



City of Margate

5790 Margate Boulevard
Margate, FL 33063
954-972-6454
www.margatefl.com

Meeting Minutes Regular City Commission Meeting

Mayor Tommy Ruzzano
Vice Mayor Arlene R. Schwartz
Commissioners:
Antonio V. Arserio, Anthony N. Caggiano, Joanne Simone

City Manager Cale Curtis
City Attorney Janette M. Smith
City Clerk Joseph J. Kavanagh

Wednesday, June 17, 2020

5:30 PM

Virtual Meeting

<https://us02web.zoom.us/j/85215048527>

CALL TO ORDER

ROLL CALL

Present: 5 - Commissioner Anthony N. Caggiano, Commissioner Joanne Simone, Commissioner Antonio V. Arserio, Vice Mayor Arlene R. Schwartz and Mayor Tommy Ruzzano

Commissioner Anthony N. Caggiano attended via Zoom

Commissioner Joanne Simone attended via Zoom

Commissioner Antonio V. Arserio attended via Zoom

Vice Mayor Arlene R. Schwartz attended via Zoom

Mayor Tommy Ruzzano attended in person

City Manager Cale Curtis attended in person

City Attorney Janette M. Smith attended in person

City Clerk Joseph J. Kavanagh attended in person

MOMENT OF SILENCE - INVOCATION

PLEDGE OF ALLEGIANCE

1) PROCLAMATION(S)

- D. [ID 2020-226](#) ELDER ABUSE AWARENESS DAY - JUNE 15, 2020 (presented to Karin Diaz, Northwest Focal Point Senior Center Project Director)

Item 1D was heard before 1A.

MAYOR TOMMY RUZZANO said that they do a great job and loved the work that North West Focal Point Senior Center (NWFPSC) Project Director Karin Diaz and her team did.

NORTH WEST FOCAL POINT SENIOR CENTER (NWFPSC) PROJECT DIRECTOR KARIN DIAZ discussed the proclamation and thanked the City Commission for recognizing their older adults.

PRESENTATION(S)

- A. [ID 2020-131](#) HOME OF THE MONTH - MARCH 2020
(Maria Ponce, 6208 NW 10th Street)

- B. [ID 2020-220](#) A PRESENTATION REGARDING THE ENTERPRISE VEHICLE LEASING PROGRAM.

CITY MANAGER CALE D. CURTIS introduced this Item and explained that it would effectively change the way they sourced their City wide vehicles. He introduced Kathryn Williams and a Christina Anthony from the chat room.

ENTERPRISE VEHICLE LEASING PROGRAM, ACCOUNT EXECUTIVE, CHRISTINA ANTHONY said that both she and her colleague, Kathryn Williams, would be going over the vehicle leasing program for the City. She did a PowerPoint presentation and gave an overview of Enterprise Holdings. She said that they had over 1,400 government entities across the US and that they were managing their fleets and highlighted local success stories. She identified a ten-year implementation plan that was going to help save the City over \$2,000,000 and said that they would continue to work with Margate on developing the same. She provided illustrations of a simple way to consult entities in terms of their vehicles and fleet and referenced a F150 pick-up truck.

ENTERPRISE VEHICLE LEASING PROGRAM, FLEET ANALYST, KATHRYN WILLIAMS, discussed financing, mileage and replacing vehicles and referenced the City's capital fleet budget of \$824,000.

Discussion ensued in a question and answer session.

CITY MANAGER CURTIS said he would formalize the program and bring it back for consideration by the City Commission.

EMPLOYEE RECOGNITION FOR YEARS OF SERVICE

- C. [ID 2020-195](#) ROBERT JAMES KRIPLEAN, POLICE LIEUTENANT - POLICE DEPARTMENT - 20 YEARS

JOHN DAVID GENER, FIREFIGHTER - FIRE DEPARTMENT - 20 YEARS

ANNETTE NEVITTE, FIRE LIEUTENANT- FIRE DEPARTMENT - 20 YEARS

RALPH E. SHARPE, FIREFIGHTER - FIRE DEPARTMENT - 20 YEARS

MATTHEW WHITESHIELD, FIRE CAPTAIN - FIRE DEPARTMENT - 20 YEARS

BRENDA CHARNAY, OFFICE SPECIALIST I - POLICE DEPARTMENT - 15 YEARS

MICHAEL A. JONES, DIRECTOR OF PARKS AND RECREATION - PARKS AND RECREATION - 15 YEARS

MEGAN CLAUDIA BRITT, POLICE OFFICER - POLICE DEPARTMENT - 5 YEARS

CASEY JAY CLAIRE, POLICE OFFICER - POLICE DEPARTMENT - 5 YEARS

MARLON RAHEEM GRAY, POLICE OFFICER - POLICE DEPARTMENT - 5 YEARS

FREDRIC CARL STURM II, POLICE OFFICER - POLICE DEPARTMENT - 5 YEARS

2) PUBLIC DISCUSSION

CITY CLERK JOSEPH J. KAVANAGH read a phone message from Margate resident, Julie Jones, explaining that she had problems contacting members of staff and that they would not return voicemail messages.

MAYOR RUZZANO said that he would have the City Manager look into it but indicated that all staff should be accessible.

JULI VAN DER MEULEN, 2913 NW 68 LN. referenced the Coronavirus disease (COVID-19) and requested pop-up drive-in movie theatres during the Summer period.

MAYOR RUZZANO loved the idea but suggested that the Community Redevelopment Agency (CRA) would be a better group to discuss this issue.

CITY MANAGER CALE D. CURTIS was happy to hear the concept and said that he would work with Parks and Recreation Director Jones on different options.

Discussion ensued on food trucks pertaining to drive-in theatres.

CITY CLERK JOSEPH J. KAVANAGH explained the protocol for submitting a comment or discussion item.

3) COMMISSION COMMENTS

COMMISSIONER ANTHONY N. CAGGIANO requested everyone to adhere to the rules during the pandemic by observing social distancing measures and wearing a mask. He thanked Margate's first responders and everyone else who was involved in honoring the birthday celebrations for the children and said that this was also highlighted on The Forum's front cover.

COMMISSIONER JOANNE C. SIMONE referenced the drive-in movies and explained that she had received other requests from residents on the same issue. She also informed that she had requested City Manager Curtis to review this during an Agenda review. She congratulated the listed employees for their years of service. She referenced financial challenges and the North West Focal Point Senior Center (NWFPS) and asked the City Commission for CONSENSUS to freeze all donation spending during the COVID-19 crises.

Discussion ensued.

CONSENSUS was not reached.

COMMISSIONER ANTONIO V. ARSERIO expressed his excitement on seeing the dog park open and that he had received positive feedback. He also highlighted some constructive criticism on the requirement for shading in the park and suggested that they could plant some fast growing trees and referenced Firefighter's Park. He also suggested that the City staff could do the landscaping to save money. He thanked the first responders.

Discussion ensued on the dog park pertaining to fencing, planting a hedge, dogs digging under hedges, banners and problems with iguanas.

GRANT R. O'DONNELL, 3011 HOLIDAY SPRINGS BOULEVARD, #205 discussed voluntary work by Home Depot staff pertaining to helping cities with shrubs, cleaning and making places look nice. He suggested that if the City was to approach one of the Home Depot Managers, they often donated items and said that he could make a call to the District Manager to see if there was the possibility of an opportunity.

Discussion ensued on donations from Home Depot.

VICE MAYOR SCHWARTZ showed a picture of a child in a police truck in The Forum. She agreed that there was not enough shade at the dog park and would be in favor if residents wanted to do landscaping at that location. She thought it was a great idea for the movies in the park and loved for the location to be on the east side of State Road 7/441. She referenced Ms. Jones experiencing problems contacting City staff and said that she was not alone and highlighted problems with voicemail mailboxes being full. She requested City Manager Curtis to remind staff to listen to their messages. She informed that there was a meal distribution every Tuesday at Margate Middle School. She said Happy Father's Day for Sunday.

MAYOR RUZZANO discussed the dog park's great soft opening and spoke about a future dog sculpture. He suggested engraving some spare bricks in the memory of dogs or family members which could be charged at \$50 per brick which would raise revenue for the City. He discussed yesterday's Broward County Commission's long meeting which would be resumed tomorrow and referenced cities putting a referendum on the ballot for November's election. He explained that Item 81 pertained to whether or not the County would be able to utilize city parks as and when needed and highlighted the COVID-19's food outreach program as example. He also explained that for Item 82, this would pertain for any County owned property in the respective cities and whether they could do whatever they wanted on it and referenced the possibility of home rule. He said that no one at the meeting was in favor of those two Items and that the Broward County Manager discussed the cellphone tower in Hollywood which the County wanted but the City did not want. He said that it was strange that the County wanted to do things different to that of the cities. He indicated that at the continuation of the Broward County meeting, they would also discuss the \$340,000,000 Coronavirus Aid, Relief, and Economic Security (CARES) Act fund. He referenced that respective City Managers have put together a bill of approximately over \$100,000,000 of what the cities required.

CITY MANAGER CURTIS informed that Broward County was putting in a new bus route on Rock Island Road between Turtle Creek on Sample Road down to Broward Central terminal.

Discussion ensued on the installation of bus stops by Broward County along Rock Island Road.

CITY ATTORNEY JANETTE M. SMITH said she would work with City Manager Curtis to review the agreement and that she would also get back to the City Commissioners with more information on the project.

MAYOR RUZZANO asked for the City Manager to arrange a tour for the City Commission to review the condition of the canals.

Discussion ensued on the C-14 canal.

CONSENSUS was given by the City Commission for the City Manager to arrange the tour.

4) CITY MANAGER'S REPORT

CITY MANAGER CURTIS reminded the City Commission to contact the Broward County Commissioners to express their thoughts on their Agenda Items of 81, 82 and 100 which they would be addressing at the continuation of the County's meeting tomorrow night. He discussed Item 100 which pertained to the CARES Act funding.

Discussion ensued on Broward County Agenda Items and a recent School Board meeting.

5) CONSENT AGENDA

Items listed under Consent Agenda are viewed to be routine and the recommendation will be enacted by one motion in the form listed below. If discussion is desired by the Commission, the item(s) will be removed from the Consent Agenda and will be considered separately. Anyone wishing to comment on any item on the Consent Agenda should approach the podium now. Each speaker is limited to three (3) minutes.

- A. [ID 2020-210](#) A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF MARGATE, FLORIDA, RESCINDING RESOLUTION 20-013; ADOPTING POLICY AND IMPLEMENTING PROTOCOLS FOR THE USE OF COMMUNICATIONS MEDIA TECHNOLOGY TO FACILITATE ATTENDANCE BY ELECTED AND APPOINTED OFFICIALS AT CITY COMMISSION MEETINGS AND APPOINTED ADVISORY BOARD MEMBERS AT ADVISORY BOARD MEETINGS AND TO ALSO FACILITATE PUBLIC PARTICIPATION AND ATTENDANCE AT SUCH MEETINGS; PROVIDING THAT THE USE OF SUCH PROTOCOLS IS LIMITED TO PERIODS OF DECLARED EMERGENCY WHEN PUBLIC HEALTH AND SAFETY GUIDANCE LIMITS THE SAFE ATTENDANCE AT SUCH MEETINGS IN PERSON AND WHEN SUNSHINE LAW REQUIREMENTS ARE LAWFULLY RELAXED TO PERMIT SAME; PROVIDING FOR CONFLICT; PROVIDING FOR SEVERABILITY; PROVIDING AN EFFECTIVE DATE, AND FOR OTHER PURPOSES.

RESOLUTION 20-028

Approval of the Consent Agenda

A motion was made by Commissioner Caggiano, seconded by Vice Mayor Schwartz, to approve the Consent Agenda. The motion carried by the following

vote:

Yes: 5 - Commissioner Caggiano, Commissioner Simone, Commissioner Arserio, Vice Mayor Schwartz and Mayor Ruzzano

6) RESOLUTION(S)

- A. [ID 2020-224](#) A RESOLUTION OF THE CITY OF MARGATE, FLORIDA, DESIGNATING A VOTING DELEGATE AND AN ALTERNATE FOR THE FLORIDA LEAGUE OF CITIES' 94TH ANNUAL CONFERENCE BEING HELD IN ORLANDO, FLORIDA ON AUGUST 14, 2020; PROVIDING FOR AN EFFECTIVE DATE.

RESOLUTION 20-029

Discussion ensued.

CITY ATTORNEY JANETTE M. SMITH said that she would correct the scrivener's error if the location was at the Diplomat in Hallandale Beach.

A motion was made by Commissioner Caggiano, seconded by Commissioner Arserio, to insert Anthony N. Caggiano as the Voting Delegate and insert Antonio V. Arserio as an Alternate. This carried by the following vote:

Yes: 5 - Commissioner Caggiano, Commissioner Simone, Commissioner Arserio, Vice Mayor Schwartz and Mayor Ruzzano

- B. [ID 2020-199](#) A RESOLUTION OF THE CITY OF MARGATE, FLORIDA, APPROVING REAPPOINTMENT(S) FOR THE POSITION(S) ON THE MARGATE PLANNING & ZONING BOARD AND BOARD OF ADJUSTMENT FOR A TERM COMMENCING JUNE 3, 2020 THROUGH THE FIRST CITY COMMISSION MEETING OF AUGUST 2020; PROVIDING FOR AN EFFECTIVE DATE.

RESOLUTION 20-030

CITY ATTORNEY SMITH confirmed that she would correct the term commencing date of June 3rd, 2020 to June 17th, 2020.

A motion was made by Vice Mayor Schwartz, seconded by Commissioner Arserio, that this Resolution, should be approved.

This motion carried by the following date:

Yes: 5 - Commissioner Caggiano, Commissioner Simone, Commissioner Arserio, Vice Mayor Schwartz and Mayor Ruzzano

- C. [ID 2020-203](#) ~~A RESOLUTION OF THE CITY OF MARGATE, FLORIDA, APPROVING TECHNICAL REVISION TO THIRD AMENDMENT SHIP LOCAL HOUSING ASSISTANCE PLAN (LHAP) 2016 2017, 2017 2018, AND 2018 2019; PROVIDING FOR AMENDMENT TO THE DISASTER MITIGATION STRATEGY TO INCLUDE UP TO \$5,000 FOR TEMPORARY RENTAL,~~

~~MORTGAGE, UTILITY, AND HOMEOWNER ASSOCIATION PAYMENT ASSISTANCE FOR ELIGIBLE RESIDENTS FINANCIALLY IMPACTED BY THE COVID-19 PANDEMIC, IN THE EVENT THAT ADDITIONAL FUNDS ARE ALLOCATED TO THE CITY UNDER THE STATE HOUSING INITIATIVES PARTNERSHIP (SHIP) PROGRAM; AUTHORIZING THE MAYOR AND CITY MANAGER TO APPROVE ANY AMENDMENTS TO THE LHAP THAT PROVIDES FOR RECEIPT OF FUNDS FROM THE STATE AND NO CHANGE OF TERMS, WITHOUT FURTHER COMMISSION ACTION; PROVIDING FOR EFFECTIVE DATE.~~

Item not heard.

- D. [ID 2020-206](#) A RESOLUTION OF THE CITY OF MARGATE, FLORIDA, AWARDED BID NO. 2020-009 - BLUEWAY TRAIL IMPROVEMENTS TO LAMBERT BROS., INC. IN AN AMOUNT NOT TO EXCEED \$264,719 INCLUSIVE OF BASE SERVICES AND DELIVERABLES, ADDITIONAL SERVICES, INDEMNIFICATION, ALLOWANCES, AND CONTINGENCY FUNDING; PROVIDING FOR EFFECTIVE DATE.

RESOLUTION 20-031

A motion was made by Commissioner Caggiano, seconded by Vice Mayor Schwartz, that this Resolution, should be discussed.

VICE MAYOR SCHWARTZ asked the Mayor Ruzzano if he ever got to see any of these plans.

MAYOR RUZZANO replied yes and said that he reviews most of the projects that go out. He explained that he had commented on this project which he said was decent but indicated that it was overpriced.

Discussion ensued including the cost of three bids for this project.

PARKS AND RECREATION DIRECTOR MICHAEL A. JONES explained the bid process.

Discussion ensued.

CITY ATTORNEY SMITH spoke on this Item.

Discussion ensued.

An amendment was made Vice Mayor Schwartz, seconded by Commissioner Caggiano, to approve this Resolution as a not to exceed \$264,719, further providing direction to negotiate a change order to item #0001-101 to change the strong steel reinforced PVC casing to solid wood or concrete piling. The amendment carried by the following vote:

Yes: 5 - Commissioner Caggiano, Commissioner Simone, Commissioner Arserio, Vice Mayor Schwartz and Mayor Ruzzano

The original motion as amended carried by the following vote:

Yes: 5 - Commissioner Caggiano, Commissioner Simone, Commissioner Arserio, Vice Mayor Schwartz and Mayor Ruzzano

- E. [ID 2020-222](#) A RESOLUTION OF THE CITY OF MARGATE, FLORIDA, CANCELING RFP 2020-011 - PARK IMPROVEMENTS - BOCCE BALL COURTS - DAVID PARK, AND AUTHORIZING THE ADMINISTRATION TO ENGAGE FAST DRY COURTS, INC. FOR A COMPLETED PROJECT IN THE AMOUNT OF \$47,649.26; FURTHER PROVIDING AUTHORIZATION FOR PROJECT CONTINGENCIES THAT WHEN ADDED TO THE BASE PROJECT COSTS SHALL NOT EXCEED THE TOTAL PROJECT BUDGET OF \$55,000; PROVIDING FOR AN EFFECTIVE DATE.

RESOLUTION 20-032

A motion was made by Commissioner Caggiano, seconded by Vice Mayor Schwartz, that this Resolution, should be discussed.

VICE MAYOR SCHWARTZ asked Mayor Ruzzano if this item was priced correctly.

MAYOR RUZZANO said that he discussed doing small projects in the City with Public Works Director Collins. He explained that this was a good project and that the price was right there.

Discussion ensued.

This motion carried by the following vote:

Yes: 5 - Commissioner Caggiano, Commissioner Simone, Commissioner Arserio, Vice Mayor Schwartz and Mayor Ruzzano

7) ORDINANCE(S) - SECOND READING

- A. [ID 2020-209](#) AN ORDINANCE OF THE CITY OF MARGATE, FLORIDA, AMENDING ORDINANCE 2015-6 TO APPROVE SECOND AMENDMENT TO THE FRANCHISE AGREEMENT FOR SOLID WASTE AND RECYCLING COLLECTION SERVICES WITH WASTE MANAGEMENT, INC. OF FLORIDA; PROVIDING FOR SUSPENSION OF DELIVERY OF RECYCLABLE MATERIALS TO THE DESIGNATED RECYCLABLES PROCESSING FACILITY; PROVIDING FOR DISPOSAL COSTS; PROVIDING FOR REPEAL; PROVIDING FOR SEVERABILITY; PROVIDING FOR INCLUSION IN THE CITY'S CODE OF ORDINANCES BY REFERENCE; AND, PROVIDING FOR AN EFFECTIVE DATE.

ORDINANCE 2020-3

A motion was made by Commissioner Simone, seconded by Commissioner Caggiano, that this Resolution, should be discussed.

VICE MAYOR SCHWARTZ expressed her sadness due to people not understanding how to recycle.

This motion carried by the following vote:

Yes: 5 - Commissioner Caggiano, Commissioner Simone, Commissioner Arserio, Vice Mayor Schwartz and Mayor Ruzzano

6) RESOLUTION(S) - Continued

- A. [ID 2020-207](#)** A RESOLUTION OF THE CITY OF MARGATE, FLORIDA, APPROVING AMENDMENT TO AGREEMENT BETWEEN THE CITY OF MARGATE AND WASTE MANAGEMENT INC. OF FLORIDA FOR RECYCLING PROCESSING SERVICES.

RESOLUTION 20-033

CITY ATTORNEY SMITH explained that this was put as the last Item as it had a follow-up to the Second Reading which was the second amendment to the franchise agreement which had to be done by Ordinance but without that being passed, they would not be able to move forward with the Resolution hence the reason why it was out of sequence.

A motion was made by Commissioner Simone, seconded by Commissioner Caggiano, that this Resolution, should be approved.

Yes: 5 - Commissioner Caggiano, Commissioner Simone, Commissioner Arserio, Vice Mayor Schwartz and Mayor Ruzzano

VICE MAYOR SCHWARTZ questioned whether the virtual meetings would still expire on June 30th.

CITY MANAGER CURTIS indicated that the Florida State Governor DeSantis had not sent out an Executive Order but believed that it would be extended.

Discussion ensued on a quorum.

CITY ATTORNEY SMITH explained the Attorney General's opinion on 2020-003.

8) DISCUSSION AND POSSIBLE ACTION

- A. ID 2020-225** ~~DONATION REQUEST - PHYL'S ACADEMY PREPARATORY SCHOOL.~~

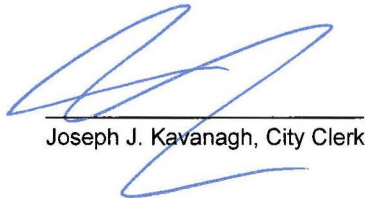
Item not heard.

ADJOURNMENT

There being no further business, the meeting adjourned at 8:12pm.

Respectfully submitted,

Transcribed by Salene E. Edwards



Joseph J. Kavanagh, City Clerk

Date: 8/21/2020

PLEASE NOTE:

If a person decides to appeal any decision made by the City Commission with respect to any matter considered at this meeting, the person will need a record of the proceedings, and for such purpose may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based. Anyone desiring a verbatim transcript shall have the responsibility, at his/her own expense, to arrange for the transcript.

[Appendix A – Zoning – Section 3.3] Any representation made before any City Board, any Administrative Board, or the City Commission in the application for a variance, special exception, conditional use or request for any other permit shall be deemed a condition of the granting of the permit. Should any representation be false or should said representation not be continued as represented, same shall be deemed a violation of the permit and a violation of this section.

Any person with a disability requiring auxiliary aids and services for this meeting may call the City Clerk's office at (954) 972-6454 with their request at least two business days prior to the meeting date.

One or more members of the City of Margate advisory boards may be in attendance and may participate at the meeting.

The City of Margate's procedure for the virtual public meeting are as follows:

- Pursuant to Governor DeSantis' Executive Orders 20-51 and 20-52, in which the Governor declared a public health emergency and a state of emergency, there is a recommendation to limit public gatherings.
- On March 20, 2020, Governor DeSantis issued Executive Order 20-69, suspending the quorum requirements for public meetings held by a local government body, and the requirement that a local government body must meet at a specific public place.
- On March 26, 2020, the City of Margate issued Margate Emergency Order (EO) 2020-01, directing all residents to shelter in place.
- On April 1, 2020, Governor DeSantis issued Executive Order 20-91, ordering all persons in Florida to limit their movements and personal interactions outside their homes to only those necessary to obtain or provide essential services or conduct essential activities.
- Consistent with the authority contained in the Governor's Executive Orders, and in order to ensure the health, safety, and welfare of the City of Margate's residents and employees, the City of Margate finds that it is in the best interest of the City of Margate to hold this virtual public meeting.
- Therefore, the City of Margate will be holding this virtual meeting through the use of electronic communication. Members of the public are invited to join the City of Margate meeting by accessing the meeting through Zoom using Webinar ID: 852-1504-8527 or can call in via telephone by calling one of the following phone numbers: US: +1 312 626 6799 or +1 929 205 6099
- A copy of the Agenda for this Virtual Meeting is posted on www.MargateFL.com and on the main bulletin board outside City Hall located at 5790 Margate Blvd, Margate, FL 33063.
- Any comments related to any item on the agenda can be submitted to the City of Margate via the following e-mail address: JJKAVANAGH@MARGATEFL.COM

INSTRUCTIONS FOR PARTICIPATING IN THE CITY OF MARGATE'S REGULAR CITY COMMISSION MEETING

WEDNESDAY, JUNE 17, 2020 AT 5:30 PM

THROUGH THE CITY'S WEBSITE:

Go to www.margatefl.com

Go to "Agendas & Minutes" > Find the respective meeting date and click "Agenda Summary" to view the agenda items and see the Zoom meeting website address

THROUGH COMCAST CHANNEL 78:

If you are a Comcast/Xfinity customer, please go to Channel 78 to view the meeting.

PRIOR to the start of the meeting, email Public Comments to JJKAVANAGH@MARGATEFL.COM (all public comments that are three (3) minutes or less will be read into the record.)

ALTERNATE OPTION FOR VIEWING AND PARTICIPATING IN THE MEETING:**THROUGH ZOOM TECHNOLOGY:**

Instructions for Attendees\Participants:

Topic: "Virtual Meeting - Regular City Commission Meeting"

Enter the following link to join the webinar: <https://us02web.zoom.us/j/85215048527>

Telephone:

Dial (for higher quality, dial a number based on your current location):

US: +1 312 626 6799 or +1 929 205 6099

Webinar ID: 852-1504-8527

To virtually raise hand and be acknowledged to speak:

1. Users who call in can dial *9 to raise their hand
2. If going through mobile (phone\tablet) app, to raise hand select "Participants", then see option to raise hand.
3. On the computer users should click "Participants" then see option to raise hand
4. Once you have been selected to speak, you will be prompted to unmute your device or stay muted.