



C I T Y O F  
**RENO**  
Memorandum

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**DATE:** September 6, 2024  
**TO:** Mayor and City Council  
**THROUGH:** Jackie Bryant, Interim City Manager Approved Electronically  
**FROM:** Mikki Huntsman, City Clerk  
**DEPT:** City Clerk's Office  
**SUBJECT:** Chambers Broadcasting Update

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This memo is intended to provide an update regarding livestreaming technical issues that occurred during the July 31, 2024, August 11, 2024 and August 28, 2024, Reno City Council meeting. City of Reno Department of Information Technology (DOIT) staff met with broadcast streaming partner, SoSu. TV, to discuss these issues and determine potential solutions.

The determination was that the City has two broadcast streams, one which comes from Council Chambers and the other from SoSu. During the most recent Council meeting (August 28, 2024), both streams were experiencing difficulties. SoSu will update its system firmware and conduct additional testing, and DOIT will perform a reboot of its OneMeeting encoder prior to each meeting and focus on additional staff training to prevent further issues.

Additionally, DOIT and SoSu will continue to monitor the aspect ratio of the video feed to ensure all Council Members can be seen while on the dais. SoSu will zoom out further to avoid cutoff in the display and technicians will receive further training in this area as well.