File No. 04-1000-20-2016-182

June 27, 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 responding to your request of May 25, 2016 for:

A. The policy and procedure manual for the webcasting of city council, committee and public hearing meetings;
B. the names and titles of city staff and contractors who are trained and authorized to be involved in the production and transmission of meeting webcasts;
C. the names and titles of all city staff and contractors who were involved in the production of the webcast on May 24, 2016;
D. and any correspondence and reports with regard to the webcast signal being disrupted or discontinued on May 24, 2016.

All responsive records are attached pertaining to parts A, C and D of your request. For part B, those trained and authorized to handle the media webcasts are:

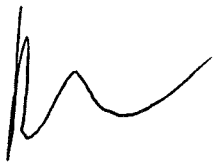| Name	Position
Charlene Imai	Meeting Coordinator
Laura Kazakoff	Meeting Coordinator
Leslie Tuerlings	Meeting Coordinator
Lori Isfeld	Meeting Coordinator
Maria Castro	Meeting Coordinator
Nicole Ludwig	Meeting Coordinator
Tina Hildebrandt	Meeting Coordinator
Janice MacKenzie	City Clerk and Chief Election Officer
Katrina Leckovic	Manager of Council Operations
Rosemary Hagiwara	Director of Business and Election Services
Gordon McDonald	Client Services Manager – Desktop Support
Hau Le	Desktop Field Support Specialist
Denis Thibodeau	Desktop Field Support Specialist
Raymond Castle	Desktop Field Support Technician

Harry Lim	Desktop Field Support Technician
David To	Desktop Field Support Technician
Joe Roderick	Desktop Field Support Technician
Eric Lee	DCS Technical Specialist
Nathan Gottfried	DCS Technical Specialist
Colin Doherty	NeuLion, Technical Support
James Zhang	NeuLion, Technical Support
Jessie Edwards	Applied Electronics, Technical Support
Mike Cashin	Applied Electronics, Technical Support

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 (#04-1000-20-2016-182); 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,

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

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

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
CONFIDENTIALITY NOTICE: This message and any accompanying documents contain confidential information intended for a specific individual and purpose. This message is private and protected by law. If you are not the 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
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-spooled 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

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?

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

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]
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

T͟͟͟͟͟͟͟͟h 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

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-spooled 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

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
> CONFIDENTIALITY NOTICE: This message and any accompanying documents contain confidential information intended for a specific individual and purpose. This message is private and protected by law. If you are not the

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

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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" <siobhian.heaney@vancouver.ca>
To:	"Adcock, Jessie" <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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>
> 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
> CONFIDENTIALITY NOTICE: This message and any accompanying documents contain confidential information intended for a specific individual and purpose. This message is private and protected by law. If you are not the intended recipient, you are hereby notified that any disclosure, copying or distr bution, or the taking of any action based on the contents of this information, is strictly proh bited.
>
> ---
>
> **From:** Ludwig, Nicole
> **Sent:** Friday, May 27, 2016 8:57 AM
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> **Cc:** Lee, Eric; MacKenzie, Janice; Le, Hau; McDonald, Gordon
> **Subject:** FW: City of Vancouver council meeting clip - May 24, 2016
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> 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-spooled 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

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

NICOLE LUDWIG, | MEETING COORDINATOR
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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
CONFIDENTIALITY NOTICE: This message and any accompanying documents contain confidential information intended for a specific individual and purpose. This message is private and protected by law. If you are not the 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 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

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.

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

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

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:

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

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
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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

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
>
> 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.
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> 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.
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> Please let me know if you have any questions.
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> Thanks,
> Hau
>
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>
> **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.
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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**

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:

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

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:

 e 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
act Nicole.

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

Council Chamber – Meeting Checklist (MASTER)

Last Updated: Jun 13/16(NL)

Ref	Procedure	Notes and Steps	Chair	CC	MC1	MC2	MMT
	Pre-Meeting Steps						
0	Evening prior or during break, use Remote Desktop PC to access document (Instructions at VanDocs no. DOC/2014/285208) to upload agenda	For Standing Committee, include a section for "Regular Council – Adopt Report of the Committee"				x	
0	**Speakers List Display** 1. Evening prior or, if an evening meeting is underway, next morning, save PDF of speakers list to H://Meeting Coordinators/Speakers Lists. Then Double click "Speakers List PC.vnc shortcut on your desktop ➝ 2. Click highlighted Send Ctrl + Alt + Del button ➝ 3. Login using ID: CCPPC PWD: Coordinator08 (increases by 1 every 6 weeks) 4. Click Windows Explorer on the Taskbar ➝ 5. On the left panel of Windows Explorer, Click "Speakers Lists" network drive and double click to open the speakers list PDF file ➝ 6. Press Ctrl+H to hide Navigation Pane 7. Press F9 to hide Menu bar 8. Move the PDF over to th second screen (TV) and click Maximize button 9. Turn on the TV with the remote (label as Speakers List TV) located in the Broadcast Room. 10. At the end of the meeting, turn off the TV and log out of the Speakers List PC	 Speakers List PC.vnc 1. 2. 4. 5. 				x	
1	From 8 am to 9:15 am: Sign out keys for the Chamber, the balcony, and the four doors leading to the Councillors' Offices from the vault. • Balcony: keys 1 and 2 • Front Door: keys 5 to 9 • Inside Doors: keys 12 and 13				x		
2	Bring Procedure By-law, meeting binder, Robert's Rules etc. Place public agenda binder on podium outside Chamber.				X		
3	Enter Chamber through Councillors' Secretariat and turn on the lights using the wall plate if necessary. Start Meeting on Crestron and unlock inside chamber doors. Starting meeting will turn on lights and power up projector after warm-up procedure.				X		
4	Log onto MC computer Call Security to let them know you will be testing the panic button, then test panic button.				X		

Ref	Procedure	Notes and Steps	Chair	CC	MC1	MC2	MMT

5	Turn on (if off) or wake up all computers and monitors.
	Turn on Presenter's Host PC (Presentation PC)
	    ID: **CCPPC**
	    PWD: **Coordinator10**
	    (password increases by 1 every 6 weeks)
	
	Set up speakers' lectern
		Do not shut down computers when you complete a meeting. All computers should always be left on to allow patching and maintenance in the evenings. However, the monitors should be turned off as they do not auto sleep.				x	

6	On MC Computer: double click the "TightVNC – Presentation Computer" icon and enter the password: **Presenter02** At MC computer, open all necessary programs: MS Outlook, MS Word, and VanDocs. Setup Mission Control (URL: http://civicadmin.neulion.com/ . Use Chrome and your own login ID/password) Load Minutes Shell and any other documents that will be referenced (e.g. Speakers List) Check scheduler to ensure that the meeting is setup. Make note of meeting end time (and if extension is required). On MC computer, ensure that Right Side monitor is displaying City crest and nothing else **Email Mayor and Council, copy to City Clerk or Deputy City Clerk in meeting with you, to remind them to forward any new motions or amendments to you with a copy to the Clerk.**	Best Practice: create a separate Word doc containing recommendations / motions which may generate amendments and insert page breaks (CTRL + Enter) between each item. Use this document to create the "marked up" version of motions / amendments which will be displayed on the Councillors' computers and overhead screen in Chamber. (this is what is displayed on the screen and the video stream) Title: *[MTG TYPE]*: NEW MOTIONS/ AMENDMENTS (this could also be done the night before and saved as a draft).			x		
7	Distribute speakers' list, correspondence, revised agendas to the Chair, City Clerk, Councillors and City Manager's desk. Place speakers' lists and revised agendas where City staff sits. Regular Council Only: put a copy of the Agenda in front of every chair at the Media table. Distribute speakers list for media and public by putting two copies to the press table and one copy into the glass panel outside the Chamber. Place RESERVED signs on gallery seats as required Clerk/Deputy Clerk login to own computer and connect to AV Computer 1. Click windows button	(Allows control of Crestron if Crestron Panel on clerk's desk fails.)		x		x	

Ref	Procedure	Notes and Steps	Chair	CC	MC1	MC2	MMT

	2. Click on "Remote Desktop Connection" (if not there, go "All Programs -> Accessories -> Remote Desktop Connection")
	3. In the "Computer" field enter 172.23.30.1 and push "Connect"
	4. Fill in User Name and Password:
	   a. User Name: Council Chambers AV
	   b. Password: GCG515!&
	Push "OK"
	5. If you don't see the Creston emulator, move your mouse to the bottom of the screen and the toolbar will pop up. You'll click the icon furthest to the right on the toolbar; this will launch the emulator.
		Click this icon if Crestron emulator isn't showing.					

8	(Only if Mayor is not chairing) Move Mayor's nameplate to Chair's spot and move Chair's nameplate to Mayor's Desk.					x	
9	Set up Crestron panel as follows: Top Menu: Mute All Mics AV tab, set Source to Clerk's Desk and Shaw Feed to Presentation Source, and Enable Foyer Display Attendance Tab: On Crestron, verify Attendance and Seating for the meeting if known **Agenda Tab** Ensure Agenda Date correct Ensure Agenda correct Set agenda item 1 (typically Welcome) to Preview Selected Item	Top Navigation -> Mute All Mics Audio Video Tab -> Shaw Feed -> Presentation Source Audio Video Tab -> Enable Foyer Monitor (button turns grey when monitor on) Mark Absent: touch green "Present" button so that it turns to red "Absent" Move: touch black "Move" next to the appropriate member's name, then touch blue "Move Here" on the seat they are moving to. Agenda Tab -> Agenda Date (use controls to adjust if necessary) Agenda Tab -> Reload Agenda (if displayed agenda incorrect)			X		

Ref	Procedure	Notes and Steps	Chair	CC	MC1	MC2	MMT
	and Currently Active Item **Recorder Tab** – turn on audio recording						
10	**Microphone/Foyer Audio Testing** Unmute Mics Test mics using the MC mic and a few of the Councillors mics. If wireless mic being used, place portable podium and test mic Test audio in foyer	Top Menu -> Unmute all Mics Request to Speak Tab -> Mic On (turn mics on to test) Request to Speak Tab -> Wireless -> Mic On Bottom Navigation -> Foyer Speakers On/Off (button turns grey when speakers on) Partner should go out and verify with MC – dial setting 3 is the standard setting Due to possible audio leak, turn dial to 0 for meetings that should have no audio			x	x	
11	Start setting up presentations – load presentations into Presentation computer. If DVD required, use the CD tray on Presentation Computer and follow prompts on Auto Run. For Standing Committee and Public Hearing, test Document Camera (ELMO)	Audio Video Tab -> Sources -> Document Camera				x	
12	**Check the Broadcast room monitors** a. Turn on the two monitors using the remotes on the table b. Ensure that the Title box is displaying text. It may be the last meeting's title as the new title does not display until a microphone is activated c. Ensure that all cameras are functioning. If a camera is inoperative, the camera box will either be black or display a shot of the base. The cameras are programmed to spin and point to the base if in an error state. d. If any of these are not working, contact IT and create a high-priority ticket with instructions to contact Hau/Gord and AEL.	Use small remote for large wall display; use large remote for small display on left side of table If cameras are black, turn power switch on beige box off and on (or to on position if off) to see if cameras come back. If they don't come back, contact IT. If there is a picture of the base, contact IT. Contact IT by phone 8.7127 Call Hau directly: 8.6569 or 604.616.9090 Gord: 8.7956 or 604.657.8709				x	
13	Approximately 30 minutes before meeting, unlock Chamber front	I. **To Open Council**			X	x	

Ref	Procedure	Notes and Steps	Chair	CC	MC1	MC2	MMT
	doors.	**Chamber Sliding Doors:** • Unlock the doors at the base with the key from the exterior, or by turning the knob from the interior. • Turn the toggle switch at the exterior of the doors and switch from "Off" to "Auto". • Doors should open when you step in front of the sensor, if not, proceed to II. II. **To Solve an Issue with the Council Chamber Sliding Doors:** • Turn the key function to the "Off" position and leave the doors physically unlocked. • Call Chris Santos at 8-7126 or 604-968-3708 (cell). If unavailable, call Security at 8-7157. • Chris or Security will access the electrical panel in the men's washroom and reset the sensor by switching the fuse off and on again (may need to be repeated twice). Chris and Security have the key to access the panel. Turn the key function to the "Auto" position. Doors should open when you step in front of the sensor.					
14	30 minutes before meeting start: The web streaming starts – do mic and video check. Launch City of Vancouver Web Player on MC computer http://civic.neulion.com/cityofvancouver/	MC2 returns to desk in office and launches video. When video loads, use Jabber to signal MC1 to turn on mic and do test. MC1 turns on mic and speaks briefly into microphone. MC2 uses jabber to let MC1 know if it worked.			X	X	

Ref	Procedure	Notes and Steps	Chair	CC	MC1	MC2	MMT
		If it didn't work, call IT. •				x	
15	When Chair is ready: 1. Change Shaw Feed to Auto Camera 2. Turn on Chair's and CC's mic 3. Unmute all mics	1. **AV Tab** -> Shaw Feed -> Auto Camera 2. **Request to speak tab** -> Touch "Mic On" button at Chair and CC seats 3. **Top Menu** = Unmute all Mics			X		
16	Get two people from workload pool to go into Chamber with you. Monitor stream and upload any presentations that are needed.	Each of you stands against the wall behind the Councillors to assist with login and Xpanel. Set up Contribute so you just have to push "Publish" for any presentations. Open video stream and put on headphones to monitor.				X	
17	As Mayor and Councillors start logging in, verify XPanel 1. XPanel not started - go to START -> ALL PROGRAMS -> STARTUP -> launch XPanel 2. XPanel CNX Connection error - OPTIONS -> HOST SETTINGS -> Set as shown except IPID. 3. MS Outlook - START -> Microsoft Office -> Outlook 4. If problems persist, restart PC 	IPID 11. Desk 1 - Louie 12. Desk 2 - Stevenson 13. Desk 3 - Deal 14. Desk 4 - Jang 15. Desk 5 - Reimer 16. Desk 6 - Meggs 17. Desk 7 - Ball 18. Desk 8 - Carr 19. Desk 9 - Affleck 20. Desk 10 - De Genova 21. Mayor's Desk 31. City Manager Desk 1- Deputy City Manager 32. City Manager Desk 2 - City Manager 34 – Staff Desk 1 – 35 – Staff Desk 2 – 36 – Staff Desk 3 – 37 – Clerk Desk 1 - CC 38 – Clerk Desk 2 - MC				x	
	Meeting Conduct						
18	Roll Call	Attendance Tab -> Present		x	X		

Ref	Procedure	Notes and Steps	Chair	CC	MC1	MC2	MMT
	Accurate attendance needed for Adopt on Consent items	(toggles to Absent if clicked)					
19	If you're running a video or presentation, remember to: 1. Set Source to Presenter's Host PC (presentations are run on Presenter's Host PC by standard) 2. Set the Shaw Feed to Presentation Source 3. Control room lights if necessary (Setup) 4. Once presentation is complete, set Shaw Feed back to Auto Camera if appropriate	Audio Video Tab -> Sources -> Presenter's Host PC Audio Video Tab -> Shaw Feed -> Presentation Source Setup Tab -> Lighting - Chandelier On/Off Setup Tab -> Lighting - Sconces On/Off Setup Tab -> Home (home icon to return to Main Menu) Audio Video Tab -> Shaw Feed -> Auto Camera			X		
20	**Manage Agenda** If progressing in listed order, Advance to Next Item on the Agenda tab advances to next item and resets all queue timers but does not clear the Speakers Queue If changing order, click item to be debated, then click Make Current Item to set as current item. 1. Reset Timers on the Request to Speak tab as this method does not reset the queue timers. 2. Make note of change in order in the Minutes Shell. 3. Tweet change in order The correct and timely identification of Agenda items will matter as we increase usage of the AV system and MMT functions. NOTE: Would be nice to have a button on the Crestron that says "Reset All Timers".	Agenda Tab -> Advance to Next Item (moves to next item in order) Agenda Tab -> click intended item Agenda Tab -> Make Current Item Request To Speak Tab -> Reset Timers Request To Speak Tab -> Clear Queue		x	x X		
20	**Manage Requests to Speak** Scenario 1: Councillor cannot use his/her XPanel to request to speak 1. Clerk or Chair can click RTS in the Request to Speak tab on their behalf Scenario 2: Councillor not in the queue needs to speak and their speaking time needs to be tracked 1. The new speaker should click RTS (or the Clerk or Chair can click RTS in the Request to Speak tab on their behalf) 2. Chair can Give Floor to Selected User 3. Use Council Timer Start/Stop Scenario 3: Someone needs to speak (e.g. Point of Order,	Request to Speak Tab -> RTS (toggle to add or remove from Speaker's Queue) Request to Speak Tab -> Mic On Bottom Navigation -> Council Timer -> Start / Stop / Reset The Chair should only need to worry about the Request to Speak and Voting tabs	x	x			

Ref	Procedure	Notes and Steps	Chair	CC	MC1	MC2	MMT
	responses to questions) 1. Chair or Clerk can turn on mic from Request to Speak tab 2. If the Chair has not done so in a reasonable amount of time, the CC or MC should intervene and do so 3. The Councillor with the Floor does not have to give up the floor to allow the other speaker to speak but the Chair may want to turn off the Council Timer during the interruption						
21	**Manage Speaker's Queues** 1. The system defaults to the Question Queue whenever the agenda item is advanced 2. The timers do not always reset when advancing agenda items, ensure values set to 0 by clicking reset timers 3. Ensure that the queue is set appropriately as the meeting progresses from Question to Main and Amendments	Need to determine who will manage moving between the four Speaker's Queues (Question, Main, Amendment 1, Amendment 2) – this responsibility may need to move to the CC or MC The Chair needs to announce the movement between queues Remember to use Clear Queue to clear the Speaker's Queues when moving from one agenda item to the next	x	x			
22	**If a document needs to be displayed on the main screen** 1. Prepare it on the left side monitor first – remember that the Right Side may be broadcast 2. In Word, go to View tab and set view to Page Width 3. When dragging to the right, drag it right to the top of the screen to maximize - the Page Width setting will ensure that the document fills the entire screen 4. Change the Source to Clerk's Desk and Shaw Feed to Presentation Source if not already 5. If Councillors are on the speaking queue, remove speaking queue border. 6. After you are done displaying the document, return to Automatic mode (You MUST do this or the vote outcome won't be displayed)	Audio Video Tab -> Sources -> Clerk's Desk Audio Video Tab -> Shaw Feed -> Presentation Source Audio Video Tab -> Graphics mode -> Video only Audio Video Tab -> Graphics Mode -> Automatic Mode			X		
23	**Manage Voting** 1. Chair calls vote 2. Check attendance; mark any members absent who have stepped out momentarily 3. Monitor that the Councillors are able to vote 4. Assist those Councillors that require help 5. Chair calls end of Vote – click End Vote 6. Chair reads out vote results – click Reset Vote at end. Allow time for vote to display on stream/screen. 7. Note the Vote Sequence Number – the number stays on the Voting tab before the next vote is called	Voting Tab -> Call Vote / End Vote / Reset Vote Chair needs to take the time to announce the results of the vote (after hitting End vote but before Reset Vote) this also allows time for the vote results to be displayed Recall, you do not have to set Shaw Feed to show the vote	x	x			

In row 23, the MC1 column also contains an "X" aligned with step 6.

Ref	Procedure	Notes and Steps	Chair	CC	MC1	MC2	MMT
		results					
24	If RECESS needed: 1. Temporarily set Clerk's Desk (City Crest) as Source and Shaw Feed to Presentation Source 2. Go to Presenter's Host PC (physically or by Remote Desktop) and open the RECESS SLIDE.PPT file in Documents 3. Launch file and modify text (e.g. return time) to suit 4. Launch Powerpoint slide show 5. On Crestron, switch to Presenter's Host PC as Source and Shaw Feed Presentation Feed	Audio Video Tab -> Sources -> Clerk's Desk Audio Video Tab -> Shaw Feed -> Presentation Source Audio Video Tab -> Sources -> Presenter's Host PC				x	
	Meeting Shut Down						
25	At End of Meeting, save minutes. Put in VanDocs or email to yourself if you were working on a desktop copy.				X		
26	Go to Neulion and stop video stream.	http://civicadmin.neulion.com			X		
27	Stop audio recording and remove disc				X		
28	Complete Consent agenda on Crestron - do a vote for each item that was adopted on consent. NOTE: This MUST be done after the meeting in order to get the correct date on the votes.	1. Go to Voting Screen 2. Set attendance to the same as it was for the consent motion 3. Go to Agenda Screen 4. Set first consent item as Current Item 5. Return to voting screen, tap "Adopt on Consent" button 6. Repeat steps 3, 4 and 5 for each item adopted on consent			X		
29	Log off (not shut down) MC's Computer. Make sure all other computers are left on but logged off (Restart does the same thing). Turn off all monitors				X	x	
30	Tidy Chamber.				X	x	
31	On Crestron, click END MEETING. This will turn off Projector, raise screen and turn off all lights. Lock doors; leave inside doors unlocked if there is another meeting that day.				X	x	
32	Regular Council Meeting only: call Shaw Master Control to let them know Council has adjourned. If Council recesses, call Shaw to let them know this so they don't stop the broadcast. Shaw Master Control: 604.629.3116				X	x	
33	Take binder from podium outside chamber along with MC things back to office.				X	x	
34	LOCK CHAMBER (INCLUDING BALCONY)	If Security is in the Chamber they will lock up. Just confirm with			X	x	

Ref	Procedure	Notes and Steps	Chair	CC	MC1	MC2	MMT
		them. If another meeting is running later in the day, only the outside doors need to be locked.					
35	SLA with Desktop Support • Desktop support is 7:30 am to 5:00pm • Escalation is through the IT Help Centre • **IT Help Centre: (604) 873-7127** • If responding to a support call, Desktop Support to liaise via email to Meeting Coordinators as a group (CC Meeting Coordinators email distribution list) • Desktop Support will determine if the call should be escalated to NeuLion or AEL • **Neulion: (604) 664-7727;** **- ext 322 – Broadcast Centre** **- ext 312 - Colin Doherty**					

Type of Change	Change	Responsible (CoV)	Responsible (NeuLion/AEL)
New Council	Add new Council members according to seating arrangement	DCC creates ticket with IT; IT liaises with AEL.	AEL to program Crestron
	Update Website	DCC creates IT ticket with request; IT liaises with NeuLion	Web Team
New Committee Name/ New Type of Meeting	Add New Committee Name Add Chair & Council members according to seating arrangement Update Website	DCC creates ticket with IT; IT liaises with AEL.	AEL to program Crestron
		DCC creates IT ticket with changes	Web Team
	Add new meeting type to NeuLion	DCC creates IT ticket with request; IT liaises with NeuLion	NeuLion
New Meeting Schedule	Add meetings to Council Meeting Schedule	Meeting Coordinators	
	Add meetings to NeuLion	Meeting Coordinators	

Contents

Before Meeting

Rezoning/Planning Staff

☐ Rezoning staff send a draft Public Hearing schedule to General Manager of Planning & Development and City Manager's Office for approval
☐ Once approved, schedule is emailed to Meeting Coordinators

City Clerk's Department:

☐ Set up: an electronic folder on H: drive and file folder
☐ Check Council meeting schedule on CityWire and add if necessary
☐ Using Chrome, log in to NeuLion and check the Scheduler to confirm the meeting is added; if it is a new meeting, add it and advise IT Help Centre E-Help *(IT will add the event to their High Business Risk Calendar)*
☐ Confirm MC2's tasks (i.e. loading PPT's, registering speakers, correspondence)
☐ Set up "speakers data" in Excel; use a different worksheet for each item
☐ Michelle Yip in Rezoning should email staff and applicant information for each item approximately one week before the meeting *(applicant's email addresses should be included on list)*; add staff and applicant's names/titles to the Speakers List
☐ save staff and applicant email in VanDocs;
☐ Monitor Public Hearing phone line and Public Hearing mailbox to sign up speakers

* *Speakers List order: elected officials, government officials, union representatives and civic agency representatives go to the top of the list, e.g.:*
- *MP (or highest elected official)*
- *MLA (as above)*
- *Other Municipality or Regional elected official*
- *Other Government officials (in order of level of government)*
- *Union Representatives*
- *Civic Agency Representatives*

Report Processing

Heritage Reports: these are reports that have not been seen by Council and do not require a referral report. They come in as needed for public hearings.

> *Important Procedures (based on City Clerk's direction Feb 13/15):*
> ☐ *Heritage reports must be loaded to SharePoint 21 days before the public hearing date; if not, follow up with appropriate staff asap*
> ☐ *All concurrences must be obtained no later than 14 days before the public hearing date; if not, follow up with the GM*
> ☐ *City Manager approval must be received no later than 12 days before the public hearing*
> ☐ *Public posting and printing must take place no later than 11 days before the public hearing*

☐ Monitor SharePoint; when the City Manager has approved the report, CMO staff will change the status to "City Manager Approved"
☐ request the report author to change the report status from "City Manager Approved" to "Completed"
☐ once the report status is changed to "Completed", open the report from SharePoint, double-click on the report link in VanDocs, and save as *phea # - Title of Report*, in the relevant public hearing container *(may have to save on H: drive first then drag to VanDocs)*

- ☐ left-click on the report link from SharePoint, select "Electronic" then "Final" so the report can no longer be revised by the report author or other staff
- ☐ email the Correspondence Group, copy to Council Support, to advise that any incoming correspondence on the application should now be held *(the Correspondence Group will save any incoming correspondence in the Public Hearing Inbox in Outlook)*
- ☐ advise the report author to ensure any correspondence he/she receives on the application is forwarded to Correspondence Group
- ☐ print the report on Pink paper, double-sided and stapled; stamp the top right side of the first page at reception, fill out details *(i.e. PH, Feb 23/16, TH/MC)* , date and time stamp the second page near the bottom; deliver to City Manager's Office for City Manager's signature *(this copy is for the paper file)*
- ☐ Update RTS Status to "Scheduled"; Meeting Type should be "City Council (Public Hearing)"; Assigned to "relevant Meeting Coordinator"
- ☐ Finalize the report for the agenda package:
  - o ensure the report is addressed to Vancouver City Council
  - o check that the header title matches the report title, correct RTS #
  - o correct any clerical errors, in particular in the recommendations
  - o **ensure the recommendations refer to "Director of Planning"**, not General Manager of Planning and Development *(based on Vancouver Charter language)*
- ☐ Make PDF of the final report and save it on the H: drive in the relevant folder as *phea #*
- ☐ Make a Good Copy and place in the paper file folder
- ☐ Email a copy of the final report to Rezoning Staff for inclusion in the public hearing agenda package for printing (currently Dorothy Kerr, copy to Michael Naylor)

Referred Reports: these are reports that have been referred to public hearing at a previous Council meeting.

- ☐ Once a report is referred to Public Hearing the Council Group updates RTS to status "Pending" and selects "Referred to Public Hearing" box
- ☐ Find the relevant referred reports and update the RTS as follows:
  - o Status to "Scheduled"
  - o Meeting Type to "City Council (Public Hearing)"
  - o Assigned to "relevant Meeting Coordinator"
  - o Scheduled Meeting Date to "date of Public Hearing".
- ☐ Find the relevant referred reports in VanDocs (search for "regu p" and the meeting date of referral (refer to the Public Hearing Schedule for the referral date)
  - o Right click on the "regu" title, select "Details" then "Relate"
  - o Search for your agenda in the "With Record" box and select it
  - o Push "OK"

Approximately a week before the meeting

- ☐ Save the following to VanDocs (emailed by Rezoning staff):
  - o Agenda [phea*yyyymmdd*ag] (prepared by Michelle Yip)
  - o Summary and Recommendation [phea # - summary and recommendation]
  - o Draft By-laws (PDF) [phea # - draft by-law – *type*]
  - o Electronic copies of Public Hearing Ads (PDF) [phea ads]
    (NOTE: The opening Summary from the ad is used for the Minutes in the opening paragraph and Motion to go into Committee of the Whole, as well as in the opening remarks for the MC when doing the Roll Call).

BEFORE YOU PUBLISH/DISTRIBUTE THE AGENDA

☐ Check summary and recommendations for each item against relevant report.
☐ Look for anything that looks like it doesn't belong, is in the wrong spot, check property ID numbers etc.
☐ If anything "pops" for you on these checks, alert City Clerk.

☐ Convert word files to PDF and save on H: drive (*i.e.: phea20130409ag.pdf, phea1.pdf, phea1summary, phea1memo.pdf*).
☐ *add "DRAFT" watermark to each page of Draft By-laws in Word; convert Draft By-laws from Word to PDF copies; save on H: drive in relevant folder as phea #*
☐ Upload Agenda with Summary and Recommendations, Draft By-laws, Reports and any memos attached. Check a previously-uploaded agenda for formatting.

NOTE: to link Policy Reports,

1. **In Internet Explorer: navigate to the page you want to link to (e.g. Regular Council meeting where the report was referred), and copy the URL.**

2. **In Contribute: navigate to your agenda page and push the "Edit Page" button**
   - **Right click on the text you want to link; select "Link Properties"**
   - **On the next screen, click on "Drafts and Recent Pages" on the top bar with the icons**
   - **At the bottom of the "Link Properties" window, you'll see a box labeled "HREF"; paste the link you copied from explorer into that box.**
   - **Click okay**
   - **Publish as you normally would**

☐ Email the link to the agenda to *CC Advance Reports – DL*, *relevant staff* and *311 Duty Supervisors (FORMAT ON PAGE 14)*
☐ Prepare and send in a separate email a "consolidated" PDF of all agenda items (agenda, summary and recommendation, draft by-laws, referral report), and Email *CC Consolidated Agenda Distribution List*. THIS CONSOLIDATED VERSION IS NOT UPLOADED
☐ Distribute hard copies of the agenda package using the label file:
    bpsm - 1.7.1.b Printing - Labels: VIP, Late, BLH, CPA, PH & CoR (BIA)
☐ Set up Mayor's Script: use the template: *bpsm - 5.3.12 - Public Hearing Mayor's Script*
☐ Set up Clerk's Summaries (script)
☐ Set up Minutes Shell
☐ Prepare any By-laws for enactment (bpsm 3.3.1)
☐ LATE MEMOS/ADDITIONS TO AGENDA: Save in VanDocs, add appropriate text box (if necessary), distribute hard copies and email to CC Advance Reports; relevant staff as follows:

SUBJECT: LATE YELLOW MEMORANDUM: Public Hearing – [date]

"Attached is a memo related to Item No. [#] – [Title], on the Public Hearing agenda of [date]. Paper copies will be distributed [shortly, tomorrow] and a limited number will be available at the City Clerk's reception. In addition, the memo will be uploaded to the City's website [shortly, tomorrow], at which time it will be publicly available.

[attach]

☐ Upload additional material to web
☐ If memos/additions were also distributed in hard copy to Councillors, confirm with *Council Support –DL* that they have the material in their meeting binders

Two business days before the meeting, not including the day of the meeting

- ☐ For those items that are controversial, contact relevant staff and request extra copies of packages for the Public Hearing (extra packages are placed outside the Council Chamber near the speaker registration table)
- ☐ Confirm whether there are staff presentations and, if so, ensure they are loaded to SharePoint in enough time to allow the GM or relevant Director to review & concur prior to the meeting
- ☐ Process Correspondence (see section on Processing Correspondence)
- ☐ Contact Planning/Heritage and request they forward any correspondence received.
- ☐ Email the list of developers (staff and applicant information) to Council members for items that have not already been to Council (referred items)
- ☐ Update update the Excel spreadsheet "phea – Public Hearing Reports – Council Member Attendance and Conflict of Interest Status"
- ☐ Email the Summary of Correspondence and Speakers List to: "CC Public Hearing Correspondence" (Outlook Contacts), and relevant staff *(FORMAT ON PAGE 9)*
- ☐ Create and upload redacted correspondence
- ☐ Print Poll sheet and finalize the clerk summary for each item (phea clerks summary)
- ☐ If over 100 people anticipated, email Dave Dunster and Chris Santos to set up extra chairs in the lobby *(Account Code: 15030/532050 "General Administration – Office Supplies and Services).* Spares may need to be rented.
- ☐ Prepare the Compact Flash Memory card *(aka ScanDisk)* for the digital recorder
- ☐ Ensure "buddy" MC is prepared to handle last minute work the morning of the meeting *(if you're staggering hours)*
- ☐ Send an email to CC Meeting Coordinators – DL; CC Admin Support –DL, if you are staggering your start time
- ☐

SPEAKERS LIST SECTIONS:

"Citizens" Section

Speakers from the general public should be included in the "Citizens" of the speakers list.

Special Speakers Sections

Examples of special sections include (heard prior to Citizens section):

- Civic Agency Representatives
- Union Representatives
- Elected Officials (Park Board, School Board, Other Municpalities, Provincial, Federal, First Nations)
- Regulatory Organization Agencies (ie Coastal Health, Metro Vancouver Air Quality)
- Other "Arms Reach" Agencies (examples and sample titles needed – agencies that receive funding from the City?)
  - o Business Improvement Association Representatives??
  - o Vancouver Maritime Museum?

Day of Meeting (before 5 pm)

- ☐ Prepare outcome email to send before leaving (eg – whether meeting has adjourned, will reconvene, etc.; copy agenda items into the e-mail body and add "Approved", "Amended", etc. beside each item). Send to "CC Public Hearing Outcome"; relevant staff; 311 Duty Supervisors
- ☐ Change outgoing voicemail message to indicate people can sign up to speak during the half hour before the scheduled start time of the meeting outside the Council Chamber
- ☐ Prepare copies of speakers list for Council, staff, and posting (two on the media table and one outside the Chamber)
- ☐ Put reserved signs out for the row reserved for staff
- ☐ Provide "buddy" MC who will register speakers with updated copy of speakers list at 5pm
- ☐ "Buddy" MC will prepare any late correspondence and email summary as noted above
- ☐ Make copies of any late memos for distribution on Councillor's desks and extras for sign-in desk for public
- ☐ During the hearing, the "buddy" MC will sign up speakers, monitor the webstream, upload staff presentations, and prepare any additional correspondence per the Procedure By-law.
- ☐ Update the Excel spreadsheet "phea – Public Hearing Reports – Council Member Attendance and Conflict of Interest Status" .

After Meeting (evening)

- ☐ Save Minutes
- ☐ Shut down Crestron (Mics Off)
- ☐ Login to INSINC Scheduler and stop meeting
- ☐ Power down all computers (last meeting of the day)
- ☐ Clean-up Council Chamber, Councillor's desks, etc.
- ☐ Turn off lights and lock Chamber doors if necessary (Security usually locks up)
- ☐ Recycle all leftover paper and shred speakers lists
- ☐ Send outcome email as noted above; include whether the back-up date can be removed from Councillors' calendars and whether the booking for the back-up can be cancelled
- ☐ **If an item has been referred as Unfinished Business to Council the next day, prepare the memo and email it to relevant MCs in the Council Group so they can prepare first thing the next morning**
- ☐ IF MEETING RECONVENING:
  - ☐ update web with reconvene date and add a note to explain what items are not completed and whether items were approved or not
  - ☐ Set up new INSINC stream and notify IT *(can also be done day after meeting)*
  - ☐ Add new event to Community Web Pages *(can also be done day after meeting)*

Day after meeting

- ☐ If the public hearing has concluded, check with the Council Group on whether the backup night will be needed for other Council business. If it will, send an email from CC Meeting Requests to advise that the time slot is reserved for other Council business. If not, send an email from CC Meeting Requests to cancel the booking
- ☐ If an item has been referred as Unfinished Business to the next Regular Council meeting, prepare the memo and let the relevant MCs in the Council Group know which Councillors can vote on a particular item.
- ☐ Let By-law Administrator know if any by-laws were approved at the public hearing.
- ☐ Update RTS:
  - o Status = Dealt With (when waiting for by-law enactment)
  - o Ensure "By-law required" is ticked
  - o Tick "Delegations" if there were any

- o Tick "Public Hearing Held" and insert date of Public Hearing
- o Update "Outcome" box
- ☐ Update SharePoint
    - o Update the Status of each report to "Archived" and add under Comments "Approved".
- ☐ Scan and distribute any speaker submissions to Council members; save scans in VanDocs
- ☐ Redact speaker submissions and upload to webpage
- ☐ Upload Video and Clips

After Public Hearing is finished

- ☐ Prepare minutes; if there are yellow memos, they must be referenced in the minutes

    When minuting Heritage Reports the Summary of Correspondence, should read: "No correspondence had been received on this application since it was **scheduled** for public hearing and prior to the close of the speakers list." OR "XXX letter(s) in support and XXX letter(s) in opposition had been received on this application since it was **scheduled** for public hearing and prior to the close of the speakers list." DO NOT use the word "referral" because Heritage reports do not get "referred" by Council to a public hearing, unless they also contain proposed amendments to zoning-related policy. Those reports that deal only in Heritage Designation are submitted directly to the City Clerks Office for the public hearing; therefore they are "scheduled".

    When reading into the record the summary of correspondence at the hearing, be sure to note same as above, or say "No correspondence has been received since this item was scheduled for public hearing and prior to the close of the speakers list."

- ☐ Obtain by-law number from By-law Administrator for inclusion in minutes (if any by-laws were approved at the public hearing)
- ☐ Convert Minutes to PDF *(optimized)* and prepare for upload
- ☐ Make a good copy of the minutes, add the signature block to the last page for Mayor and City Clerk; once minutes have been adopted, submit the page to City Clerk's assistant (Char) for signatures
- ☐ MC keeps the good copies of the minutes and heritage reports until the signature page has been signed and returned, then gives the good copy package to Annie Goodwyne
- ☐ Email external link to minutes CC Council Decisions Mailing List
- ☐ In a separate email, send external link to minutes to the applicants **(use BCC field)** (Note: Applicant may request a decision letter from City Clerk's Office.
- ☐ File Package (order starts on the top piece of paper):
    - o Clean copy of minutes
    - o Clean copy of speakers list (strike-through anyone who did not speak)
    - o Yellow carbon copies of hand-written speakers lists
    - o Copy of ad
    - o Copy of agenda package, including yellow memos
    - o Pink copies of Heritage Reports with City Manager's signature
    - o Draft by-laws from front desk
    - o Any briefs, handouts, etc. from speakers
    - o All unredacted correspondence *(categorize using blue dividers from correspondence binder)*

Setting up Access to the Public Hearing and Correspondence Group Mailboxes

This is the email address the public uses to sign up to speak at an item on the public hearing. You should only need to do this once. Do this for both your own desktop and the computer in Chamber

- ☐ In the "Mail" Column to the left, right-click on your email address at the top "first.lastname@vancouver.ca"; select "Data File Properties …"
- ☐ Click the "Advanced" Button
- ☐ on the next screen, click "Advanced" Tab
- ☐ Click "Add…" button
- ☐ Type in "Public Hearing" without the quotes
- ☐ Click "Add…" button again
- ☐ Type in "Correspondence Group" without the quotes
- ☐ Click "OK"
- ☐ Click "OK" again

Setting up Signatures for Summary of Correspondence and Speaker sign up response

You will be creating three new signatures for quick response to people who email in to sign up to speak, the summary of correspondence and the standard Correspondence Group response when you deal with correspondence from that mailbox.

- ☐ In Outlook, click the "File" tab and select "Options" in the left hand bar
- ☐ Click on "Mail" on the left hand side and then the "Signatures" button on the right
- ☐ Select "New"
- ☐ Type a name for the signature (e.g. – Public Hearing Summary of Correspondence, Public Hearing Speaker Response)
- ☐ Insert the signature in the box under "Edit Signature", and push OK.
- ☐ Repeat for second signature

Signature for Speaker request:

Thank you for your request to speak at the Public Hearing on _____, beginning at 6 pm in the Council Chamber on the Third Floor of Vancouver City Hall. You are speaker number _____ on the citizens section of the speakers list for Item _____.

Speakers can visit http://vancouver.ca/speaker-wait-times for regular updates on the progress of a meeting, including what speaker number is currently being heard. The same updates will also be available on Twitter at @VanCityClerk.

Alternatively, speakers can monitor the progress of a meeting via the video link on the City website: http://civic.neulion.com/cityofvancouver/.

Agendas and minutes are available at vancouver.ca/councilmeetings. Details of this application can be accessed from the Rezoning Applications website.

For more information on Public Hearings, please visit vancouver.ca/publichearings.

_____

City Clerk's Office
City of Vancouver
Phone: 604-829-4238
Email: publichearing@vancouver.ca
Website: vancouver.ca/publichearings

Signature for Summary of Correspondence

Public Hearing
Tuesday, July 10, 2012
6 pm

Summary of Correspondence and Speakers

1.   Title

CORRESPONDENCE:

Distribution Date	Support	Opposed	Other
October 22, 2013	6	8	0
October 23, 2013	2	3	0
October 24, 2013	1	1	0
October 28, 2013	3	1	0

{insert PDFs of correspondence}

SPEAKERS:
{insert from speakers data for this item}

Signature for Correspondence Group email

Thank you for your correspondence.

During a public hearing, Council hears from all of the interested speakers. At the end of that process, Council declares the speakers' list closed.

All written comments submitted for the public hearing and received up to 15 minutes after the close of the speakers' list will be distributed to members of Council for their consideration.

Written comments submitted for the public hearing more than 15 minutes after the close of the speakers' list will not be distributed to Council in compliance with S18.10 of the City's Procedure Bylaw.

When submitting written comments, keep your document to 1500 words or less if the public hearing has already started. If the public hearing has not taken place yet, there is no limit to the number of words you can submit.

Written comments submitted to the public hearing will be posted on the City website and must include the name of the writer. Additional contact information (e.g. email address) will be removed.

For more information about public hearings, visit vancouver.ca/publichearings.

Thank you.

_____
City Clerk's Office
City of Vancouver
Phone: 604-829-4238
Email: publichearing@vancouver.ca
Website: vancouver.ca/publichearings

Managing Correspondence

Correspondence for Public Hearings is distributed electronically and uploaded to the web in a redacted form. This section contains instructions on how to organize your correspondence since you will likely have more than one distribution (Per the Procedure By-law)

IN THE H: DRIVE *(see diagram below for naming conventions):*
- [ ] set up a **Public Hearing folder**
- [ ] set up a **Correspondence subfolder** under Public Hearing folder
- [ ] set up **Distribution subfolders** for each distribution date under Correspondence subfolder
- [ ] set up **Agenda Item subfolders** under each of the Distribution subfolders
- [ ] for each agenda item, print correspondence received and categorize (i.e. Support, Opposed, Other). Scan each category of correspondence and save as a PDF under the relevant Agenda Item subfolder.
  Note: Unredacted correspondence is distributed to Mayor and Council (via CC Public Hearing Correspondence). The redacted correspondence is then uploaded to the web.
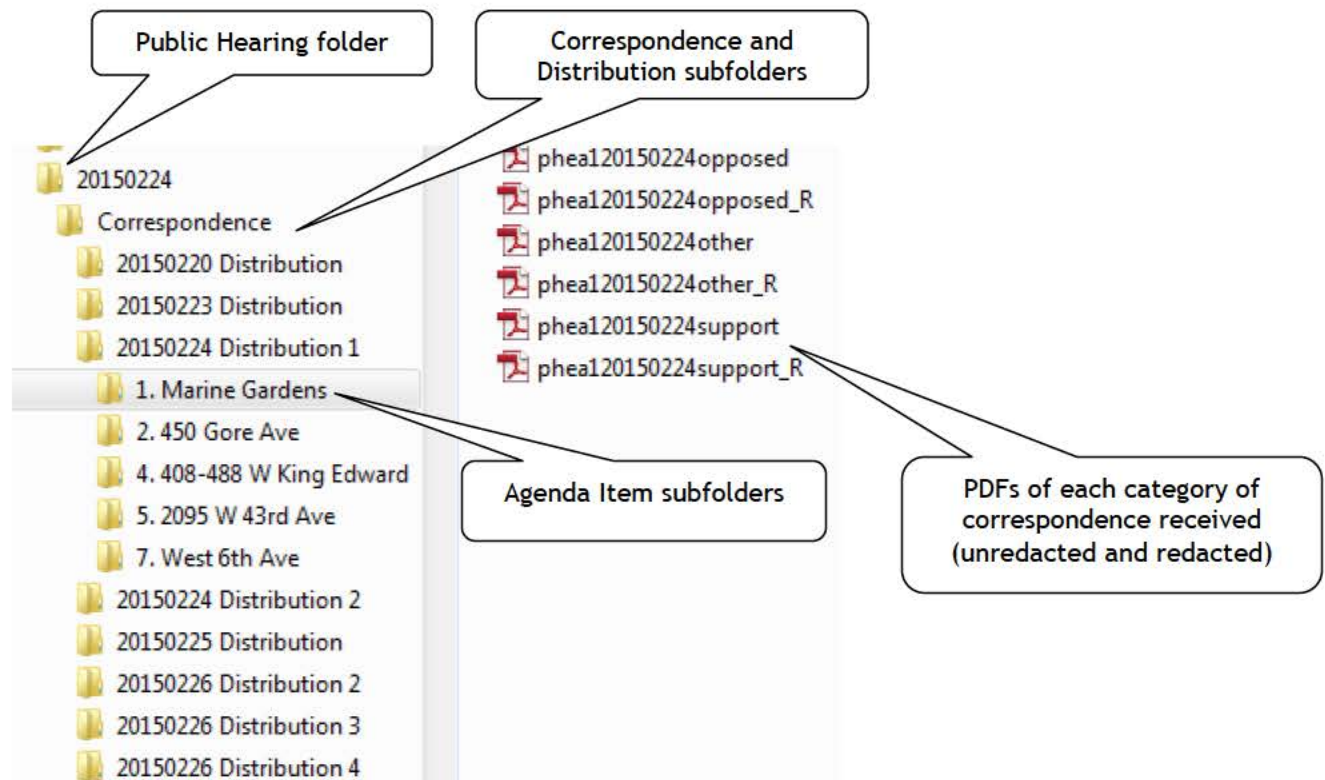
IN OUTLOOK – PUBLIC HEARING BOX:

☐   set up is generally the same as in the H: drive *(see diagram below)*:
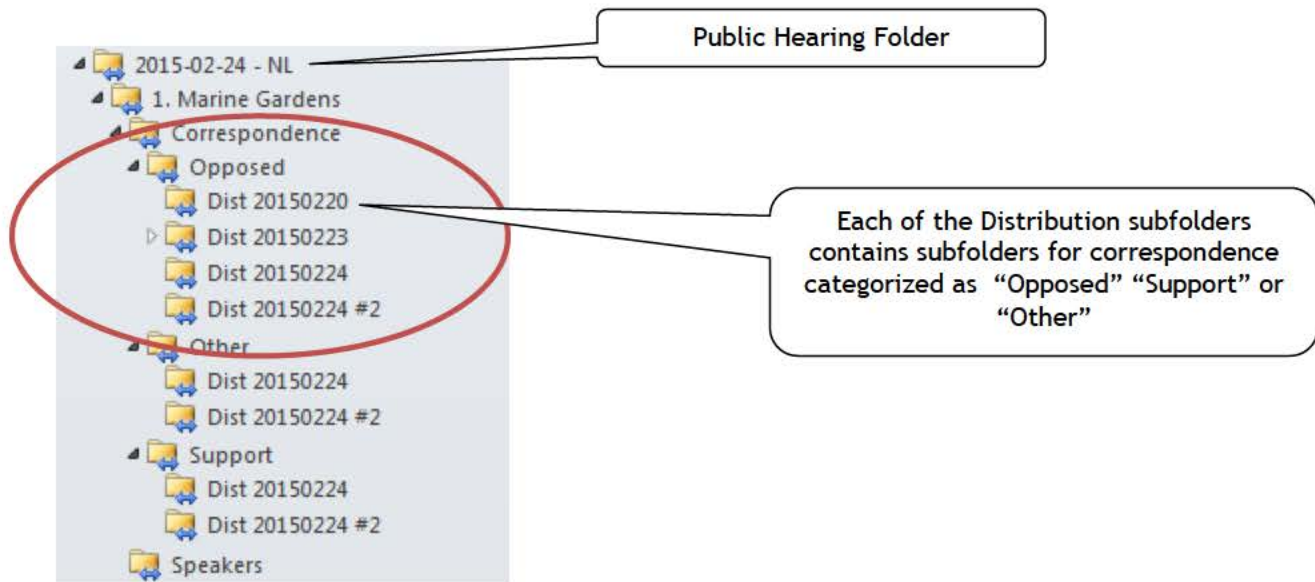
Correspondence Binder

☐   Set up large binder for hard copy of redacted correspondence and agenda (for display at the Public Hearing). Insert numbered dividers for each item

☐   Create "Support", "Opposed" and "Other" dividers on blue paper for each item.

☐   Set up your correspondence summary for email

Processing Correspondence

☐   Correspondence Group forwards correspondence received to the Public Hearing Inbox*

☐   When you receive correspondence, open it to see what category it falls into (Support, Opposed, or Other)

☐   Print a copy of the correspondence and put a sticky note on it with what category it is, and the number of letters received on it. Keep the copy for the file package.

☐   When you are ready to send out correspondence:

      o   Scan the printed correspondence and send to yourself (3 packages for each item)

      o   Save the correspondence packages as phea#category-yyyymmdd in the H Drive, where # = agenda number; category = support/oppose/other; yyyymmdd = **distribution date**

      o   Set up correspondence email and send to CC Public Hearings Correspondence list

      o   Save "Summary of Correspondence" email to VanDocs

Redacting Correspondence

Set up Acrobat Professional (You will only need to do this once)

☐ Open one of the files you want to redact. Make sure it opens in Acrobat Pro (not Reader).
☐ Click the gear icon on the top menu bar.
☐ Click on the cross next to "Protection" and move the following items to the "Quick Tools to Show" box:
- Mark for Redaction
- Apply Redactions
- Redaction Properties
- Save your changes and close out of the properties box
☐ Click on "View Redaction Tool Properties"
☐ Make the following changes:
- Click "redacted Area Fill Color" and choose lightest Gray
- Make sure the "Use Overlay Text" box is checked
- In the "Overlay Text Box"
  - Font = Calibri
  - Font Size = 6 or 8
  - Text Alignment = Left
  - Font Color = Red
  - Toggle "Custom Text" and type "s.22(1) Personal and Confidential)"
- In Redaction Mark Appearance
  - Outline Color = Red
  - Fill Color = None
  - Fill Opacity = 100%

☐ Click the "Make Properties Default" checkbox, then click "OK"
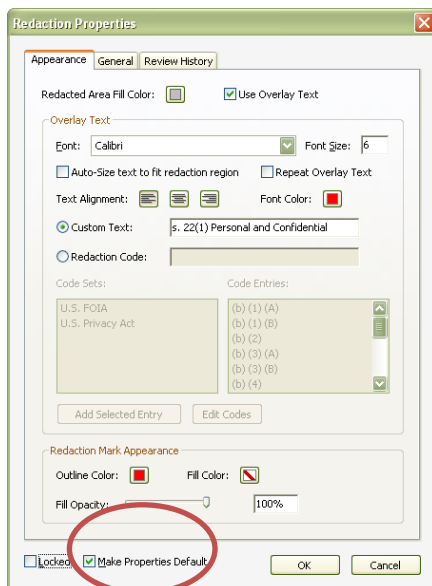
Preparing Correspondence for upload to the public website

☐　Open the correspondence package(s) you scanned to yourself

☐　Go to the "File" tab and select "Save As". Save it as **phea#category-yyyymmdd-r** where # = agenda number; category = support/oppose/other; yyyymmdd = **distribution** date. Each file name must be unique so make sure the distribution date is in there.

☐　In the top menu bar, click the "Mark Content for Permanent Removal" icon

☐　With your mouse, highlight the text you want to redact. A red line will appear around it and if you wave your mouse over it, you will see the FOI code: **s.22(1) Personal and Confidential**.

　　Personal information to be removed (not all items will occur in all correspondence): email address, mailing address, telephone number. Note - per W. Stewart and B. Van Frassen June 2/14 personal signatures of citizens should be redacted.
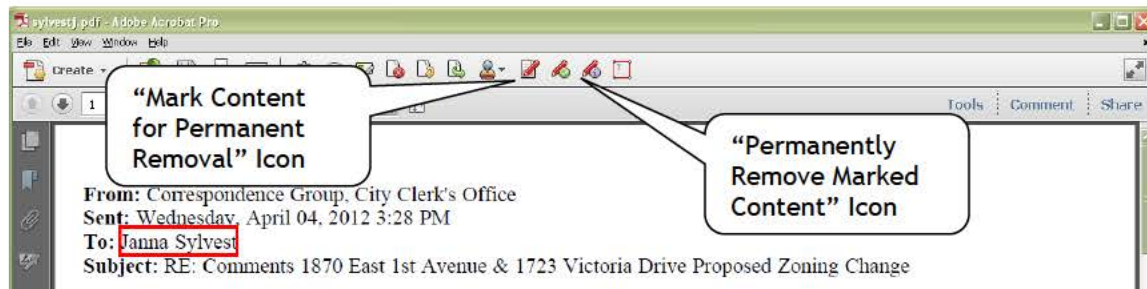
☐　Go through the document and mark all personal text throughout for redaction.

☐　When you are ready click the "Permanently Remove Marked Content" icon.

☐　Answer "Yes" to the question that pops up

☐　On the left-hand bar in your acrobat window, push the "Remove" button to remove links to email addresses

☐　Go "File – Save As" and save it with the following format: phea3support20120412 (item number, whether it is support/oppose/other, date of distribution)

☐　Print a copy and file in the binder for the public at the meeting.

☐　Upload the file to the web.

☐　E-mail redacted correspondence to applicants

Managing Speakers

E-mail

☐　Make sure you have set up access to the Public Hearing mailbox and your response signature (see previous sections)

☐　Create a new folder in the Public Hearing Mailbox "Sent Items" folder for the date of the public hearing and new subfolders for each item on the agenda.

☐　In each subfolder, create a "Speaker Confirmation" sub-subfolder

☐　Monitor the inbox for requests to speak.

☐　As requests come in
- o　Add speakers to the list
- o　Highlight the message in the Public Hearing Inbox and push "Reply"
- o　Go "Insert -> Signature" and select the Public Hearing Confirmation Signature
- o　Change the Subject line as follows: Confirmation – PH yyyy-mm-dd – Item # - Lastname, First Initial"
- o　Push send
- o　Go to your own sent items folder, find the email you just sent
- o　Drag and drop the response email to the appropriate "Speaker Confirmation" folder in the Public Hearing Inbox.

Phone

- ☐ Look at your phone. If there is a flashing envelope to next to the "Public Hearing HG – 84238" line, there is voicemail
- ☐ Push the envelope button on your phone (the one you use to check your voicemail); when it picks up, push the * button
- ☐ Enter the ID: 84238 and push #
- ☐ Enter the password: 201201 and push #
- ☐ Push 1 to listen to messages, write down any details and add people as necessary to speakers list
- ☐ Call requests to speak back to let them know that they have been added to the speakers list; include their position on the list, or email them if they have left an email address. Save the response as noted above.
- ☐ Delete messages from voicemail box

In Person Registration

- ☐ The night of the hearing, the person doing registration gets a copy of the current speakers list
- ☐ Get a pad of "Speakers List" forms to write on
- ☐ As people come up to register, write down their names, email addresses or phone numbers.
- ☐ When the line is done, take the list into Chamber; give the white copy to the Chair and the yellow copy to the Meeting Coordinator in the meeting.

Withdrawal Requests

- ☐ When a request to be removed from the speakers list occurs, open the speakers list in VanDocs, delete their name and insert "Withdrawn Speaker" in its place
- ☐ Note date of request and their name in the MC Confirmation Column
- ☐ Type "Withdrawn" in the Support/Opposed/Other/Withdrawn Column
- ☐ Send email or call to acknowledge their name has been withdrawn as requested

Preparing Draft By-laws

Planning will email the Draft By-laws to you. If they are in word format, convert them to PDF and save as you normally would on the H drive. Name them as follows:

> phea1draftbylawZD.pdf = Zoning & Development (CD-1) By-law
> phea1draftbylawSIGN.pdf = Sign By-law

BY-LAWS NEED TO BE CONVERTED TO PDF BEFORE ADDING THE WATERMARK. Add the "DRAFT" watermark to the PDFs

In Acrobat Pro:
Click Tools
Under "Edit Page Design" click "Watermark" and select "Add Watermark"

The following dialogue box will appear:
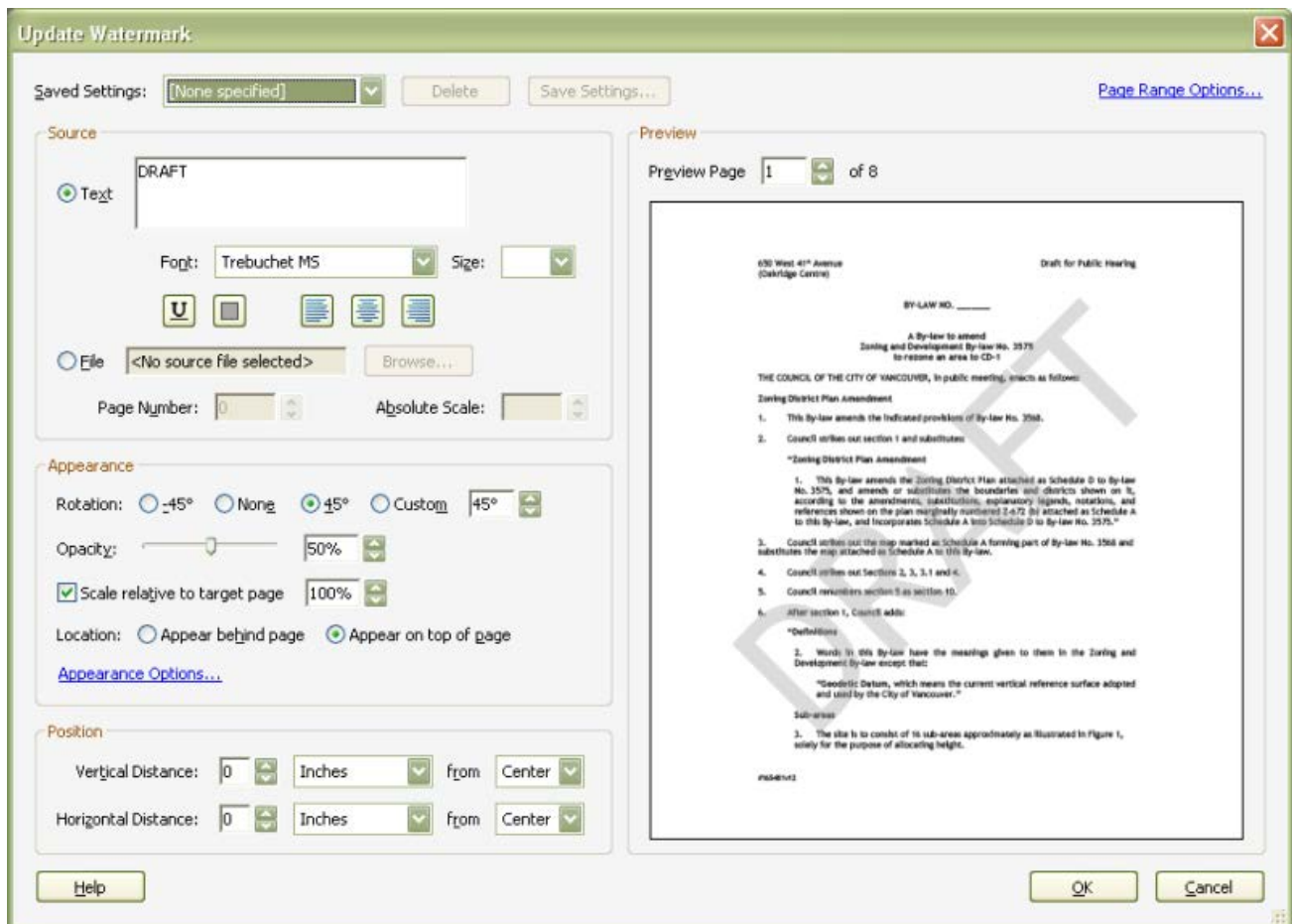
Under "Source"
In the "Text" box type "DRAFT"
Change Font to Trebuchet MS
Change Colour to lightest grey

Under "Appearance"
Set Rotation to 45 degrees
Opacity = 50%
Scale Relative to target Page = 100%
Location = **Appear on top of page**

QUICK TIP: after putting in these settings, click the "Save Settings" button at the top of the dialogue box. Assign it a name (e.g. – Draft watermark for public hearing by-laws) and you'll only have to select it for the next one, instead of redoing all these steps!

Push "OK" and check to see that it's on all pages. If you need to edit it, go back to the "Watermark" menu and choose "Update".

STANDING COMMITTEE – PREPARATION AND FOLLOW-UP

AGENDA PREPARATION:
• Prepare an electronic meeting folder in the H: drive and hard copy meeting folder.
• Prepare Word version of agenda and save in VanDocs (do this as early as possible) (Appendix A)
RTS & SHAREPOINT
• approximately 5 weeks in advance of the meeting, review the RTS by searching under "Reports for a Specific Meeting" and relevant meeting date; print out the list (optional).
• check the RTS list against SharePoint and make note of those reports that are not loaded to SharePoint.
• send an email to those report authors whose reports are not loaded to SharePoint, copy to relevant GMs, and advise them that their reports are now due in SharePoint for concurrences. (see wording Appendix A No. 2).
• on the Monday in the week preceding the meeting, print 2 copies of the draft agenda with the SharePoint status under each item and whether there will be a PPT; then give agendas to the City Clerk for her agenda review with the City Manager.
• If reports are to be rescheduled, update RTS and SharePoint if needed with anticipated meeting date;
• Monitor SharePoint under relevant meeting type to track incoming meeting documents.
• Update RTS and SharePoint as reports make their way through the process (Appendix D)
• previously "Scheduled" reports which are held over to the next series of Council/Committee meetings, should be resubmitted to the City Manager as the next series of agendas are being prepared.
REVISIONS REQUESTED on Reports:
• Monitor SharePoint to check for "Revisions Requested" status
• Update RTS to match SharePoint
• When the revised electronic copy is received by CC Meeting Coordinators the relevant MC prints the revised report/page(s) in the appropriate colour, **highlight changes** (if possible) and deliver to City Manager's Office.
PROOF COPY OF AGENDA:
• As reports are approved and completed follow the instructions in Appendix D to create final reports
• Print blue hard copy of report; check it in at the front desk and stamp front page
• Add report title to the agenda under the appropriate headings
• Format reports (appendix B). Finalize in VanDocs. Update RTS / Sharepoint.
• Print hard copy of report (white)
• Assemble hard copy agenda package with blue dividers
• Convert reports to PDF (Appendix B)
• Prepare Print requisition
DISTRIBUTION & PRINTING
• Once final, send Advance Agenda email to CC Advance Reports
• Forward Advance Agenda email to Printing (they print from the PDFs attached to the email) (20 copies/pkg)
• Send consolidated PDF agenda to CC Consolidated - DL email distribution list.
• Deliver proof copy, requisition form and a copy of email sent to printing.
• Print Labels for CCO Distribution
• Prepare and upload Agenda to internet about 4 hours after sending the Advance (or the next day) (Appendix F)
• Put hard copies in binders and labels on hard copies; deliver to recipients
NOTIFICATION (to be done AFTER the Agenda is uploaded)
• Send out notifications of reports to interested parties (copy authors) (Appendix A)
• Follow processes for 336D and Liquor notices (Appendix E)
MEETING PREPARATION: Prepare the following once the Agenda is finalized and distributed
• Mayor's and Chair's Scripts
• Poll Sheet. Email Council Support if the poll sheet is not completed.
• USB stick and digital audio disk
• Minutes shell
• Speakers data and speakers list
• Confirm with report authors: staff presenter(s), staff available for questions, whether there will be a PPT (if yes, the PPT should be loaded to SharePoint under "Other Material" for the City Manager's review.
• Check Neulion
• If chairs are needed, email Chris Santos at least 24 hours prior. Contact Security if speakers list is getting big (15 +).

- Send electronic copy of speakers list to CC Speakers List - DL, on the <u>Friday afternoon in the week before</u> the meeting; send updates through Tuesday if necessary (i.e. if items have been referred from Council or many speakers have signed up on agenda items).
- Send out any updates to CC Advance Reports - DL, print hardcopies for the meeting and update web (reminder to give a hardcopy of updated material to City Clerk and/or Deputy City Clerk)

MEETING PREPARATION: day of meeting or day before meeting

- On the day of the meeting, upon arrival, check the Correspondence Group and Speaker Request mailboxes for any additional requests to speak
- Email brief instructions to any speakers who have submitted presentations to advise that they can operate their presentations from the podium using the wireless mic
- 24 double sided copies (for distribution) and 1 single sided copy (for posting) of speakers list
- Relevant scripts
- Extra reports, updated agendas, motions, etc.
- **DO NOT provide paper copies of updated agenda or additional agenda items to the Mayor and Councillors Deal, Louie and Reimer** (unless it is very, very late)
- Sign out keys from vault and set up Chamber (see attached).
- If over 100 people anticipated, email Dave Dunster and Chris Santos to set up extra chairs in the lobby (*Account Code: 15030/532050 "General Administration – Office Supplies and Services*).
- If seats must be reserved, place approximately 6 'Reserved Seating' signs behind media station in Chamber

DURING MEETING

- **Email Mayor, Councillors and City Clerk or Deputy City Clerk** (*whomever is attending the meeting*) just prior to the start to remind them to forward any new motions or amendments to both yourself and the City Clerk or Deputy City Clerk when responding.
- **Adopted on Consent:** send an email confirming those items adopted on consent to: relevant staff, CC Meeting Coordinators - DL and CC Admin Services - DL

AFTER MEETING

- **Save your minutes**
- **Tidy chamber (see attached)**
- Prepare Unfinished Business memos for Council
- Prepare "Requests to Staff"; Save in VanDocs
- Update RTS & SharePoint (see attached instructions)
- Create videos and upload; insert appropriate links on agenda and in Community Calendar
- Prepare Minutes
- Proofread minutes (three times!) and properly format (see attached for tips & tricks on proofreading)
- Give minutes to your "buddy" for final proofreading and editing (this should be your final version of the minutes so make sure all your notes are taken out)
- Scan any speaker submissions and save to VanDocs
- Convert Minutes to PDF and upload.
- When the minutes have mirrored to the external site, email the link to CC Council Decisions & authors
- **Decision letters for Liquor Licences to applicants/owners/LCLB; 336D notices to property owners** (*Appendix E*)
- **Decision letters coming from the Mayor's Office, send to Connie Pavone.**
- Prepare good copy of minutes with signature block
- Place a clean copy of the minutes (*double-sided, 3-hole punched, stapled*) in the Standing Committee Reference binder kept in the cabinet just outside the City Clerk's Office.
- Complete and file paper copies of agenda package in the vault in the order outlined in Appendix G of this checklist.
- Enter leaves of absence in relevant pollsheets
- If there are changes to the Deputy Mayor roster, advise the Manager of Payroll Services
- Enter Meeting Data in VanDocs document: **CC MC – 2014 meeting tracker.tr5** (tracking meeting metrics)
- Put copy of minutes in Standing Committee minutes binder (in cabinet just outside City Clerk's office)

MEETING CANCELLATION

- Delete Neulion Event; note "CANCELLED" on Community Calendar
- Email CC Advance Reports; Chris Santos; Chris Santos; Nancy Eng; City Manager's Office; CC Meeting Coordinators; IT Help Centre e-help; 311 Duty Supervisors.
- send Meeting Cancellation from CC Meeting Requests
- Cancel Chamber booking unless it is needed for other business

MEETING RECONVENED

- **Email: CC Advance Reports; Building Management Work Request; Security; IT Help Centre e-help; Eng, Nancy**
- **Add reconvened meeting on Community Calendar**

Creating Documents and Folders

Note: if you see a stop code <🖬> you can use ALT-S on your keyboard to move between them.

1. **Agenda**

   1. Open Word
   2. Go to "Add-Ins"
   3. Select "Clerks"
   4. Select "Agenda"
   5. Fill in dialogue box
   6. Push "OK"
   7. Add categories and report titles

Agenda Categories

      Finance (purchases, leases, financial services, budgets, capital plan)
      Transportation
      Heritage (façade grants, heritage properties)
      Culture (cultural grants, theatres)
      Housing
      Community Development (social grants)
      General (Council, civic agencies, safety, real estate, injunctive relief/336D)
      Referred Items
      Greenest City
      Regional Planning

Note: Agenda categories are discretionary – review with City Clerk/Deputy City Clerk near agenda completion); if there's only one agenda item, a category is not required.

Note: When updating the agenda, add the following
- The word "REVISED" in front of "AGENDA" in the box at the top of the page
- A text box in the upper right-hand corner reading "Revised [date]"

2. **Minutes**

   1. Open your agenda in word
   2. Go to "Add-Ins" tab
   3. Select "Agenda Options"
   4. Select "Create Corresponding Minutes"

3. **Speakers**

a. **Speakers Data Set**

   1. In VanDocs do a "Title Search" for "bpsm speakers data"
   2. Open the file "bpsm - Template - Speakers Data Excel Spreadsheet
   3. Save a copy to your meeting folder in VanDocs called "[acronym] speakers data"
   4. Set up tabs for each item you expect speakers on

Note: Council group will make the same type of file for any requests to speak to Council items. When the items are referred, you can just insert the relevant tab in your file.

b. **Speakers List**

   1. In VanDocs do a "Title Search" for "bpsm speakers list template"
   2. Open the file bpsm - Template - Speakers List
   3. Save a copy to your meeting folder in VanDocs

4. **Create Folder on H: Drive**

   1. In the H: drive navigate to H:\Meeting Coordinators\REPORTS
   2. Open the folder for your type of meeting
   3. Open the folder for the year
   4. Create a new folder called yyyymmdd (year, month, day of the meeting)

5. **Notification Letters**

Do this after the agenda has been uploaded.

   1. Open word
   2. Go to Add-Ins
   3. Select "Clerks" and "Notification Letter"
   4. Fill in the dialogue box and push OK
   5. Make any small changes necessary to text
   6. Add in link to report
   7. Copy and paste text only into email (not the logo!)
   8. Open notification list provided by staff
   9. Copy email address and "Paste Special" -> "As Unformatted Text" into a word document
   10. Copy and paste "Unformatted Text" list into BCC email field
   11. Push send
   12. Save notification email to VanDocs
   13. Print yellow copies of notification list and email; add to file

6. **Poll Sheet**

   1. In VanDocs search for "regu roll call"
   2. Open the file "regu ROLL CALL"
   3. Change date at the top to your meeting date
   4. Print two copies; give one to City Clerk/Deputy City Clerk

7. **Mayor's and Chair's Scripts**

   1. In VanDocs search for "bpsm script"
   2. Open the files below and save a copy to your meeting container
       a. bpsm - Templates - Script for Mayor
       b. bpsm - Templates - Script for Chair
   3. Edit scripts as needed for your meeting
   4. Give to another Meeting Coordinator to proofread
   5. When finalized, print three copies: give one to the City Clerk and one to the Mayor; keep one for yourself

Appendix A: Standing Committee Email Wording

You can set these up as signatures in Outlook

1.   New Standing Committee Meeting

Send from: CC Meeting Requests Inbox
Send to: Corporate Management Team (COV) – DL, CMT Admin Assts – DL, and relevant staff; copy to: CC Meeting Coordinators. Send this email from the **CC Meeting Requests Inbox.**

Subject : NOTICE: Special Standing Committee on [type] *-* DATE

A Special Standing Committee on _____ meeting has been scheduled as follows:

> DATE: Monday, January 10, 2011
> TIME: 1:00 pm
> PLACE: Council Chamber

Council members have received notice of this Special Council meeting by way of a meeting request.

2.   REPORT Follow-up

Send an email to: relevant report authors, their general managers, and the GM's assistants

Suggested wording:

Subject: REPORTS: [meeting type] – [Month Day, Year]

The following reports are now due in SharePoint for the [meeting type] to be held [Month Day, Year]. If you expect your item to make this meeting, please load it to SharePoint along with any other documents such as appendices and notification lists as soon as possible.

Reports in SharePoint should have all concurrences and be ready for the City Manager's Review on [date 2 weeks prior to the meeting].

If your report will not make this meeting date, please email me with a copy to your GM and I will update the RTS.

[RTS # - Report Title]

Thanks**!**

3.   Advance or Revised Agenda

Prepare email below – make sure it is Rich Text Format; send to CC Advance Reports – DL

Attached is the [revised] agenda for the [type of meeting] meeting to be held on [date]. A hardcopy of the package will be distributed [when]. In addition, the agenda will be uploaded to the City's website [when], at which time it will become publicly available.

AGENDA

[insert PDF of Agenda]

[copy and paste agenda topics from word version of Agenda. Insert PDF of each report under appropriate headings. For revised agendas, only insert new reports or motions]

A separate e-mail containing the consolidated PDF of the agenda items will be sent out shortly to Council members.

4.   Speakers List

Send by Tuesday day end, after you have contacted any requests to speak from the Regular Council meeting.

Send to: Mayor's Office Staff – DL; City Manager's Office - DL; CC Meeting Coordinators – DL and Councillors – DL; and Report Authors at times listed below. Include Security once a list is over 50 speakers.

The following is the speakers list for the [type of meeting] on date.

[copy and paste agenda topics from word version of Agenda. Insert list of speakers for each item from the Excel "Speakers Data"]

5.   Minutes Uploaded Notification

Send to: CC Council Decisions – DL; report authors

At the [type of meeting] on [date], Vancouver City Council took actions as set out in the minutes at the link below:

[insert link from public website]

Appendix B: Formatting Reports and Agendas

1.   Reports

a.   After the report has been "Completed" in SharePoint by the Author, or is noted as "City Manager Approved" if it very late on distribution day, and you have saved a copy in your meeting container:

     i.   Open report in Word; turn editing codes on
    ii.   Check document to ensure no CM comments are included. Search "\?"
   iii.   Check "Report Date" field – make sure it is not the same as the Meeting Date
   iv.   Check "RTS" number
    v.   Add "Meeting Date" and "VanRims No."
   vi.   Check that it is going "TO" the proper Committee
  vii.   Check headers and fix; they need to match the title and have the RTS number
 viii.   Remove any footer
   ix.   Check "RECOMMENDATION" field to see if there is a grant
    x.   Check "RECOMMENDATION" field; if there is a referral to Public Hearing, it needs to go to Council.
   xi.   If there is only one "RECOMMENDATION" remove "A." from in front of it
  xii.   Check section breaks and headers on appendices to make sure they read "APPENDIX A"
 xiii.   Check pagination (e.g. – that subsection titles are on the same page as their paragraphs)
 xiv.   Remove signature page (do not delete the Section Break below it! Delete the Page Break if you need to remove a page! If you remove the Section Break you'll mess up the appendix headers!)
  xv.   Save the document.

b.   **Convert to PDF** – do this for each report and the agenda

In Word, go to the "File" tab and select "Save as PDF"
Save PDF to H: drive in appropriate folder using naming conventions e.g. ptec1
In Acrobat, push CTRL-D to open the "Document Properties" dialogue

     Title: Report – Report Title from First Page: YYYY MMM DD (year, 3 character month, date of meeting)
     Author: Last Name, First Initial
     Subject: 08-2000-20 Regular Council and Committee Records

Push OK.

c.   **Optimize PDF**

File -> Save As -> Optimized PDF

In the PDF Optimizer window on the left-hand side ensure that the:
   a) "Images" box is unchecked; and
   b) "Clean Up" box is unchecked and rechecked *(this will optimize the pdf document for fast web view).*

2.   **Agendas**

a.   **Standing Committee Portion**

Add categories
Add report titles and dates (in bold) – for grant items be sure to include the line "Requires eight affirmative votes"

b.   Council Portion

For grant items include the following line under "Approval of recommendations and actions.": Note: Item X requires eight affirmative votes.

Delete <<Double-click to select Agenda Heading>> or add Urgent Business, Unfinished Business, etc. as needed.

c.   Convert to PDF - see instructions above

Appendix C: Chamber Set Up and Clean Up

Set Up

- Sign out keys
- Turn on all computer
- Touch Crestron stream to turn on
- Test Crestron: start a meeting and check speaker timer
- Distribute speakers lists and updated agendas to Council and staff desks
- Move nameplates: Chair to Mayor's desk and vice-versa
- Put speakers lists on media desks and in holder outside chamber
- Turn on TV in foyer
- Log In to Meeting Coordinator computer and set up:
  - Move minutes shell to desktop and open
  - Move speakers data to desktop and open (if necessary)
  - Set up split screen (password RCM09$sc)
  - Open email: make sure email does not display alert for incoming email
  - Login to INSINC
- Send out email requesting amendments to Councillors – DL and Robertson, G.
- Put memory card in digital reader
- Put presentations on presentation computer (if any)
- Turn on projector and lower screen (if necessary)

Clean Up

- On Crestron, make sure "Council Mics Off" button is flashing
- Save your work to desktop, memory stick and VanDocs (or email to yourself)
- Stop digital recorder; remove memory card
- Recycle leftover speakers lists, agendas, etc.
- Tidy Chamber
- Turn off computers if it is the last meeting of the day
- Turn off projector and raise screen
- Turn off lights and lock up.

Appendix D: RTS & SharePoint Instructions

NOTE: Check SharePoint frequently to make sure reports are entered correctly (without going into the Edit Mode). Things to check:
- Status: is the current status the correct one?
- Report: is the report in the correct container in VanDocs (08-2000-25)?
- Approval Comments: every time an edit is made to the status or meeting date/type, there should be an explanatory note.

Part 1: Sorting Reports in SharePoint

In this section, you'll learn how to view and sort documents in SharePoint. In Camera reports will be processed through the old method.

1.   Go to http://wsscovapps.city.vancouver.bc.ca/cra/default.aspx

2.   Click on "**Council Reports**" or "**Other Material**" on the left.

3.   To sort by meeting type and date, click on "**Meeting Type**" on the top menu bar and select the meeting you want.

Click on "**Meeting Date**" on the top menu bar and select the date of the meeting you want.

4.   Check the "**Status**" column. If the status is set to "**Completed**" the report is ready for agenda preparation.

NOTE:

a)   When all concurrences have been received the report status is updated to "**For City Manager's Review**", an email alert is automatically sent to CC Meeting Coordinators - DL. The RTS profile must then be updated as follows:

i)   Status: "In City Manager's Office";
ii)   Report Received Date: date email alert was received; and
iii)   Assigned To: relevant MC.

b)   When the City Manager has approved a report, the status will be updated to "**City Manager Approved**" and an Alert will be sent to the author, the GM, Concurring Departments and CC

Meeting Coordinators - DL. At this point, the author should go into the file, make edits as noted in the City Wide SharePoint instructions, and change the Status to "Completed".
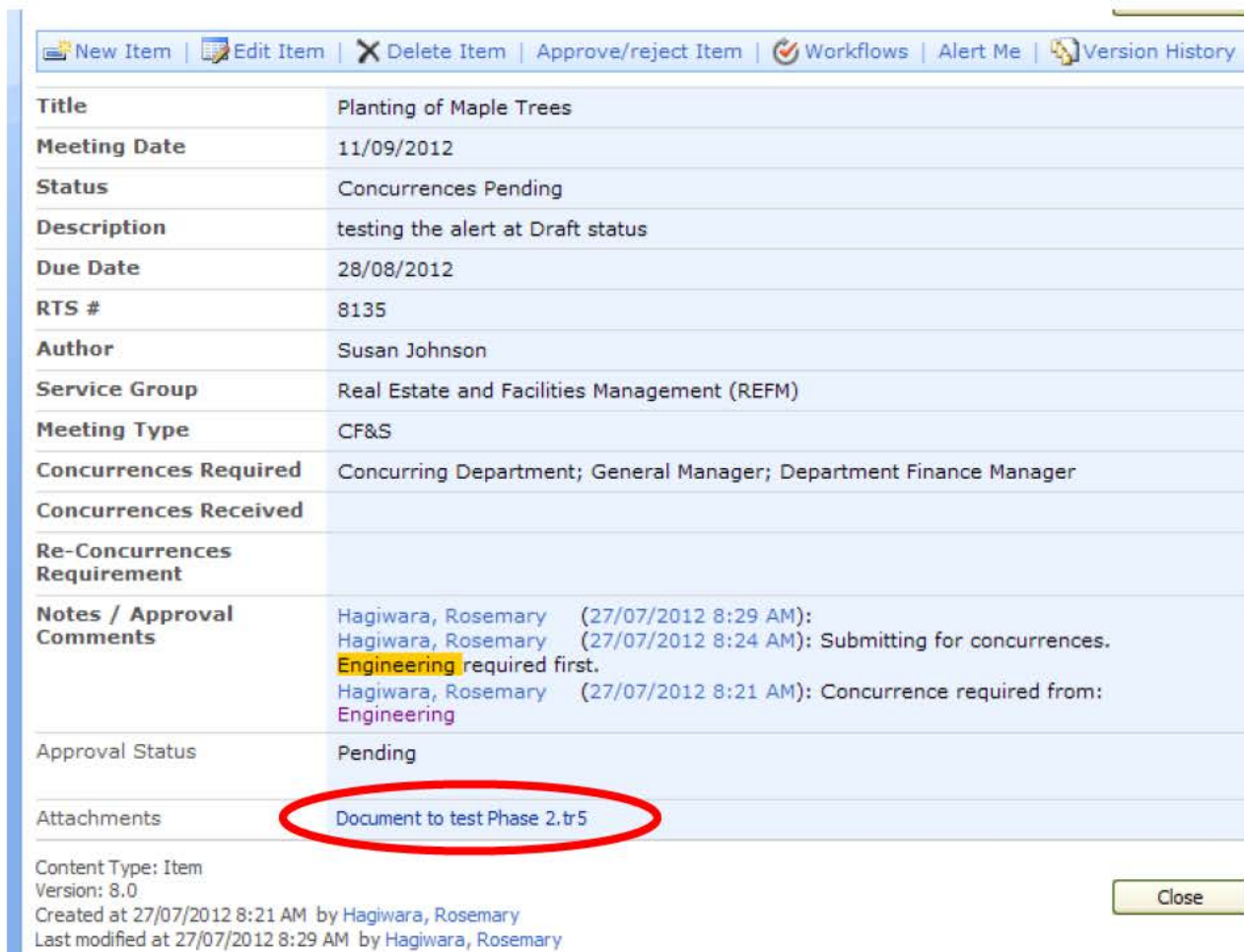
5.   Export to Excel: click on the "Export" link (looks like a floppy disk), and choose "Excel" then "Open". Print a copy for your paper file.

Part 2: Accessing reports

In this section you'll learn how to access reports through SharePoint to get them ready for an agenda.

Do this after the author has changed the status to "Completed" or if it is very late, after the status has been changed to "City Manager Approved".

1.   In SharePoint, click the "Title" of the report. It takes you to a screen that looks something like this:

2.   Click one of the "Attachments" to launch VanDocs. You'll see a window with the one record in it.

3.   Highlight the record name, go to "File" and select "Copy Record".

4.   In the next popup window select all options EXCEPT:
     • Security Profile
     • Access Control
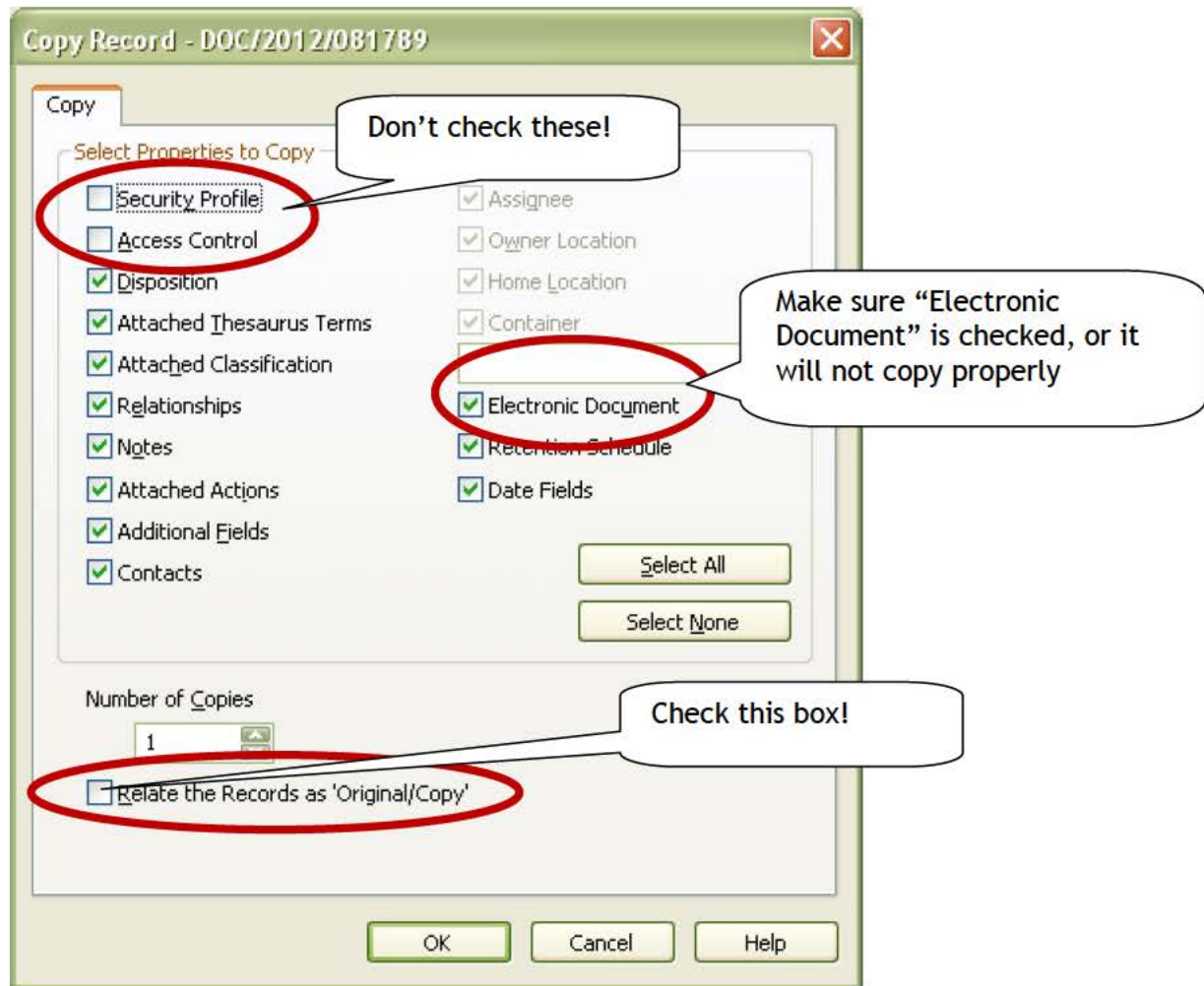
Push "OK". You will now see two copies of the report. Generally the second one on the list is your copy. It's this one you'll edit the properties on.
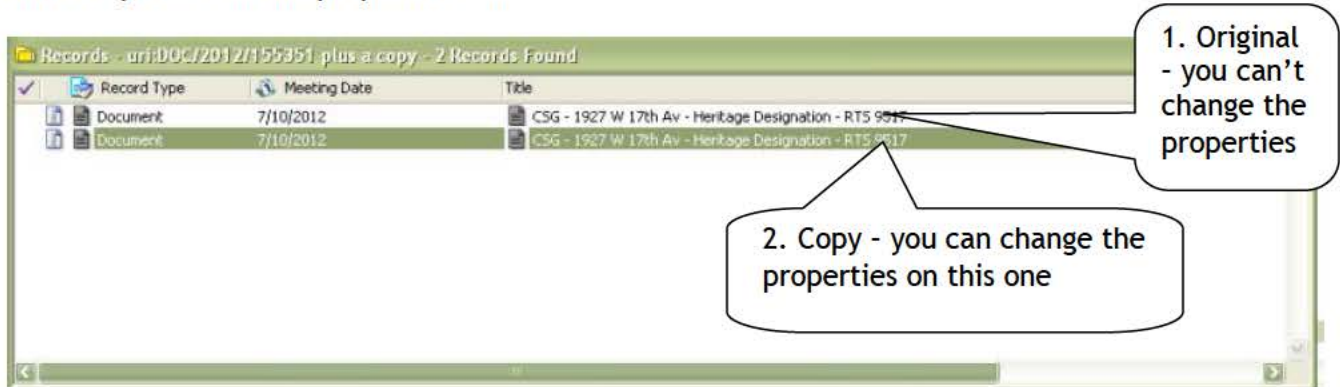
IMPORTANT: Right-click on the original, select "Electronic" and then "Make Final". If you decide to supercopy the report instead, you still need to go back into the 08-2000-25 container and finalize the original.

ALWAYS FINALIZE THE ORIGINAL ONCE YOU HAVE TAKEN A COPY

5. Right-click on your copy, and select **"Properties"**. *If you are unable to change the VanRIMS container, you've opened the wrong copy.*

Change the following:
- **"Title/Subject"** of document to CCO naming conventions, e.g. "regu 1 – Vancouver Rent Bank"
- Change the **"VanRIMS Container"** to the proper container for your meeting.
- Enter **"Document Type"** (if needed)
- Enter **"Meeting Date"**
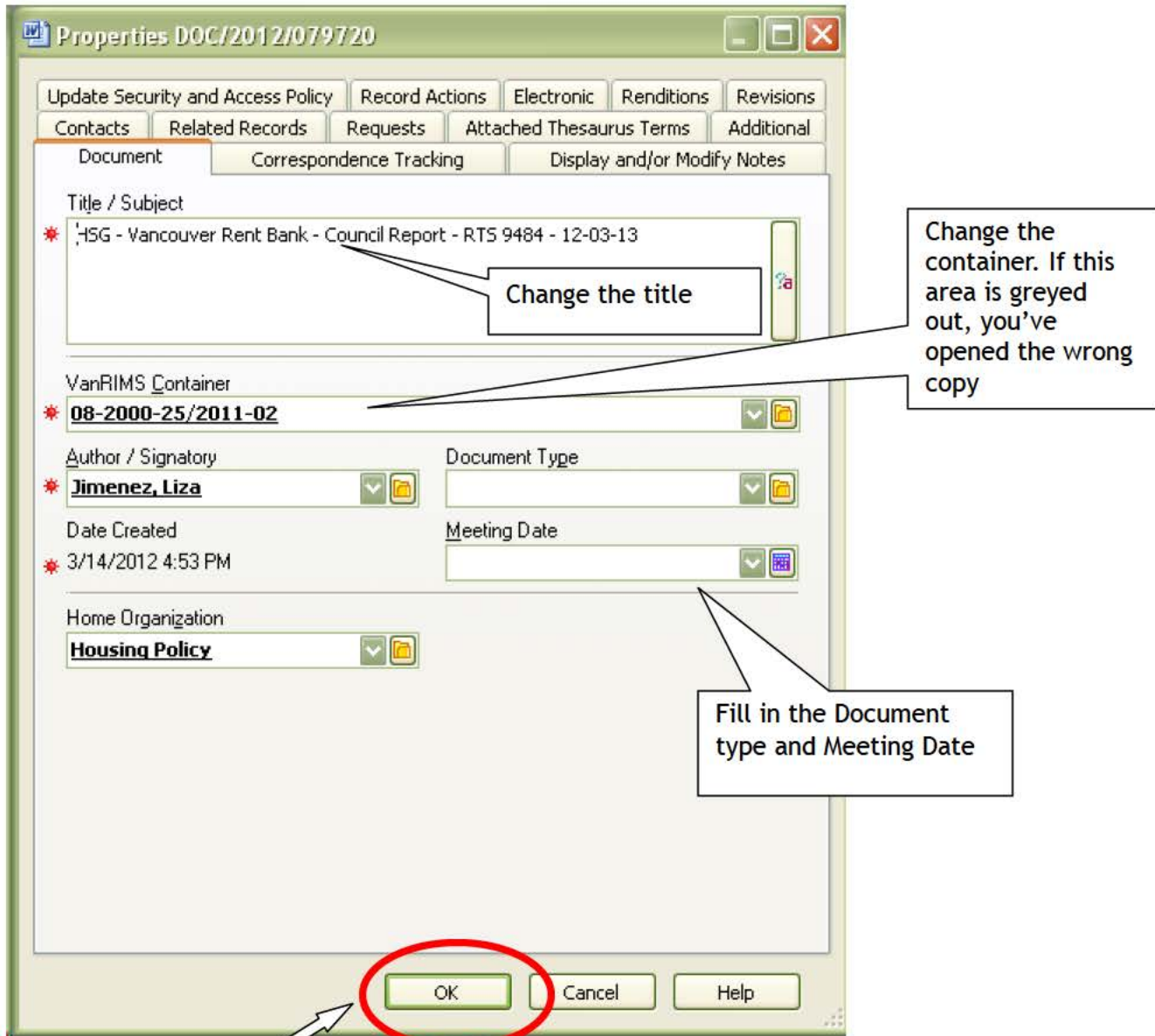
5. Push "OK".

6. Repeat steps 2 to 4 above for all documents related to your report (appendices, notification lists, but not CSFs.)

7. Print blue or pink copies for City Manager's signature and take to the City Manager's Office.

8. Prepare your report for the agenda.

9.   After the meeting, update in RTS status –"dealt with" and update the outcome drop-down accordingly. Also, update SharePoint status of each report to "Archived" and enter a comment: Report approved by Council.

Part 3: Configuring Searches for the 08-2000-25 Container

In this section, you'll learn how to configure searches in VanDocs to find the file you want in the 08-2000-25 container. You won't have to do this all the time, but the instructions are here in case you need them. Ideally, you'll be able to use the links in SharePoint to access the documents.
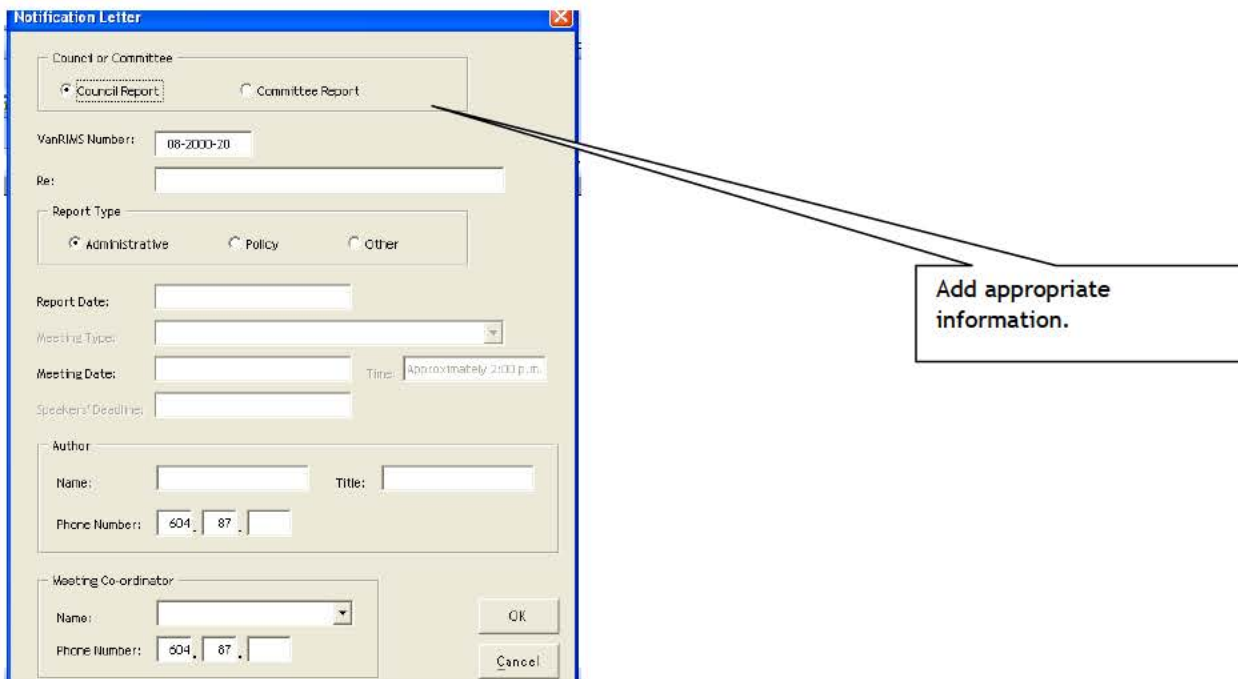
NOTE: these searches rely on the proper naming conventions (in the City-wide SharePoint instructions). If the file you're looking for is not named properly, then the searches will not work.

1.   Push the F7 key on your keyboard to bring up the search box.
2.   Configure a new search as follows:
   - Search by "**Contained Within**" (browse for the correct 08-2000-25 annual container)
   - Search by "**Title Word**" (enter appropriate naming convention for the department that wrote the report you're looking for)
   - Go to the "**Sort**" tab; in the first dropdown select "**Date Registered**" and tick the corresponding "**Descending**" box
   4.   Push "**OK**" and run the search. The results are sorted for that department newest to oldest.

Appendix E: 336D and Liquor Licence Notifications and Decision Letters

1.   336D Notifications

Go to Word and select **Notification Letter** under the Clerk's template

Add appropriate information.

Save this as a notification letter and/or a notification email in your meeting container.

- o Add: BY REGISTERED MAIL above the date
- o For Registered Mail letters: Change wording of Notification letter (template) from "the above-noted report" to "the relevant report" and delete the line that says speakers are limited to five minutes. (owners and their representatives are not limited on speaking time)

For example:

- Print the letters on White Paper and sign.
- Copy signed letters on to yellow paper for your file.
- Do a mail merge for the mailing labels and create two sets
- Check the Author's notification list to see which ones need to be sent registered
- Put one label on the envelope and the other label on the address tear-off for the Registered Mail
- Put the matching barcode from the Registered Mail tear-off
- Write the registration numbers on the yellow copies
- Put the letters in the mail bag
- In a couple of days, check the Canada Post website to see if the letters were received.

Send a copy of all notification letters related to 336D, injunctive relief to CC: Catherine Wong. This will ensure the notification letters are scanned into DOMINO.

2.   *Liquor Licence Notifications*

Prepare Notification letter as above. Ensure the following e-mail addresses are included:

cheryl.caldwell@gov.bc.ca
chandra.morrison@gov.bc.ca

3.   336D Decision Letters

Following a meeting where Council has approved a 336D notice against the title to a property:

1.   Select Clerk's templates and go to 336D Documents, then Decision Letter
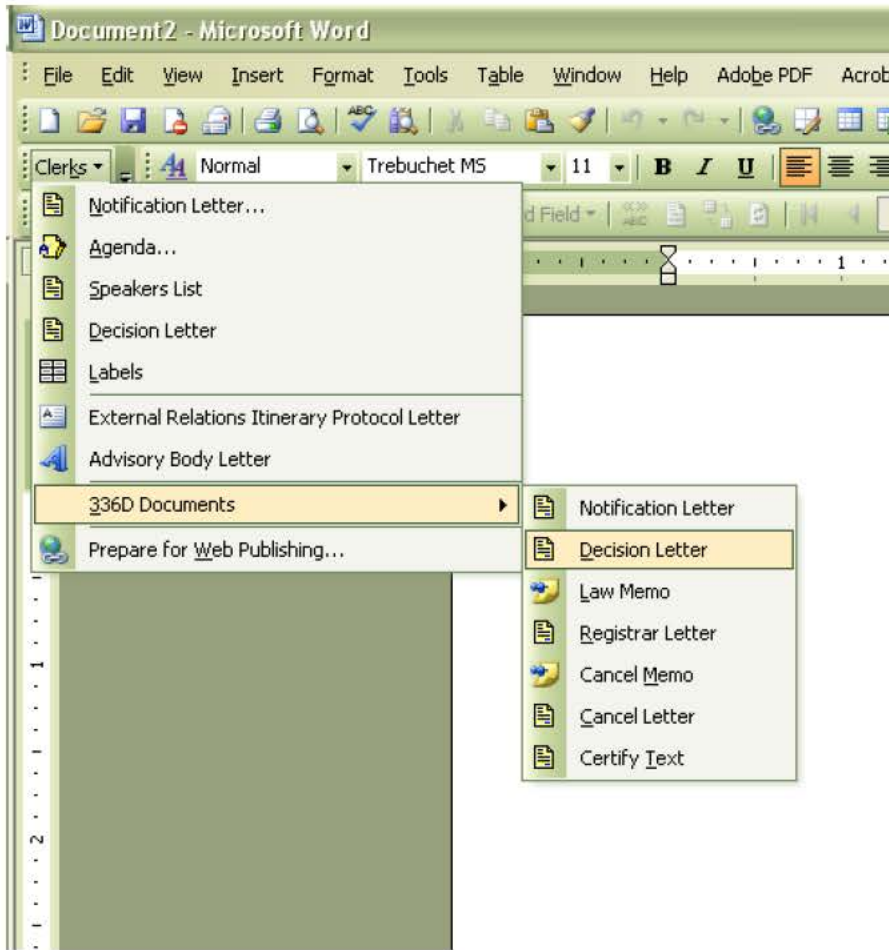
2.   Fill in the fields in the template

Change to 08-2000-20 if necessary

3.   Fill in decision and complete merge with notification dataset (1.3.3) print and sign. Save the document in VanDocs.

4.   Go to Clerks Templates – 336D Documents – Law Memo

5.   Fill in required fields and push "OK".

CITY OF VANCOUVER · 125 YEARS

CITY·CLERK'S·DEPARTMENT
Public·Access·and·Council·Services

VanRIMS·No.:·11-3000-12¶

MEMORANDUM   February·3,·2011¶

TO:¤	Subdivision·&·Conveyancing·Coordinator¶ Law·Department¤	¤
¤	¤	¤
CC:¤	Pattie·Hayes,·Community·Services·Group¤	¤
¤	¤	¤
FROM:¤	Nicole·Ludwig,·Meeting·Coordinator¤	¤
¤	¤	¤
SUBJECT:¤	**336D·Notice:···1234·56th·Avenue,·Vancouver,·BC**¤	¤
¤	¤	¤

6.   Save to VanDocs and print

7.   Go to Clerks Templates – 336D Documents – Registrar Letter

8.   Fill in the required fields, and push OK. Make sure the legal description is correct!

9.   Make a yellow and a white copy of the memo and the registrar letter. Make additional copies of the Registrar letter (to send to owners).

10.   Send originals to the Law Department, white copy to the report author, and file the yellow copy. Send notification letter to owners/interested parties and include a copy of the letter to the Registrar.

11.   Law will send a copy of the Registrar's letter back to you with the Registrar's stamp. When it arrives, put it in the vault for filing.

Processing Resolutions

From time to time, there will be a resolution attached as an appendix to the report, which is approved in the same motion as the 336D notice on title.

To process:

1.   Call the Report Author to find out how many certified copies of the resolution they need.

2.   Copy the resolution from the end of the report; if there were any changes from the original, the new resolution should be included in the minutes and you should copy it from there. Paste it into a new document.

3.	Delete the header and fix any margins.

4.	Near the bottom of the page, copy and paste the following text.

I, <⌨ Name of City Clerk>, City Clerk of the City of Vancouver, hereby certify the foregoing to be a true and correct copy of a resolution passed by the Council of the City of Vancouver on the <⌨> day of <⌨ month>, <⌨ year>

_____
CITY CLERK

5.	Print the number of copies required by the report author and give to the City Clerk to sign.

6.	Once they are signed, use the seal in the vault to seal over the City Clerk's signature.

7.	Place resolutions in an envelope, label with the author's name and leave at the front desk. They will pick them up.

8.	Call or email report author to let them know the resolutions are ready for pick up.

## 4.	*Liquor Licence Decision Letters*

1.	**Create Decision Letter**

Open a blank Word document and select **Clerks** the **Decision Letter** in the drop down list
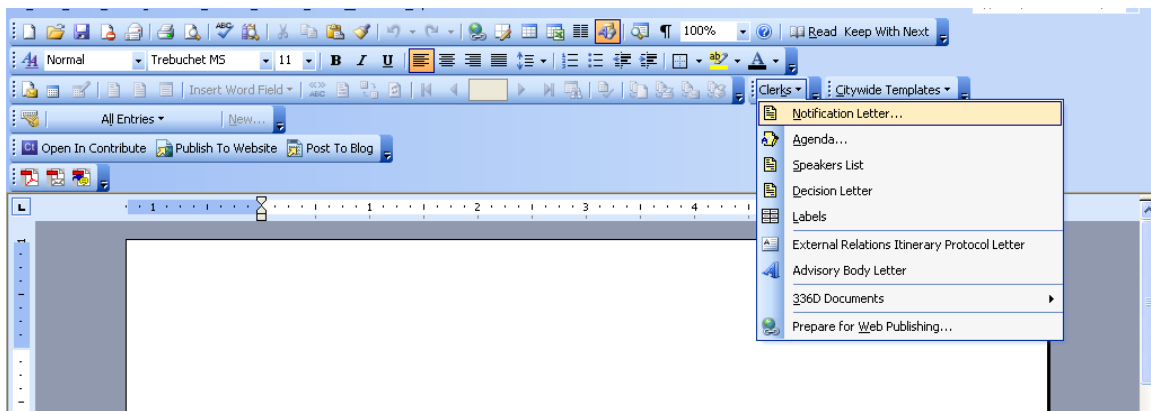
This box will appear – fill in

The Notification Letter dialog box contains:

Council or Committee
- (•) Council Report   ( ) Committee Report

Switch to Committee Report (points to Council Report selector)

VanRIMS Number: 08-2000-20

Re: [blank] — **Copy and paste entire subject line from the report**

Report Type
- (•) Administrative   ( ) Policy   ( ) Other

Report Date: [blank]
Meeting Type: [blank]
Meeting Date: [blank]   Time: Approximately 2:00 p.m.
Speakers' Deadline: [blank]

Author
Name: [blank]   Title: [blank]
Phone Number: 604 . 87 . [blank]

Meeting Co-ordinator
Name: [blank]
Phone Number: 604 . 87 . [blank]

OK   Cancel

2.   Create Decision Letter

Create decision letter for signature by City Clerk, to:

> Chandra Morrison
> Liquor Control & Licensing Branch
> PO Box 9292 Stn Prov Govt
> Victoria BC V8W 9J8

3.   Send Decision Email

TO –Chandra Morrison

CC – Author of Report, and Yourself

> Chandra.morrison@gov.bc.ca

Note: Cheryl Caldwell retired in 2015 and as per Chandra on May 26/16 – paper copies of letter and report are no longer required.

Include link to the report and a signed PDF of the decision letter.

Chandra's contact info:

Chandra Morrison
Senior Licensing Analyst
Liquor Control & Licensing Branch (LCLB)
Phone: 250 952-5770
Fax: 250 952-7066
www.pssg.gov.bc.ca/lclb

Appendix F: Contribute

A.   AGENDAS

Keep Agenda/Addendum in Word form, do not PDF the document

1. Open your Agenda

2. Open Contribute and navigate to Council Meeting page

3. Select **New Page** button near top of page

Select **Templates** then **CC Agenda** (+ name).

4. Complete **Page Title** (bottom right field) on the same page using this naming structure: Agenda - Standing Committee on Planning, Transportation, and Environment Agenda - YYYY MMM DD and hit **OK**. The agendas, reports, minutes page will show.

5. Go to the **Word document** and **highlight** the entire Agenda from "Please Contact" and copy.

Highlight from 'For information' to end of agenda.
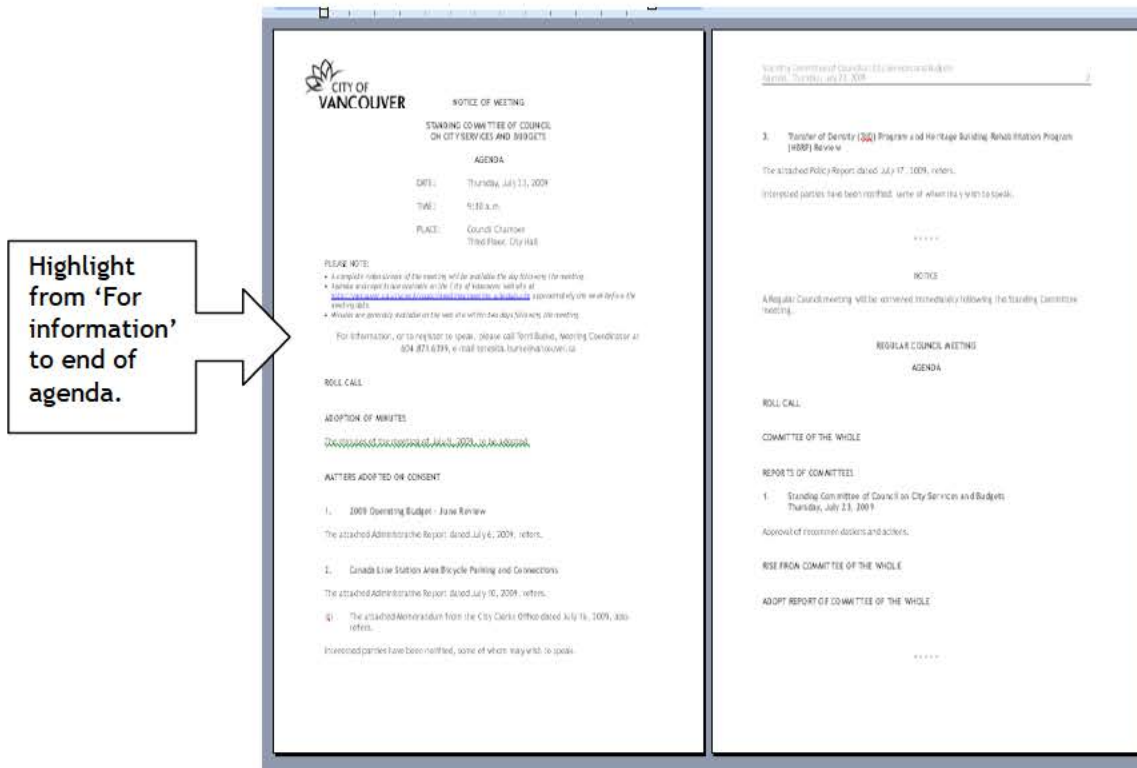
6. Go back to **Contribute** - Paste document under **Main Body** using the *Control button*, *Shift button*, and *V button* simultaneously (this will preserve some of the original formatting).

The agenda will require some clean up – should look like the Word version. This dropdown list is used for formatting.

Change the heading to the correct meeting type.

Fill in date and time.
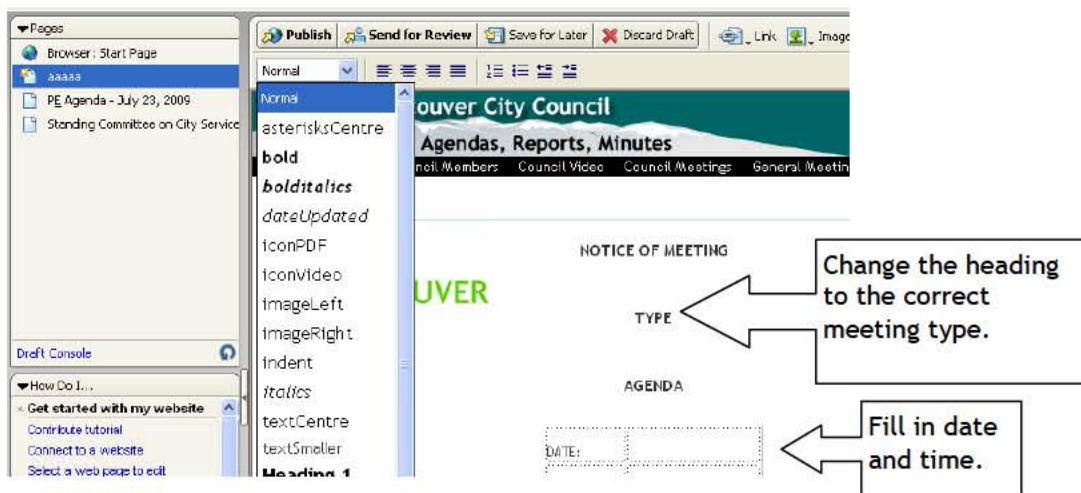
Look at http://internal.vancouver.ca/ctyclerk/councilmeetings/meeting_schedule.cfm for samples.

- ☐ Highlight "TYPE" and Delete it. Type in the name of the meeting, e.g. STANDING COMMITTEE OF COUNCIL ON PLANNING, TRANSPORTATION AND ENVIRONMENT"
- ☐ Enter the date and time for the meeting.
- ☐ Add your name, phone number and linked email.

Useful notes for formatting from the dropdown list:

- ☐ Use "asterisks Centre" to centre asterisks
- ☐ Use "Heading1" for centred headings (e.g. - the "Notice of Meeting", "Regular Council Agenda" etc.
- ☐ Use Heading2 for "Roll Call" etc. (Any titles bold, capitalized and left justified)
- ☐ Use Heading3 for Report titles

7. Add links to Reports:

a.   New Reports

Highlight text **Administrative Report dated...**

Select **Link** on tool bar at top of page then select **file on my computer**.

Navigate to appropriate report in PDF format and select the report. When completed, select **OK**.

Add a **pdf icon** next to the report (select insert → shared asset → pdf icon → ok)

b.   Previously Uploaded Reports

In Internet Explorer, navigate to the report you want to link to. Copy the URL

In Contribute:

Highlight text **Administrative Report dated...**

Select **Link** on tool bar at top of page then select **drafts and recent pages**.

In the HREF field at the bottom, paste the URL you copied from Explorer.

Push OK.

8. Select **Publish** or **Save for Later** (located top of document) when all report links are in place and you have proofread the document.

When you select **Publish**, a popup box will appear → complete file name using following:

csbuyyyymmddag.htm (City Services and Budgets) or penvyyyymmddag.htm (Planning and Environment)

csbu	yyyymmdd	ag	.htm
Meeting code	Year, month, day	Ag = Agenda	Program Extension
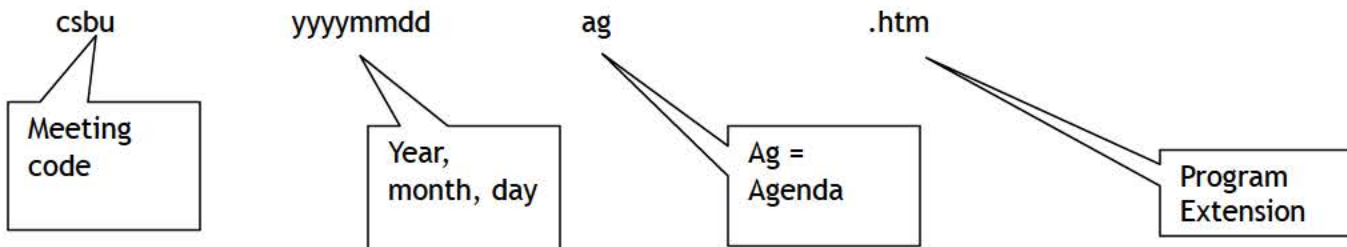
Select **choose folder** button beside completed filename (you may have to go one folder up).

Double click on **cclerk**.

Create a **new folder** by clicking on the **new folder icon** and assign folder name using the following standard: yyyymmdd. If a folder for that date has already been created, double click on the existing one.

Click on the button marked **Select 'yyyymmdd'**. This will return you to the **Publish new page** screen.

9. Click on Publish

10. In Internet Explorer, go to http://citywire.city.vancouver.bc.ca/communitywebpages/index.htm

Click on **Community Calendar Edit**

Scroll to the appropriate meeting and click on **Edit** button (if no meetings appear, ensure that month of meeting is selected then click on the **Search** button. A list of meetings should appear).
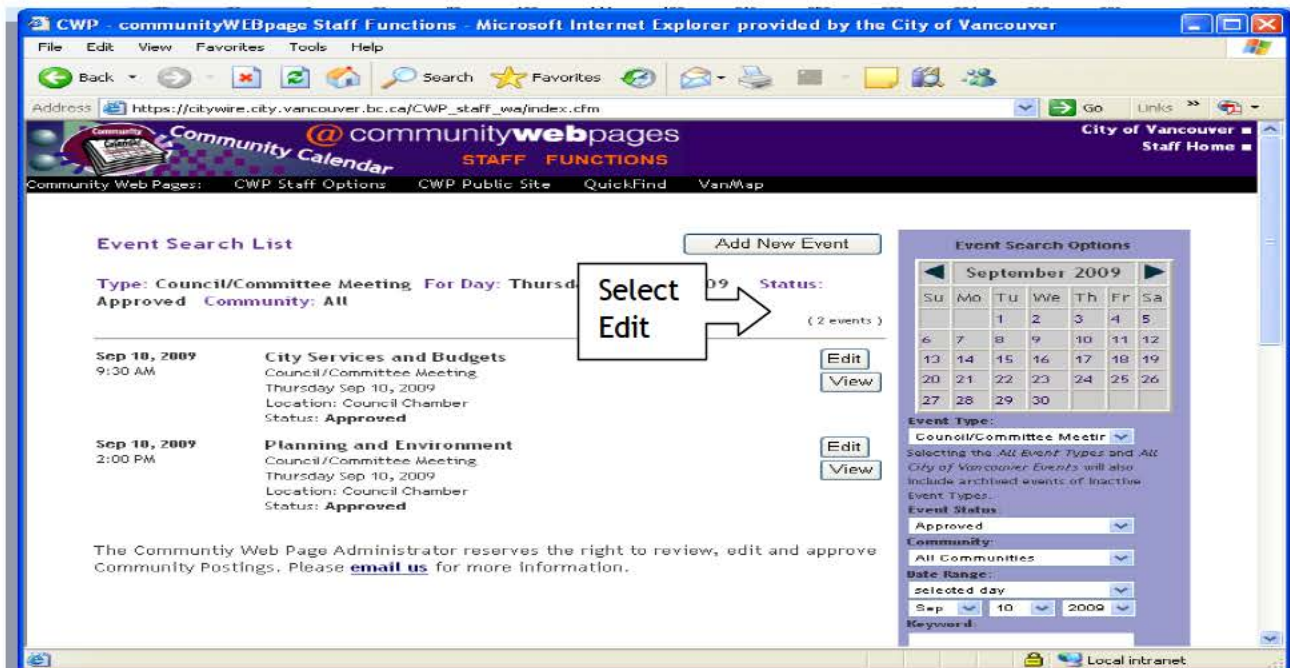
Under the **Related URL** field (toward bottom of screen) key in agenda name (.htm file) as per the sample (/ctyclerk/cclerk/yyyymmdd/csbuyyyymmddag.htm).

Under 'Link (URL) Name' type: **Agenda and Minutes**.

Click on the **Update** button at the top of the page.

Check to ensure the link now exists by returning to **CityWire homepage** and clicking on **Council Information** then **Meetings and Agendas**.
http://internal.vancouver.ca/ctyclerk/councilmeetings/meeting_schedule.cfm. Scroll to appropriate meeting. A link 'Agenda and Minutes' should appear on the right. Click on the link and you'll get a "Page not Found" error. Simply change the word "internal." to "former." in the URL shown in your web browser. You should see your agenda. If you don't see your agenda, check your links.

Agenda Updates and RSS Feed

There is an RSS feed for agendas. Every time you update your agenda, you'll need to go to the Community Webpages and push the "Update" button for your meeting in order to update the RSS feed.

Instructions for Agenda Updates

1.   Go to your agenda in Contribute and make changes.

2.   Click the "Publish" button

3.   Go to your entry in the Community Webpages (see above) and push the update button. This will update the RSS feed so that subscribers are notified of a change.

NOTE: If you need to delete an agenda from the webpage:

- Delete agenda and attached files in Contribute
- Go to Community Webpages
- Clear the "Related URL" box and the "Link (URL) Name"
- Push "Update"

B.   Video Stream and Clips

Keep a **hard copy of the agenda** handy and open the following sites/software:

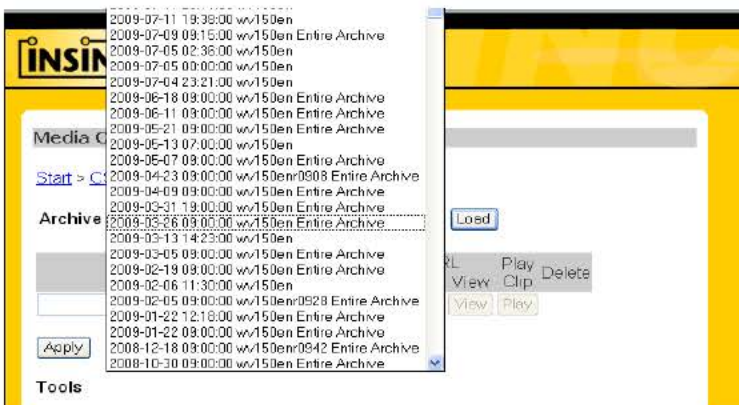1.   Go to: http://control.insinc.com and login with your INSINC ID

2. Select Media Clip Editor

3. Select meeting
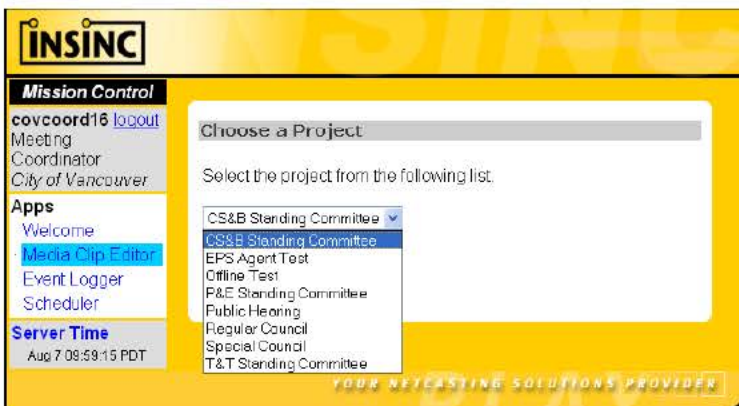
4. Select the date of the meeting and click Load

The title of the first entry will automatically show up as **Entire Archive** which contains the entire video footage of the meeting

Media Clip Editor

Start > T&T Standing Committee > Media Clips

Archive `2009-06-16 09:21:00 wv150en Entire Archive` [Load]

Title	Start	End	URL Copy	View	Play Clip	Delete
Entire Archive	00:00:00	03:54:00	Copy	View	Play	☐
Entire T&T meeting	00:16:10	03:44:26	Copy	View	Play	☐
Report Reference - TransLink	00:17:10	02:04:23	Copy	View	Play	☐
Short Term Incentive for Rent	02:04:30	03:43:13	Copy	View	Play	☐
Regular Council Portion	03:43:22	03:44:25	Copy	View	Play	☐
			Copy	View	Play	

[Apply]

The next clip is edited to delete/clean-up the footage before and after the meeting – title this segment **"Entire CF&S Meeting"** or **"Entire PT&E Meeting"** -- this is the clip from the **roll call to the end of the council portion**

5. Play **Entire Archive** clip and record the times (beginning to end) in each splice, using the **Clip In and Clip Out** buttons. You can edit the time manually after.

Push **Apply** button after making each clip.

Enter the time by using 6 digits separated by colons (xx:xx:xx), click **Apply**

6. Add entire video and/or clips to the published Agenda

Media Clip Editor

Start > T&T Standing Committee > Media Clips

Archive `2009-06-16 09:21:00 wv150en Entire Archive` [Load]

Title	Start	End	URL Copy	View	Play Clip	Delete
Entire Archive	00:00:00	03:54:00	Copy	View	Play	☐
Entire T&T meeting	00:16:10	03:44:26	Copy	View	Play	☐
Report Reference - TransLink	00:17:10	02:04:23	Copy	View	Play	☐
Short Term Incentive for Rent	02:04:30	03:43:13	Copy	View	Play	☐
Regular Council Portion	03:43:22	03:44:25	Copy	View	Play	☐
			Copy	View	Play	

[Apply]

- o Select **Copy button** in the **Media Clip Editor** in **INSINC**

- o Go into the **Community Web Pages** site in Edit mode
- o **Select** the meeting you are working on
- o Scroll down to **Video URL** and click into the box
- o Paste (CTRL-V) the URL you just copied into the Video URL Box
- o Push **Update**

- o Go into the **Contribute** site and navigate to your agenda and select **Connect**
- o **Select** Edit
- o Delete: "a complete video stream…"
- o Select **Insert** on the top of the tool bar and choose **Shared Asset**
- o Select **Video Stream Link** or **Video Clip Link** (stream for entire stream at top, clip for clip after each item)

- o   A link will appear; right-click and select **"Link Properties"**
- o   Paste the link you copied from INSINC in the box and push **"OK"**

When you have added all clips, push **"Publish"**

Sample of Linked Agenda

This is a video stream link

PLEASE NOTE:
- ■ View a complete video stream of this meeting
- ■ Agendas and reports are available on the City of Vancouver web site at http://vancouver.ca/meetingschedule approximately one week before the meeting date.
- ■ Minutes of this meeting [PDF]

For information, or to register to speak, please call Terri Burke, Meeting Coordinator
at 604.871.6399, email teresita.burke@vancouver.ca

ROLL CALL

ADOPTION OF MINUTES

This is a video clip link

The minutes of the meeting of July 9, 2009, to be adopted.

MATTERS ADOPTED ON CONSENT

1.   2009 Operating Budget – June Review ■ Video Clip of this Item

The following refer:
- • Administrative Report dated July 6, 2009 [PDF]
- • Appendix A [PDF]

Interested parties have been notified, some of whom may wish to speak.

2.   Canada Line Station Area Bicycle Parking and Connections ■ Part 1 - Video Clip of this Item; ■ Part 2 - Video Clip of this Item

The following refer:
- • Administrative Report dated July 10, 2009 [PDF]
- • Memorandum from the City Clerks Office dated July 16, 2009 [PDF]

Test the links after publishing the document.

Appendix G – File Copy and Good Copy of Minutes

1.   **File Copy**

Organize your paper file as follows:

Top of folder:
- Clean copy of minutes (double-sided)
- Paper copy of the excel speakers data with the following details: speakers name, title/organization, date spoke, and no show date (MCs meeting July 9, 2015)
- RTS notifications

Organize by each agenda item:
- Decision letter printed out
- Reports (removed from an Agenda Package) + Blue/Pink/White pages with original signatures attached to each Report
- Notifications (emails and list)
- Handouts

Staple/clip all these items together in this order.

Put in basket in vault for Annie to file.

Copy of Minutes for Reference Binder

- Place a clean copy of the minutes *(double-sided, 3-hole punched, stapled)* in the Standing Committee Reference binder kept in the cabinet just outside the City Clerk's Office.

2.   **Good Copy of Minutes**

- After minutes are adopted, MC inserts "signature signing section" on last page of the minutes and prints the last page only for signature. If there is not enough room print on the back of the last page (page should be blank, no header).
- For Standing Committee insert a line for the Chair's signature on the last page of the Standing Committee portion.
- Submit complete set of Standing Committee minutes with signature block, and only the last page of the Council portion, with signature block to Char.
- Janice will hold a batch/set and arrange for City Clerk's and Mayor's signatures.
- MC receives the signed signature page from Janice and marries it up with the minutes.
- MC does final check to ensure no pages are missing.
- Janice reiterated it is up to the MC to ensure the package is complete, no further checking is done by Annie.
- Submit good copy meeting package (reports and minutes) to Annie.

Example – Chair's Signature Line: you can copy and paste this into the Standing Committee portion of your minutes:

_____
CHAIR

Example – copy and paste this into the Council portion of the minutes, changing the meeting type and meeting dates as needed.

The foregoing are Minutes of the Regular Council Meeting (City Finance and Services) of January 30, 2013, adopted by Council on February 12, 2013.

_____

MAYOR

_____

CITY CLERK