

From: "Mochrie, Paul" <Paul.Mochrie@vancouver.ca>
To: "Direct to Mayor and Council - DL"
Date: 1/31/2025 4:19:39 PM
Subject: Follow up - Global News enquiry issue

Good afternoon Mayor and Council,

Yesterday evening, it was brought to our attention that the Global News assignment desk was experiencing issues reaching the media@vancouver.ca line. I understand several of you were contacted by the reporter on this matter. The City takes media relations standards and practices seriously and immediately looked into the matter with both Global and our Technology Services team. We wanted to share with you the outcome.

Staff have confirmed with Technology Services that the specific inquiry that prompted this complaint yesterday was not ever received by the media line. Staff also confirmed that no one from the global.ca domain is on the City's blocked email list and additionally have ensured that Global is on a safe sender list for the domain. In reviewing media inquiries from the start of 2025, CEC has actioned a total of 16 inquiries from Global, including several from the assignment desk.

In follow-up, City staff assured the reporter of standards for how media inquiries are handled, namely:

1. Requests to media@vancouver.ca received during business hours are picked up within one hour and receipt is immediately acknowledged. While we have high confidence in this process being followed, we will remind all staff in media relations to ensure timely acknowledgement for more complex inquiries where additional follow up is required.
2. After-hours/evening requests to media@vancouver.ca are monitored by CEC's management team to ensure pickup and acknowledgement. Time-sensitive issues are responded to as soon as possible.
3. For all weekends and statutory holidays, CEC maintains an on-call media manager who picks up, replies to and triages replies. Time-sensitive issues are coordinated during the weekend with subject matter experts, while non-emergent requests are handled Monday morning.

Should you receive questions or feedback about our media relations processes, you always are welcome to share these with Maria at maria.pontikis@vancouver.ca or 604.218.6319. We put a lot of care into strong media relations and responsiveness with all outlets, and want to ensure the City remains in high reputation as a provider of timely and factual information.

If you have questions about the foregoing, please let Maria or me know.

Many thanks,

Paul

Paul Mochrie (he/him)

City Manager

City of Vancouver

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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 səlilwətaʔ (Tsleil-Waututh) Nations.