

**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:** 3/3/2021 6:42:05 PM  
**Subject:** Council Chamber AV Issue - summary and response - RESOLVED

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Dear Mayor and Council,

Staff would like to apologize for the technical issues that prevented the reconvene of the Public Hearing last night.

The root cause of the issue was investigated and identified as being a failure of an audio server that supplies audio to the Chamber speakers, phone lines and WebEx. Our IT team did a reset of the failed audio server while Council was waiting on WebEx but the reset failed to restore the functionality in time for Council to reconvene. The audio server has since been restored and fully tested today. Staff will perform another system test on Thursday morning to ensure that we are ready for the Public Hearing reconvene at 3 pm.

The team will also determine the feasibility of implementing a system failure notifications to provide early warnings should any components of the system fail. As previously communicated to Council, the chamber AV system will undergo a replacement in August as a number of the equipment are now at end of life and no longer supported.

Thank you for your patience last night.

Best,  
Paul

**Paul Mochrie** (he/him)  
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The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməŋəm (Musqueam), ləwəw 7mesh (Squamish), and səlilwətəł (Tsleil-Waututh) Nations.