

Here is the timeline and images from the Ironworkers northend - N camera that is a good example of what was occurring.



The Ironworkers Memorial Bridge cameras stopped sending images on Jan 12, 2022 and the cameras were turned off per normal procedure.



They remained out of service until Jan 25, 2022 morning when they stopped sending images in the afternoon -- camera was turned back off



On Jan 26, 2022 morning the cameras returned to operation again, but stopped working again in the afternoon and turned back off



Operation finally stabilized on Feb 1, 2022 morning and cameras were turned back on.

From: TRANIT@gov.bc.ca
To: [Taylor, Peter TRAN:EX](#)
Subject: [Tran JIRA] (TH-82885) Issue: Maintenance Alert for Ironworkers northend, midspan, southend TH-82885
Date: January 13, 2022 09:20:07

Ticket received: TH-82885 Maintenance Alert for Ironworkers northend, midspan, southend

Thank you for contacting the MoTI Information Management Branch. We have logged your request and will begin working on it as soon as we can. For your reference, the ticket number is (TH-82885).

Please note that IMB is now using an Incident Tracking System which allows us to keep track of requests and incidents. This system gives you access to view your tickets at any time by clicking on (TH-82885). Should you wish to add information or comments to the request, simply reply to this email or go into the ticket and click on "comments", the system will add it into your ticket and advise the assignee.

As we do not want to inundate you with updates and notices, you will only receive emails from the system if we need further information from you. Otherwise, you will receive an email advising your request has been completed/resolved. Should you wish to receive updates, go into the ticket and assign yourself as a "Watcher". You will then be notified of all actions and progress on the ticket.

For issues encountered outside of regular business hours, please call 250 387-7000 option 1 to open a ticket with 7-7000.

Thank you

Information Management Branch

From: [Doolaar, Neil TRAN:EX](#)
To: [Taylor, Peter TRAN:EX](#)
Cc: [TRAN Electrical ITS Operations](#)
Subject: RE: H1 -Ironworkers etc. Still issues with fibre?
Date: January 31, 2022 12:36:05

The Ironworkers cameras are down because the Cassiar network is offline due to a power issue, no ETR.

Regards,

Neil Doolaar
ITS Operations
Electrical Systems Technician
M: 778-875-0356

From: Taylor, Peter TRAN:EX <Peter.Taylor@gov.bc.ca>
Sent: January 31, 2022 12:02 PM
To: Doolaar, Neil TRAN:EX <Neil.Doolaar@gov.bc.ca>
Subject: H1 -Ironworkers etc. Still issues with fibre?

Hey Neil,

I've been getting more "feedback" on the fibre connected cams on the Ironworkers Memorial Bridge all the way to Coquitlam. Do you know when things might return to operation?

Cheers,

Peter Taylor (*he/him/his*)

A\Camera Program Manager
and UX Experience Design – Web
Content Strategist
Web and Social Media Services,
Transportation Services Branch
Transportation and Infrastructure

Desk: 778-974-5350
Email: Peter.Taylor@gov.bc.ca
Mailing: PO Box 9850 Stn Prov Govt I
Victoria | BC | V8W 9T5

I recognize the Lkwungen peoples, on whose traditional territories we work, live, learn and play, and respectfully acknowledge the Songhees, Esquimalt and WSÁNEĆ Nations, whose historical relationships with this land continue to this day. As a visitor, I attempt to tread lightly on this beautiful land.

[TH-82885] Maintenance Alert for Ironworkers northend, midspan, southend Created: 13/Jan/22 Updated: 02/Feb/22 Resolved: 02/Feb/22

Status:	Closed
Project:	<u>Transportation Helpdesk</u>
Component/s:	<u>ITS (Intelligent Transportation System)</u>
Affects Version/s:	None

Type:	Incident	Priority:	Medium
Reporter:	<u>Taylor, Peter TRAN:EX</u>	Assignee:	<u>ITS Support Queue</u>
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Ext. Reference #:	
Asset #:	
Issue Source:	Email

Description

The following cam is experiencing technical problems and may require maintenance.

Cam(s) affected: Ironworkers northend, midspan, southend

Time of outage: Jan 12 8:28 AM

Symptoms of outage: Transmission delayed.

For more background on this cam, consult the BC Highwaycam Database at:

<https://can01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fadmin-images-drivebc.ca%2Fcontrolpanel%2FControlPanel.aspx&data=04%7C01%7CTRANIT%40gov.bc.ca%7Cc3bda46545be4c2db8a108d9d6b8be6f%7C6fdb52003d0d4a8ab036d3685e359adc%7C0%7C0%7C637776911221250261%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAiLCJQIjojV2luMzIiLCJBTiI6IklhaWwiLCJXVCI6Mn0%3D%7C3000&sdata=ij46xmDQOqizlWDYP1ep0DD8LZvCS9Y9bIt2miNnvE%3D&reserved=0>

Comments

Comment by Taylor, Peter TRAN:EX [02/Feb/22]

Cameras have returned to operation.

Generated at Thu Feb 10 11:53:34 PST 2022 by Taylor, Peter TRAN:EX using Jira 8.13.6#813006-sha1:c80b532d1548204046cfe944f89543d5d16534db.