

File No. 04-1000-20-2016-184

July 24, 2016

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 received on May 30, 2016 for:

All emails or reports discussing the loss of video feed from the May 24, 2016 Public Hearing.

All responsive records are attached.

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, info@oipc.bc.ca or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number assigned to your request (04-1000-20-2016-184); 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 the Freedom of Information Office at foi@vancouver.ca if you have any questions.

Yours truly,

A handwritten signature in black ink, appearing to be 'B. Van Fraassen', with a long, sweeping underline.

Barbara J. Van Fraassen, BA
Director, Access to Information
City Clerk's Department, City of Vancouver
Email: Barbara.vanfraassen@vancouver.ca
Telephone: 604.873.7999

Encl.

:cf

From: ["NeuLion, Inc." <support@neulion.com>](mailto:support@neulion.com)

To: ["Lee, Eric" <Eric.Lee@vancouver.ca>](mailto:Eric.Lee@vancouver.ca)

Date: 5/25/2016 3:51:23 PM

Subject: [#IOH-821-36380]: City of Vancouver council meeting clip - May 24, 2016

Lee Eric,

Thank you for contacting us. This is an automated response confirming the receipt of your ticket. One of our agents will get back to you as soon as possible. For your records, the details of the ticket are listed below. When replying, please make sure that the ticket ID is kept in the subject line to ensure that your replies are tracked appropriately.

Ticket ID: IOH-821-36380

Subject: City of Vancouver council meeting clip - May 24, 2016

Department: IPTV Support

Type: Issue

Status: Open

Priority: Normal

Kind regards,

iPTV Support

From: "[Lee, Eric](mailto:Eric.Lee@vancouver.ca)" <Eric.Lee@vancouver.ca>
To: "[Ludwig, Nicole](mailto:nicole.ludwig@vancouver.ca)" <nicole.ludwig@vancouver.ca>
Date: 5/27/2016 2:08:56 PM
Subject: Fwd: City of Vancouver council meeting clip - May 24, 2016

Sent from my iPhone

Begin forwarded message:

From: Vincent Lee <vincent.lee@neulion.com>
Date: May 27, 2016 at 10:53:18 PDT
To: "'Lee, Eric'" <Eric.Lee@vancouver.ca>
Cc: <Mike.Leeson@neulion.com>, "Colin Doherty" <Colin.Doherty@neulion.com>, 'James Zhang' <james.zhang@neulion.com>
Subject: RE: City of Vancouver council meeting clip - May 24, 2016

Hi Eric,

I have gone through the logs on the server handling the streaming of the event on May the 24th. There are two important services that run on our server that handle live streaming; one that handles the live streaming service and one for archiving. The live streaming service handles the ingress the video then puts together the playlist of the video and distributes the playlist to end users. The archiving service handles the creation of on-demand clips of the video stream. This service generates the on-demand video clip in real time and can allow the clipping of the video as it happens to generate highlight clips minutes after it occurs. This is the service that ran into issues on the meeting of May the 24th, it generated errors which caused the archiving service to stop generating video for the last 10 minutes of the meeting.

The live streaming service, however ran into no errors, according to the logs it shows that the ingress of the video stream started at 5:30PM and ended at 10:33 PM. This means viewers of the meeting live, ran into no issues viewing the council meeting up until the end, however the archive failed to generate a clip for the meeting in its entirety.

I hope this answers all your questions to what happened on the meeting that day. If you have any questions please feel free to email me.

Regards,
Vincent

From: Lee, Eric [<mailto:Eric.Lee@vancouver.ca>]
Sent: Friday, May 27, 2016 9:22 AM
To: vincent.lee@neulion.com
Cc: Mike.Leeson@neulion.com
Subject: FW: City of Vancouver council meeting clip - May 24, 2016

Hi Vincent, attached are the ticket details pertaining to the May 24 video stream that we are looking for more information on; unfortunately, it appears that our BRMs have already escalated it with Colin for more detail. Thanks for any additional info you can provide - cheers,

Eric.

From: MacKenzie, Janice

Sent: Friday, May 27, 2016 9:09 AM

To: Adcock, Jessie; Ludwig, Nicole; Heaney, Siobhian; Healy, Tadhg; Zelter, Connie

Cc: Lee, Eric; Le, Hau; McDonald, Gordon

Subject: RE: City of Vancouver council meeting clip - May 24, 2016

Thanks Jessie. As you probably know, this outage has received a lot of attention given the public hearing that was underway in the Chamber. I fully expect that I will be called upon to explain what happened.

Anything your staff can do to assist is greatly appreciated!

Janice

From: Adcock, Jessie

Sent: Friday, May 27, 2016 9:06 AM

To: Ludwig, Nicole; Heaney, Siobhian; Healy, Tadhg; Zelter, Connie

Cc: Lee, Eric; MacKenzie, Janice; Le, Hau; McDonald, Gordon

Subject: RE: City of Vancouver council meeting clip - May 24, 2016

Hi Nicole,

I don't have a personal contact with NeuLion but it's possible that Tadhg, Gordon, Connie or Siobhan do – if they do, I would suggest one of them call their contact and get this query bumped up in priority and out of their general support queue.

Once we have the answer from NeuLion, I can certainly help with the issue of translating it to layperson terms.

Tadhg, Gordon, Connie or Siobhan – Do you have a contact that can get us a response ?

Jessie Adcock

Chief Digital Officer / Chief Information Officer (*Acting*)

City of Vancouver

453 West 12th Avenue, Vancouver, BC V5Y 1V4

Office: 604.871.6868 Mobile: 604.649.8631

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From: Ludwig, Nicole

Sent: Friday, May 27, 2016 8:57 AM

To: Adcock, Jessie

Cc: Lee, Eric; MacKenzie, Janice; Le, Hau; McDonald, Gordon

Subject: FW: City of Vancouver council meeting clip - May 24, 2016

Importance: High

Good morning, Jessie,

Eric Lee kindly sent this request to NeuLion the other day on our behalf to enquire why the video stream during the last 10 minutes of the May 24 public hearing stopped.

We are anticipating questions from Council on Tuesday regarding this, so Janice will need an answer in layperson terms to explain what happened.

The ticket ID at Neulion is IOH-821-36380. I have attached the automated response email from NeuLion.

Would you be able to help us out?

Thanks

Nicole

NICOLE LUDWIG, | MEETING COORDINATOR
CITY CLERK'S DEPARTMENT | CITY OF VANCOUVER
604.873.7191 | NICOLE.LUDWIG@VANCOUVER.CA

From: Lee, Eric
Sent: Wednesday, May 25, 2016 3:56 PM
To: support@neulion.com
Cc: Ludwig, Nicole; Le, Hau
Subject: City of Vancouver council meeting clip - May 24, 2016

Hi there, I just wanted to follow-up to my call and say thanks for letting us know that the video is currently being re-pooled for upload to the Neulion clipping site for tomorrow morning.

Would you be able to tell us what may have happened, causing the last 10 minutes or so to stop? Unfortunately, the timing on that particular stoppage was bad and both elected officials and the general public are wondering why it wasn't available. We would just like to be able to explain what may have happened, and see if we can somehow prevent that in the future as well. Thanks,

Eric Lee

Enterprise Systems Specialist
IT Infrastructure - Data Centre & Systems
City of Vancouver
e: eric.lee@vancouver.ca
t: 604-873-7744
f: 604-873-7875

From: "IT Help Centre e-help" <ITHelpCentre.E-Help@vancouver.ca>

To: "Ludwig, Nicole" <nicole.ludwig@vancouver.ca>

Date: 5/25/2016 12:17:21 PM

Subject: Help Centre Notice: Incident # (922504) has been created

Hello Nicole Ludwig,

Incident Ticket # 922504 has been opened and assigned to the IT Help Centre.

Open Date: 5/25/2016 12:16:42 PM

Incident Description: Subject: URGENT - Public Hearing video stream from May 24

Message: Hi,

There is a glitch in the video stream from the public hearing last night.

The stream was set to run from 5:30 pm onwards until about 1:30 am the next day. At about 10:20 pm there was a pause in the streaming going out however the meeting was still going on.

According to the stream in the video editor, it runs until 22:20:36.769, then jumps to 22:31:22.780. I'm basically missing the last 10 minutes of the meeting. Is it possible to recover the stream? It's a really crucial 10 minutes.

Since this is Council business please rate at the highest priority.

Thank you

Nicole

Nicole Ludwig, | Meeting Coordinator

City Clerk's Department | City of Vancouver

604.873.7191 | nicole.ludwig@vancouver.ca <<mailto:nicole.ludwig@vancouver.ca>>

If you want to supply us with additional information call IT Help Centre at (604) 873-7127.

Or you may wish to reply to this email and reference incident# 922504.

To review status of your request, provide further updates, open new requests or to search the knowledge base for popular solutions, visit the Self Service portal at <http://covitsm/helpdesk>

Thank you,

The Help Centre Team

From: "Ludwig, Nicole" <nicole.ludwig@vancouver.ca>

To: "Hagiwara, Rosemary" <rosemary.hagiwara@vancouver.ca>
"Leckovic, Katrina" <Katrina.Leckovic@vancouver.ca>

Date: 5/26/2016 9:14:03 AM

Subject: Raw video clips available without uploading

Hi

I just logged on to the Council video page (<http://civic.neulion.com/cityofvancouver/>) and clicked on the date for the May 24 public hearing. It seems NeuLion's system makes the raw video automatically available (see picture below) – so people can access it at any time after the meeting is done. The current one is still missing the last 10 minutes.

I thought we weren't releasing the raw video?

Please note: To view archives before the 25th of October, 2014, please [click here](#)



The screenshot shows a calendar for May 2016 with the 24th highlighted. Below the calendar is a table of video recordings:

Title	Date	Duration
Public Hearing - May 24, 2016	2016-05-24	04:11:42

Below the table is a tweet from Vancouver City Clerk @VanCityClerk: "The public hearing has concluded. #VanCityCouncil" dated 25 May.

NICOLE LUDWIG, | MEETING COORDINATOR
CITY CLERK'S DEPARTMENT | CITY OF VANCOUVER
604.873.7191 | NICOLE.LUDWIG@VANCOUVER.CA

From: "[Ludwig, Nicole](mailto:nicole.ludwig@vancouver.ca)" <nicole.ludwig@vancouver.ca>

To: [ccan2013](mailto:ccan2013@shaw.ca) <ccan2013@shaw.ca>

Date: 5/26/2016 12:23:49 PM

Subject: RE: 3365 Commercial and 1695 to 1775 East 18th Avenue Public Hearing May 24, Item #3 on the agenda VIDEO

Hi Lee,

I uploaded the links not too long ago. They are available through the agenda page at:

<http://council.vancouver.ca/20160524/phea20160524ag.htm>

They all work on my machine, but some parts towards the end seem to buffer a bit so it may pause from time to time until it catches up.

Nicole

NICOLE LUDWIG, | MEETING COORDINATOR
CITY CLERK'S DEPARTMENT | CITY OF VANCOUVER
604.873.7191 | NICOLE.LUDWIG@VANCOUVER.CA

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

From: Correspondence Group, City Clerk's Office

Sent: Thursday, May 26, 2016 12:20 PM

To: ccan2013

Subject: RE: 3365 Commercial and 1695 to 1775 East 18th Avenue Public Hearing May 24, Item #3 on the agenda VIDEO

Thank you for your email which has been forwarded to the City Clerk, and Meeting Coordinator's Group.

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

From: [ccan2013](mailto:ccan2013@shaw.ca) [<mailto:ccan2013@shaw.ca>]

Sent: Wednesday, May 25, 2016 10:56 PM

To: Correspondence Group, City Clerk's Office

Subject: 3365 Commercial and 1695 to 1775 East 18th Avenue Public Hearing May 24, Item #3 on the agenda VIDEO

Hello, I am one of the speakers on this topic. Please have someone upload a complete recorded video of the hearing, the one online is just the live feed which died with several minutes left. Also, please inform our group via this email when a decision is made on the resuming of the Hearing.

regards

Lee Chapelle

Cedar Cottage Area Neighbours

From: "[Ludwig, Nicole](mailto:nicole.ludwig@vancouver.ca)" <nicole.ludwig@vancouver.ca>

To: "[Lee, Eric](mailto:Eric.Lee@vancouver.ca)" <Eric.Lee@vancouver.ca>

Date: 5/27/2016 4:15:08 PM

Subject: RE: City of Vancouver council meeting clip - May 24, 2016



h for all your help!

NICOLE LUDWIG, | MEETING COORDINATOR
CITY CLERK'S DEPARTMENT | CITY OF VANCOUVER
604.873.7191 | NICOLE.LUDWIG@VANCOUVER.CA

From: Lee, Eric
Sent: Friday, May 27, 2016 4:01 PM
To: Ludwig, Nicole; Adcock, Jessie
Cc: MacKenzie, Janice; Tan, Francis; Chow, Albert; Heaney, Siobhian
Subject: RE: City of Vancouver council meeting clip - May 24, 2016

Hi Nicole, as per my quick phone discussion with you, I've pulled out the lines of interest around the cause of the outage in the reply from Neulion here:

"What I believe happened is momentary packet loss in the connection between our encoder and streaming occurred which caused unusual errors in the network connection. This does not drop the connection, but it affects the transmitting of the video/audio stream. This is a rare occurrence which happens two or three times every thousand events that run. The only fix to this issue is to press the stop button on the encoding software and immediately restarting it."

From what we can gather from this, is that, according to the vendor, there was a brief disruption in the network to the video streaming service provider (Neulion) at the time the video feed stopped. Due to the nature of a live stream, the only way to have recovered from this would have been to immediately restart the video feed manually at the time of the failure.

Does this help to clarify things? Please let us know if there's anything else we can provide. Thanks,

E.

From: Ludwig, Nicole
Sent: Friday, May 27, 2016 3:34 PM
To: Lee, Eric; Adcock, Jessie
Cc: MacKenzie, Janice; Tan, Francis; Chow, Albert; Heaney, Siobhian
Subject: RE: City of Vancouver council meeting clip - May 24, 2016

Hi,

Could we have this translated into layperson's language right away? It's really time sensitive now – the FOI machine is firing up.

Thanks

Nicole

NICOLE LUDWIG, | MEETING COORDINATOR
CITY CLERK'S DEPARTMENT | CITY OF VANCOUVER
604.873.7191 | NICOLE.LUDWIG@VANCOUVER.CA

From: Vincent Lee [<mailto:vincent.lee@neulion.com>]
Sent: Friday, May 27, 2016 3:17 PM
To: Lee, Eric
Cc: Mike.Leeson@neulion.com; 'Colin Doherty'; 'James Zhang'; Ludwig, Nicole; MacKenzie, Janice; Tan, Francis; Chow, Albert; Heaney, Siobhian
Subject: RE: City of Vancouver council meeting clip - May 24, 2016

Hi Eric,

I checked the logs on the encoder and also our control server in addition to the server that was responsible to the streaming of the event to get an overall higher picture of what occurred. The encoder logs did not show any software errors and the control server logs is showing missing block files from 10:20PM which is accurate with your information of the stream having issues starting around that time. As stated earlier in my explanation below, the live streaming service logs showed the connection receiving a stop at 10:33PM. What I believe happened is momentary packet loss in the connection between our encoder and streaming occurred which caused unusual errors in the network connection. This does not drop the connection, but it affects the transmitting of the video/audio stream. This is a rare occurrence which happens two or three times every thousand events that run. The only fix to this issue is to press the stop button on the encoding software and immediately restarting it.

I hope this answers your question, if you have any more please let me know.

Vincent

From: Lee, Eric [<mailto:Eric.Lee@vancouver.ca>]
Sent: Friday, May 27, 2016 2:30 PM
To: Vincent Lee
Cc: Mike.Leeson@neulion.com; Colin Doherty; 'James Zhang'; Ludwig, Nicole; MacKenzie, Janice; Tan, Francis; Chow, Albert; Heaney, Siobhian
Subject: RE: City of Vancouver council meeting clip - May 24, 2016

Hi Vincent, thanks for the detailed reply below; as per our phone conversation just now, it appears that there was some confusion over the additional information we were looking for.

The issue that the public and councillors are actually concerned about is why the live video streaming stopped on the night of the event, at around 10:20pm on May 24. I understand that the contents of the missing video feed were made available the next day, but there is some suspicion and negative publicity being circulated around the unfortunate timing of the video loss by some external parties.

If you could please look into this for us and let us know today what you find on this particular event (and what we may be able to do to prevent that in the future), that would be great. Apologies for the short notice on this, but there is some sensitivity around this at the moment. Thanks,

E.

From: Vincent Lee [vincent.lee@neulion.com]

Sent: May 27, 2016 10:53 AM
To: Lee, Eric
Cc: Mike.Leeson@neulion.com; Colin Doherty ; 'James Zhang'
Subject: RE: City of Vancouver council meeting clip - May 24, 2016

Hi Eric,

I have gone through the logs on the server handling the streaming of the event on May the 24th. There are two important services that run on our server that handle live streaming; one that handles the live streaming service and one for archiving. The live streaming service handles the ingress the video then puts together the playlist of the video and distributes the playlist to end users. The archiving service handles the creation of on-demand clips of the video stream. This service generates the on-demand video clip in real time and can allow the clipping of the video as it happens to generate highlight clips minutes after it occurs. This is the service that ran into issues on the meeting of May the 24th, it generated errors which caused the archiving service to stop generating video for the last 10 minutes of the meeting. The live streaming service, however ran into no errors, according to the logs it shows that the ingress of the video stream started at 5:30PM and ended at 10:33 PM. This means viewers of the meeting live, ran into no issues viewing the council meeting up until the end, however the archive failed to generate a clip for the meeting in its entirety.

I hope this answers all your questions to what happened on the meeting that day. If you have any questions please feel free to email me.

Regards,
Vincent

From: Lee, Eric [<mailto:Eric.Lee@vancouver.ca>]
Sent: Friday, May 27, 2016 9:22 AM
To: vincent.lee@neulion.com
Cc: Mike.Leeson@neulion.com
Subject: FW: City of Vancouver council meeting clip - May 24, 2016

Hi Vincent, attached are the ticket details pertaining to the May 24 video stream that we are looking for more information on; unfortunately, it appears that our BRMs have already escalated it with Colin for more detail. Thanks for any additional info you can provide - cheers,

Eric.

From: MacKenzie, Janice
Sent: Friday, May 27, 2016 9:09 AM
To: Adcock, Jessie; Ludwig, Nicole; Heaney, Siobhian; Healy, Tadhg; Zelter, Connie
Cc: Lee, Eric; Le, Hau; McDonald, Gordon
Subject: RE: City of Vancouver council meeting clip - May 24, 2016

Thanks Jessie. As you probably know, this outage has received a lot of attention given the public hearing that was underway in the Chamber. I fully expect that I will be called upon to explain what happened.

Anything your staff can do to assist is greatly appreciated!

Janice

From: "Ludwig, Nicole" <nicole.ludwig@vancouver.ca>
To: "Lee, Eric" <Eric.Lee@vancouver.ca>
Date: 5/27/2016 1:49:57 PM
Subject: RE: City of Vancouver council meeting clip - May 24, 2016

I left you a voicemail. Can you call me when you're available?

NICOLE LUDWIG, | MEETING COORDINATOR
CITY CLERK'S DEPARTMENT | CITY OF VANCOUVER
604.873.7191 | NICOLE.LUDWIG@VANCOUVER.CA

From: Lee, Eric
Sent: Friday, May 27, 2016 1:48 PM
To: Ludwig, Nicole
Cc: MacKenzie, Janice
Subject: Re: City of Vancouver council meeting clip - May 24, 2016

Ok, the explanation the Neulion people gave me was around why the video clipping didn't work but it sounds like it was something else.

Can I please get direct confirmation about what the public and councillors were concerned about? It sounds like they were confused about what we wanted info on. Thanks

E.

Sent from my iPhone

On May 27, 2016, at 13:24, Ludwig, Nicole <nicole.ludwig@vancouver.ca> wrote:

I believe it was the streaming. We have reports of the video freezing on the live stream and you/Hau were able to pull the full archive, right?

There is some pixellation in some of the restored video.

NICOLE LUDWIG, | MEETING COORDINATOR
CITY CLERK'S DEPARTMENT | CITY OF VANCOUVER
604.873.7191 | NICOLE.LUDWIG@VANCOUVER.CA

From: Lee, Eric
Sent: Friday, May 27, 2016 12:47 PM
To: Ludwig, Nicole
Cc: MacKenzie, Janice
Subject: Re: City of Vancouver council meeting clip - May 24, 2016

Hi Nicole (or Janice), can you please confirm whether it was the archive video service that stopped early that day, or if it was the live streaming?

I have received a reply from Neulion with an explanation, but just want to make sure it sounds right. Thanks,

E.

Sent from my iPhone

On May 25, 2016, at 15:56, Ludwig, Nicole <nicole.ludwig@vancouver.ca> wrote:

You are awesome J

NICOLE LUDWIG, | MEETING COORDINATOR
CITY CLERK'S DEPARTMENT | CITY OF VANCOUVER
604.873.7191 | NICOLE.LUDWIG@VANCOUVER.CA

From: Lee, Eric
Sent: Wednesday, May 25, 2016 3:56 PM
To: support@neulion.com
Cc: Ludwig, Nicole; Le, Hau
Subject: City of Vancouver council meeting clip - May 24, 2016

Hi there, I just wanted to follow-up to my call and say thanks for letting us know that the video is currently being re-spoiled for upload to the Neulion clipping site for tomorrow morning.

Would you be able to tell us what may have happened, causing the last 10 minutes or so to stop? Unfortunately, the timing on that particular stoppage was bad and both elected officials and the general public are wondering why it wasn't available. We would just like to be able to explain what may have happened, and see if we can somehow prevent that in the future as well. Thanks,

Eric Lee
Enterprise Systems Specialist
IT Infrastructure - Data Centre & Systems
City of Vancouver
e: eric.lee@vancouver.ca
t: 604-873-7744
f: 604-873-7875

From: "[Heaney, Siobhian](mailto:siobhian.heaney@vancouver.ca)" <siobhian.heaney@vancouver.ca>

To: "[Chow, Albert](mailto:Albert.Chow@vancouver.ca)" <Albert.Chow@vancouver.ca>

Date: 5/27/2016 9:24:19 AM

Subject: Re: City of Vancouver council meeting clip - May 24, 2016

I've already done so.

Thanks.

A

Sent from my iPhone

On May 27, 2016, at 9:21 AM, Chow, Albert <Albert.Chow@vancouver.ca> wrote:

Hi Eric,

You can try contact Colin Doherty at NeuLion. Colin is familiar with our system. Here is his contact information:

Colin Doherty
Office: 604.664.7727 ext. #312
E-mail: colin.doherty@neulion.com

Cheers,

Albert

From: Lee, Eric
Sent: Friday, May 27, 2016 9:12 AM
To: Chow, Albert; Tan, Francis
Subject: FW: City of Vancouver council meeting clip - May 24, 2016

FYI

From: Adcock, Jessie
Sent: Friday, May 27, 2016 9:06 AM
To: Ludwig, Nicole; Heaney, Siobhian; Healy, Tadhg; Zelter, Connie
Cc: Lee, Eric; MacKenzie, Janice; Le, Hau; McDonald, Gordon
Subject: RE: City of Vancouver council meeting clip - May 24, 2016

Hi Nicole,

I don't have a personal contact with NeuLion but it's possible that Tadhg, Gordon, Connie or Siobhan do – if they do, I would suggest one of them call their contact and get this query bumped up in priority and out of their general support queue.

Once we have the answer from NeuLion, I can certainly help with the issue of translating it to layperson terms.

Tadhg, Gordon, Connie or Siobhan – Do you have a contact that can get us a response ?

Jessie Adcock

Chief Digital Officer / Chief Information Officer (*Acting*)
City of Vancouver
453 West 12th Avenue, Vancouver, BC V5Y 1V4
Office: 604.871.6868 Mobile: 604.649.8631

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intended recipient, you are hereby notified that any disclosure, copying or distribution, or the taking of any action based on the contents of this information, is strictly prohibited.

From: Ludwig, Nicole
Sent: Friday, May 27, 2016 8:57 AM
To: Adcock, Jessie
Cc: Lee, Eric; MacKenzie, Janice; Le, Hau; McDonald, Gordon
Subject: FW: City of Vancouver council meeting clip - May 24, 2016
Importance: High

Good morning, Jessie,

Eric Lee kindly sent this request to NeuLion the other day on our behalf to enquire why the video stream during the last 10 minutes of the May 24 public hearing stopped.

We are anticipating questions from Council on Tuesday regarding this, so Janice will need an answer in layperson terms to explain what happened.

The ticket ID at Neulion is IOH-821-36380. I have attached the automated response email from NeuLion.

Would you be able to help us out?

Thanks

Nicole

NICOLE LUDWIG, | MEETING COORDINATOR
CITY CLERK'S DEPARTMENT | CITY OF VANCOUVER
604.873.7191 | NICOLE.LUDWIG@VANCOUVER.CA

From: Lee, Eric
Sent: Wednesday, May 25, 2016 3:56 PM
To: support@neulion.com
Cc: Ludwig, Nicole; Le, Hau
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Eric Lee
Enterprise Systems Specialist
IT Infrastructure - Data Centre & Systems
City of Vancouver
e: eric.lee@vancouver.ca
t: 604-873-7744
f: 604-873-7875

From: "[Heaney, Siobhian](mailto:siobhian.heaney@vancouver.ca)" <siobhian.heaney@vancouver.ca>
To: "[Adcock, Jessie](mailto:Jessie.Adcock@vancouver.ca)" <Jessie.Adcock@vancouver.ca>
Date: 5/27/2016 9:12:50 AM
Subject: Re: City of Vancouver council meeting clip - May 24, 2016

Yes we have contacts at Neulion, Jessie...we'll sort it.

Thanks.

S

Sent from my iPhone

On May 27, 2016, at 9:06 AM, Adcock, Jessie <Jessie.Adcock@vancouver.ca> wrote:

Hi Nicole,

I don't have a personal contact with NeuLion but it's possible that Tadhg, Gordon, Connie or Siobhan do – if they do, I would suggest one of them call their contact and get this query bumped up in priority and out of their general support queue.

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Tadhg, Gordon, Connie or Siobhan – Do you have a contact that can get us a response ?

Jessie Adcock

Chief Digital Officer / Chief Information Officer (*Acting*)

City of Vancouver

453 West 12th Avenue, Vancouver, BC V5Y 1V4

Office: 604.871.6868 Mobile: 604.649.8631

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From: Ludwig, Nicole
Sent: Friday, May 27, 2016 8:57 AM
To: Adcock, Jessie
Cc: Lee, Eric; MacKenzie, Janice; Le, Hau; McDonald, Gordon
Subject: FW: City of Vancouver council meeting clip - May 24, 2016
Importance: High

Good morning, Jessie,

Eric Lee kindly sent this request to NeuLion the other day on our behalf to enquire why the video stream during the last 10 minutes of the May 24 public hearing stopped.

We are anticipating questions from Council on Tuesday regarding this, so Janice will need an answer in layperson terms to explain what happened.

The ticket ID at Neulion is IOH-821-36380. I have attached the automated response email from NeuLion.

Would you be able to help us out?

Thanks

Nicole

[NICOLE LUDWIG, | MEETING COORDINATOR](#)
CITY CLERK'S DEPARTMENT | CITY OF VANCOUVER
604.873.7191 | NICOLE.LUDWIG@VANCOUVER.CA

From: Lee, Eric
Sent: Wednesday, May 25, 2016 3:56 PM
To: support@neulion.com
Cc: Ludwig, Nicole; Le, Hau
Subject: City of Vancouver council meeting clip - May 24, 2016

Hi there, I just wanted to follow-up to my call and say thanks for letting us know that the video is currently being re-spoiled for upload to the Neulion clipping site for tomorrow morning.

Would you be able to tell us what may have happened, causing the last 10 minutes or so to stop? Unfortunately, the timing on that particular stoppage was bad and both elected officials and the general public are wondering why it wasn't available. We would just like to be able to explain what may have happened, and see if we can somehow prevent that in the future as well. Thanks,

Eric Lee
Enterprise Systems Specialist
IT Infrastructure - Data Centre & Systems
City of Vancouver
e: eric.lee@vancouver.ca
t: 604-873-7744
f: 604-873-7875

From: "[Ludwig, Nicole](mailto:nicole.ludwig@vancouver.ca)" <nicole.ludwig@vancouver.ca>

To: "[Adcock, Jessie](mailto:Jessie.Adcock@vancouver.ca)" <Jessie.Adcock@vancouver.ca>

Date: 5/27/2016 4:38:58 PM

Subject: RE: City of Vancouver council meeting clip - May 24, 2016

I figured. Eric took a good crack at it though.

NICOLE LUDWIG, | MEETING COORDINATOR
CITY CLERK'S DEPARTMENT | CITY OF VANCOUVER
604.873.7191 | NICOLE.LUDWIG@VANCOUVER.CA

From: Adcock, Jessie
Sent: Friday, May 27, 2016 4:38 PM
To: Ludwig, Nicole
Subject: RE: City of Vancouver council meeting clip - May 24, 2016

On phone with Janice now

Jessie Adcock
Chief Digital Officer / Chief Information Officer (*Acting*)
City of Vancouver
453 West 12th Avenue, Vancouver, BC V5Y 1V4
Office: 604.871.6868 Mobile: 604.649.8631

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From: Ludwig, Nicole
Sent: Friday, May 27, 2016 3:34 PM
To: Lee, Eric; Adcock, Jessie
Cc: MacKenzie, Janice; Tan, Francis; Chow, Albert; Heaney, Siobhian
Subject: RE: City of Vancouver council meeting clip - May 24, 2016

Hi,

Could we have this translated into layperson's language right away? It's really time sensitive now – the FOI machine is firing up.

Thanks

Nicole

NICOLE LUDWIG, | MEETING COORDINATOR
CITY CLERK'S DEPARTMENT | CITY OF VANCOUVER
604.873.7191 | NICOLE.LUDWIG@VANCOUVER.CA

From: Vincent Lee [<mailto:vincent.lee@neulion.com>]
Sent: Friday, May 27, 2016 3:17 PM
To: Lee, Eric
Cc: Mike.Leeson@neulion.com; 'Colin Doherty'; 'James Zhang'; Ludwig, Nicole; MacKenzie, Janice; Tan, Francis; Chow, Albert; Heaney, Siobhian
Subject: RE: City of Vancouver council meeting clip - May 24, 2016

Hi Eric,

I checked the logs on the encoder and also our control server in addition to the server that was responsible to the streaming of the event to get an overall higher picture of what occurred. The encoder logs did not show any software errors and the control server logs is showing missing block files from 10:20PM which is accurate with your information of the stream having issues starting around that time. As stated earlier in my explanation below, the live streaming service logs showed the connection receiving a stop at 10:33PM. What I believe happened is momentary packet loss in the connection between our encoder and streaming occurred which caused unusual errors in the network connection. This does not drop the connection, but it affects the transmitting of the video/audio stream. This is a rare occurrence which happens two or three times every thousand events that run. The only fix to this issue is to press the stop button on the encoding software and immediately restarting it.

I hope this answers your question, if you have any more please let me know.

Vincent

From: Lee, Eric [<mailto:Eric.Lee@vancouver.ca>]

Sent: Friday, May 27, 2016 2:30 PM

To: Vincent Lee

Cc: Mike.Leeson@neulion.com; Colin Doherty ; 'James Zhang'; Ludwig, Nicole; MacKenzie, Janice; Tan, Francis; Chow, Albert; Heaney, Siobhian

Subject: RE: City of Vancouver council meeting clip - May 24, 2016

Hi Vincent, thanks for the detailed reply below; as per our phone conversation just now, it appears that there was some confusion over the additional information we were looking for.

The issue that the public and councillors are actually concerned about is why the live video streaming stopped on the night of the event, at around 10:20pm on May 24. I understand that the contents of the missing video feed were made available the next day, but there is some suspicion and negative publicity being circulated around the unfortunate timing of the video loss by some external parties.

If you could please look into this for us and let us know today what you find on this particular event (and what we may be able to do to prevent that in the future), that would be great. Apologies for the short notice on this, but there is some sensitivity around this at the moment. Thanks,

E.

From: Vincent Lee [vincent.lee@neulion.com]

Sent: May 27, 2016 10:53 AM

To: Lee, Eric

Cc: Mike.Leeson@neulion.com; Colin Doherty ; 'James Zhang'

Subject: RE: City of Vancouver council meeting clip - May 24, 2016

Hi Eric,

I have gone through the logs on the server handling the streaming of the event on May the 24th. There are two important services that run on our server that handle live streaming; one that handles the live streaming service and one for archiving. The live streaming service handles the ingress the video then puts together the playlist of the video and distributes the playlist to end users. The archiving service handles the creation of on-demand clips of the video stream. This service generates the on-demand video clip in real time and can allow the clipping of the video as it happens to generate highlight clips minutes after it occurs. This is the service that ran into issues on the meeting of May the 24th, it generated errors which caused the archiving service to stop generating video for the last 10 minutes of the meeting. The live streaming service, however ran into no errors, according to the logs it shows that the ingress of the video stream started at 5:30PM and ended at 10:33 PM. This means viewers of the meeting live, ran into no issues viewing the council meeting up until the end, however the archive failed to generate a clip for the meeting in its entirety.

I hope this answers all your questions to what happened on the meeting that day. If you have any questions please feel free to email me.

Regards,

Vincent

From: Lee, Eric [<mailto:Eric.Lee@vancouver.ca>]
Sent: Friday, May 27, 2016 9:22 AM
To: vincent.lee@neulion.com
Cc: Mike.Leeson@neulion.com
Subject: FW: City of Vancouver council meeting clip - May 24, 2016

Hi Vincent, attached are the ticket details pertaining to the May 24 video stream that we are looking for more information on; unfortunately, it appears that our BRMs have already escalated it with Colin for more detail. Thanks for any additional info you can provide - cheers,

Eric.

From: MacKenzie, Janice
Sent: Friday, May 27, 2016 9:09 AM
To: Adcock, Jessie; Ludwig, Nicole; Heaney, Siobhian; Healy, Tadhg; Zelter, Connie
Cc: Lee, Eric; Le, Hau; McDonald, Gordon
Subject: RE: City of Vancouver council meeting clip - May 24, 2016

Thanks Jessie. As you probably know, this outage has received a lot of attention given the public hearing that was underway in the Chamber. I fully expect that I will be called upon to explain what happened.

Anything your staff can do to assist is greatly appreciated!

Janice

From: "Ludwig, Nicole" <nicole.ludwig@vancouver.ca>

To: "Hildebrandt, Tina" <tina.hildebrandt@vancouver.ca>

"MacKenzie, Janice" <janice.mackenzie@vancouver.ca>

Date: 5/25/2016 10:09:08 AM

Subject: RE: PUBLIC HEARING - MAY 24, 2016: Tweets and other matters

Yeah, they called me around 5:35 saying their was no video and then it popped on.

Not sure what happened at the end of the meeting.

N.

NICOLE LUDWIG, | MEETING COORDINATOR

CITY CLERK'S DEPARTMENT | CITY OF VANCOUVER

604.873.7191 | [NICOLE.LUDWIG@VANCOUVER.CA](mailto:nicole.ludwig@vancouver.ca)

From: Hildebrandt, Tina

Sent: Wednesday, May 25, 2016 9:06 AM

To: MacKenzie, Janice

Cc: Ludwig, Nicole

Subject: PUBLIC HEARING - MAY 24, 2016: Tweets and other matters

Importance: High

Streaming:

Mentions VanCityClerk

CityHallWchVAN
8:50am via Twitter Web Client
@VanCityClerk was there a motion to adjourn the Public Hearing? If not, then how could the Public Hearing have been concluded? #vanpoll
1 retweet
Hide conversation

VanCityClerk The public hearing has concluded.
#VanCityCouncil
11:00pm, May 24 from Hootsuite

CityHallWchVAN -@VanCityClerk was there a motion to adjourn the Public Hearing? If not, then how could the Public Hearing have been concluded? #vanpoll
8:50am, May 25 from Twitter Web Client

lorene1voice
May 24, 11:03pm via Hootsuite
RT @VanCityClerk: The public hearing has concluded.
#VanCityCouncil

dclarke
May 24, 10:35pm via Twitter Web Client
@VanCityClerk Feed is down... meeting over?
1 like

fabulavancouver
May 24, 10:32pm via Twitter for iPad
@VanCityClerk What is happening? The live feed is dead
1 retweet
Show Conversation

dclarke
May 24, 10:20pm via Twitter Web Client
@VanCityClerk the live feed is down (buffering) please check on your end...

a jabber at 6:10 pm, "Hi Tina, Neulion called me and said there is no audio or video. Looks like it is on now that he contact Nicole.

Tina Hildebrandt | Meeting Coordinator

CITY OF VANCOUVER | City Clerk's Office

604.873.7268 | tina.hildebrandt@vancouver.ca

From: "[Hagiwara, Rosemary](mailto:rosemary.hagiwara@vancouver.ca)" <rosemary.hagiwara@vancouver.ca>
To: "[Ludwig, Nicole](mailto:nicole.ludwig@vancouver.ca)" <nicole.ludwig@vancouver.ca>
["Le, Hau"](mailto:hau.le@vancouver.ca) <hau.le@vancouver.ca>
["IT Help Centre e-help"](mailto:ITHelpCentre.E-Help@vancouver.ca) <ITHelpCentre.E-Help@vancouver.ca>
["IT Help Centre Supervisor"](mailto:it.help.centre.supervisor@vancouver.ca) <it.help.centre.supervisor@vancouver.ca>
Date: 5/25/2016 1:57:56 PM
Subject: RE: URGENT - Public Hearing video stream from May 24

Please try and access the 10 minutes in question.

Rosemary Hagiwara
Director of Business and Election Services and Deputy City Clerk
Office of the City Clerk | City of Vancouver
t: 604.873.7177 | e: rosemary.hagiwara@vancouver.ca

From: Ludwig, Nicole
Sent: Wednesday, May 25, 2016 1:46 PM
To: Le, Hau; IT Help Centre e-help; IT Help Centre Supervisor
Cc: McDonald, Gordon; Hagiwara, Rosemary; Do, Tuan; MacKenzie, Janice
Subject: RE: URGENT - Public Hearing video stream from May 24

We need to know what happened – was it a server error?

NICOLE LUDWIG, | MEETING COORDINATOR
CITY CLERK'S DEPARTMENT | CITY OF VANCOUVER
604.873.7191 | NICOLE.LUDWIG@VANCOUVER.CA

From: Le, Hau
Sent: Wednesday, May 25, 2016 1:44 PM
To: Ludwig, Nicole; IT Help Centre e-help; IT Help Centre Supervisor
Cc: McDonald, Gordon; Hagiwara, Rosemary; Do, Tuan
Subject: RE: URGENT - Public Hearing video stream from May 24

Hello,

I spoke to Neulion Live Event support technician and he will check the archive video on the encoder server and see if he can access it. If the archive file is ok, he will re-spool the whole meeting and that will take about 5 hours. The other option would be accessing the encoder server and see if we can retrieve that 10 minutes clip from the encoder server.

I don't have access to the encoder server but Tuan Do has access to it. I will give Tuan a call once hear back from Neulion technician that the file is ok and we can try to clip out that missing 10 minutes for the encoder server.

Please let me know if you have any questions.

Thanks,
Hau

From: Ludwig, Nicole
Sent: Wednesday, May 25, 2016 12:16 PM
To: IT Help Centre e-help; IT Help Centre Supervisor
Cc: Le, Hau; McDonald, Gordon; Hagiwara, Rosemary
Subject: URGENT - Public Hearing video stream from May 24
Importance: High

Hi,

There is a glitch in the video stream from the public hearing last night.

The stream was set to run from 5:30 pm onwards until about 1:30 am the next day. At about 10:20 pm there was a pause in the streaming going out however the meeting was still going on.

According to the stream in the video editor, it runs until 22:20:36.769, then jumps to 22:31:22.780. I'm basically missing the last 10 minutes of the meeting. Is it possible to recover the stream? It's a really crucial 10 minutes.

Since this is Council business please rate at the highest priority.

Thank you

Nicole

NICOLE LUDWIG, | MEETING COORDINATOR
CITY CLERK'S DEPARTMENT | CITY OF VANCOUVER
604.873.7191 | NICOLE.LUDWIG@VANCOUVER.CA

From: "Hagiwara, Rosemary" <rosemary.hagiwara@vancouver.ca>
To: "Le, Hau" <hau.le@vancouver.ca>
Date: 5/25/2016 4:21:38 PM
Subject: Re: URGENT - Public Hearing video stream from May 24

Thanks very much!!

Rosemary Hagiwara
Director of Business and Election Services and Deputy City Clerk
City of Vancouver

Sent from my iPhone

On May 25, 2016, at 2:49 PM, Le, Hau <hau.le@vancouver.ca> wrote:

Neulion is in the process to re-spool last night public hearing stream from the archive video and it should be available on the website by tomorrow morning.

As requested, Tuan is able to access the Encoder Server and copy the archive video file. It is now copied to this following network folder:

H:\\Meeting_Coordinators\\REPORTS\\Public_Hearings\\2016\\20160524

And the file name is cityofvan_20160525002950750.mp4

Thanks,
Hau

From: Le, Hau
Sent: Wednesday, May 25, 2016 1:44 PM
To: Ludwig, Nicole; IT Help Centre e-help; IT Help Centre Supervisor
Cc: McDonald, Gordon; Hagiwara, Rosemary; Do, Tuan
Subject: RE: URGENT - Public Hearing video stream from May 24

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Sent: Wednesday, May 25, 2016 12:16 PM
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Cc: Le, Hau; McDonald, Gordon; Hagiwara, Rosemary
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Since this is Council business please rate at the highest priority.

Thank you

Nicole

NICOLE LUDWIG, | MEETING COORDINATOR
CITY CLERK'S DEPARTMENT | CITY OF VANCOUVER
604.873.7191 | NICOLE.LUDWIG@VANCOUVER.CA

From: "[Leckovic, Katrina](mailto:Katrina.Leckovic@vancouver.ca)" <Katrina.Leckovic@vancouver.ca>
To: "[Hagiwara, Rosemary](mailto:rosemary.hagiwara@vancouver.ca)" <rosemary.hagiwara@vancouver.ca>
Date: 5/25/2016 10:05:07 AM
Subject: RE: PUBLIC HEARING - MAY 24, 2016: Tweets and other matters

Not sure, she isn't in yet. I watched part at home and both Janice and I saw a few issues with the stream freezing.

Katrina Leckovic
Manager, Council Operations & Deputy City Clerk
Office of the City Clerk | City of Vancouver
604.873.7998

From: Hagiwara, Rosemary
Sent: Wednesday, May 25, 2016 9:18 AM
To: Leckovic, Katrina
Subject: RE: PUBLIC HEARING - MAY 24, 2016: Tweets and other matters

So we had issues with the streaming?

Rosemary Hagiwara
Director of Business and Election Services and Deputy City Clerk
Office of the City Clerk | City of Vancouver
t: 604.873.7177 | e: rosemary.hagiwara@vancouver.ca

From: Leckovic, Katrina
Sent: Wednesday, May 25, 2016 9:13 AM
To: Hagiwara, Rosemary
Subject: FW: PUBLIC HEARING - MAY 24, 2016: Tweets and other matters
Importance: High

FYI

Katrina Leckovic
Manager, Council Operations & Deputy City Clerk
Office of the City Clerk | City of Vancouver
604.873.7998

From: Hildebrandt, Tina
Sent: Wednesday, May 25, 2016 9:06 AM
To: Leckovic, Katrina
Subject: FW: PUBLIC HEARING - MAY 24, 2016: Tweets and other matters
Importance: High

Katrina - FYI

Tina Hildebrandt | Meeting Coordinator
CITY OF VANCOUVER | City Clerk's Office
604.873.7268 | tina.hildebrandt@vancouver.ca

From: Hildebrandt, Tina
Sent: Wednesday, May 25, 2016 9:06 AM
To: MacKenzie, Janice
Cc: Ludwig, Nicole
Subject: PUBLIC HEARING - MAY 24, 2016: Tweets and other matters

Importance: High

Streaming:

As I mentioned, Nathan Gottfried sent me a jabber at 6:10 pm, “Hi Tina, Neulion called me and said there is no audio or video. Looks like it is on now though”. This morning I responded asking that he contact Nicole.

Tweets:

Mentions VanCityClerk

CityHallWchVAN
8:50am via Twitter Web Client
.@VanCityClerk was there a motion to adjourn the Public Hearing? If not, then how could the Public Hearing have been concluded? #vanpoli
1 retweet
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CITY OF VANCOUVER | City Clerk’s Office
604.873.7268 | tina.hildebrandt@vancouver.ca

From: "[Leckovic, Katrina](mailto:Katrina.Leckovic@vancouver.ca)" <Katrina.Leckovic@vancouver.ca>
To: "[Hagiwara, Rosemary](mailto:rosemary.hagiwara@vancouver.ca)" <rosemary.hagiwara@vancouver.ca>
Date: 5/25/2016 9:13:06 AM
Subject: FW: PUBLIC HEARING - MAY 24, 2016: Tweets and other matters

FYI

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Manager, Council Operations & Deputy City Clerk
Office of the City Clerk | City of Vancouver
604.873.7998

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Importance: High

Katrina - FYI

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CITY OF VANCOUVER | City Clerk's Office
604.873.7268 | tina.hildebrandt@vancouver.ca

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1 retweet
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dclarke
May 24, 10:20pm via Twitter Web Client
@VanCityClerk the live feed is down (buffering) please check on your end...

... a jabber at 6:10 pm, "Hi Tina, Neulion called me and said there is no audio or video. Looks like it is on now though". This is in fact Nicole.

Tina Hildebrandt | Meeting Coordinator
CITY OF VANCOUVER | City Clerk's Office
604.873.7268 | tina.hildebrandt@vancouver.ca