Corporation of the City of NEW WESTMINSTER

INTELLIGENT CITY ADVISORY COMMITTEE

March 15, 2019 - 9:00 a.m.
City Hall, Council Chamber Meeting Room

AGENDA

1.0	PRESENTATIONS

1.1. **Douglas College** – Eamonn O'Laocha

2.0	HOUSEKEEPING

2.1 **Orientation and Oaths of Office** – Heather Corbett

2.2 **Appointment of ICAC Co-Chair**

3.0	ADDITIONS / DELETIONS TO AGENDA

4.0	ADOPTION OF MINUTES

4.1. **Adoption of the Minutes of December 14, 2018**

5.0	UNFINISHED BUSINESS

5.1. **Overview of Intelligent New Westminster (INW)**

5.2. **Overview of INW Strategic Plan**

6.0	REPORTS AND INFORMATION

6.1. **Operational Team Updates**

(a) Intelligent Economy – Blair Fryer/Patricia Jecks

(b) Digital Government – Alvin Chok

(c) Intelligent Infrastructure – Rod Carle/ Steven Faltas/Phil Kotyk

7.0	NEW BUSINESS

7.1. **ICAC Terms of Reference**

7.2. **SMART21 2020 Application**

8.0   NEXT MEETINGS

The ICAC Meeting Dates for 2019 are as follows:
- Friday, June 14, 2019 at 9:00 am in Council Chamber
- Friday, September 13, 2019 at 9:00 am in Council Chamber
- Friday, December 13, 2019 at 9:00 am in Council Chamber

9.0   ADJOURNMENT

Corporation of the City of NEW WESTMINSTER

INTELLIGENT CITY ADVISORY COMMITTEE

December 14, 2018 – 9:00 a.m.
City Hall, Council Chamber Meeting Room

MINUTES

MEMBERS PRESENT:

Michael Hrybyk	- Co-Chair
Councillor Chuck Puchmayr	- Council Representative
Ron Cann	- Community Member
Maureen McRae-Stanger	- New Westminster School District 40 Representative
Reg Nordman	- Business Community Member
Wendy Parry	- Douglas College Representative
Paul Romein	- Local Business Community Representative

MEMBER REGRETS:

Councillor Patrick Johnstone	- Co-Chair, City Council
Gerry Akkerman	- TransLink
Brigid Canil	- Ministry of Transportation
William Laycraft	- Community Member

GUESTS:

Andrew Gee	- Tech Futures Interactive

STAFF:

Rupinder Basi	- Senior Development Planner
Rod Carle	- General Manager, Electrical Utility
Alvin Chok	- Chief Information Officer
Patricia Jecks	- Intelligent City Program Manager
Phil Kotyk	- Fibre Networks Operations Manager
Heather Corbett	- Committee Clerk

The meeting was called to order at 9:04 a.m.

1.0   ADDITIONS / DELETIONS TO AGENDA

MOVED and SECONDED

THAT the agenda of the December 14, 2018 Intelligent City Advisory Committee meeting be adopted.

CARRIED.

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

2.0 ADOPTION OF MINUTES

2.1. Adoption of the Minutes of September 21, 2018

MOVED and SECONDED
THAT the minutes of the September 21, 2018 Intelligent City Advisory Committee meeting be adopted.

CARRIED.

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

3.0 PRESENTATIONS

3.1. ISP Presentation – Tech Futures Interactive

Andrew Gee, CEO, Tech Futures Interactive, provided a PowerPoint presentation about Tech Futures Interactive's services and highlighted the following information about the business:

- Background and location of the company and its data centres;
- Details of types of clients and spectrum of services;
- Overview of network and services, including the features of Hyperspeed Fibre, the internet service offering; and,
- Pricing for business and residential plans.

In response to questions from the Committee, Mr. Gee provided the following information:

- Future rollouts of the Hyperspeed Fibre service are expected in Coquitlam and Burnaby;
- The company's cloud services are held in 100% Canadian locations;
- The company aims to keep pricing fair and consistent, offering services at base price and charging for additional requirements, such as increased bandwidth ;
- The business model would be to make up any loss through other areas of the business in order to keep pricing low for customers;
- All internal cabling would be performed in-house;
- It would be ideal for customer development to have the City move towards commonly used telecom rooms in newly developed buildings; and,
- The market niche of Tech Futures Interactive is small-medium businesses who require a hands-on, managed IT service model.

Upon discussion, the Committee made the following comments:

- This is the type of company that would fit in well and would occupy a niche in the City's ISP market;
- It is unique that this company is less focused on the VOIP and TV market and is concentrating on systems integration;
- The diversified business model may be ambitious, but could be monitored;
- It may be advisable to conduct a review of the ISPs already present in the City, and to gauge customer satisfaction.

MOVED and SECONDED
THAT the Intelligent City Advisory Committee recommend to Council that Tech Futures Interactive be approved as an ISP.

CARRIED.

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

4.0   REPORTS AND INFORMATION

4.1.   Working Team Updates

(a)   Innovation

Reg Nordman, Business Community Member, updated the Committee regarding the Innovation Working Group, noting the following:

- The group had not met recently;
- ODEN is developing other civic partnerships in cities such as Maple Ridge and Richmond, creating opportunities for gaining momentum in open data;
- ODEN is planning an event for International Open Data day, which may involve some involvement with the City's Economic Development (EcDev) department – details to follow; and,
- Future plans for the working group include working with EcDev on overcoming obstacles for businesses in the technology field to settle in the City.

(b)   Marketing & Advocacy

Ron Cann, Community Member, updated the Committee regarding the Marketing & Advocacy Working Group, noting the following:

- The group had not met recently, but are looking forward to the new ICAC structure for the next term;
- A key challenge may be the limited capacity within the City for implementation of ideas; and,

- Innovation Week is a core opportunity for advocacy of the INW strategy, and it would be useful to explore how ICAC could be involved.

(c) Inclusion

Wendy Parry, Douglas College, updated the Committee regarding the Inclusion Working Group's key initiatives, noting the following:

- A recent session at Douglas College had identified the following issues and opportunities for digital inclusion in terms of how platforms are set up and what level of digital literacy is needed to interact;
  - Focus on using universal design principles when setting up City platforms in order to make sure that everyone can access and understand them;
  - Develop Train the Trainer projects that look at the values of the people doing the training, rather than the content – it is more important people are compassionate and understand who they are providing training to; and,
  - Digital literacy projects happening in the Downtown Eastside may provide models to look at for examples.

The Committee made the following comments:

- A user-experience policy with easy to use platforms would play an integral part of an implementation plan for City platforms;
- Keep inclusion front of mind when developing future City platforms.

(d) Knowledge Workforce

Patricia Jecks, Intelligent City Project Manager, updated the Committee regarding the Knowledge Workforce Working Group's key initiatives, noting the following:

- A recent workshop was held at the New Media Gallery (NMG) Learning Lab with SD40 Principals, VPs and senior staff, providing an opportunity to demonstrate the resources available to SD40 and the value of connections to be made between SD40 and the City; and,
- BCIT continues to use the City's open data and collaborations are being generated with the City of Maple Ridge.

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

- It has largely been the experience with the apps that have been developed incorporating the City's open data that it would take significant resources to build out the commercial version, as the apps would need long-term support, security standards, etc.;
- The biggest obstacle to connecting the high school to BridgeNet is the contract already in place with another provider at the Ministry level.

The Committee made the following comments:

- The NMG is a very valuable City asset;
- It may be worthwhile considering the City's role in app development;
- Innovation week may be an avenue to showcase any apps that have been developed or may be in future;
- It is an important step that the MOU between the City and SD40 has been signed; and,
- It would be worthwhile to investigate partnering with the School District to bring the high school online with BridgeNet.

(e) Infrastructure

Alvin Chok, Chief Information Officer, updated the Committee regarding ISP activity and the Infrastructure Working Group's key initiatives, noting the following:

- Orders remain outstanding due to demand for construction workers;
- There have been many business inquiries for BridgeNet, including the Land Title Office, as well as 46 near-net buildings;
- The trunk to Harbour Centre is undergoing bandwidth testing for 10GB;
- The website is due to be updated in order to celebrate connections and successes;
- An idea has been raised to advertise BridgeNet on a screen near the business license office in City Hall; and,
- The Innovation Week Technology Forum takes place on March 4 and will feature a panel on Smart Cities and Municipalities.

5.0 UNFINISHED BUSINESS

There were no items

6.0   NEW BUSINESS

6.1.   INW Implementation Plan

Patricia Jecks, Intelligent City Project Manager, summarized the draft Intelligent New West (INW) plan, providing information on the timeline, priorities, projects and goals, noting the following:

- The roadmap timeline itemizes the priorities that the ICAC identified in May 2018, which then evolved into broader initiatives and was aligned and connected to the broader EcDev plan;
- The INW plan coalesces the working groups down to three and would change the governance so that the ICAC reports to Council and also provides information to the Local Economy Task Force.

In response to questions from the Committee, Alvin Chok, Chief Information Officer provided the following information:

- KPMG has been contracted to carry out a short study on how innovation could be part of all City operations and how IT could re-align; and,
- KPMG's Agile advisory services would form part of the review.

The Committee made the following comments:

- It would be important to ensure that the Terms of Reference for the Local Economy Task Force do not take away from the work of the ICAC;
- The Innovation Group have indicated that they would still like to give advice, therefore it may be a group that could work with EDAC;
- Integrating and maintaining the knowledge of the working groups in the new structure would be important;
- The following revisions to the INW implementation plan were suggested:
  - Page 5, Objective 1: Consider expanding the definition of "companies" to "tech and digital media companies";
  - Page 7, Objective 5: Incorporate user experience and accessibility policies into operations, including plain language and user-friendly navigation, depending on the user; and,
  - Include page numbers when referring to other parts of the document.

MOVED and SECONDED
THAT the Intelligent City Advisory Committee recommend the INW Implementation Plan be referred to Council, with recommended changes.

CARRIED.

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

6.2. INW Strategic Plan - Public Document

Patricia Jecks, Intelligent City Project Manager, noted that the presented version of the INW Strategic Plan was for information purposes and a few additions had been made, such as a message from the Mayor and CAO, and a glossary of terms.

The Committee noted that in Goal One, "Attraction of new businesses to the City" was missing.

MOVED and SECONDED
THAT the Intelligent City Advisory Committee recommend the INW Strategic Plan be referred to Council.

CARRIED.

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

6.3. ICF Membership Renewal

The Committee discussed ICF Membership renewal, noting that the City could renew as an Associate member, at no cost, and if the need to join as a full member arises at a later time, it could be reviewed then.

7.0   NEXT MEETING

March 8, 2019, at 9:00 a.m. in Chamber Meeting Room, City Hall.

8.0   ADJOURNMENT

ON MOTION, the meeting was adjourned at 11:06 a.m.

Certified correct,

Councillor Bill Harper
Co-Chair

Michael Hrybyk
Co-Chair

Heather Corbett
Committee Clerk

Intelligent City Advisory Committee

Terms of Reference

New Westminster will become the most inclusive and technologically-advanced livable city in Canada.

Mission

This will be accomplished by leveraging BridgeNet City-owned fibre network and enabling digital solutions that increase citizen engagement, improve service delivery and access, and expand the use of open data to solve challenges, growing New Westminster's digital economy for the benefit of citizens and local business.

Mandate:

The role of the Intelligent Community Advisory Committee is to:

1. Provide Council with advice and guidance on intelligent community/smart city initiatives and policy development related to growing New Westminster's digital economy and advancing the City's Intelligent New West Vision and Mission.

2. Oversee the implementation of the City's Intelligent New West (INW) strategic plan, 2018- 2023.

3. Provide advice on new technologies and opportunities that may be relevant for the advancement of the INW strategic plan.

4. Promote awareness and collaboration of efforts to establish New Westminster as an Intelligent Community and the key benefits resulting from this work, including relevant opportunities which may be presented for consideration to the Mayor's Task Force on Local Economy.

5. Act as community ambassadors on behalf of the City of New Westminster's INW efforts, as required.

6. Make recommendations to City Council and report on progress of INW efforts.

Co-Chairs:

The advisory panel will be co-chaired by a City Council member and a member of the Intelligent City Advisory Committee.

Committee Members:

The Committee shall consist of up to 15 members with representation as follows:

- Council Representatives (2)
- Representative/s from the New Westminster business community
- Representative/s from the technology industry
- Representative/s from New Westminster Schools (School District #40)
- Representative/s from post- secondary institutions located in New Westminster
- Representative/s from the Ministry of Transportation and Infrastructure
- Representative/s from TransLink
- Representative from the New Westminster Community at large (1)

Staff Advisors:

- Chief Information Officer
- Manager of Economic Development
- General Manager, Electric Utility
- Fibre Networks Operations Manager
- Deputy Librarian New West Public Library
- Intelligent City Project Manager and Staff Liaison
- Recording Secretary, as designated by Legislative Services
- Representatives from City Departments (e.g. Engineering, Development Services) who may be called upon

Term:

Members shall be appointed by Council for a two year term, commencing on the first day of February after the appointment. This period may be extended upon mutual agreement between panel members and City Council.

Meeting Schedule:

The Committee will meet quarterly. Additional meetings may be scheduled as required.

Attendance:

Members shall advise the Recording Secretary of their intent to attend or to be absent from a meeting. Any member who is absent from three consecutive meetings of the Committee, or in excess of one-third of all meetings over any six month period without leave of absence from the Committee, or a reason satisfactory to the Committee, shall by City Council resolution, cease to be a member of the Committee. The City Council shall have the power to remove any member of the Committee at any time.

Quorum:

A quorum shall consist of half the voting members plus one.

If a quorum is not present within 30 minutes following the time at which the meeting was to commence, the Recording Secretary shall record the names of the members present at the meeting, and the meeting shall stand adjourned.

Rules of Procedure:

Committee procedures shall be governed by:

1. The Council Procedure Bylaw No. 6910, 2004; and
2. The "Rules of Conduct: Standing Committees and Advisory Bodies" provided.