

**Communications &  
Information Technology Sub-Committee Meeting  
Minutes  
April 19, 2013**

<b>Members</b> <u>Present:</u> Councillor Howard Shore, Chair Regional Councillor Gordon Landon Councillor Alex Chiu  <u>Regrets:</u> Mayor Frank Scarpitti (x-officio) Regional Councillor Jim Jones Councillor Logan Kanapathi	<b>Staff</b> Trinela Cane, Commissioner of Corporate Services Dennis Flaherty, Director of Communications & Community Relations Nasir Kenea, Chief Information Officer Sagun Rao, Manager of Technology Laura Gold, Council/Committee Coordinator
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The Communications & Information Technology Sub-Committee Meeting convened at 2:15 p.m. with Councillor Howard Shore presiding as Chair.

**1. SMART CITIES – SETTING THE CONTEXT**

Nasir Kenea, Chief Information Officer, presented information on smart cities.

The Committee watched a short video on IBM's smart city initiative

It was advised that a smart city looks at how all of its systems work together as a whole. The smart city concept is intended to help cities remain globally competitive and better positioned to handle pressures like population growth and aging infrastructure. In theory a smart city will be able to make better decisions by understanding how its systems work together (e.g. street lights dimming automatically at certain times of the day).

The Committee thought there was an opportunity for Markham to be recognized as a smart city. It was noted that this type of initiative would need to be gradually realized over a period of time.

It was recommended that the Chair and Chief Information Officer attend the Smart City Expo in Budapest. The majority of the Members felt that the Committee should first explore what type of information is available in Markham on the smart city concept prior to attending any international forums on the subject matter. There was also discussion on hosting a smart city forum in Markham.

The Chair requested that staff undertake cost analysis and report to the Committee on the possibility of attending the Smart City Expo in Budapest.

## **2. SUMMARY OF COMPLETED 2012 IT PROJECTS**

Nasir Kenea presented a list of the 2012 completed IT projects. It was noted that staff worked very hard to complete these project within the specified timeframe.

## **3. OVERVIEW OF 2013 IT PROJECTS**

An overview of the 2013 IT projects was provided. The Committee discussed the following projects in more detail:

### Printer Replacement Strategy

The printer replacement strategy entails first reviewing the business processes and then making a decision in regards to what equipment should be purchased. This helps ensure that all business requirements are met and that end users are satisfied with the product purchased. Tim Moore will lead this project.

### Portal Update

Staff advised that banks are moving towards a visa interact type of card. This type of card will have a merchant fee that is similar to what the credit card companies charge. This will prevent the City from moving forward with online payment of property taxes. This is also a good example of the changing pace of technology, where a business process developed less than six months ago has become obsolete.

Staff are working toward organizing Markham's online services similar to Service Canada's lost wallet webpage, where like services and transactions are bundled together to improve customer service and web navigation.

### Online Parking

Staff advised that having overnight parking permits online has freed up a lot of staff time.

### Mobile App

The Committee viewed Markham's new mobile app, which will be launched on May 8, 2013. The mobile app will be tested by staff the week prior to the launch. The apps included in the initial phase are as follows: waste; roads; bike ways; major projects; and culture and recreation. Staff plan to add more apps in future phases.

### Human Resource System

Staff are working toward modernizing existing human resource related processes (e.g. absence management and compensation). An RFP was issued and a vendor was selected for a human resource system assessment. A steering committee has been formed to oversee the success of the project. An update will be provided to the Committee on a regular basis on a go forward basis. The target implementation date for this system is Q1 2014.

The Director of Human Resources will come to future Communications & Information Technology Sub-Committee meetings where this project is being discussed.

#### Paperless Agendas

The Committee discussed discontinuing paper agendas for staff and Members of Council at Council, Standing Committee and Advisory Committee meetings. It was generally agreed that the organization was ready to move to a paperless environment where staff and Councillors no longer use paper copies of agendas.

The Committee also requested that confidential and restricted agendas be moved into to the e-agenda format. Staff advised they are currently working on finding an e-agenda solution for the confidential and restricted agendas.

A Member requested that all planning presentations include a link to a Google aerial map of the area under review. Staff will investigate this possibility with Planning Staff. The Committee thought it would also be beneficial to have a representative from planning attend future Communications & ITS Sub-Committee meetings.

Moved by Councillor Gordon Landon

Second by Councillor Alex Chiu

That the Communications & Information Technology Sub-Committee recommend that Council discontinue paper copies of agendas for staff and Members of Council at Council, Standing Committee and Advisory Committee meetings effective September 1, 2013.

CARRIED

#### **4. ADJOURNMENT**

The Communications and Information Technology Sub-Committee adjourned at 3:57 p.m.