

**From:** [Hill, Shannon](#)  
**To:** [Downtown West Project](#)  
**Subject:** FW: Vision Website Crash: Unable to Post EIR  
**Date:** Wednesday, October 14, 2020 12:25:14 AM  
**Attachments:** [image001.png](#)

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**From:** Hill, Shannon  
**Sent:** Tuesday, October 6, 2020 8:03 PM  
**To:** Keyon, David <[david.keyon@sanjoseca.gov](mailto:david.keyon@sanjoseca.gov)>; Manford, Robert <[Robert.Manford@sanjoseca.gov](mailto:Robert.Manford@sanjoseca.gov)>; Wessling, Cheryl <[Cheryl.Wessling@sanjoseca.gov](mailto:Cheryl.Wessling@sanjoseca.gov)>  
**Cc:** Le, Thai-Chau <[Thai-Chau.Le@sanjoseca.gov](mailto:Thai-Chau.Le@sanjoseca.gov)>  
**Subject:** RE: Vision Website Crash: Unable to Post EIR

Back in business, hopefully I can finish before that happens again.

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**From:** Hill, Shannon  
**Sent:** Tuesday, October 6, 2020 7:58 PM  
**To:** Keyon, David <[david.keyon@sanjoseca.gov](mailto:david.keyon@sanjoseca.gov)>; Manford, Robert <[Robert.Manford@sanjoseca.gov](mailto:Robert.Manford@sanjoseca.gov)>; Wessling, Cheryl <[Cheryl.Wessling@sanjoseca.gov](mailto:Cheryl.Wessling@sanjoseca.gov)>  
**Cc:** Le, Thai-Chau <[Thai-Chau.Le@sanjoseca.gov](mailto:Thai-Chau.Le@sanjoseca.gov)>  
**Subject:** RE: Vision Website Crash: Unable to Post EIR  
**Importance:** High

Forgot to include the message...

**Sorry, this site/page is currently unavailable.**

*Some customers are seeing intermittent errors with this site/page. We're aware of the issue and are working on it urgently.*

*We're sorry to be holding you up today! Please know our engineering and operations teams are working hard to get everything up and running. Please check back for the latest information.*

*Reference ID: 102.16724217.1602039130.22bca57a*

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**From:** Hill, Shannon  
**Sent:** Tuesday, October 6, 2020 7:57 PM  
**To:** Keyon, David <[david.keyon@sanjoseca.gov](mailto:david.keyon@sanjoseca.gov)>; Manford, Robert <[Robert.Manford@sanjoseca.gov](mailto:Robert.Manford@sanjoseca.gov)>; Wessling, Cheryl <[Cheryl.Wessling@sanjoseca.gov](mailto:Cheryl.Wessling@sanjoseca.gov)>  
**Cc:** Le, Thai-Chau <[Thai-Chau.Le@sanjoseca.gov](mailto:Thai-Chau.Le@sanjoseca.gov)>  
**Subject:** Vision Website Crash: Unable to Post EIR  
**Importance:** High

Hello,

Just letting you know the Vision website crashed while I was trying to post the EIR files, and I got the following error message. I will keep trying. Hopefully it will start working again soon!

Thanks,

Shannon Hill, Planner

Planning, Building & Code Enforcement | Environmental Review Section  
City of San José | 200 East Santa Clara Street  
[Shannon.Hill@sanjoseca.gov](mailto:Shannon.Hill@sanjoseca.gov) | (408) 535 - 7872