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To: "Direct to Mayor and Council - DL"
Date: 1/24/2023 9:00:48 AM
Subject: Council chamber - AV/telephony issues

Good morning Mayor and Council,

In follow up to the Council meetings and public hearings last week, I am writing to provide an update on the work that the Clerks team and Technology Services have been doing to rectify the audio issues that we experienced.

We have determined that a routine upgrade to the WebEx platform in late December was the primary cause as it reset the audio settings on the machines in the Chamber to default settings. With that issue identified, the team was able to resolve the impacts such that we were able to complete the public hearing on Thursday. We do not expect a repeat for the meetings next week.

We certainly recognize the critical need for reliability in our meeting technology and Tech Services is exploring options for enhancement in that regard.

Sorry again for the disruption last week and please let me know if you have any further questions or concerns.

Best,
Paul

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The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətał (Tsleil-Waututh) Nations.