

City Council**Notice of Motion**

MM47.20	ACTION			Ward: All
---------	--------	--	--	-----------

Keeping Torontonians Plugged in when Rogers goes out - by Councillor Josh Matlow, seconded by Councillor Mike Colle

** Notice of this Motion has been given.*

** This Motion is subject to referral to the Executive Committee. A two-thirds vote is required to waive referral.*

Recommendations

Councillor Josh Matlow, seconded by Councillor Mike Colle, recommends that:

1. City Council request the City Manager to report to the Executive Committee in the second quarter of 2023 on the Rogers outage of June 8, 2022, such report to include the following:

- a. the full cost to the Toronto economy;
- b. City services and functions that were disrupted; and
- c. utilizing ConnectTO infrastructure to provide a public alternative to private telecommunications.

Summary

The Rogers outage on July 8, 2022 demonstrated the integral role that telecommunications access plays in the safety and functioning of our society. Friends and family were unable to contact each other at critical moments, email disruptions brought many companies to a standstill, small businesses were forced to close because of the outage, and many Torontonians were unable to purchase basic necessities.

The outage also impacted City services in Toronto. Because of the cellular disruption, Rogers customers were unable to call 911 and wading pools were closed as the City has a policy that requires wading pool lifeguards to have a working phone.

While the full cost to individuals and the economy as a whole will take some time to account, it is safe to say that the outage caused considerable personal inconvenience, or worse, and significant cost to businesses. It is clear that redundancies and alternatives are necessary to avoid a similar occurrence in the future.

That's why this Motion requests the City Manager to report to Executive Committee in 2023 on the full cost of the outage to Toronto's economy, City services and functions that were disrupted, and utilizing ConnectTO infrastructure to provide a public alternative to private telecommunications.

Background Information (City Council)

Member Motion MM47.20