

From: "Mochrie, Paul" <Paul.Mochrie@vancouver.ca>
To: "Direct to Mayor and Council - DL"
CC: "City Manager's Correspondence Group - DL"
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Date: 4/30/2019 10:13:04 AM
Subject: Council proceedings - live video stream

Good morning Mayor and Council,

As you are aware, we recently implemented a new application to deliver the live video stream of Council and Park Board proceedings following the short-notice cancellation service by our previous provider. I expect you are also aware that we have been experiencing an issue with the new service that is impacting the synchronization of video/sound of the feed.

Our Technology Services staff are actively working with the new vendor to rectify the issue. We have tested various fixes to date, but have not resolved the problem. Our next step, which will take place today, will involve replacement of some hardware.

We will keep you apprised of progress and appreciate your patience as we work to address this issue.

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

Best,
Paul

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The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the Musqueam, Squamish, and Tsleil-Waututh peoples.