



**e-CITY COMMITTEE
DECISION DOCUMENT
MEETING 5**

Date of Meeting:	Monday, October 31, 2005	Enquiry: Belinda Bains
Time:	1:00 p.m.	Committee Secretary
Location:	Committee Room 1	416-392-7039
	2nd Floor, City Hall	bbains@toronto.ca
	100 Queen Street West	
	Toronto	

The Decision Document is for preliminary reference purposes only. Please refer to the Committee's minutes for the official record.

How to Read the Decision Document:

- *recommendations of the Committee to the Administration Committee are in bold type after the item heading;*
 - *action taken by the Committee on its own authority does not require Administration Committee approval and is listed in the Decision Document in bold type under the heading "Action taken by the Committee"; and*
- Declarations of Interest, if any, appear at the end of an item.*

Minutes Confirmed – Meeting of July 13, 2005.

Communications/Reports:

1. Meeting Management Initiative Status Report

Action taken by the Committee:

The e-City Committee:

- (1) received a PowerPoint Presentation from the Director of Secretariat, City Clerk's Office on the Meeting Management Initiative – Project Update; and**
- (2) requested the Executive Director of Facilities and Real Estate, in consultation with the City Clerk and the Executive Director of Information and Technology, to submit**

a report to the e-City Committee meeting in January 2006 on options for the continuation of live video streaming and archived streaming of Council Meetings, such report to be put in the context of the Meeting Management Initiative.

2. Progress Report on Technology End of Lease Strategy (TELS) Initiative

The e-City Committee adopted the staff recommendation in the Recommendations Section of the report (September 30, 2005) from the Chief Corporate Officer and forwards the report to the Administration Committee for information.

Report (September 30, 2005) from the Chief Corporate Officer reporting on the progress to date on the Technology End of Lease Strategy (TELS) Initiative.

Recommendation:

It is recommended that the Chief Corporate Officer, in consultation with the Deputy City Manager & Chief Financial Officer, report back after year end on the disposition of all TELS surplus funds.

3. 3-1-1 Customer Service Strategy: 2006 Capital Budget Request and 2007/8 Projected Budget Estimates

The e-City Committee recommended that the Administration Committee recommend to the Budget Advisory Committee and the Policy and Finance Committee that City Council adopt the staff recommendations in the Recommendations Section of the report (October 24, 2005) from the 3-1-1- Lead Deputy City Manager, as amended by adding the following new recommendation (7) and renumbering the remaining recommendation accordingly:

“(7) the 3-1-1 Lead Deputy City Manager be requested to report quarterly to the e-City Committee on the implementation of the 3-1-1 Customer Service Strategy including any proposed harmonization of business practices or service standards; and”

Report (October 24, 2005) from the 3-1-1 Deputy City Manager, advising that Council directed that the findings and recommendations of the 3-1-1 Council-Staff Working Group (CSWG) be reported to the Budget Advisory Committee during the 2006 Capital and Operating Budget processes. The review, analysis and rationale of the CSWG in selecting its recommended 3-1-1 Service Model are presented along with CSWG recommendations respecting the 3-1-1 Implementation Plan and its associated 2006 capital budget. The projected 2007 and 2008 capital budget requirements for the 3-1-1 Customer Service Strategy are also identified.

Recommendations:

It is recommended that:

- (1) implementation of the different features of the 3-1-1 Customer Service Strategy be phased-in to optimize use of existing City resources and build early public confidence in 3-1-1 services;
- (2) approval be given to the CSWG recommended Scenario 3 Service Model detailed in Appendix 3;
- (3) 2006 capital funding for the 3-1-1 Customer Service Strategy detailed in Appendix 4 be approved in the amount of:
 - (a) \$2.464 million to retrofit Metro Hall Council Chamber for the 3-1-1 Contact Centre facility;
 - (b) \$2.116 million for conversion of existing and non-documented content into easily searched, electronic form, and reviews of current business processes that will be initiated directly from the 3-1-1 operation in the future;
 - (c) \$0.500 million to develop the new self serve, service order function on the 3-1-1 service page on the City web site;
 - (d) \$0.4218 million for the preliminary development of the 3-1-1 core technology infrastructure;
 - (e) \$0.927 million for preliminary electronic integration of existing service order systems with the 3-1-1 Contact Centre system;
 - (f) \$0.100 million to design and develop training courses on technical and customer service skills for assigned 3-1-1 staff;
 - (g) \$0.015 million for 3-1-1 communications purposes; and
 - (h) \$0.180 million to obtain full-time Privacy Consultant services to conduct privacy impact assessments for the 3-1-1 initiative;
- (4) the 3-1-1 Lead Deputy City Manager be directed to report on the lessons learned from the Contact Centre launch according to pre-determined success criteria;
- (5) the 3-1-1 Lead Deputy City Manager identify a future working partnership of Council, senior staff, and 3-1-1 Contact Centre staff, to provide performance

management oversight on 3-1-1/divisional service request outcomes and to monitor and recommend service improvements;

- (6) the 3-1-1 Lead Deputy City Manager in consultation with the Mayor and Council-Staff Working Group (CSWG), report to Council by December 2005 on whether, or in what capacity, the CSWG should be continued given completion of its current mandate; and
- (7) the appropriate City Officials be authorized and directed to take the necessary action to give effect thereto.

4. Evaluation of adding 5-1-1 to the 3-1-1 Project

The e-City Committee recommended to the Administration Committee that the report (October 18, 2005) from the Chief Corporate Officer be received.

Report (October 18, 2005) from the Chief Corporate Officer assessing the potential of adding a 5-1-1 system for real-time transit passenger information in the proposal call for 3-1-1.

Recommendation:

It is recommended that this report be received for information.

5. Feasibility of Linking Water Readings to the Provincial Smart Meter Program

Action taken by the Committee:

The e-City Committee received the communication (September 14, 2005) from the Administration Committee.

Communication (September 14, 2005) from the Administration Committee advising that at its meeting on September 13, 2005, the Administration Committee received the report (August 26, 2005) from the Treasurer and Acting General Manager, Toronto Water, and directed that it be forwarded to the e-City Committee for information.