mercier/C. Rourke/C. Samaras/C. Chau - Req. City Council Adopt Resolution Regarding Inclusiveness, Equity And Racism In The City.

11.6. C. Mercier - Req. City Council Resume Meeting In The City Hall Chamber For The Next Meeting For Those City Councilors Who Wish To Partake.

11.7. C. Rourke - Req. City Mgr. Provide The Council With A Comprehensive Report Regarding Lowell Police Department's Collaboration With Community Partners Including Lowell Public Schools, Non-Profit Organizations And Other City Departments Through Funding And Active Participation.

11.8. C. Chau - Req. City Mgr. Create A City Commission To Investigate And Identify Systemic Inequities And Racism In The Following Areas: Housing, Education, Hiring, Health Care, Social Services, Mental Health And Transportation; Members Will Include, But Not To, Representatives From The Following Organizations; Mayor Or Appointee, City Manager Or Appointee, Lowell Housing Authority, CBA, Lowell General Hospital, Lowell Community Health Center, Community Team Work, Trinity Ambulance, PrideStar Ambulance, Lowell Regional Transit Authority, UMass Lowell, Lowell School Administration, Middlesex Community College, Lowell Career Center, UTEC And Lowell Transitional Center.

11.9. C. Chau - Req. City Mgr. Update Council Regarding Small Business Emergency Grant Program Initiated In May Using CDBG Funds And Provide List Of Recipients And Amounts Received By City Businesses.

11.10.

Exhibit 3

C. Chau - Req. City Mgr. Investigate Upgrading The Intersections Of Wedge, Campbell And Luce Streets From 2- Way Stop Signs To 4-Way Stop Signs With Marked Crosswalks.

11.11M. Leahy - Req. City Council Vote To Assert That Racism Is A Public Health Crisis Affecting The Health, Safety And Well-Being Of Residents In The City Of Lowell, And To Affirm Our Commitment To Efforts Aimed At Understanding, Addressing, And Dismantling Racism In All Its Forms; And To Further Request That The City Manager Direct The Law Department To Draft A Resolution Formally Declaring Racism To Be A Public Health Crisis In The City Of Lowell.

11.12M. Leahy - Req. City Council Vote To Establish A Mayor's Task Force On Diversity, Equity And Inclusion That Will Conduct A Thorough Review Of City Policies And Inequities In Community Systems; Will Solicit Input From Experts And The General Public; And Will Report To The City Manager And City Council With Initial Policy Recommendations, Including Ways In Which Success Is Measured, No Later Than Six Months From The Date Of The First Task Force Meeting; Said Task Force Shall Be Chaired By A Lowell Resident Who Is A Person Of Color, And The Majority Of The Task Force Should Be Comprised Of People Of Color Who Reside In Lowell.

12. ANNOUNCEMENTS

13. ADJOURNMENT

Office of the City Clerk - 375 Merrimack Street - Phone: 978.674.4161

Exhibit 4

Fernandez, Miran

From: Geary, Michael
Sent: Tuesday, July 14, 2020 2:49 PM
To: Fernandez, Miran
Subject: Emailing: 7-14-20 Rule 26 Registered to Speak
Attachments: 7-14-20 Rule 26 Registered to Speak.doc

Hi Miran, here is the list for tonight, I expect more, I will keep you in the loop.

Your message is ready to be sent with the following file or link attachments:

7-14-20 Rule 26 Registered to Speak

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

Exhibit 4

PERSONS REGISTERED TO SPEAK BEFORE THE CITY COUNCIL COUNCIL RULE 26

RULE 26

At any meeting open to the public, citizens and employees of the City shall have a reasonable opportunity to be heard in regard to any matter on the agenda, subject to the following regulations; any person desiring to be heard shall register his or her name and address and the matter, pro or con, upon which he or she desires to be heard with the City Clerk in a book to be provided therefore no later than 6:30 o'clock on the evening of the meeting. Such person shall speak on the matter on which he or she has registered and shall keep all comments germane to that issue. Such person shall speak for not more than five minutes and shall be subject to Rule #9, with respect to the preservation of decorum and order. In addition, people may register by telephone prior to the closing of the City Clerk's Office as well as by mail by giving their names and addresses and the matter on the Agenda they desire to speak on. As far as possible and within the above limits, the Chair shall allow equal time to both sides of the question. (G.L. Ch 43, Sec 98A Plan E as amended)

July 14, 2020

- Item #11.10** **Margaret Gillen – 978.996.2266**
- Item #11.11** **Dee Halzack – 978.237.1814**
Lisa Arnold -408.799.4001
Fru Nkimbeng – 978.746.4291
Jonathon Grossman – 617.312.7180
Dan Bravo – 978.866.7824
Yun-ju Choi – 617.447.0290
Jay Mason – 978.239.7897
Myong Jong – 510.375.0078
Marissa Shea – 978.496.4076
- Item #11.11/#11.12** **LZ Nunn – 978.726.5392**
Tina Degree – 978.394.0637
Dr. Robert Marlin – 617.997.6200
Isa Woldeguiorguis – 617.529.8993
Sophy Theam – 978.888.1209
Bobby Tugbiyele – 347.645.2768
Carl Howell – 603.686.2489
Tim Heitzman – 978.726.3850

Exhibit 4

Kerrie D'Entremont – 978.483.8056

Exhibit 5

Fernandez, Miran

From: Fernandez, Miran
Sent: Monday, July 13, 2020 10:19 AM
To: Keefe Mullin, Kara; Geary, Michael
Cc: Donoghue, Eileen; Geoffroy, Phillip; 'Kris Macneil'
Subject: City Council Transportation SC with Public Safety SC Meeting Zoom Call-in on 7/14/20 @ 6:00PM

Importance: High

Michael Geary is inviting you to a scheduled Zoom meeting.

Topic: City Council Sub/Committee Meeting
Time: This is a recurring meeting Meet anytime

Join Zoom Meeting

<https://zoom.us/j/84922389080?pwd=bUIOY3B4R29jN2RoVy9XN3h0d2FLZz09>

Meeting ID: 849 2238 9080

Password: 766826

One tap mobile

+13126266799,,84922389080#,,,,0#,,766826# US (Chicago)

+16465588656,,84922389080#,,,,0#,,766826# US (New York)

Dial by your location

+1 312 626 6799 US (Chicago)

+1 646 558 8656 US (New York)

+1 301 715 8592 US (Germantown)

+1 346 248 7799 US (Houston)

+1 669 900 9128 US (San Jose)

+1 253 215 8782 US (Tacoma)

833 548 0276 US Toll-free

833 548 0282 US Toll-free

877 853 5247 US Toll-free

888 788 0099 US Toll-free

Meeting ID: 849 2238 9080

Password: 766826

Find your local number: <https://zoom.us/u/adeO7FEhPF>

Exhibit 6

Fernandez, Miran

From: Fernandez, Miran
Sent: Monday, July 13, 2020 10:19 AM
To: Keefe Mullin, Kara; Geary, Michael
Cc: Donoghue, Eileen; Geoffroy, Phillip; 'Kris Macneil'; Masiello, Tina
Subject: City Council Meeting Zoom Call-in on 7/14/20 @ 6:30PM

Importance: High

Michael Geary is inviting you to a scheduled Zoom meeting.

Topic: City Council Meeting
Time: This is a recurring meeting Meet anytime

Join Zoom Meeting

<https://us02web.zoom.us/j/86835905154?pwd=VnYxYWwhFMkJVQTZlTGpTSTVORlQvUT09>

Meeting ID: 868 3590 5154

Password: 375375

One tap mobile

+13017158592,,86835905154#,,1#,375375# US (Germantown)

+13126266799,,86835905154#,,1#,375375# US (Chicago)

Dial by your location

+1 301 715 8592 US (Germantown)

+1 312 626 6799 US (Chicago)

+1 646 558 8656 US (New York)

+1 253 215 8782 US (Tacoma)

+1 346 248 7799 US (Houston)

+1 669 900 9128 US (San Jose)

Meeting ID: 868 3590 5154

Password: 375375

Find your local number: <https://us02web.zoom.us/j/kwiYjYnXku>

Exhibit 7

Name (Original Name)	User Email	Join Time	Leave Time	Duration (Minutes)
Michael Geary (Host)	mgeary@lowellma.gov	7/14/2020 17:45	7/14/2020 18:38	54
Call-In User_1	null	7/14/2020 17:45	7/14/2020 18:39	54
deb forgione	null	7/14/2020 17:46	7/14/2020 17:59	14
Rita M. Mercier	null	7/14/2020 17:46	7/14/2020 17:52	7
Deb's iPhone	null	7/14/2020 17:50	7/14/2020 17:59	9
MIS (Miran Fernandez)	mfernandez@lowellma.gov	7/14/2020 17:50	7/14/2020 18:37	47
19786744161	null	7/14/2020 17:52	7/14/2020 18:37	46
Rita M. Mercier	null	7/14/2020 17:52	7/14/2020 18:39	47
Eric Slagle	null	7/14/2020 17:54	7/14/2020 17:54	1
Eric Slagle	null	7/14/2020 17:54	7/14/2020 18:25	32
Conor Baldwin	cbaldwin@lowellma.gov	7/14/2020 17:54	7/14/2020 17:55	1
Conor Baldwin	cbaldwin@lowellma.gov	7/14/2020 17:55	7/14/2020 18:37	43
Denise Snyder	flygirlrv8@gmail.com	7/14/2020 17:55	7/14/2020 17:59	4
LTC	null	7/14/2020 17:56	7/14/2020 17:59	3
Sokhary Chau	null	7/14/2020 17:57	7/14/2020 17:59	2
Mrs Quealy	equealy@lowell.k12.ma.us	7/14/2020 17:57	7/14/2020 17:59	2
Danny Rourke	dannyrourke@comcast.net	7/14/2020 17:58	7/14/2020 17:59	1
natashavance	null	7/14/2020 17:58	7/14/2020 17:59	1
Sokhary Chau	null	7/14/2020 17:59	7/14/2020 18:37	39
LTC	null	7/14/2020 17:59	7/14/2020 18:39	40
Danny Rourke	dannyrourke@comcast.net	7/14/2020 17:59	7/14/2020 18:37	39
Eileen Donoghue	null	7/14/2020 17:59	7/14/2020 17:59	1
Eileen Donoghue	null	7/14/2020 17:59	7/14/2020 18:37	38
Natasha Vance (natashavance)	null	7/14/2020 17:59	7/14/2020 18:37	39
rodneyelliott	null	7/14/2020 17:59	7/14/2020 17:59	1
Rodney Elliott (rodneyelliott)	null	7/14/2020 17:59	7/14/2020 18:37	38
John Drinkwater	null	7/14/2020 18:02	7/14/2020 18:02	1
John Drinkwater	null	7/14/2020 18:02	7/14/2020 18:37	36
Deb Forgione	null	7/14/2020 18:05	7/14/2020 18:25	21
Kelly Richardson	null	7/14/2020 18:07	7/14/2020 18:07	1
Kelly Richardson	null	7/14/2020 18:07	7/14/2020 18:37	31
David Conway	null	7/14/2020 18:08	7/14/2020 18:08	1
David Conway	null	7/14/2020 18:08	7/14/2020 18:37	29
Erin Quealy (19782654764)	null	7/14/2020 18:11	7/14/2020 18:32	22
Richard Snyder	null	7/14/2020 18:17	7/14/2020 18:25	9

Exhibit 8

Geary, Michael

From: Pawtucketville Citizens <pawtucketvillecitizens@gmail.com>
Sent: Friday, July 10, 2020 9:14 AM
To: Geary, Michael
Subject: Re: Transportation SC with Public Safety SC July 14, 2020 @ 6PM.

Deb Forgione 978-761-1395

I would also like a direct link for the zoom meeting

On Fri, Jul 10, 2020 at 9:11 AM Geary, Michael <mgeary@lowellma.gov> wrote:

It is on ch 99 via zoom, you can conference in by providing me you name and ph# to be reached at we can conference you in, thank you

From: Pawtucketville Citizens <pawtucketvillecitizens@gmail.com>
Sent: Friday, July 10, 2020 9:04 AM
To: Geary, Michael <mgeary@lowellma.gov>
Cc: Broadcast <Broadcast@lowellma.gov>; Daniel P. Rourke <dannyrourke@comcast.net>; Dave Conway <djclhs@hotmail.com>; John Drinkwater <john.m.drinkwater@gmail.com>; John Leahy <jleahycc@comcast.net>; Rita Mercier <rmercier10347@comcast.net>; Rodney Elliott <rodnevellott@comcast.net>; Sokhary Chau <sokhary.chau@gmail.com>; Vesna Nuon <vesna_nuon@yahoo.com>; Amanda Beland <amanda_beland@wgbh.org>; Bill Martin <b.martin@ebmdattorneys.com>; Chris Scott <cscott@lowellsun.com>; Corey Belanger <majorpub@comcast.net>; Edward Kennedy <edward.kennedy@comcast.net>; grant welker <gwelker@lowellsun.com>; James L. Milinazzo <jlmlinazzo@comcast.net>; Jim Flood <jim@floodlawoffice.com>; jim hall <jhall@qhhw.com>; jmarshall@ltc.org; Joe Hungler (Boys Club) <jhungler@lbgc.org>; kris ltc <kmacneil@ltc.org>; linda clark <lclark@lhma.org>; Marc Duci <mduci@ltc.org>; national grid <Lisa.Ayres@nationalgrid.com>; Steve Brogan <sbrogan@ltc.org>; WCAP <tedpanos@aol.com>; William Samaras <williamsamaras@comcast.net>; Anne Marie Page (Centerville Neigh. Action Group) <anniep1959@comcast.net>; Carol McCarthy (Sacred Heart Neighborhood Improv. Group) <cmccarthy64@comcast.net>; craig thomas <craig.thomas@cbacre.org>; David Koch (Back Central Neigh. Assoc.) <koch9@verizon.net>; David Ouellette (Acre Coalition) <actionacre@gmail.com>; Elaine Pantano (Riverside Community Council) <Elaine.Pantano@comcast.net>; George Procope <george.procope@gmail.com>; Greg Orpen (JAMBRA Jackson Appleton Middlesex Business Residents Association) <gregorpen@yahoo.com>; Judy Davidson (East Pawtucketville Neighborhood Group) <judith_davidson@uml.edu>; Karen Bell (Jackson Appleton Middlesex Bus. Residents Assoc.) <info@jambra.org>; Kathleen Marcin (Lowell Downtown Neigh. Assoc.) <rikat@att.net>; Kathy Egmont (JAMBRA) <kegmont@lccps.org>; LDNA <board@ldna01852.org>; Lower Highlands Group <lowerhighlands01851@gmail.com>; Michael Breda (JAMBRA) <m.breda@verizon.net> <m.breda@verizon.net>; Michael Demaras <mdemaras@lowellma.gov>; Nancy Judge (Highlands Circle/Highlands Neigh. Assoc.) <njudge7@aol.com>; Patrick Farmer (CNAG) <Patrick.farmer@verizon.net>; Paul Belley (Rosemont Terrace Neighborhood Group) <Capt.Paul@comcast.net>; Sandra McNamara (Centerville Community Col.) <sandrajmac@comcast.net>; Steve Hattan (Belvidere Neigh. Council) <shattan64@netzero.net>; susan purdy <susanpurdy6@comcast.net>; Taya Dixon Mullane (Lower Highlands Neigh. Group) <tayadixon@hotmail.com>
Subject: Re: Transportation SC with Public Safety SC July 14, 2020 @ 6PM.

How can we join? I do not see the link to join in for Tuesday?

1

Exhibit 8

Geary, Michael

From: Richard Snyder <rsnyder53@comcast.net>
Sent: Friday, July 10, 2020 10:40 AM
To: Geary, Michael
Cc: Snyder Rich
Subject: Noise complaint Fowler Rd.

Regarding item #3 for the City Council Meeting of July 14, 2020. I wish to speak at the meeting regarding the noise complaint at Fowler Rd. My cell phone number is 978-821-9660 and my email address is rsnyder53@comcast.net.

Thank you,
Richard Snyder

H3

Exhibit 8

Geary, Michael

From: Erin Quealy <erinqualey@yahoo.com>
Sent: Monday, July 13, 2020 9:18 AM
To: Geary, Michael
Subject: 7/14 meeting speaking request

Hello,

I would like to say a few words tomorrow at the Transportation Subcommittee meeting regarding the noise issue at Ma/Com. Thank you.

Erin Quealy
76 Fowler Rd
Lowell, MA 01854
978-265-4764

#3



Be the change you want to see in the world

Exhibit 8

PERSONS REGISTERED TO SPEAK BEFORE THE CITY COUNCIL COUNCIL RULE 26

RULE 26

At any meeting open to the public, citizens and employees of the City shall have a reasonable opportunity to be heard in regard to any matter on the agenda, subject to the following regulations; any person desiring to be heard shall register his or her name and address and the matter, pro or con, upon which he or she desires to be heard with the City Clerk in a book to be provided therefore no later than 6:30 o'clock on the evening of the meeting. Such person shall speak on the matter on which he or she has registered and shall keep all comments germane to that issue. Such person shall speak for not more than five minutes and shall be subject to Rule #9, with respect to the preservation of decorum and order. In addition, people may register by telephone prior to the closing of the City Clerk's Office as well as by mail by giving their names and addresses and the matter on the Agenda they desire to speak on. As far as possible and within the above limits, the Chair shall allow equal time to both sides of the question. (G.L. Ch 43, Sec 98A Plan E as amended)

July 14, 2020

Item #11.10

~~Margaret Gillen - 978.996.2266~~

Item #11.11

~~Dee Halzaek - 978.237.1814~~ ✓

~~Lisa Arnold - 408.799.4001~~ ✓

~~Fru Nkimbeng - 978.746.4291~~ ✓

~~Jonathon Grossman - 617.312.7180~~ ✓

~~Dan Bravo - 978.866.7824~~ ✓

~~Yun-ju Choi - 617.447.0290~~ ✓ B2

~~Jay Mason - 978.239.7897~~ ✓

~~Myong Jong - 510.375.0078~~ ✓ B2

~~Marissa Shea - 978.496.4076~~ ✓

~~Karen Frederiek - 978-821.7756~~ ✓

Item #11.11/#11.12

* Bobby Tugbiyele - 347.645.2768 ✓

* Isa Woldegiorguis - 617.529.8993 ✓

~~EZ Nunn - 978.726.5392~~ ✓

~~Tina Degree - 978.394.0637~~ ✓

~~Dr. Robert Marlin - 617.997.6200~~ ✓

~~Sophy Theam - 978.888.1209~~ ✓

~~Carl Howell - 603.686.2489~~ ✓

5329

Exhibit 8

~~Tim Heitzman~~ – 978.726.3850
Kerrie D'Entremont – 978.483.8056 ✓

3x



Mirán Fernandez
Chief Information Officer
Cable TV Coordinator

John Meyers
MIS Director

MEMORANDUM

TO: Eileen Donoghue, City Manager

FROM: Mirán Fernandez, Chief Information Officer

DATE: August 5, 2020

Re: Ms. Forgione's Formal complaint regarding what happened to PCC and 2 residents at the City Council Transportation Sub Committee Meeting 7/14/2020

On July 16, 2020, a formal complaint was filed by the Chairman of the Pawtucket Citizens Council, regarding events which took place during the City Council Transportation SC with Public Safety SC Zoom meeting on 7/14/2020. The complaint specifically requested information on (1) "Who was responsible for kicking the registered speakers off.?", and (2) "Who gave that person the authority to kick off the registered speakers?"

Regarding question number (1), as the employee that co-hosted the meeting this complaint has been submitted against, I was the person responsible for allowing expected participants into the Zoom meeting, and preventing unexpected participants from accessing the meeting. While I don't specifically recall removing either Ms. Forgione, the other two registered speakers, or anyone else from the Zoom waiting room, I do routinely remove unknown Zoom clients from the Zoom waiting room as a standard practice, and take responsibility for their removal.

Regarding question number (2), the unknown Zoom clients were removed from the Zoom waiting room, in accordance with the general procedures which have been followed to date with respect to City Council and Subcommittee meetings. While no one specifically gave me authority to "kick off the registered speakers", I removed any Zoom clients that I wasn't expecting, while ensuring that registered speakers were able to participate as they have historically done since implementing the various changes brought about by the pandemic.

I truly apologize to Ms. Forgione and the other registered speakers for any confusion this may have caused, as it was never my intent to interrupt the ability for them to participate in the public meeting. At no time was it communicated to me that the registered speakers would be participating as Zoom clients; in fact, I was told to expect them to connect using the audio conference features which have been used to date for registered speakers.

Several additional references made within the complaint are addressed below, with exhibits attached at the end.

Detailed Timeline of Events Related to the Meetings on 7/14/2020

The complaint references participating in other Zoom meetings, specifically Conservation and Zoning. While I am not aware of how other City Zoom-based meetings are handling interactions with members of the public, I have previously recommended that they utilize a format similar to the City Clerk's, requesting that members of the public register to speak on specific agenda items with their name and a telephone number which can be used to audio conference the registered speaker into the meeting.

The complaint references being sent the Zoom link to this meeting. This comes as somewhat of a surprise, as neither I nor the City Clerk were aware that the confidential Zoom information had been shared with members of the public for this meeting, and were therefore not expecting additional participants to connect into the meeting through a Zoom client.

The complaint references that all of the registered speakers were denied access via the Zoom client, and further alleges that none of the registered speakers were able to hear each other, but that is not entirely accurate. Yes, it is true that all three registered speakers attempted to join through the Zoom client prior to the start of the meeting, and that all three Zoom clients were disconnected from the Zoom waiting room prior to the start of the meeting. However, Ms. Quealy actually managed to join the meeting via the Zoom client at 6:11 PM (disconnecting at 6:32 PM), while Mr. Snyder joined via audio at 6:17 PM (disconnecting at 6:25 PM). Therefore, Ms. Quealy was able to hear Mr. Snyder. Incidentally, Ms. Quealy was allowed to join using the Zoom client by accident as she joined the waiting room using the Zoom client while the system was attempting to connect her via audio conference, and I accidentally allowed her into the meeting without realizing that it was via the full Zoom client.

Please let me know if you have any additional comments, questions, or concerns.

Exhibits

- Exhibit 1 Formal complaint from Ms. Forgione, in which she indicates “...we were sent the Zoom link.”
- Exhibit 2 Email broadcast announcing the Transportation SC with Public Safety SC. The meeting announcement announces that all members of the public were welcomed to register to speak in advance of the subcommittee meeting, and instructed on how to register to do so through the City Clerk, Michael Geary.
- Exhibit 3 Initial list of registered speakers for the Transportation SC with Public Safety SC via email from Mr. Geary on 7/10/20. This email includes correspondence between Mr. Geary and Ms. Forgione explaining that she would be audio conferenced into the meeting. While Ms. Forgione requested the Zoom meeting credentials allowing her to access Zoom with a Zoom client, I’m not aware that the City Clerk provided it to her.
- Exhibit 4 Final list of registered speakers for the Transportation SC with Public Safety SC from Mr. Geary on 7/14/20. This includes emails exchanged with registered speakers Mr. Snyder (on 7/10/20) and Ms. Quealy (on 7/13/20), both of whom submitted their phone numbers in order to be audio conferenced into the meeting.
- Exhibit 5 Zoom meeting participant log for the Transportation SC with Public Safety SC. The log file details participant connections to the Zoom meeting.

Exhibit 1

From: Pawtucketville Citizens [<mailto:pawtucketvillecitizens@gmail.com>]
Sent: Thursday, July 16, 2020 9:51 AM
To: Donoghue, Eileen; RodneyElliott
Cc: John (Chip) Hamblet; Forcier, Shauna
Subject: Formal Complaint Kicked off a public Zoom Meeting re: City Council Transportation Zoom Meeting

Good Morning City Manager and Councilor Elliott

I realize these are unusual times. I believe the City of Lowell has done a great job adapting. We have been able to join in and participate in public meetings, specifically Conservation and Zoning. Zoom is a great forum and we can continue to have our voices heard. Public Forums are a way residents have their voices heard. Voices being heard is a fundamental right in Democracy.

I am bringing a formal complaint regarding what happened to PCC and 2 residents at the City Council Transportation Sub Committee Meeting 7/14/2020. PCC Chairman Deb Forgione, residents Erin Quealy and Rich Snyder emailed Michael Geary and Councilor Rodney Elliott that we wanted to speak several days before the meeting. We were sent the Zoom link and all entered the meeting. We waited in queue for the meeting to start, as the meeting started WE WERE DENIED ACCESS. I texted Councilor Rodney immediately to let him know. One by one we received a call to join the meeting but not all at once so the Snyders did not hear Erin and Erin did not hear the Snyders. We were not able to join the meeting on equal footing as all attendees.

I have since watched the meeting and we did not have equal footing. It was an unbalanced assessment of the situation, made even more unbalanced by not allowing registered speakers to be invited into the Zoom meeting. It allowed Eric Slagle to be heard on his assessment which was not accurate from the view of the residents.

My complaint has two parts:

- 1.) Who was responsible for kicking the registered speakers off.?
- 2.) Who gave that person the authority to kick off the registered speakers?

I am requesting a formal investigation as to why registered speakers were kicked off a Zoom meeting and only allowed a phone contact when we should have received an equal footing in a public forum.

Thank you,
Deb Forgione
Chairman of PCC

Pawtucketville Citizens Council

"Making a Difference for the Residents of Pawtucketville since 1973"

<https://www.facebook.com/pawtucketvillecitizens/>



Exhibit 2

From: [Geary, Michael](#)
To: [Broadcast](#); [Daniel P. Rourke](#); [Dave Conway](#); [John Drinkwater](#); [John Leahy](#); ["Rita Mercier"](#); ["Rodney Elliott"](#); [Sokhary Chau](#); [Vesna Nuon](#); [William Samaras](#); [Amanda Beland](#); ["Bill Martin"](#); ["Chris Scott"](#); [Corey Belanger](#); [Daniel P. Rourke](#); ["Edward Kennedy"](#); [grant welker](#); [James L. Milinazzo](#); ["Jim Flood"](#); [jim hall](#); [jmarshall@lrc.org](#); [Joe Hungler \(Boys Club\)](#); [John Leahy](#); [kris ltc](#); [linda clark](#); ["Marc Duci"](#); [national grid](#); ["Rita Mercier"](#); ["Rodney Elliott"](#); ["Steve Brogan"](#); ["WCAP"](#); [William Samaras](#); ["Anne Marie Page \(Centraville Neigh. Action Group\)"](#); ["Carol McCarthy \(Sacred Heart Neighborhood Improv. Group\)"](#); [craig thomas](#); ["David Koch \(Back Central Neigh. Assoc.\)"](#); ["David Ouellette \(Acre Coalition\)"](#); ["Deb Forgione \(Pawtucketville Citizens Council\)"](#); ["Elaine Pantano \(Riverside Community Council\)"](#); [George Procope](#); ["Greg Orpen \(JAMBRA Jackson Appleton Middlesex Business Residents Association\)"](#); ["Judy Davidson \(East Pawtucketville Neighborhood Group\)"](#); ["Karen Bell \(Jackson Appleton Middlesex Bus. Residents Assoc.\)"](#); ["Kathleen Marcin \(Lowell Downtown Neigh. Assoc.\)"](#); [Kathy Egmont \(JAMBRA\)](#); [LDNA](#); [Lower Highlands Group](#); [Michael Breda \(JAMBRA\) \(m.breda@verizon.net\)](#); [Michael Demaras](#); ["Nancy Judge \(Highlands Circle/Highlands Neigh. Assoc.\)"](#); [Patrick Farmer \(CNAG\)](#); ["Paul Belley \(Rosemont Terrace Neighborhood Group\)"](#); [Sandra McNamara \(Centerville Community Col.\)](#); ["Steve Hattan \(Belvidere Neigh. Council\)"](#); [susan purdy](#); ["Taya Dixon Mullane \(Lower Highlands Neigh. Group\)"](#)
Subject: Transportation SC with Public Safety SC July 14, 2020 @ 6PM.
Date: Thursday, July 9, 2020 12:47:45 PM
Attachments: [20200709123557614.pdf](#)

-----Original Message-----

From: clerklowell@lowellma.gov <clerklowell@lowellma.gov>
Sent: Thursday, July 9, 2020 12:36 PM
To: Geary, Michael <mgeary@lowellma.gov>
Subject: Message from "RNP583879346854"

This E-mail was sent from "RNP583879346854" (MP 4055).

Scan Date: 07.09.2020 12:35:57 (-0400)
Queries to: clerklowell@lowellma.gov

Exhibit 2



**CITY COUNCIL TRANSPORTATION
SUB/COMMITTEE WILL MEET JOINTLY WITH PUBLIC SAFETY SC AT 6:00 PM ON
TUESDAY, JULY 14, 2020 VIA ZOOM MEETING AND REMOTE PARTICIPATION**

1. Roll Call
2. Meeting Called To Order
 - 2.1. Communication - Remote Participation:

Pursuant To Governor Baker's Emergency Order Modifying The State's Open Meeting Law Issued March 12, 2020, Meetings Will Be Held Using Remote Participation As Follows: Members Of The Public Wishing To Speak Regarding A Specific Agenda Item Shall Register To Speak In Advance By Sending Email To City Clerk Indicating The Agenda Item And A Phone Number To Call So That You May Be Conferenced In To The Meeting. Email Address Is MGEARY@LOWELLMMA.GOV. If No Access To Email You May Contact City Clerk At 978-674-4161.

For Zoom - [HTTPS://SUPPORT.ZOOM.US/HC/EN-US/ARTICLES/201362193-JOINING-A-MEETING](https://support.zoom.us/hc/en-us/articles/201362193-joining-a-meeting)
3. Order Of Business
 - 3.1. Discussion:
 - 1) Excessive loud vehicles;
 - 2) Fireworks; and
 - 3) Noise complaints - Fowler Road from MA/COM filling of fuel storage tanks.
4. Adjournment

Exhibit 3

Fernandez, Miran

From: Geary, Michael
Sent: Friday, July 10, 2020 9:39 AM
To: Fernandez, Miran
Subject: FW: Transportation SC with Public Safety SC July 14, 2020 @ 6PM.

From: Pawtucketville Citizens <pawtucketvillecitizens@gmail.com>
Sent: Friday, July 10, 2020 9:14 AM
To: Geary, Michael <mgeary@lowellma.gov>
Subject: Re: Transportation SC with Public Safety SC July 14, 2020 @ 6PM.

Deb Forgione 978-761-1395

I would also like a direct link for the zoom meeting

On Fri, Jul 10, 2020 at 9:11 AM Geary, Michael <mgeary@lowellma.gov> wrote:

It is on ch 99 via zoom, you can conference in by providing me you name and ph# to be reached at we can conference you in, thank you

From: Pawtucketville Citizens <pawtucketvillecitizens@gmail.com>
Sent: Friday, July 10, 2020 9:04 AM
To: Geary, Michael <mgeary@lowellma.gov>
Cc: Broadcast <Broadcast@lowellma.gov>; Daniel P. Rourke <dannyrourke@comcast.net>; Dave Conway <djclhs@hotmail.com>; John Drinkwater <john.m.drinkwater@gmail.com>; John Leahy <jleahycc@comcast.net>; Rita Mercier <rmercier10347@comcast.net>; Rodney Elliott <rodneveliott@comcast.net>; Sokhary Chau <sokhary.chau@gmail.com>; Vesna Nuon <vesna_nuon@yahoo.com>; Amanda Beland <amanda_beland@wgbh.org>; Bill Martin <b.martin@ebmdattorneys.com>; Chris Scott <cscott@lowellsun.com>; Corey Belanger <majorpub@comcast.net>; Edward Kennedy <edward.kennedy@comcast.net>; grant welker <gwelker@lowellsun.com>; James L. Milinazzo <jlmlinazzo@comcast.net>; Jim Flood <jim@floodlawoffice.com>; jim hall <jhall@ghhw.com>; jmarshall@ltc.org; Joe Hungler (Boys Club) <jhungler@lbgc.org>; kris ltc <kmacneil@ltc.org>; linda clark <lclark@lhma.org>; Marc Duci <mduci@ltc.org>; national grid <Lisa.Ayres@nationalgrid.com>; Steve Brogan <sbrogan@ltc.org>; WCAP <tedpanos@aol.com>; William Samaras <williamsamaras@comcast.net>; Anne Marie Page (Centraville Neigh. Action Group) <anniep1959@comcast.net>; Carol McCarthy (Sacred Heart Neighborhood Improv. Group) <cmccarthy64@comcast.net>; craig thomas <craig.thomas@cbacre.org>; David Koch (Back Central Neigh. Assoc.) <koch9@verizon.net>; David Ouellette (Acre Coalition) <actionacre@gmail.com>; Elaine Pantano (Riverside Community Council) <Elaine.Pantano@comcast.net>; George Procope <george.procope@gmail.com>; Greg Orpen (JAMBRA Jackson Appleton Middlesex Business Residents Association) <gregorpen@yahoo.com>; Judy Davidson (East Pawtucketville Neighborhood Group) <judith_davidson@uml.edu>; Karen Bell (Jackson Appleton Middlesex Bus. Residents Assoc.) <info@jambra.org>; Kathleen Marcin (Lowell Downtown Neigh. Assoc.) <rikat@att.net>; Kathy Egmont (JAMBRA) <kegmont@lccps.org>; LDNA <board@ldna01852.org>; Lower Highlands Group <lowerhighlands01851@gmail.com>; Michael Breda (JAMBRA) (m.breda@verizon.net) <m.breda@verizon.net>; Michael Demaras <mdemaras@lowellma.gov>; Nancy Judge (Highlands Circle/Highlands Neigh. Assoc.) <njudge7@aol.com>; Patrick Farmer (CNAG) <Patrick.farmer@verizon.net>; Paul Belley (Rosemont Terrace Neighborhood Group) <Capt.Paul@comcast.net>; Sandra McNamara (Centerville Community Col.)

Exhibit 3

<sandrajmac@comcast.net>; Steve Hattan (Belvidere Neigh. Council) <shattan64@netzero.net>; susan purdy <susanpurdy6@comcast.net>; Taya Dixon Mullane (Lower Highlands Neigh. Group) <tayadixon@hotmail.com>
Subject: Re: Transportation SC with Public Safety SC July 14, 2020 @ 6PM.

How can we join? I do not see the link to join in for Tuesday?

Deb Forgione

Chairman of PCC

On Thu, Jul 9, 2020 at 12:47 PM Geary, Michael <mgeary@lowellma.gov> wrote:

-----Original Message-----

From: clerklowell@lowellma.gov <clerklowell@lowellma.gov>
Sent: Thursday, July 9, 2020 12:36 PM
To: Geary, Michael <mgeary@lowellma.gov>
Subject: Message from "RNP583879346854"

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Scan Date: 07.09.2020 12:35:57 (-0400)
Queries to: clerklowell@lowellma.gov

Pawtucketville Citizens Council

"Making a Difference for the Residents of Pawtucketville since 1973"

<https://www.facebook.com/pawtucketvillecitizens/>

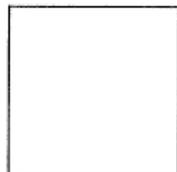


Exhibit 3

Pawtucketville Citizens Council

"Making a Difference for the Residents of Pawtucketville since 1973"

<https://www.facebook.com/pawtucketvillecitizens/>



Exhibit 4

Fernandez, Miran

From: Geary, Michael
Sent: Tuesday, July 14, 2020 2:49 PM
To: Fernandez, Miran
Subject: Emailing: 7-14-20 Rule 26 Registered to Speak
Attachments: 7-14-20 Rule 26 Registered to Speak.doc

Hi Miran, here is the list for tonight, I expect more, I will keep you in the loop.

Your message is ready to be sent with the following file or link attachments:

7-14-20 Rule 26 Registered to Speak

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

Exhibit 4

Geary, Michael

From: Pawtucketville Citizens <pawtucketvillecitizens@gmail.com>
Sent: Friday, July 10, 2020 9:14 AM
To: Geary, Michael
Subject: Re: Transportation SC with Public Safety SC July 14, 2020 @ 6PM.

Deb Forgione 978-761-1395

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Sent: Friday, July 10, 2020 9:04 AM
To: Geary, Michael <mgeary@lowellma.gov>
Cc: Broadcast <Broadcast@lowellma.gov>; Daniel P. Rourke <dannyrourke@comcast.net>; Dave Conway <djclhs@hotmail.com>; John Drinkwater <john.m.drinkwater@gmail.com>; John Leahy <jleahycc@comcast.net>; Rita Mercier <rmercier10347@comcast.net>; Rodney Elliott <rodnevellott@comcast.net>; Sokhary Chau <sokhary.chau@gmail.com>; Vesna Nuon <vesna_nuon@yahoo.com>; Amanda Beland <amanda_beland@wgbh.org>; Bill Martin <b.martin@ebmdattorneys.com>; Chris Scott <cscott@lowellsun.com>; Corey Belanger <majorpub@comcast.net>; Edward Kennedy <edward.kennedy@comcast.net>; grant welker <gwelker@lowellsun.com>; James L. Milinazzo <jlmilinazzo@comcast.net>; Jim Flood <jim@floodlawoffice.com>; jim hall <jhall@qhhw.com>; jmarshall@lhc.org; Joe Hungler (Boys Club) <jhungler@lbgc.org>; kris ltc <kmacneil@lhc.org>; linda clark <lclark@lhma.org>; Marc Duci <mduci@lhc.org>; national grid <Lisa.Ayres@nationalgrid.com>; Steve Brogan <sbrogan@lhc.org>; WCAP <tedpanos@aol.com>; William Samaras <williamsamaras@comcast.net>; Anne Marie Page (Centerville Neigh. Action Group) <anniep1959@comcast.net>; Carol McCarthy (Sacred Heart Neighborhood Improv. Group) <cmccarthy64@comcast.net>; craig thomas <craig.thomas@cbacre.org>; David Koch (Back Central Neigh. Assoc.) <koch9@verizon.net>; David Ouellette (Acre Coalition) <actionacre@gmail.com>; Elaine Pantano (Riverside Community Council) <Elaine.Pantano@comcast.net>; George Procope <george.procope@gmail.com>; Greg Orpen (JAMBRA Jackson Appleton Middlesex Business Residents Association) <gregorpen@yahoo.com>; Judy Davidson (East Pawtucketville Neighborhood Group) <judith_davidson@uml.edu>; Karen Bell (Jackson Appleton Middlesex Bus. Residents Assoc.) <info@jambra.org>; Kathleen Marcin (Lowell Downtown Neigh. Assoc.) <rikat@att.net>; Kathy Egmont (JAMBRA) <kegmont@lccps.org>; LDNA <board@ldna01852.org>; Lower Highlands Group <lowerhighlands01851@gmail.com>; Michael Breda (JAMBRA) <m.breda@verizon.net> <m.breda@verizon.net>; Michael Demaras <mdemaras@lowellma.gov>; Nancy Judge (Highlands Circle/Highlands Neigh. Assoc.) <njudge7@aol.com>; Patrick Farmer (CNAG) <Patrick.farmer@verizon.net>; Paul Belley (Rosemont Terrace Neighborhood Group) <Capt.Paul@comcast.net>; Sandra McNamara (Centerville Community Col.) <sandrajmac@comcast.net>; Steve Hattan (Belvidere Neigh. Council) <shattan64@netzero.net>; susan purdy <susanpurdy6@comcast.net>; Taya Dixon Mullane (Lower Highlands Neigh. Group) <tayadixon@hotmail.com>
Subject: Re: Transportation SC with Public Safety SC July 14, 2020 @ 6PM.

How can we join? I do not see the link to join in for Tuesday?

Exhibit 4

Geary, Michael

From: Richard Snyder <rsnyder53@comcast.net>
Sent: Friday, July 10, 2020 10:40 AM
To: Geary, Michael
Cc: Snyder Rich
Subject: Noise complaint Fowler Rd.

Regarding item #3 for the City Council Meeting of July 14, 2020. I wish to speak at the meeting regarding the noise complaint at Fowler Rd. My cell phone number is 978-821-9660 and my email address is rsnyder53@comcast.net.

Thank you,
Richard Snyder

#3

Exhibit 4

Geary, Michael

From: Erin Quealy <erinquealy@yahoo.com>
Sent: Monday, July 13, 2020 9:18 AM
To: Geary, Michael
Subject: 7/14 meeting speaking request

Hello,
I would like to say a few words tomorrow at the Transportation Subcommittee meeting regarding the noise issue at Ma/Com. Thank you.

Erin Quealy
76 Fowler Rd
Lowell, MA 01854
978-265-4764

#3



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Exhibit 5

Name (Original Name)	User Email	Join Time	Leave Time	Duration (Minutes)
Michael Geary (Host)	mgeary@lowellma.gov	7/14/2020 17:45	7/14/2020 18:38	54
Call-In User_1	null	7/14/2020 17:45	7/14/2020 18:39	54
deb forgione	null	7/14/2020 17:46	7/14/2020 17:59	14
Rita M. Mercier	null	7/14/2020 17:46	7/14/2020 17:52	7
Deb's iPhone	null	7/14/2020 17:50	7/14/2020 17:59	9
MIS (Miran Fernandez)	mfernandez@lowellma.gov	7/14/2020 17:50	7/14/2020 18:37	47
19786744161	null	7/14/2020 17:52	7/14/2020 18:37	46
Rita M. Mercier	null	7/14/2020 17:52	7/14/2020 18:39	47
Eric Slagle	null	7/14/2020 17:54	7/14/2020 17:54	1
Eric Slagle	null	7/14/2020 17:54	7/14/2020 18:25	32
Conor Baldwin	cbaldwin@lowellma.gov	7/14/2020 17:54	7/14/2020 17:55	1
Conor Baldwin	cbaldwin@lowellma.gov	7/14/2020 17:55	7/14/2020 18:37	43
Denise Snyder	flygirlrv8@gmail.com	7/14/2020 17:55	7/14/2020 17:59	4
LTC	null	7/14/2020 17:56	7/14/2020 17:59	3
Sokhary Chau	null	7/14/2020 17:57	7/14/2020 17:59	2
Mrs Quealy	equealy@lowell.k12.ma.us	7/14/2020 17:57	7/14/2020 17:59	2
Danny Rourke	dannyrourke@comcast.net	7/14/2020 17:58	7/14/2020 17:59	1
natashavance	null	7/14/2020 17:58	7/14/2020 17:59	1
Sokhary Chau	null	7/14/2020 17:59	7/14/2020 18:37	39
LTC	null	7/14/2020 17:59	7/14/2020 18:39	40
Danny Rourke	dannyrourke@comcast.net	7/14/2020 17:59	7/14/2020 18:37	39
Eileen Donoghue	null	7/14/2020 17:59	7/14/2020 17:59	1
Eileen Donoghue	null	7/14/2020 17:59	7/14/2020 18:37	38
Natasha Vance (natashavance)	null	7/14/2020 17:59	7/14/2020 18:37	39
rodneyelliott	null	7/14/2020 17:59	7/14/2020 17:59	1
Rodney Elliott (rodneyelliott)	null	7/14/2020 17:59	7/14/2020 18:37	38
John Drinkwater	null	7/14/2020 18:02	7/14/2020 18:02	1
John Drinkwater	null	7/14/2020 18:02	7/14/2020 18:37	36
Deb Forgione	null	7/14/2020 18:05	7/14/2020 18:25	21
Kelly Richardson	null	7/14/2020 18:07	7/14/2020 18:07	1
Kelly Richardson	null	7/14/2020 18:07	7/14/2020 18:37	31
David Conway	null	7/14/2020 18:08	7/14/2020 18:08	1
David Conway	null	7/14/2020 18:08	7/14/2020 18:37	29
Erin Quealy (19782654764)	null	7/14/2020 18:11	7/14/2020 18:32	22
Richard Snyder	null	7/14/2020 18:17	7/14/2020 18:25	9