

THE CITY OF TORONTO

City Clerk's Office

Minutes of the e-City Committee

Meeting No. 5

Wednesday, July 7, 2004

The e-City Committee met on July 7, 2004, in Committee Room No. 2, City Hall, Toronto, commencing at 9:30 a.m.

* Councillor	9:30 a.m.
Councillor Peter Milczyn, Chair	X
Councillor Brian Ashton	X
Councillor Mike Del Grande	X
Councillor Adam Giambrone	X
Councillor Doug Holyday	X
Councillor Cliff Jenkins	X
Councillor Jane Pitfield	X
Councillor David Soknacki	X

* Members were present for all or part of the meeting.

Declarations of Interest under the *Municipal Conflict of Interest Act*.

None Declared.

Confirmation of June 9, 2004 Minutes

On motion by Councillor Jenkins, the minutes of the e-City Committee held on June 9, 2004, were confirmed.

5.1 "3-1-1" Customer Service Strategy Report (All Wards)

The e-City Committee gave consideration to a report (June 23, 2004) from the Chief Administrative Officer recommending a strategy to implement a new, multi-channel, "3-1-1" model of customer service, and recommending that:

- (1) the multi-channel, customer service strategy outlined in Appendix "C" of this report be adopted;

- (2) Council endorse the strategy success factors outlined in Appendix "D" of this report;
- (3) the Chief Administrative Officer in conjunction with the Commissioners report back to Council on a phased-in implementation plan that addresses the strategy success factors outlined in this report and associated costs to be included in the 2005 budget submission by October 2004; and
- (4) the appropriate City Officials be authorized and directed to take the necessary action to give effect thereto.

Shirley Hoy, Chief Administrative Officer, and Colleen Bell, Manager, Corporate Client Services Initiative, Chief Administrative Officer's Office gave a PowerPoint presentation on the 3-1-1 strategy.

On motion by Councillor Jenkins, the e-City Committee recommended to the Administration Committee that:

- (1) City Council adopt the staff recommendations in the Recommendations Section of the report (June 23, 2004) from the Chief Administrative Officer, subject to:
 - (a) amending Section 4(ix) of Appendix "C" by adding the words "and Councillors' staff be provided with the ability to know the source of service requests in their ward;", so as to read:

"4. (ix) The public and staff are able to look up and track the status of service requests electronically, and Councillors' staff be provided with the ability to know the source of service requests in their ward;"
 - (b) amending Recommendation (3) by adding the words "and the projected expected benefits" after the words "associated costs";

so that the report's recommendations now read:

"It is recommended that:

- (1) the multi-channel, customer service strategy outlined in Appendix "C" of this report, as amended by Recommendation 1(a), be adopted;
 - (2) Council endorse the strategy success factors outlined in Appendix "D" of this report;
 - (3) the Chief Administrative Officer in conjunction with the Commissioners report back to Council on a phased-in implementation plan that addresses the strategy success factors outlined in this report and associated costs and the projected expected benefits to be included in the 2005 budget submission by October 2004; and
 - (4) the appropriate City Officials be authorized and directed to take the necessary action to give effect thereto."
- (2) on motion by Councillor Milczyn, with Councillor Jenkins in the Chair, the Chief Administrative Officer be requested to include in her implementation report to be submitted to City Council for its October 26, 2004 meeting, the following:
- (a) implementation of a technology interface with Members of Council to track information available as part of the three pilot projects to streamline and improve contact centre processes for the public through new technology solutions;
 - (b) as part of the Phase 1 implementation, a process for co-ordinating with neighbouring municipalities the 3-1-1-brand and service delivery; and
 - (c) a recommendation that the membership of the Steering Committee be expanded to include the Mayor, or his designate;
- (3) on motion by Councillor Ashton, the Commissioner of Corporate Services be requested to report to the e-City Committee on:
- (a) the potential for back office security business opportunities for the City in support of 3-1-1; and

- (b) the implications of the Municipal Freedom of Information and the Protection of Privacy Act as it relates to the access of 3-1-1 stream.

On motion by Councillor Ashton, the e-City Committee:

- (1) requested the Chief Administrative Officer to report to the September 8, 2004 meeting of the Administration Committee with suggested revised wording for the vision and mission statement contained in her report (June 23, 2004) to place greater emphasis on the public and services to be received; and
- (2) requested the Commissioner of Corporate Services to brief the e-City Committee on the benefits of the integration of the technology end of lease strategy as it relates to the implementation of 3-1-1.

(Administration Committee; Chief Administrative Officer and Commissioner of Corporate Services; c.c.: John Davies, Executive Director, Information and Technology and Colleen Bell, Corporate Client Services Initiative, Chief Administrative Officer's Office - July 9, 2004)

5.2 Report on Mobile and Wireless Application Development

The e-City Committee gave consideration to a report (June 22, 2004) from the Commissioner of Corporate Services and the Acting Medical Officer of Health providing an overview of the strategic direction for the deployment and use of mobile worker technologies within City departments. Conclusions are based on the results of the Public Health Restaurant Inspection application project resulting from RFP #9155-01-7660 - Core Business and Enterprise Systems, Products and Services to Enable Access to Corporate Applications and Data by Mobile and Wireless Devices, awarded in April 2002, and recommending that:

- (1) future wireless and mobile projects in departments be conducted and supported by the Corporate I&T Division to further validate the results of the Public Health Restaurant Inspection Mobile Project and verify that these results hold true in other departments;
- (2) Corporate I&T Division provide the common process and template for development of future wireless and mobile projects in order to improve the potential to duplicate successes and transfer best practices between the Public Health Restaurant Inspection Mobile Project and other future mobile and wireless projects;

- (3) departments that are interested in conducting future wireless and mobile projects be required to submit a business case to the Corporate I&T Division for approval and that the scope of these projects include a full business process review, a detailed risk analysis, and the impact on the Corporate wireless infrastructure;
- (4) any future implementation of a standard corporate or departmental application be subject to the general tendering process; and
- (5) this report be referred to the Board of Health for information.

The Committee also had before it a PowerPoint presentation, entitled "Wireless and Mobile Pilot Project".

Peter Oliver, Manager, Information and Technology, Public Health, and Judy Sheridan, Coordinator, Services Integration, Public Health gave a PowerPoint presentation on the report.

On motion by Councillor Jenkins, the e-City Committee recommended to the Administration Committee that City Council adopt the staff recommendations in the Recommendations Section of the report (June 22, 2004) from the Commissioner, Corporate Services subject to amending Recommendation (1) by striking out all of the words beginning with "to further validate...", and substitute with the words "within the context of an overall wireless strategy for the City of Toronto, such overall wireless strategy to be presented to the e-City Committee at a future date", so that the report's recommendations now read:

"It is recommended that:

- (1) future wireless and mobile projects in departments be conducted and supported by the Corporate I&T Division within the context of an overall wireless strategy for the City of Toronto, such overall wireless strategy to be presented to the e-City Committee at a future date;
- (2) Corporate I&T Division provide the common process and templates for development of future wireless and mobile projects in order to improve the potential to duplicate successes and transfer best practices between the Public Health Restaurant Inspection Mobile Project and other future mobile and wireless projects;

- (3) departments that are interested in conducting future wireless and mobile projects be required to submit a business case to the Corporate I&T Division for approval and that the scope of these projects include a full business process review, a detailed risk analysis, and the impact on the Corporate wireless infrastructure;
- (4) any future implementation of a standard corporate or departmental application be subject to the general tendering process; and
- (5) this report be referred to the Board of Health for information."

(Administration Committee; c.c.: Acting Medical Officer of Health; John Davies, Executive Director, Information and Technology; Peter Oliver, Manager, Information and Technology, Public Health and Judy Sheridan, Coordinator, Services Integration, Public Health - July 9, 2004)

5.3 Review of the Feasibility of Upgrading Directly to Windows 2003 instead of Migrating through Windows 2000

The e-City Committee gave consideration to a report (June 14, 2004) from the Commissioner of Corporate Services presenting to the e-City Committee the rationale for upgrading the City's server operating systems from Windows NT to Windows 2000 then Windows 2003, instead of migrating directly to Windows 2003 from Windows NT, and recommending that this report be received for information.

On motion by Councillor Jenkins, the e-City Committee received the report (June 14, 2004) from the Commissioner of Corporate Services for information.

5.4 Wireless Internet Access

The e-City Committee gave consideration to a communication (July 5, 2004) from Councillor Giambrone requesting that the e-City Committee invite Bell Mobility to submit a more detailed proposal for a short-term pilot project wireless Internet access in public spaces, as outlined in the aforementioned communication, for consideration at the next meeting of the e-City Committee on September 1, 2004.

On motion by Councillor Giambrone, the e-City Committee endorsed, in principle, the concept of a short-term pilot project wireless Internet access in Nathan Phillips Square, as outlined in the communication (July 5, 2004) from Councillor Giambrone, and requested the Commissioner of Corporate Services to report to the September 8, 2004 meeting of the Administration Committee on the procurement process for this pilot project.

(Administration Committee and Commissioner of Corporate Services; c.c.: John Davies, Executive Director, Information and Technology - July 7, 2004)

The meeting adjourned at 12:05 p.m.

Chair