

To: John Henderson <jhenderson@cobourg.ca>

cc: Aaron Burchat <aburchat1@cogeco.ca>,
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Date: May 30, 2017

Subject: Trouble Seeing Council Video Recording

Hi John

I am writing to let you know that I am unable to see the video recording of last night's COW. I think that I need to install Flash Player on my computer.

I believe that civic web should have that functionality built into it. Not everyone is 100% computer literate. I assume that the web site was meant to have that functionality. If I was able to scroll down in the yellow box (see screen shot attachment), I expect that I could click something which would allow me to install Flash right then and there.

FYI - other people I spoke with this afternoon were not able to access the video recording either.

John, I have copied the other councillors because I think this issue directly relates to what the CTA expressed in our Email to you yesterday. Please give direction to the CAO to get Back to Basics and fix some of these outstanding issues. Why, after all this time, can't we get it right?

When might I hear back from you that this issue has been resolved?


As an aside, I Googled, "Port Hope Council Meeting video recording". Clicking on the link brought up a large screen of the most recent council meeting with a big arrow to click to start.

Thank you for your service.

Sincerely

Lydia Smith

You do not have Flash installed, or it is older than the required version.
Click below to install the

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	Committee of the Whole AGENDA