INTELLIGENT CITY ADVISORY COMMITTEE

October 13, 2017 - 9:00 a.m.
2nd Floor Boardroom, Justice Institute of BC

MINUTES

MEMBERS PRESENT:

Councillor Bill Harper	- Co-Chair, City Council
Gerry Akkerman	- TransLink
Brigid Canil	- Ministry of Transportation
Ron Cann	- Community Member
Michael Hrybyk	- Co-Chair
William Laycraft	- Community Member
Reg Nordman	- Business Community Member
Wendy Parry	- Douglas College Representative

MEMBER REGRETS:

Councillor Mary Trentadue	- Council Representative
Maryam Naser	- New Westminster School District

STAFF:

Ruby Campbell	- Intergovernmental and Community Partnerships Manager
Rod Carle	- General Manager, Electrical Utility
Alvin Chok	- Chief Information Officer
Steve Faltas	- Business Process Manager, Electrical Utility
Blair Fryer	- Manager, Communications and Economic Development
Patricia Jecks	- Intelligent City Project Coordinator
Tristan Johnson	- Planning Analyst, Development Services
Phil Kotyk	- Fibre Networks Operations Manager
Jim Lowrie	- Director of Engineering
Heather Corbett	- Committee Clerk

The meeting was called to order at 9:00 a.m.

1.0   ADDITIONS / DELETIONS TO AGENDA

There were no additions to the agenda.

2.0   ADOPTION OF MINUTES

2.1   Adoption of the Minutes of June 23, 2017

MOVED and SECONDED
THAT the minutes of the June 23, 2017 Intelligent City Advisory Committee be adopted.

                                                                    CARRIED.
All members of the Committee present voted in favour of the motion

3.0   PRESENTATIONS

There were no items.

4.0   REPORTS AND INFORMATION

4.1   Working Team Updates

a)   Inclusion

Wendy Parry, Douglas College Representative, updated the Committee regarding the Inclusion Working Group's key initiatives and next steps, including:

- Feasibility of Free Wi-Fi to vulnerable residents: The Group has looked at what other jurisdictions do, however they have not confirmed anything further with regards to this initiative; and,

- Development of a Massive Open Online Course (MOOC) for training: The Group has discussed the idea of moving current content to a MOOC and developing other modules, whereby users, such as non-profit organizations, would be able to access the content and do online training for free. The group plans to conduct an exercise in early November to look at the most pressing needs and do a potential mock-up of what the MOOC could look like. Nothing is confirmed in terms of costs yet, as the group may look at growing or expanding the vision.

In response to questions from the Committee, Ms. Parry provided the following information:

- There would be no timeline for implementation of the MOOC, as the site would be built on an as needed basis;
- The MOOC would be accessed from anywhere, and anytime;
- The New Westminster Library would be a key player in the discussion, as it would be an access point for the MOOC; and,
- The financial costs are not known at present, but may be incurred if there is a need for digital content to be produced.

Discussion ensued and the Committee noted the following:
- Appreciation for the idea of the MOOC was expressed;
- BlackBoard, a platform which is used at Douglas College, could be an option, but there are many open source platforms to choose from;
- If the plan is to use this as a training vehicle, coordination and resources would be needed to get the word out to potential users;
- From a communications perspective, there may be an opportunity to bundle the MOOC with the City's and Library's online resources (for example, Free WiFi and LINDA courses) under a unified brand which could then be cross-promoted;
- This will be useful for users who prefer to learn from home, rather than face-to-face training, which has had mixed results; and,
- An important consideration for this opportunity would be to know what the users value as important and to know any inhibiting factors to the project.

MOVED AND SECONDED
THAT the Digital Inclusion Working Group report be adopted.
                                                                  CARRIED.
All members of the Committee present voted in favour of the motion.

b)   **Innovation**

Reg Nordman, New Westminster Business Representative, updated the Committee regarding the Innovation Working Group's key initiatives and next steps, including:
- Open Data Project: Further to the Group's task (from a previous ICAC meeting) to select an open data project, the Group researched the innumerable opportunities within the City, and agreed upon two projects that could be implemented fairly quickly:
    1. Parking meter data: The City's new parking meter system data could be combined with data from Parks & Rec, which could show parking space availability. This could then be analyzed to show which parking spaces are always used but never paid for, allowing enforcement officers to focus efforts;
    2. Police data: The City's Police Chief would be open to putting all available (scrubbed) Police Department data onto the City's open data platform;

- Data Platform: The Working Group proposes that a data platform would be required to house all the City's publicly accessible open data, with the goal of improved implementation;

- Innovation Week Procurement Call: An idea to hold a procurement call, that would end at Innovation Week, for the development of useful apps that would use the City's open data, but be built and supported by outside developers;

Discussion ensued and the Committee noted the following:

- While providing open data to outside developers can be very successful, often users prefer that an app be provided and branded by the owner of the data, as it shows transparency and builds trust;
- In addition to releasing the data, it will be important to explain the data for potential users to easily understand its source and to encourage them to use it;
- The goal would be to add this data in time for Hackathon; and,
- The data must be scrubbed and secure before publication, and the City has processes in place to ensure this occurs.

MOVED AND SECONDED
THAT the Intelligent City Advisory Committee support the addition of Police Department and parking meter raw data onto the City's current open data platform.

CARRIED.
All members of the Committee present voted in favour of the motion.

Concerning the implementation of an open data platform, discussion ensued and the Committee noted the following:

- More investigation is required into what common platforms are available;
- There may be opportunities to collaborate with other entities, such as other municipalities or on a regional basis; and,
- This may be work that could be completed by a consultant.

MOVED AND SECONDED
THAT the Intelligent City Advisory Committee support the development of an Open Data platform as an open source concept.

MOTION WITHDRAWN.

MOVED AND SECONDED
THAT the Innovation Working Group come back to the Intelligent City Advisory Committee with more information on an open data platform that they would like to recommend.

CARRIED.
All members of the Committee present voted in favour of the motion.

c) **Knowledge Workforce**

Patricia Jecks, Intelligent City Project Coordinator, updated the Committee regarding the Knowledge Workforce Working Group's key initiatives, including:

- Maker Space Survey: The link is on the City's website, and the Committee was invited to take the survey, which closes October 24, 2017. The Knowledge Workforce Group will be analyzing the results and will report back; and,

- Working Group Chair: There is a vacancy for the Chair position, and Paul Romein will likely step up in the interim until the School District can provide leadership;

d)   Marketing & Advocacy

Ron Cann, Community Member, updated the Committee regarding the Marketing & Advocacy Working Group's key priorities and next steps, including:
- BridgeNet HUB: The Group presented a rendering of the BridgeNet HUB, as it would appear at the City's Youth Centre; and,

- BridgeNet Tool: Provide a real-time map view of the BridgeNet connected buildings to keep the community informed in real-time, via digital communications.

In response to questions from the Committee about BridgeNet HUB, Mr. Cann provided the following information:
- In the Youth facility (pictured), the HUB would be accessed by both youth and seniors as it would be in a common area, as it is presently.

The Group proposed a three-phase process for the development of the BridgeNet HUB, as follows:
- Phase 1: Raise awareness of BridgeNet HUB concept;
    - Focus initially on existing public Wi-Fi locations;
    - Install "BridgeNet Hub Location" signage;
    - Consider upgrading to digital signage and adding phone charging stations; and,
    - Customize City Wi-Fi network connection landing page;
- Phase 2: Full BridgeNet HUB concept installed in existing fibre locations with existing free City Wi-Fi, i.e. Anvil Centre, Library, and the Youth Centre, etc;
    - Un-throttle the speeds on a location by location basis; and,
- Phase 3: Identify ideal outdoor Wi-Fi locations in all City neighbourhoods, i.e. Front Street Mews, and other similar locations in Queensborough, Sapperton, Uptown, and City Parks.

In response to questions from the Committee, Mr. Cann and Alvin Chok provided the following information:
- A location at City Hall may be an option if it would receive enough traffic; and,
- The public Wi-Fi is currently throttled.

Discussion ensued and the Committee noted the following:
- While the fibre transmits at 1GB, the City's Wi-Fi network does not;
- Consider changing the name, possibly to BridgeNet Gateway, as the word HUB had different meanings;

- The customer experience will be an important aspect for this project;
- Making changes to the Wi-Fi splash page will be very beneficial;
- An increase to the throttling speed would make accessing the Wi-Fi network a more pleasurable experience for the user – this could be tested as an experiment;
- In terms of signage, wall space in City buildings can often be a challenge – it will be important to connect with relevant Parks and Recreation staff to ensure that space is available; and,
- There may be an opportunity for funding of the BridgeNet HUB concept, however it would not be an opportunity for naming rights by a potential sponsor.

MOVED AND SECONDED
THAT the Intelligent City Advisory Committee approve the phased approach to fully develop the BridgeNet HUB concept.
CARRIED.
All members of the Committee present voted in favour of the motion.

In consideration of the implementation of a BridgeNet tool, discussion ensued and the Committee noted the following:
- The tool would be very useful for the public, as it would allow them to type in a building address and find out if BridgeNet is connected, and if not when it will be;
- The development of the tool should come out of BridgeNet budget and operations; and,
- It was clarified that this tool would not be available for residential addresses.

MOVED AND SECONDED
THAT the ICAC approve the development of a BridgeNet connection tool.
CARRIED.
All members of the Committee present voted in favour of the motion.

Mr. Cann also gave a report on the Marketing and Advocacy Group's work on Innovation Week, stating that they are collaborating with the organizing committee and have plans as follows:
- Show an "Intelligent New West Vision" video at each Innovation Week session and have a speaker at each session to educate the audience on the ICAC's mandate;
- Intelligent City Conference – this will be a business expo with three tracks and a keynote evening event; and,
    o It was noted that final recommendations for marketing of the event are coming from the ICMA group.

Lastly, Mr. Cann gave an account of his experience as a user when signing up for a CustomerConnect account and suggested that the ICAC approve the development of user-centric principles to govern decision making and design, that is in line with the Intelligent City Strategy.

The Committee recommended that the Marketing and Advocacy Working Group return to the December ICAC meeting with suggested user-centric principles.

e) Infrastructure

Brigid Canil, Ministry of Transportation Representative, updated the Committee regarding the Infrastructure Working Group's key initiatives and next steps, including:

- Infrastructure Workshop: The workshop occurred last week and the Group reviewed its current past and future work, and then developed a future road map. Further notes and recommendations will come forward from sub-committee at a future meeting;

- Update: The current number of ISPs signed up and the number of broadband connections underway or completed were reviewed;

Phil Kotyk, Fibre Network Operations Manager, reported that 10,000 metres of fibre optic will be placed in the following few weeks near the Queensborough bridge and BridgeNet is currently available to Quayside.

5.0 UNFINISHED BUSINESS

There were no items.

6.0 NEW BUSINESS

6.1 Innovation Week Conference

This item was covered in item 4.1 d).

6.2 Strategic Plan for Intelligent City

Councillor Bill Harper reported that he had reviewed the ICAC Strategic Plan and concluded that the committee had accomplished a huge amount. He proposed that John Talbot, who had previously been used as a consultant by Electrical, be asked to review the strategic plan and define some priorities. Patricia will check on Mr. Talbot's availability and schedule an appointment.

6.3   June Workshop Debrief

The Workshop document was circulated and the Committee discussed that the priorities for action be fed into the strategic plan (as above). In addition, as the Community was involved, it will be important to report back how that community input will be fed in to strategic plan. The Working Group Chairs were asked to review the document and provide feedback.

6.4   October Infrastructure Workshop Debrief

As in item 4.1 e), Mr. Alvin Chok reported that the workshop had been a very successful session and reviewed some of the findings, as follows:
- Some challenges has been experienced with Telus and Shaw;
- The goal is to build up BridgeNet by 2020;
- Currently, there are 7 ISPs signed up and the Working Group would ideally like 2-3 more.

Councillor Bill Harper discussed that the City is developing a good reputation in terms of its Intelligent City initiatives, as evidenced by other cities approaching the Committee and by the movement of tech-oriented companies into the City, such as a new steel company which has recently set up on Stewardson Way and by a new virtual reality company, which has recently purchased the Pen.

Mr. Chok advised that the Infrastructure Working Group will further review the workshop notes and make recommendations and priorities to feed into the Committee's strategic plan, and report back in December.

7.0   NEXT MEETING

Next scheduled ICAC meeting is **Friday, December 8 at 9 a.m.**

8.0   ADJOURNMENT

ON MOTION, the meeting was adjourned at 11:15 a.m. and the Committee then received a presentation from the Justice Institute of BC on their PRAXIS offering.

Certified correct,

**   ORIGINAL SIGNED   **   **   ORIGINAL SIGNED   **
Councillor Bill Harper   **Michael Hrybyk**
Co-Chair   **Co-Chair**

**   ORIGINAL SIGNED   **
Heather Corbett
Committee Clerk