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To: ["Direct to Mayor and Council - DL"](#)
Date: 10/23/2023 2:24:55 PM
Subject: Council Meeting Management Software Implementation - Update

Dear Mayor and Council,

I'm writing to let you know that the project to commission new Council meeting management software has been cancelled, due to substantial quality, reliability and performance issues with the product the City had procured and has been in the midst of commissioning, and the repeated failure of the vendor to adequately rectify these issues as they arose.

This software – a web-based application called OneMeeting – was intended to enhance a range of Council meeting processes such as agenda creation, decision tracking, advisory committee management, council voting, and meeting management in the Council chambers.

This is not a decision the team has made lightly, but was determined jointly by the Deputy City Clerk and the Chief Technology Officer to be the best course of action, given the circumstances.

The staff team are working to determine next steps and to recover a share of the investment made in OneMeeting to date. In the meantime, the City Clerk's Office will continue to use the current set of meeting management tools.

All the best,

Karen

Karen Levitt, Deputy City Manager (she/her)
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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 səliwətaʔ/Tsleil-Waututh nations