

INTELLIGENT CITY ADVISORY COMMITTEE

September 13, 2019 – 9:00 a.m.
City Hall, Council Chamber Meeting Room

MINUTES

MEMBERS PRESENT:

Councillor Patrick Johnstone	- Co-Chair, City Council
Michael Hrybyk	- Co-Chair, Douglas College Representative
Councillor Chuck Puchmayr	- Council Representative
Nimmi Bangert	- Community Member
Brigid Canil	- Ministry of Transportation & Infrastructure Representative
Ron Cann	- Local Business Community Representative
Jolene Foreman	- Local Business Community Representative
Bill Harper	- Community Member
Reg Nordman	- Technology Industry Representative (Arrived at 10:40)
Paul Romein	- Local Business Community Representative
Cyrus Sy	- Technology Industry Representative

MEMBER REGRETS:

Gerry Akkerman	- TransLink Representative
Maureen McRae-Stanger	- School District #40 Representative
Wendy Parry	- Douglas College Representative
Levon Zadavec-Powell	- Technology Industry Representative

GUESTS:

Reza Afzali	- Fremtid Media
Howard So	- Fremtid Media

STAFF:

Mark Allison	- Manager, Strategic Initiatives & Sustainability
Ken Cheng	- GIS Coordinator
Alvin Chok	- Chief Information Officer
Blair Fryer	- Manager, Communications & Economic Development
Jen Arbo	- Economic Development Coordinator
Phil Kotyk	- Fibre Networks Operations Manager
Heather Corbett	- Committee Clerk

The meeting was called to order at 9:03 a.m.

1.0 ADDITIONS / DELETIONS TO AGENDA

MOVED and SECONDED

THAT the agenda of the September 13, 2019 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 June 14, 2019

MOVED and SECONDED

THAT the minutes of the June 14, 2019 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 Smart City Digital Wayfinding

Howard So, Fremtid Media, provided a PowerPoint presentation on a proposal for Smart City digital wayfinding systems, including the following:

- Information on a Wayfinding and Smart City system concept, which would use data from Google, and the City's data systems, to provide users with information at kiosks located on City streets, such as:
 - Tourism and retail information;
 - Weather and trip-finding information
 - City events;
 - Parking and amenities,
 - Multi-modal and Translink information;
 - WiFi Connectivity and e-vehicle charging station;
- Potential benefits of the system to the City, such as:
 - User insights and feedback;
 - Revenue from advertising;
 - Source to communicate emergency information quickly;
 - Upgradeable and user-friendly system to disseminate City information;
- Pilot concept idea, including four downtown and two uptown sites; and,
- Potential and existing partnerships within the City, educational and tourism-oriented organizations.

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

- It is proposed that the pilot would be at no cost to the City, after which a partnership could be formed with revenue-sharing generated from advertising;
- The kiosks could incorporate both wired and wireless cell phone charging;
- Integration of indigenous art in the kiosk signage is proposed, as studies have shown that graffiti and vandalism are minimized when art is incorporated;
- Data collected at the kiosk would only be used for WiFi connectivity and would be collected from touchscreen interaction. Any personal data inputted would be anonymized and no security cameras would be incorporated into the kiosk;
- There may be a possibility to incorporate City-based applications into the kiosks at a later stage. At this point, the kiosks are being designed as informational rather than transactional;
- The timeline for launch of the kiosks could be by July 2020;
- Fremtid Media is privately funded by two investors and currently has a team of seven people, including a university student;
- There is currently an indoor prototype of the system, which has not been tested outdoors yet;
- A similar system used in New York City (Link NYC) has been successful and well-used, with 5 million users;
- There are similar systems used in Kelowna, Surrey, and Coquitlam; however, Fremtid approached New Westminster because of its centrality, the available fibre network and the electric utility;
- The City is being asked for the following resources as part of the pilot:
 - Sidewalk location for the pilot kiosks for eight months;
 - Fibre connectivity; and,
 - Staff resources and infrastructure costs.

Upon discussion, the Committee made the following comments:

- The City has existing relationships with both BCIT and Douglas, which could be leveraged and extended through this project;
- It would be important to ensure that security of information is of utmost priority in this pilot, and that any data storage adheres to municipal regulations;
- It may be valuable to consider additional uses and types of information available at the kiosks, as much of the ‘pushed’ information may already be accessible on a user’s personal device;
- Content management, in terms of both creating and refreshing content, could take a significant amount of staff resources and would require evaluation within current and future staff workplans;

- The costs to build out the electrical and fibre infrastructure for this project would need to be evaluated;
- It may be beneficial to further evaluate how the City could use the kiosks for municipal transactions;
- One of the biggest advantages of this proposal is the dissemination of information;
- These types of units are becoming more prevalent in other cities and present opportunities for value-added services to the community and to visitors to the City;
- It may be beneficial to ask neighbouring communities, eg Coquitlam, about the advantages and disadvantages they have perceived with the implementation of similar units; and,
- A full evaluation of the benefits, costs and uses of kiosk systems would be beneficial in evaluating this pilot project.

MOVED and SECONDED

THAT ICAC recommend that the ICAC management committee investigate a use case for kiosk type systems and how the City shares information publically.

CARRIED.

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

3.2. Briefing on the TDN/Vancouver Economic Commission Membership

Mark Allison, Manager, Strategic Initiatives & Sustainability, provided a PowerPoint presentation on the City's participation in the TDN/Vancouver Economic Commission (VEC), including the following information:

- Background of Green and Digital Demonstration Program (GDDP)
- Background on how membership would align with the Intelligent New Westminster strategy and a previous Council resolution in regards to a Memorandum of Understanding with the VEC, which would allow the City access to the TDN platform and process; and,
- Information on the TDN model, vision and platform, including other TDN members.

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

- Initial thoughts on the use of the TDN by the City are for up to two requests to be reviewed by TDN and for up to two from TDN to be reviewed by the City;
- The advantage of the structure of TDN is to have access to a framework of local developers and a broad range of assets and products within the region for testing;

- The City would benefit from an organized method of dealing with and defining unsolicited projects, as well as accessing bigger projects that other cities are evaluating, while also saving on costs;
- Projects would likely be evaluated by a Committee and then shortlisted, and would not be public until developed.

Upon discussion, the Committee commented that it sounds like a reasonable process to deal with unsolicited requests for technological projects.

4.0 UNFINISHED BUSINESS

There were no items.

5.0 REPORTS AND INFORMATION

5.1. Operational Team Updates

(a) Intelligent Economy

Blair Fryer Manager of Communications and Economic Development, updated the Committee regarding the Intelligent Economy Operational Team's objectives, noting work on the following projects was upcoming:

- Launch of a retail strategy;
- Development of a "Starting a Business in New West" guide; and,
- Development of an e-application process for business licences;

(b) Digital Government

Alvin Chok, Chief Information Officer, updated the Committee regarding the City's open data platform, noting that the portal has been re-designed.

Ken Cheng, GIS Coordinator, gave a demo of the open data site, demonstrating several new features, including:

- The re-design of the site;
- The citizen dashboard; and,
- The open data catalogue, which has been revised based on comments on its usability. It has now been organized into categories and improvements have been made to include more metadata info and the ability to investigate the data, including filtering and sorting.

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

- The open data portal is intended to be used by the community and developers; and,
- It is possible to layer the data maps and to manipulate the data.

Upon discussion, the Committee made the following comments:

- The frequency of the data could be improved;
- The descriptions of the metadata could be improved for increased usability;
- It would be important to be able to find the portal and citizen dashboard easily within the City's website, and to communicate its presence, and the improvements made, to the public;
- Tracking and analytics on the use of the page would be beneficial;
- It would be beneficial to make it more obvious who the data is aimed towards; and,
- It may be necessary to look at the terms of use and service, and to identify the portal as a creative commons.

(c) Intelligent Infrastructure

Phil Kotyk, Fibre Networks Operations Manager, updated the Committee regarding the Intelligent Infrastructure Operational Team's progress on BridgeNet connections, including new connections such as Royal City Centre and buildings on Princess Street.

Upon discussion, the Committee commented that increased marketing to the buildings may be necessary in order to let the residents know that the service is available and affordable. Committee members also suggested that marketing could be addressed as contracts with the ISPs are renewed or updated.

6.0 NEW BUSINESS

6.1. BridgeNet Website Update and Dashboard – Request for Feedback

Jen Arbo, Economic Development Coordinator, introduced the updates to the BridgeNet website and asked the Committee for feedback on the draft terminology used in the website.

Upon discussion, the Committee made the following comments:

- Avoid the use of acronyms; for example, write out Internet Service Provider (ISP) in full
- Emphasize the bottom line and call to action – On-Net could be seen first;
- Think about the target audience and incorporate wording to appeal to the strata councils;
- Provide a current list of ISPs and their offerings; and,
- The website is a good example of using the City’s data on the public website.

6.2. Future of Innovation Week – Format and Ideas

Jen Arbo, Economic Development Coordinator, updated the Committee on future plans for Innovation Week, based on feedback and surveys that were collected after Innovation week 2019, which showed that one week of events was too much for participants. The City would instead move to quarterly events, which allows for more dynamic events and potentially to work with more partners.

Ms. Arbo reviewed the potential events for the coming year:

- Innovation Forum: would most likely take place in February;
- Potential emergency planning, disaster response and business continuity events; and,
- A possible event highlighting BridgeNet.

6.3. ICF Submission

Jen Arbo, Economic Development Coordinator, noted that the ICF Submission had been submitted in June 2019, and the announcement is upcoming in October.

7.0 NEXT MEETING

The next ICAC Meeting Date is Friday, December 13, 2019 at 9:00 am in Council Chamber.

8.0 ADJOURNMENT

ON MOTION, the meeting was adjourned at 11:08 a.m.

Certified correct,

ORIGINAL SIGNED

**Councillor Patrick Johnstone
Co-Chair**

ORIGINAL SIGNED

**Mike Hrybyk
Co-Chair**

ORIGINAL SIGNED

**Heather Corbett
Committee Clerk**