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To: "Direct to Mayor and Council - DL"
CC: "City Manager's Correspondence Group - DL"
"Bromley, Malcolm" <Malcolm.Bromley@vancouver.ca>
Date: 5/7/2019 9:35:19 AM
Subject: Contact centre - service disruption

Good morning Mayor and Council,

I am writing to advise that we are currently experiencing a telephony application outage that is disrupting access to 3-1-1 and our other departmental contact centres (Parking, Animal Control, Development Services, Tech Services).

The outage occurred within the last 10 minutes and our staff are working to identify and resolve the underlying cause asap.

We will keep you posted.

Paul