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To: ["Direct to Mayor and Council - DL"](#)  
Date: 2/2/2022 2:08:05 PM  
Subject: [Upcoming News Release: Reporting Street Light Outages campaign \(Feb. 3, 2022\)](#)

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Dear Mayor and Council,

I am writing to inform you that the City will be issuing a news release on February 3, launching an online campaign asking residents to increase reports on street light outages. Lighting helps make our streets safer for everyone. The campaign will run primarily on our social media channels, supplemented by a media pitching plan.

Best,  
Paul

Paul Mochrie (he/him)  
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The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the x<sup>m</sup>məθk<sup>w</sup>əyəm (Musqueam), Skwxwú7mesh (Squamish), and səliwətał (Tsleil-Waututh) Nations.

**City of Vancouver**  
**News Release**  
**February 3, 2022**

## **Have you reported a street lamp outage lately?** *Lighting helps make our streets safer for everyone*

Lighting helps make our streets safer for everyone so it's important all of the city's 55,000 street lamps are in good working order and shining brightly. But broken street lights are a fact of life.

Burnt out bulbs or electrical issues may be quickly and easily fixed once our electrical team knows where the issue is.

We're fortunate that hundreds of Vancouver residents already report when a roadway or decorative light is burnt out, dim, cycling on or off or constantly on during the day. But we know we're not hearing about all of them and are asking residents to take a moment and file a report with us.

"To ensure we can enjoy our streets when the sun goes down, it's important that all of our street lights are in working order," says Eric Mital, Streets Director. "I'd like to thank the residents who regularly report street lighting issues. You are making our city safer. I also encourage others who've never filed a report to let us know when a light isn't working on their block, in their neighbourhood or anywhere they see one in the city."

### **How to report**

1. Via our free VanConnect app. It's the fastest and easiest way to get a broken light repaired. Find out how to [download it here](#).
2. Via the [self-service portal](#) on Vancouver.ca.

**What to note when making a report:**

- Location
- Issue (Cycling on and off, dim, light out, continuously burning, making noise, unsafe)
- Number of lights out
- Pole number if available (e.g., 14/26 or 2/04)

**The City's LED light future**

Starting this spring, we will begin a four-year process to replace 44,000 old, energy inefficient high pressure sodium (HPS) roadway lights bulbs with LED lighting as part of our [Outdoor Lighting Strategy](#). LED lighting, which has already been installed at more than 150 signalized intersections to date, has many benefits including energy savings, CO2 reductions, improved safety, reduction in maintenance and reduced light pollution.

As we begin to replace the old lights with the more energy efficient LED bulbs, the City will be instantly alerted to an outage thanks to smart technology that connects each LED bulb to a central monitoring system. Until then, we will continue to rely on residents to help report outages.

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