

**From:** ["Mochrie, Paul" <Paul.Mochrie@vancouver.ca>](mailto:Paul.Mochrie@vancouver.ca)  
**To:** ["Direct to Mayor and Council - DL"](#)  
**CC:** ["City Manager's Correspondence Group - DL"](#)  
**Date:** 1/31/2021 9:16:00 AM  
**Subject:** City Hall illumination - Holocaust Remembrance Day

---

Good morning Mayor and Council,

I am writing to follow up on the concern raised by Councillor Kirby-Yung last week regarding the fact that City Hall was not illuminated in yellow as planned to commemorate International Holocaust Remembrance Day. We have confirmed that this incident was the result of an equipment malfunction and are very sorry for the disappointment experienced by Council and the Jewish Community.

The electrical shop programmed the yellow illumination for that day, but a technical issue caused the lights to illuminate white rather than yellow. At the end of last year, an issue with the controller was discovered when more than one colour is programmed. Since the existing equipment is now obsolete and difficult to program, REFM sourced a new controller on December 22, 2020. After a recent follow up with the supplier the ETA for this order is March 15<sup>th</sup> 2021. REFM has asked the supplier to do whatever possible to expedite this delivery.

The electricians were on site yesterday testing equipment and reprogramming the upcoming illuminations requests. There is no indication that the system will fail again, but we recognize that there are ongoing issues and the lights are not consistently working as programmed. Once the new controller arrives we expect illuminations will happen as programmed and as scheduled. In the meantime, Protocol will include the following disclaimer with our confirmation e-mail to community groups:

- *We are currently experiencing an ongoing technical issue with our lighting system and a fix is expected to be in place mid March. Although the Illuminations have been programmed, there may be a chance the system may fault in which case the lights may not come on. The departments involved are working to resolve this issue and we apologize for any inconvenience.*

Our Protocol team is in contact with representatives of the Jewish Community regarding this matter and has explained the nature of the technical failure.

If you have any other questions or concerns at this point, please let me know.

Best,  
Paul

**Paul Mochrie (he/him)**  
Acting City Manager  
City of Vancouver  
[paul.mochrie@vancouver.ca](mailto:paul.mochrie@vancouver.ca)

604.873.7666



The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθʷəəm (Musqueam), lúwíʷmesh (Squamish), and səliwətaʔ (Tsleil-Waututh) Nations.