THE CITY OF TORONTO

City Clerk's Office

Minutes of the e-City Committee

Meeting 3

Monday, June 20, 2005

The e-City Committee met on June 20, 2005, in Meeting Room C, City Hall, Toronto, commencing at 10:05 a.m.

*Councillor	Public Session 10:05 a.m. to 11:30 a.m.	In-Camera 11:35 am. to 11:52 a.m.	Public Session 11:53 a.m. to 11:55 a.m.
Councillor Peter Milczyn, Chair	X	X	X
Councillor Brian Ashton	-	-	-
Councillor Janet Davis	X	X	X
Councillor Mike Del Grande	X	X	X
Councillor Adam Giambrone	-	-	-
Councillor Cliff Jenkins	X	Declared Interest	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*.

Councillor Jenkins declared an interest with respect to the following items:

Minute 3.2 – Technology End of Lease Strategy Initiative (TELS) Progress Report on Purchasing Requirements for Third Quarter 2005 in that he is a retired pensioned employee of IBM Canada Ltd.; and

Minute 3.5 - Request for Proposals (RFP) 3401-04-3216, Supply, Delivery and Installation of Desktop and Notebook Computers, Related Products and Services in that he is a retired pensioned employee of IBM Canada Ltd.

Confirmation of May 9, 2005 Minutes

> On motion by Councillor Jenkins, the minutes of the e-City
> Committee held on May 9, 2005, were confirmed.

3.1   City of Toronto Geospatial Environment

The Director, Land Information Toronto, Information and Technology Division, gave a Power Point presentation on the City of Toronto Geospatial Environment, a copy of which is on file in the City Clerk's Office.

The e-City Committee:

(1)   received the Power Point presentation from the Director, Land Information Toronto, Information and Technology Division; and

(2)   (on motion by Councillor Del Grande) requested the Executive Director, Information and Technology, to report back to the e-City Committee on:

(a)   what geospatial information is accessible to Councillors and how would they get access to this information including but not limited to 911 calls analysis, traffic signals, municipal planning, public health, capital projects tracking and parking tickets; and

(b)   (on motion by Councillor Milczyn) a strategy to provide geospatial information to the public on the City's website at no cost, and also to maximize the ability to commercialize the data.

3.2   Technology End of Lease Strategy Initiative (TELS) Progress Report on Purchasing Requirements for Third Quarter 2005

The e-City Committee considered a report (May 24, 2005) from the Chief Corporate Officer reporting on the equipment requirements for the Technology End of Lease Strategy Initiative for the third quarter, 2005.

Recommendation:

It is recommended that the report be received for information by e-City Committee and Administration Committee.

> On motion by Councillor Soknacki, the e-City Committee recommended to the Administration Committee that the report (May 24, 2005) from the Chief Corporate Officer, be received.

(Administration Committee; c.: Chief Corporate Officer and Executive Director, Information and Technology – June 21, 2005).

3.3 Overview of the City of Toronto Technology Infrastructure and Business Applications

The e-City Committee considered a report (May 20, 2005) from the Chief Corporate Officer reporting to the e-City Committee on the overall City of Toronto Technology Infrastructure and Business Applications.

Recommendation:

It is recommended that this staff report be received for information.

> On motion by Councillor Del Grande, the e-City Committee received the report (May 20, 2005) from the Chief Corporate Officer and requested the Executive Director, Information and Technology, to submit to the e-City Committee an overview report regarding Enterprise Architecture for the City of Toronto.

3.4 3-1-1 Customer Service Strategy: 2005 Capital Budget Request and 2006/2007 Capital Budget Progress Report

The e-City Committee considered a report (June 17, 2005) from the City Manager noting that Council directed the City Manager to report before the end of the second quarter on the findings and recommendations of the 3-1-1 Council-Staff Working Group (CSWG). The Council-Staff Working Group is recommending a 2005 capital budget and projecting 2006 and 2007 capital budget requirements for the approved 3-1-1 Customer Service Strategy.

Recommendations:

It is recommended that:

(1)   the 2005 Capital Budget for the 3-1-1 Customer Service Strategy be established at **$** 1.687 million in order to implement the following Phase One activities by the end of the year:

      (a) $ .325 million to design and plan a 3-1-1 call centre facility;
      (b) $ .817 million to assist all divisions in front-end content development and business reviews related to capital infrastructure;
      (c) $ .360 million for an Information Architect to design the knowledge base for use by all 3-1-1 customer service teams and future direct use by the public;
      (d) $ .085 million for two technology procurement consultants to assist with criteria development and fairness monitoring, respectively; and
      (e) $ .100 million to design a 3-1-1 Web page for easy access by the public to on-line services and to place service requests on a 24/7 basis;

(2)   the Deputy City Manager and Chief Financial Officer report to the Budget Advisory Committee in conjunction with the 2005 Second Quarter Capital Variance Report, on areas of under-spending that can be used for 3-1-1 capital requirements;

(3)   the Metro Hall Council Chamber be approved as the facility for the 3-1-1 call centre based on its suitability and significantly lower ongoing operating costs than all other options examined as described in Appendix B to this report;

(4)   the 2006 estimated 3-1-1 capital budget request for the retrofitting of Metro Hall Council Chamber be included in the total estimated capital budget requirements to be submitted to the Budget Advisory Committee for consideration;

(5)   the Council-Staff Working Group continue working to meet Council timelines that require the City Manager to report to the Budget Advisory Committee during the 2006 Capital and Operating Budget processes on:

      (a)   adjustments to implementation phase activities in the approved 3-1-1 design;
      (b)   a finalized 2006 capital budget request for the 3-1-1 initiative;
      (c)   3-1-1 capital requirements for 2007 and future years; and
      (d)   3-1-1 2006 and 2007 operating budget impacts;

(6)   the Deputy City Manager assigned to 3-1-1, with the other Deputy City Managers, General Managers and the 3-1-1 Project Management Office, review the divisional preparation necessary to be ready for 3-1-1 in terms of content and performance standard development, capacity of teams to respond to 3-1-1 requests, and ability to manage and track service requests electronically;

(7)   this report be forwarded to all Standing Committees for information, followed by presentations from the e-City Chair in conjunction with the 3-1-1 Project Management Office reflecting the priority Council has given to 3-1-1; and

(8)   the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

> On motion by Councillor Jenkins, the e-City Committee:
>
> (1)   recommended to the Administration Committee that City Council adopt staff recommendations (1), (2), (3), (4), (5), (6) and (8) in the Recommendations Section of the report (June 17, 2005) from the City Manager.
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> (2)   in accordance with staff recommendation (7) in the Recommendations Section of the report (June 17, 2005) from the City Manager, the e-City Committee directed that this report be forwarded to all Standing Committees for information, followed by presentations from the e-City Committee Chair in conjunction with the 3-1-1 Project Management Office reflecting the priority Council has given to 3-1-1.

(Policy and Finance Committee; Administration Committee; Community Services Committee; Economic Development and Parks Committee; Planning and Transportation Committee and Works Committee; c.   Budget Advisory Committee; Chair, e-City Committee; City Manager; Deputy City Manager – Sue Corke; Deputy City Manager and Chief Financial Officer; Executive Director of Information and Technology and Corporate Lead, 3-1-1 Project Management Office, Deputy City Manager's Office – June 22, 2005)

3.5 **Request for Proposals (RFP) 3401-04-3216, Supply, Delivery and Installation of Desktop and Notebook Computers, Related Products and Services**

The e-City Committee considered a report (June 9, 2005) from the Treasurer responding to Council's request to provide the e-City Committee members copies of the responses from the eight proponents to RFP 3401-04-3216 Sections 5.5, 6, 8, 9, 10 and 12.

Recommendation:

It is recommended that this report be received for information.

> On motion by Councillor Del Grande, the e-City Committee adjourned its public session at 11:30 a.m. to meet in-camera to consider a matter relating to the security of the property of the municipality or local board.

The e-City Committee resumed its public session at 11:53 a.m.

> On motion by Councillor Del Grande, the e-City Committee received the report (June 9, 2005) from the Treasurer.

3.6 **Appointment of Members of Council to the e-City Committee for the Second Half of Council's Term**

The e-City Committee considered a communication (June 17, 2005) from the City Clerk advising that City Council on June 14, 15 and 16, 2005, adopted Striking Committee Report 3, Clause 2, headed "Appointment of Members of Council as the Tree Advocate and to Advisory Committees for the Second Half of Council's Term". Council appointed the following Members of Council to the e-City Committee for a term of office ending November 30, 2006:

B. Ashton
J. Davis
M. Del Grande
A. Giambrone
C. Jenkins
P. Milczyn
J. Pitfield
D. Soknacki

On motion by Councillor Soknacki, the e-City Committee received the communication (June 17, 2005) from the City Clerk.

The meeting adjourned at 11:55 a.m.

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Chair