10.   COUNCIL RESOLUTION ON SMART COMMUNITY

COMMITTEE RECOMMENDATION

That Council approve the following resolution:

"Whereas the Ottawa-Carleton Region meets all the criteria of a Smart Community as defined by the Federal Government's Smart Communities Demonstration Project, the Region of Ottawa-Carleton endorses the designation of the Region as a Smart Community and hereby resolves, to encourage all sectors of the community to advance the Smart Community initiative and create new opportunities that will link people and organizations through information and communication technologies."

DOCUMENTATION:

1.   Planning and Development Approvals Commissioner's report dated 23 Jun 99 is
       immediately attached.

REGION OF OTTAWA-CARLETON	REPORT
RÉGION D'OTTAWA-CARLETON	RAPPORT

Our File/N/Réf.
Your File/V/Réf.

DATE   23 June 1999

TO/DEST.   Co-ordinator
                       Corporate Services and Economic Development

FROM/EXP.   Planning and Development Approvals Commissioner

SUBJECT/OBJET   **COUNCIL RESOLUTION ON SMART COMMUNITY**

DEPARTMENTAL RECOMMENDATION

That the Corporate Services and Economic Development Committee recommend Council approve the following resolution:

"Whereas the Ottawa-Carleton Region meets all the criteria of a Smart Community as defined by the Federal Government's Smart Communities Demonstration Project, the Region of Ottawa-Carleton endorses the designation of the Region as a Smart Community and hereby resolves, to encourage all sectors of the community to advance the Smart Community initiative and create new opportunities that will link people and organizations through information and communication technologies."

DISCUSSION

On 5 June 1999 Industry Canada Minister, John Manley, formally announced a $60 million program called "Smart Communities Demonstration Project". This project will provide up to $5 million in matching funds to one community in each province, one in the north and one in an aboriginal community. The goal of this fund is to encourage the use of information and communications technologies to link people and organizations together, share ideas and address local development needs. The Ottawa Centre for Research & Innovation (OCRI) has put together an action team to submit a Letter of Intent required by 3 August 1999. In order to qualify as the "Ontario Demonstration Project" we must indicate that we are well under way as a Smart Community and that we have the support of our community leaders.

The attached resolution and document shown in Annex "A" was submitted by OCRI to The Ottawa Partnership (TOP). TOP at its meeting of 21 June 1999 supported and unanimously endorsed the resolution.

Regional staff are part of the team that are preparing the Letter of Intent. Once Regional Council approves the resolution, both the TOP endorsement and RMOC Council approval will be included as part of the Letter of Intent.

Approved by
Nick Tunnacliffe, MCIP, RPP

LS/esp
Attach. (1)

The Resolution

Whereas the Ottawa-Carleton Region meets all the criteria of a Smart Community as defined by the Federal Government's Smart Communities Demonstration Project, TOP endorses the designation of the Region as a Smart Community and hereby resolves, through its constituents, to encourage all sectors of the community to advance the Smart Community initiative and create new opportunities that will link people and organizations through information and communication technologies.

Why the Ottawa-Carleton Region is a Smart Community

Introduction:

Our vision for the future is to continue being a community of excellence in the use and deployment of information technologies to serve all sectors of the population. Through the leadership of business champions and elected representatives, we will respond to the exciting opportunities that emerging technologies bring, and harness innovations to enhance the well-being of the community.

Ottawa-Carleton has already demonstrated a high level of commitment to the Smart Communities initiative by allocating funds for it, proposing a management structure, and developing a three-year plan to move the initiative forward.

RMOC has provided resources for the creation of a Letter of Intent and Final Proposal for submission to the federal government's Smart Communities Selection Committee. If Ottawa is chosen as a Smart Communities Demonstration Project, further funds will be available to match the federal government's contribution.

A Smart Community Working Committee has already been set up with representation from government, education, health care, business and the library sector, and a proposal organizational structure has been developed to build the Smart Community Platform and launch new applications. It should be noted that the Smart Community team will continue to pursue development of online services with or without funding from the Federal Government's Smart Communities project.

This activity is an evolution of the Ottawa Community Network, created 2 years ago to develop leading-edge information technology applications in collaboration with regional government and other economic sectors.

The TOP Board's approval of the resolution will help unite all sectors of the community behind the Smart Communities initiative and add momentum to the creation of exciting new services to benefit businesses and residents across Ottawa-Carleton.

Ottawa-Carleton is a Smart Community because we have the community engagement; the intelligent services; the smart infrastructure; and the organizational resources to manage and co-ordinate varied partnerships and activities, including the development of information/communications solutions to empower residents, institutions and the Region as a whole. These strengths mirror the criteria set out by the federal government for its Smart Community Demonstration Project.

For example, our community has a history of active engagement in planning all aspects of its future, including the use of communications technologies to improve economic prosperity and quality of life.

This region is home to more than 900 high-technology companies that contribute significantly to the information technology development of the region.

In addition, many sectors of Ottawa's economy already make extensive use of technology to exchange information and deliver innovative new services.   More residents own computers and use the Internet than residents of any other Canadian city.   As a result, our community has often served as a test bed for new technologies, such as the one megabit modem and wave division multiplexing, allowing residents and businesses here to become early adopters of the latest IT services.

 We are fortunate in having a long track record of collaborative partnerships between business and government to achieve common goals. This track record is especially strong in the high-tech sector, where we have repeatedly brought suppliers, educators, health care providers and others together to explore new ideas and make them a reality.

Community Engagement

The Ottawa-Carleton Region has a tradition of engaging different sectors of the community for advice and co-operative problem-solving.

The Regional Government (RMOC) has often taken a leadership role, involving the community in a variety of programs over the past decade.

The RMOC invited public input to create a comprehensive vision for the community that covered every aspect of life from the environment and the economy to community partnership and regional governance. The resulting Community Vision document includes not only community goals but strategies and suggestions for achieving them. This vision, in turn, formed the basis for the RMOC's Official Plan.

The RMOC also invited public input on the future of infrastructure in the Region, considering input from residents. The result was the development of the Region's Transportation, Water and Wastewater Master Plans.

In yet another example of community engagement, The Ottawa Partnership (TOP) Board brings together the private and public sectors to maximize resources and raise the public profile of economic development in Ottawa-Carleton.

The Ottawa Centre for Research and Innovation (OCRI) is another organization with strong links to the community. OCRI builds on the strengths of the Region to advance research and development, lifelong learning, professional development and community infrastructure by working in close collaboration with industry, colleges, universities and government laboratories.

Over the past two years, OCRI's Ottawa Community Network initiative has worked with the all sectors of the community to identify online applications and services. OCN has 12 projects underway with applications in education, business and tourism totalling over $3 million in project funds matched by federal and provincial funding programs and stakeholder contributions.

OCRI also has taken the lead in community projects related to building the communications infrastructure. OCRI formed OCRInet, a broadband fibre optic network connecting 12 research organizations that include colleges, industry and federal R&D labs. OCRI also took the lead , recently, to submit a proposal to the Canadian Foundation for Innovation for the formation of the National Capital Institute of Technology (NCIT).

Smart Services in Ottawa-Carleton

Smart services in Ottawa are already being delivered to businesses and residents through a sophisticated network of telephone , cable, wireless and Internet facilities.

In Ottawa-Carleton, the RMOC has assumed a leadership role in technology by offering a variety of services electronically, tailored to residents' needs and interests. In fact, faced with ever-shrinking transfer payments and ongoing fiscal constraints, IT offers the municipality a powerful, effective way to maximize resources while improving communication with residents.

RMOC's information technology initiatives are primed by its Electronic Government Services Group (EGSG), a committee of departmental representatives and regional councillors who focus on the development and launch of innovative, user-friendly applications based technologies such as voice messaging, e-mail and WEBcasting.

Among its successes, RMOC conducted a successful "push-pilot" project over the 1998 Christmas season in which e-mail messages were sent to more than 200 households to alert them to changes in waste collection schedules, and provide information about Christmas tree pick-up and recycling.

In another innovation, RMOC recently conducted a public information meeting over the Internet. Instead of having to attend the meeting in person, at a set time, businesses and residents could log on to a live "web cast" to obtain information and ask questions online about the impact of the Hawthorne-Conroy roads reconstruction program. The noon session garnered more than 150 "hits" on the Web site, indicating participation levels far above those of traditional public meetings.

The RMOC is testing other applications, is planning more pilot projects, will conduct five to 10 new webcasts, and is exploring other push technology services. Initiatives for this year alone will include:

- Geographic Information Systems (GIS): a private-public sector partnership which will develop and implement a suite of web-based municipal GIS applications for Ottawa-Carleton that can then be marketed and exported to municipalities across Canada and around the world;

- Visually Impaired Information Delivery: a broadcast service that uses voice messaging to deliver regional information directly to the personal voice mailboxes of visually impaired constituents;

- Teleworking: a pilot project to test new teleworking software; and

- At Your Service: a one-stop Web site that provides access to various regional application forms residents can complete and return online.

Other OCN projects include:

- Teletourism: A feature rich on-line tourist guide to Ottawa will be launched this year with the support of a TAP grant from the Ontario Government. $500,000. (This $2M project will be done over two years with partner's contributions, Citizen, OTCA).

- Education TAP proposal : The Learning edge task force team prepared a submission to TAP for funding a pilot to allow parents secure access to schools using PKI technology.

- Community Access Project: Modem pool: A business plan is being prepared to consolidate the needs of the two Universities and La Cite Collegiale for interent services. If approved, a consortium will be built to implement the project. OCRI will play a facilitation role.

Smart Infrastructure

Residents of Ottawa-Carleton benefit from one of the most advanced telecommunications infrastructures in Canada. Through the telephone, cable TV and wireless networks, we have access to a full complement of communication services, any time, anywhere.

We have been designated Canada's "most wired city," according to the most recent information from Statistics Canada. Nearly 56 per cent of residents own computers, compared to 36 per cent nationally and 39.9 per cent in metropolitan areas. The Ottawa-Carleton rate is by far the highest in Canada, up from 44.2 per cent in 1996. In addition, 41 per cent of Ottawans own modems, while 28 per cent have Internet access. And for those who don't own PCs and modems, the opportunities for network access via public libraries and kiosks are growing steadily.

The region has more than 900 high-tech companies with a large group primarily focused on communications technologies. This offers tremendous advantage to the community since it often serves as a test-bed for the latest technologies.

The region is also home to two federal research labs, CRC and NRC. Both are conducting leading edge research to advance high speed communications and services. E.g. Gigabit to the home.

Low cost, high speed access to the Internet is rapidly being introduced to the region and now is becoming more affordable to residents as telephone company carriers vigorously compete with cable companies to provide Internet services. New wireless technologies are also being introduced by new companies entering the area .

School Boards and hospitals have recently approved spending a significant amount of their budgets to provide high speed Internet services to their institutions.

Organization

Ottawa-Carleton has the necessary organizational strengths to mobilize and manage Smart Communities initiatives.

First we have an established history of co-operation and productive partnerships among government, high-technology and other groups. Second, we have an organizational structure to build the Smart Community platform and develop applications for business and consumers across the Region.

Partnerships

Many of Ottawa-Carleton's high-technology companies have played a key role in partnering with government and other organizations to achieve common goals.

For example, decision-makers from companies such as Nortel Networks, Xerox, IBM, the Internet Institute and Why Interactive have teamed up with representatives from school boards, colleges and universities to form OCRI's Business Education Leadership group. Together, this group finds ways to foster a superior life-long learning environment and increase the technology sector talent pool. Their commitment to the community includes helping students -- from kindergarten to grade 12 -- prepare for careers in science and technology, promoting teacher internships in technology and supporting the integration of technology into the school curriculum.

Many Ottawa-based software employers also participate in the OCRI Technical Resource Initiative to develop strategies for increasing the regional supply of qualified human resources. A special steering committee represents employers such as Computing Devices Canada, MOSAID, Nortel Networks, ObjecTime, Telesat Canada and the federal government.

Another example of a collaborative partnership is that between the RMOC and Autodesk. Backed by financial and "in-kind" contributions, the three-year partnership is developing a comprehensive suite of municipal GIS applications, implement core GIS software, establish and operate an Ottawa-Carleton client-server network, and promote regional economic develop through domestic sales and international exports of the resulting products and services. This partnership benefits the RMOC, Autodesk and the community as a whole by increasing the scope and quality of applications, reducing operating costs and development cycles, and strengthening the economic well-being of the Region.

The existence of OCRI itself is proof of the community's track record in establishing and sustaining public/private sector partnerships to co-ordinate technology initiatives. In fact,

collaboration is the key to all OCRI activities, from consortia development to networking opportunities and industrial research chairs. For 15 years, OCRI has been bringing business, government and educators together to:

- advance the commercialization of technology through R&D investment;
- foster life-long learning and grow the technology talent pool;
- connect people with technology to develop a comprehensive and sustainable technology infrastructure; and
- deliver professional development initiatives to build communities of technical and management expertise.

OCRI's Board of Directors includes top decision-makers from some of the region's most influential bodies: the University of Ottawa, Carleton University, Algonquin College, La cite collegiale, the NRC, the Communications Research Centre, the RMOC, Newbridge Networks Corporation, Telesat Canada, Belief Systems Inc., Bell Canada, ObjecTime Limited and Nortel Networks.

This membership underscores the commitment from all sectors of the community to develop a leading-edge technology infrastructure for Ottawa-Carleton.

Smart Communities Organizational Structure

Representatives from government, education, health care, tourism, business and the R&D communities have been appointed to a Smart Communities Working Committee, co-ordinated by OCRI.

This committee has defined what a Smart Community is and defined the applications to be developed. A three-year plan is being developed to deploy the various Smart Community applications and a formal financial commitment is being made.

In addition, each sector of the regional economy has ongoing plans to invest millions of dollars to advance its IT capabilities. For example, the RMOC alone expends in excess of $30M annually on IT. Just as important, each sector is not just spending money on technology but focused on taking it to the next level.

Smart Results

No where in Canada has the impact of information and communication technologies been more evident than in the Ottawa-Carleton Region. We have the vision, the community engagement, the intelligent service and infrastructure, and the organizational structures to deliver to our residents a standard of living second to none.

Our goal is to continue the Region's tradition of IT excellence by proactively seeking new opportunities and harnessing innovations that will enhance prosperity and quality of life, in line with RMOC's Community Vision.

By making this goal a reality, we will be: helping private and public sector organizations maximize their resources; contributing to job creation; nurturing our R&D/high-tech sectors; and improving residents' day-to-day lives.

The overall IT Strategy which the region has developed over the past many years through a collaborative approach among the various government and private sector agencies involved the following elements:

- Creation of the Community Vision.
- Establishment and support for various organizations whose mandate is to contribute to the economic and social well-being of the region such as TOP and its constituent member agencies.
- Establishment and support for a specific centre of excellence in research and innovation (OCRI) with concentration on the information and communication technologies.
- Regional and Local Government support for meeting the needs of the existing high tech industries and proactive promotion of the region to attract new industries.
- A connected network of people at the senior executive level from the business, health, academic and government sectors who are in constant touch and working together to make this region a world-class
  smart community that pursue excellence, innovation and transformation, not only in what they do, but in how they do it.

We therefore reiterate our belief that Ottawa-Carleton is already a Smart Community and fully meets the criteria set out for the Smart Community Demonstration Project.

We ask for TOP's approval of our proposed resolution because we know it will unite all sectors of the community behind Smart Communities and propel the development and implementation of exciting new services that will ensure Ottawa-Carleton's continued IT leadership at home and around the world.