

File No. 04-1000-20-2013-308

December 3, 2013

s.22(1)

Dear s.22(1)

Re: **Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")**

I am writing in response to your request of October 21, 2013 under the *Freedom of Information and Protection of Privacy Act, (the Act)*, for:

Memos, briefing notes, incident reports, after-action reports and correspondence about the Telus network outage (Sept. 18, 2013) and Rogers network outage (Oct. 9, 2013) and the impact of the incidents on civic operations and services, limited to the periods from 9 pm Sept. 18 to noon Sept. 19, and from 3 pm Oct. 9 to noon Oct. 10, 2013.

All responsive records are enclosed.

Under section 52 of the Act you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your request. The Act allows you 30 business days from the date you receive this notice to request a review by writing to:


Office of the Information & Privacy Commissioner,
P.O. Box 9038, Stn. Prov. Govt.
Victoria, B.C. V8W 9A4
Tel. 250-387-5629; Fax 250-387-1696

If you request a review, please provide the Commissioner's office with:

- 1) the request number assigned to your request (#04-1000-20-2013-308);
- 2) a copy of this letter;
- 3) a copy of your original request for information sent to the City of Vancouver; and
- 4) detailed reasons or grounds on which you are seeking the review.

Please do not hesitate to contact me if you have any questions.

Yours truly,



Barbara J. Van Fraassen, BA
Director, Access to Information
City Clerk's Department
City of Vancouver

Barbara.vanfraassen@vancouver.ca
453 W. 12th Avenue Vancouver BC V5Y 1V4
Phone: 604 .873.7999
Fax: 604.873.7419

Encl.

:sr

From: [McDonald, Mark](#)
To: [Stevens, Daniel](#)
Subject: Fw: COV Broadcast: Rogers Wireless Network - nationwide outage
Date: Wednesday, October 09, 2013 6:29:54 PM

Daniel,

Below please find the original. Message.

Mark McDonald
CIO

Sent from my BlackBerry 10 smartphone.

From: COV Broadcast Server
Sent: Wednesday, October 9, 2013 4:29 PM
To: All Staff (COV) - DL
Subject: COV Broadcast: Rogers Wireless Network - nationwide outage

Rogers Wireless Network is experiencing a nationwide outage affecting voice communications (calls to and from cell phones and Blackberries). E-mail and data still appears to be operational at this time.

As they work to restore voice communications, other services such as data, SMS and BBM may be temporarily impacted.

The majority of City mobile devices are on the Rogers network.

We will advise when service is restored.

From: [McDonald, Mark](#)
To: [Stevens, Daniel](#); [McKearney, John](#); [Engler, Mark](#)
Cc: [Johnston, Sadhu](#)
Subject: Re: Please re-tweet ECOMM Messages re: calling 911
Date: Wednesday, October 09, 2013 6:28:35 PM

We received notification and sent out a city wide broadcast notification at approximately 4 : 15 PM.

We are still awaiting update fro Rogers regarding to status and the ETA on service recovery.

Will keep you all advised

Mark McDonald
CIO

Sent from my BlackBerry 10 smartphone.

From: Stevens, Daniel
Sent: Wednesday, October 9, 2013 4:57 PM
To: McKearney, John; McDonald, Mark; Engler, Mark
Cc: Johnston, Sadhu
Subject: Fw: Please re-tweet ECOMM Messages re: calling 911

John and/or Mark M:

Did either of you (or your teams) get notification from Rogers re the outage, or did we need to contact them?

We should ensure we get notification in the future so we can get messaging out re 911.

Daniel

--

Daniel Stevens, M.Sc., A.B.C.P.
Director of Emergency Management
City of Vancouver
(e) daniel.stevens@vancouver.ca
(p) 604.829.4370
(f) 604.829.4499

(sent from mobile...)

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

From: McPherson, Katie

Sent: Wednesday, October 09, 2013 04:50 PM

To: Smith, Christie; Stevens, Daniel

Cc: Pabillano, Jhenifer; Vaughan, Tracy

Subject: Please re-tweet ECOMM Messages re: calling 911

Hi Christie,

With the rogers outage ecomm is tweeting instructions for making emergency calls. Can COV Please re-tweet this information?

Also, I've added a link that the City of Calgary has put out related to the outage. This type of info directing citizen to the Rogers website can be helpful. We often get post- incident complaints for not putting out information.

<http://newsroom.calgary.ca/pr/calgary/disruptions-in-telephone-service-248636.aspx>

Thanks,
Katie

From: [McDonald, Mark](#)
To: [Stevens, Daniel](#); [McKearney, John](#); [Engler, Mark](#)
Cc: [Johnston, Sadhu](#)
Subject: Re: Please re-tweet ECOMM Messages re: calling 911
Date: Wednesday, October 09, 2013 6:28:35 PM

We received notification and sent out a city wide broadcast notification at approximately 4 : 15 PM.

We are still awaiting update fro Rogers regarding to status and the ETA on service recovery.

Will keep you all advised

Mark McDonald
CIO

Sent from my BlackBerry 10 smartphone.

From: Stevens, Daniel
Sent: Wednesday, October 9, 2013 4:57 PM
To: McKearney, John; McDonald, Mark; Engler, Mark
Cc: Johnston, Sadhu
Subject: Fw: Please re-tweet ECOMM Messages re: calling 911

John and/or Mark M:

Did either of you (or your teams) get notification from Rogers re the outage, or did we need to contact them?

We should ensure we get notification in the future so we can get messaging out re 911.

Daniel

--

Daniel Stevens, M.Sc., A.B.C.P.
Director of Emergency Management
City of Vancouver
(e) daniel.stevens@vancouver.ca
(p) 604.829.4370
(f) 604.829.4499

(sent from mobile...)

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

From: McPherson, Katie

Sent: Wednesday, October 09, 2013 04:50 PM

To: Smith, Christie; Stevens, Daniel

Cc: Pabillano, Jhenifer; Vaughan, Tracy

Subject: Please re-tweet ECOMM Messages re: calling 911

Hi Christie,

With the rogers outage ecomm is tweeting instructions for making emergency calls. Can COV Please re-tweet this information?

Also, I've added a link that the City of Calgary has put out related to the outage. This type of info directing citizen to the Rogers website can be helpful. We often get post- incident complaints for not putting out information.

<http://newsroom.calgary.ca/pr/calgary/disruptions-in-telephone-service-248636.aspx>

Thanks,
Katie

From: [COV Broadcast Server](#)
To: [All Staff \(COV\) - DL](#)
Subject: COV Broadcast: Rogers Wireless Network - nationwide outage
Date: Wednesday, October 09, 2013 4:29:52 PM

Rogers Wireless Network is experiencing a nationwide outage affecting voice communications (calls to and from cell phones and Blackberries). E-mail and data still appears to be operational at this time.

As they work to restore voice communications, other services such as data, SMS and BBM may be temporarily impacted.

The majority of City mobile devices are on the Rogers network.

We will advise when service is restored.

From: [Hersi, Hibak](#)
To: [Emergency Management Staff - DL](#)
Subject: FYI - Rogers Wireless outage wide-spread, including BC
Date: Wednesday, October 09, 2013 4:26:17 PM
Attachments: [image003.jpg](#)

FYI, E-COMM is tweeting about it:

ShakeOut BC [@ShakeOutBC](#) 14m

Rogers Wireless outage wide-spread, including BC: canadianoutages.com/status/rogers Some of you may be affected.

E-Comm 9-1-1 [@EComm911_info2m](#)

Rogers national cell outage: if u need 911 use landline or other service provider. 911 fully functioning.

Hibak

Hibak Hersi
Emergency Planning Coordinator
Office of Emergency Management
City of Vancouver
453 West 12th Avenue
Vancouver, BC V5Y 1V4
Phone: (604) 829-4371
Cell: (604) 376-2085
Fax: (604) 829-4499
Email: Hibak.Hersi@vancouver.ca



From: [Smith, Christie](#)
To: [McPherson, Katie](#)
Subject: RE: Please re-tweet ECOMM Messages re: calling 911
Date: Wednesday, October 09, 2013 4:51:28 PM

This is something Jhenifer would handle. She reports to Tracy Vaughan.

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

From: McPherson, Katie
Sent: Wednesday, October 09, 2013 4:51 PM
To: Smith, Christie; Stevens, Daniel
Cc: Pabillano, Jhenifer; Vaughan, Tracy
Subject: Please re-tweet ECOMM Messages re: calling 911
Importance: High

Hi Christie,

With the rogers outage ecomm is tweeting instructions for making emergency calls. Can COV Please re-tweet this information?

Also, I've added a link that the City of Calgary has put out related to the outage. This type of info directing citizen to the Rogers website can be helpful. We often get post- incident complaints for not putting out information.

<http://newsroom.calgary.ca/pr/calgary/disruptions-in-telephone-service-248636.aspx>

Thanks,
Katie

From: [Smith, Christie](#)
To: [McPherson, Katie](#)
Subject: RE: sorry - this is a draft of calgary's message - i sent the wrong link first.
Date: Wednesday, October 09, 2013 4:56:01 PM

Hi Katie - We have a social media coordinator, Jhenifer Pabilano, who should be able to accommodate your tweet request. If not, you can see if Viviana Zanoocco can for you.

Christie

Christie Smith
Associate Director, Corporate Communications
City of Vancouver
t. 604.871.6914 | christie.smith@vancouver.ca

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

From: McPherson, Katie
Sent: Wednesday, October 09, 2013 4:54 PM
To: Smith, Christie
Subject: sorry - this is a draft of calgary's message - i sent the wrong link first.

October 9, 2013

Late this afternoon The City of Calgary received notification of outages impacting Rogers and Fido telephone customers. Customers with these carriers may not be able to use their phones to make any calls. Anytime citizens cannot access emergency or non-emergency City services, they are advised to use alternate means, such as a landline or cell phone serviced by a different carrier, a neighbour's phone or phones at community commercial establishments.

Many non-emergency city services are available at www.calgary.ca.

We are maintaining regular communications with Rogers and are continuing to receive updates on the status of restoring telephone service to affected citizens.

For further information please visit the Rogers webpage at the following website:
<http://www.rogers.com/web/Rogers.portal>.

Question and Answer:

What should citizens do if they need emergency assistance and are impacted by the disruption in telephone service?

Impacted residents that require emergency services are advised to use alternate means of contacting 9-1-1, including cell phones or calling upon neighbours to use their phone services. Citizens may also request the use of phone services at community commercial establishments.

How long is this outage going to last?

You will need to talk with your service provider to find out more about the nature and expected duration of the outage. Telephone service providers may be updating their websites or sending messages out via twitter and other social media channels.

For media inquiries, please contact: The City of Calgary Media Line, media.relations@calgary.ca, 403-828-2954

<http://newsroom.calgary.ca/pr/calgary/disruptions-in-telephone-service-248636.aspx>

To unsubscribe from this mailing list please click here:

<http://newsroom.calgary.ca/pr/calgary/subs.aspx?c=5986350180>

From: [Smith, Christie](#)
To: [McPherson, Katie](#)
Subject: RE: sorry - this is a draft of calgary's message - i sent the wrong link first.
Date: Wednesday, October 09, 2013 5:06:56 PM

John can help you determine this. My primary role is to counsel senior staff on issues management, FOI requests that come our way and media for the City.

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

From: McPherson, Katie
Sent: Wednesday, October 09, 2013 5:04 PM
To: Smith, Christie
Cc: Moreau, John
Subject: Re: sorry - this is a draft of calgary's message - i sent the wrong link first.

Thanks Christie, I sent Jhenifer the tweet request. Is it possible to put something on the website similar to what the city of calgary has done in the draft media release attached below? Although its not a city issue, we should provide info about it as it impacts our emergency police and fire services. Thanks! Also cc'd webteam folks.

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

From: Smith, Christie
Sent: Wednesday, October 09, 2013 04:56 PM
To: McPherson, Katie
Subject: RE: sorry - this is a draft of calgary's message - i sent the wrong link first.

Hi Katie - We have a social media coordinator, Jhenifer Pabilano, who should be able to accommodate your tweet request. If not, you can see if Viviana Zanoocco can for you.

Christie

Christie Smith
Associate Director, Corporate Communications City of Vancouver t. 604.871.6914 |
christie.smith@vancouver.ca

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

From: McPherson, Katie
Sent: Wednesday, October 09, 2013 4:54 PM
To: Smith, Christie
Subject: sorry - this is a draft of calgary's message - i sent the wrong link first.

October 9, 2013

Late this afternoon The City of Calgary received notification of outages impacting Rogers and Fido telephone customers. Customers with these carriers may not be able to use their phones to make any calls. Anytime citizens cannot access emergency or non-emergency City services, they are advised to use alternate means, such as a landline or cell phone serviced by a different carrier, a neighbour's phone or phones at community commercial establishments.

Many non-emergency city services are available at www.calgary.ca.

We are maintaining regular communications with Rogers and are continuing to receive updates on the

status of restoring telephone service to affected citizens.

For further information please visit the Rogers webpage at the following website:
<http://www.rogers.com/web/Rogers.portal>.

Question and Answer:

What should citizens do if they need emergency assistance and are impacted by the disruption in telephone service?

Impacted residents that require emergency services are advised to use alternate means of contacting 9-1-1, including cell phones or calling upon neighbours to use their phone services. Citizens may also request the use of phone services at community commercial establishments.

How long is this outage going to last?

You will need to talk with your service provider to find out more about the nature and expected duration of the outage. Telephone service providers may be updating their websites or sending messages out via twitter and other social media channels.

For media inquiries, please contact: The City of Calgary Media Line, media.relations@calgary.ca, 403-828-2954

<http://newsroom.calgary.ca/pr/calgary/disruptions-in-telephone-service-248636.aspx>

To unsubscribe from this mailing list please click here:
<http://newsroom.calgary.ca/pr/calgary/subs.aspx?c=5986350180>

From: [Pabillano, Jhenifer](#)
To: [McPherson, Katie](#); [Smith, Christie](#); [Stevens, Daniel](#)
Cc: [Vaughan, Tracy](#)
Subject: RE: Please re-tweet ECOMM Messages re: calling 911
Date: Wednesday, October 09, 2013 5:01:38 PM

Sure, I have tweeted out the E-Comm messaging via the CoV account.

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

From: McPherson, Katie
Sent: Wednesday, October 09, 2013 4:51 PM
To: Smith, Christie; Stevens, Daniel
Cc: Pabillano, Jhenifer; Vaughan, Tracy
Subject: Please re-tweet ECOMM Messages re: calling 911
Importance: High

Hi Christie,

With the rogers outage ecomm is tweeting instructions for making emergency calls. Can COV Please re-tweet this information?

Also, I've added a link that the City of Calgary has put out related to the outage. This type of info directing citizen to the Rogers website can be helpful. We often get post- incident complaints for not putting out information.

<http://newsroom.calgary.ca/pr/calgary/disruptions-in-telephone-service-248636.aspx>

Thanks,
Katie