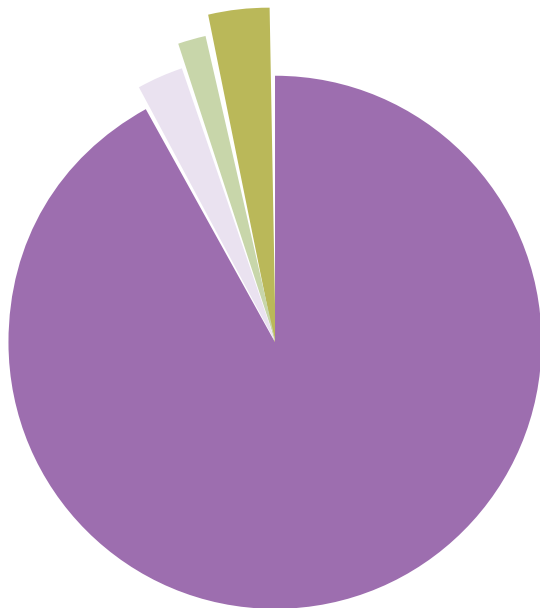


CORPORATE SERVICES



DEPARTMENT'S SHARE OF CITY BUDGET



Operating Budget: \$1,603,000
Capital Budget: \$653,000
Staffing Complement: 11.1 FTE (Full-Time Equivalent)
Supports Strategic Focus Areas:
Corporate Excellence and
Community Livability

OVERVIEW

Corporate Services provides integral support services in the areas of Information Technology, Communications, Human Resources and Payroll. The department is overseen by one Director.

INFORMATION TECHNOLOGY (IT)

IT provides leadership for the planning, development and management of the City's information technology systems. A team of 4 IT specialists partner with all City departments to deliver business IT solutions for City programs and services, managing the overall investment in IT and optimizing and ensuring alignment with business objectives. More specifically, IT oversees business system implementation, process engineering, technology planning and disaster recovery, as well as all things related to desktop computing, network, IT security, data & server infrastructure, print operations, telephony and mobility.

COMMUNICATIONS

The Communications Division provides communications services to ensure that the public, employees, media, and residents have a clear understanding of the City's policies, priorities and programs, while recognizing that effective civic engagement is a vital part to good governance and that the attributes and level of engagement affects our quality of life. The department of 2.5 FTE is responsible for providing the Mayor and Council and City divisions with strategic and corporate communications and media relations support and strives to inform the community about City programs, services and emerging issues of interest. Communications also works to encourage civic participation in municipal government which, in turn, enhances community engagement and public consultation.

CORPORATE SERVICES

OVERVIEW (CONTINUED)

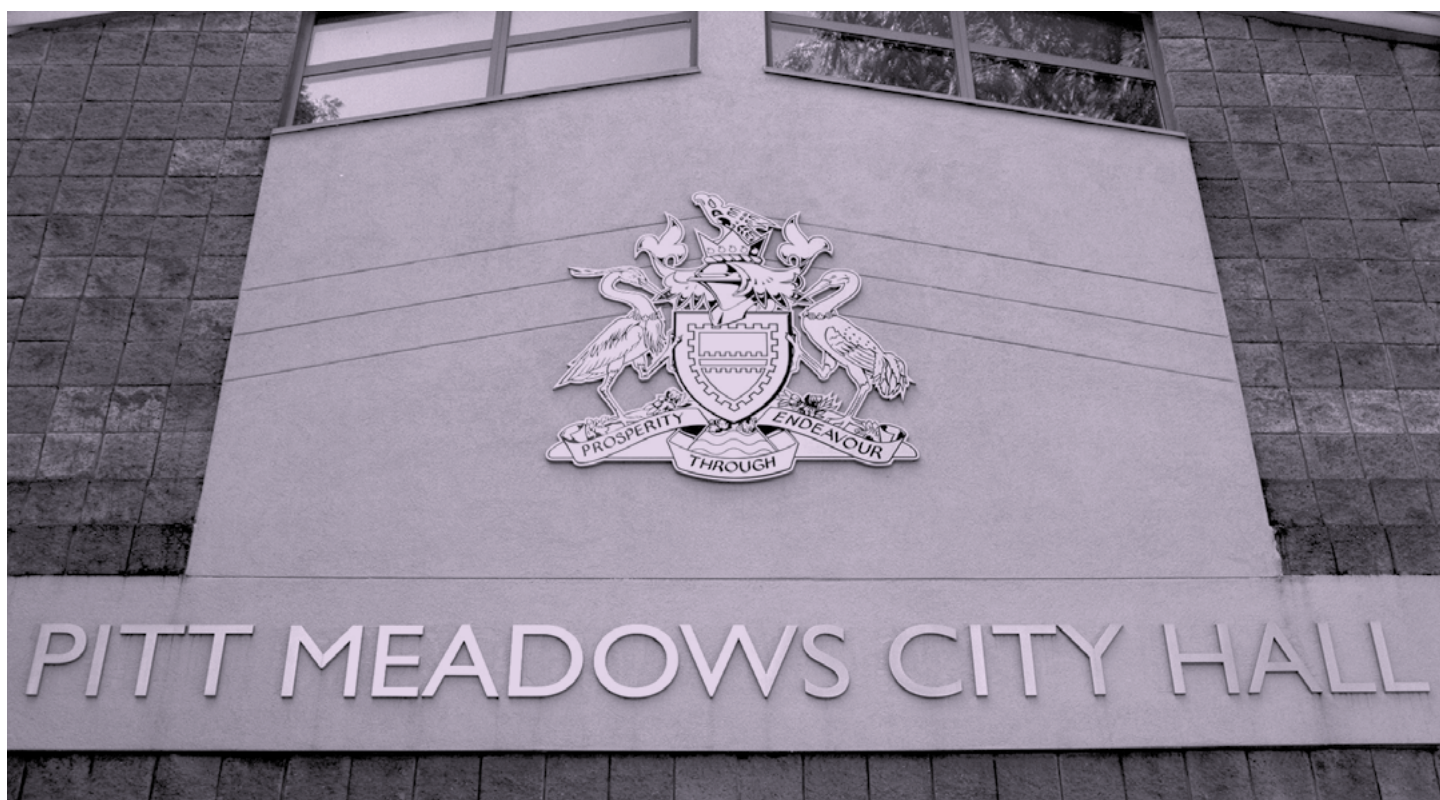
HUMAN RESOURCES AND OCCUPATIONAL HEALTH AND SAFETY

HR is a business partner with its corporate clients, consisting of 2 FTE, and ensures effective and progressive practices in support of a strong corporate culture. HR is responsible for building organizational capacity for collaborative and effective employees and labour relations, and develops and monitors corporate human resources policies and programs. HR's focus continues to be on strategic recruitment and retention activities. HR oversees Occupational Health and Safety which provides a broad range of occupational safety and environmental protection services including: Health and Safety Consultations program; health & safety program

development; safe work procedures; Hazardous Materials Safety/WHMIS; ensures regulatory compliance; conducts workplace inspections, evaluations and investigations; and provides training.

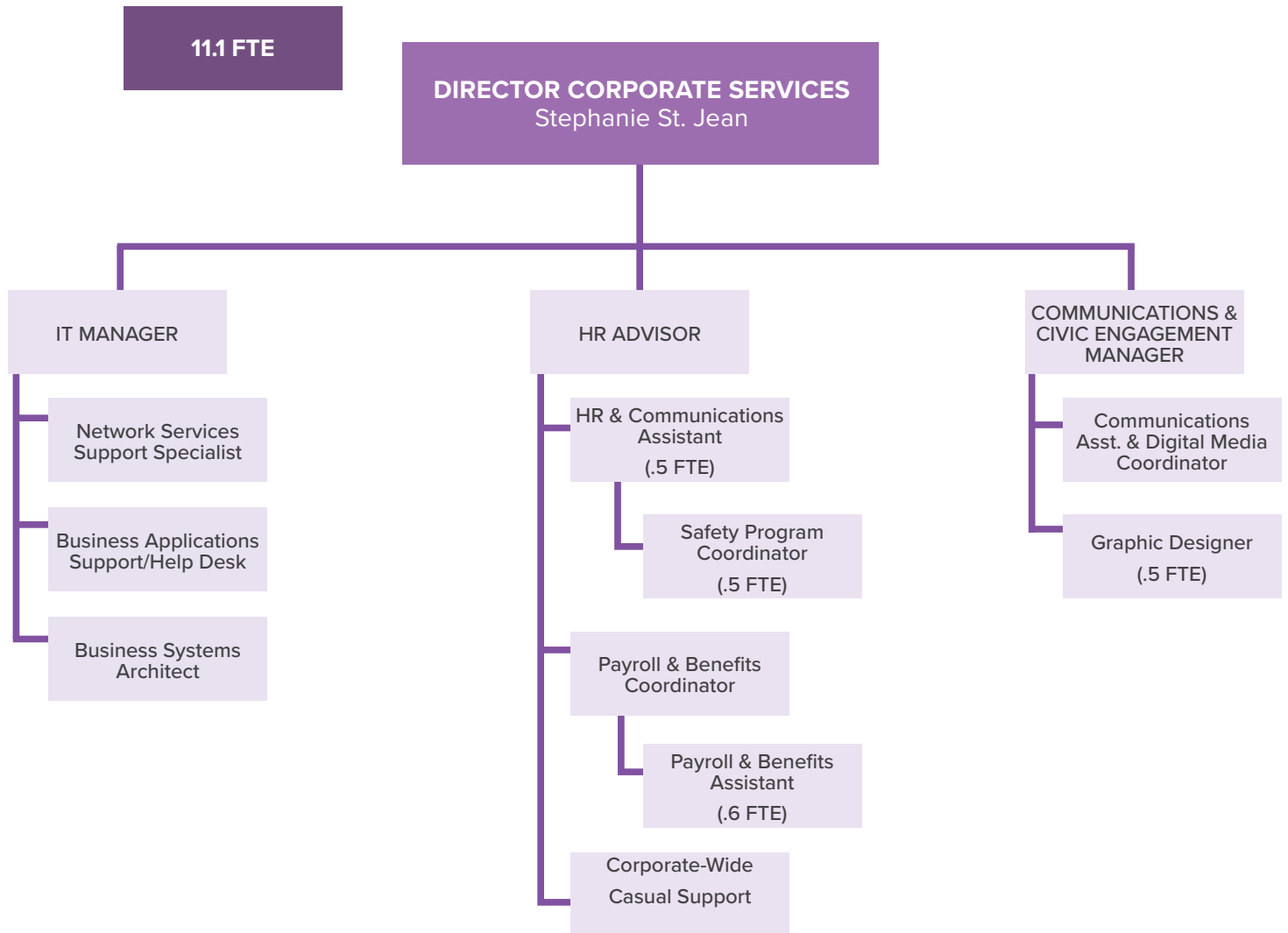
PAYROLL AND BENEFITS

The department of 1.6 FTE is responsible for the accurate and timely preparation and processing of biweekly and monthly payroll and benefits; where 31% of total operating budget is attributed to salaries, wages and benefits. It liaises with various service providers, government agencies, employee groups and senior officials, and ensures consistent application of policies and procedures, best practices and exceptional service.



CORPORATE SERVICES

STAFFING COMPLEMENT



CORPORATE SERVICES

2017 ACHIEVEMENTS

INFORMATION TECHNOLOGY SERVICES

- **SHAW GO WIFI.** Implemented an agreement with Shaw Communications to install, operate and maintain Shaw Go Wifi access points at City owned facilities.
- **TELUS WIFI.** Implemented an agreement with TELUS Corp to install, operate and maintain free public Wifi at two (2) City facilities.
- **SERVER REPLACEMENT.** Replaced 6 end-of-life enterprise servers and 2 large scale enterprise data storage devices.
- **PRINTER REPLACEMENT.** Replaced 10 end of life print devices, including 7 large scale Multi-functional peripheral (MFPs) devices, and on-boarded 80+ users onto these new devices.
- **CONTRACT NEGOTIATIONS.** Renegotiated the City's mobility, internet and Primary Rate Interface (PRI) service contracts resulting in 3 year savings of \$62K.
- **MOBILITY DEVICE REPLACEMENT.** Replaced and upgraded 62 mobility devices.
- **INTERNET SERVICE UPGRADE.** Upgraded the City's core internet service from 20mbps to 100 mbps.
- **EQUIPPING NEW STAFF.** Provisioned and configured IT desktop equipment and software for more than 15 new City staff.
- **TEMPEST UPGRADE.** Completed upgrade of the City's Taxation and Revenue Management software - Tempest 8 (a major enterprise software upgrade).
- **ICITY UPGRADE.** Completed upgrade of the City's core Financial software - iCity 2.5 (major enterprise software upgrade).
- **REC MANAGEMENT SOFTWARE.** Completed the integration of the Intelli Rec Management software into the Rec Services' business operations.
- **NEW WORK ORDER & ASSET MANAGEMENT SYSTEM.** Replaced the legacy Work Order and Asset Management system ("Nav") with a modern Operations Management System ("OMS") application (Cartegraph). Involved onboarding 5 departments and over 30 users and mobilized the Parks, Facilities and Public Works department with 7 new iPads. Provided more than 10 training sessions to OMS users training more than 25 users.
- **PREPARATIONS FOR NEW WEBSITE.** Provided key contributions in analysing, constructing requirements, and evaluating proponents for a new City website.
- **BILLING, LICENSING AND PERMITTING SYSTEM (BLITS).** Completed Phase 2 of the BLITS project, providing new back office systems for Taxation and Utility Billing along with additional on-line services; this provides residents and businesses access to their tax and utility accounts online at mypittmeadows.com.
- **CHART OF ACCOUNT RECODE PROJECT.** Completed the technology integration of the Chart of Account Recode project to enable the re-development of charts of accounts for the efficient and effective financial and operational reporting by the Financial Services division.
- **STAFFING.** Recruited two new IT staff members.

CORPORATE SERVICES



- **CITY CLIENT TECHNOLOGY STANDARD.** Completed and implemented the City Client Technology Standard to ensure deployment of standard supported technologies across work groups.

INFORMATION TECHNOLOGY SERVICES

- **CITY MOBILE CLIENT TECHNOLOGY POLICY.** Modernized and implemented the City Mobile Client Technology Policy to outline standardized, supported equipment and communication of data plans.
- **IT SUPPORT.** Attended to more than 1,200 individual IT support requests.
- **OTHER UPGRADES.** Completed numerous upgrades to core network, data, server and desktop infrastructure.
- **NEW SITE TECHNOLOGY.** Planned and provisioned technology at 2 new City locations enabling the Arts and Culture unit to re-locate and conduct City business.
- **UPGRADES INITIATED.** Initiated a major upgrade of the City's Enterprise Document and Records Management System, which is the City's document management system.
- **TECHNOLOGY DISASTER RECOVERY PLAN.** Successfully planned and tested the annual technology disaster recovery plan which involved simulating a failover scenario from the City's primary datacentre to its secondary location.

COMMUNICATIONS

- **CITIZEN'S COMMITTEE ON OPEN GOVERNMENT.** Completed implementation of the recommendations from the Citizen's Committee on Open Government.

- **COMMUNICATIONS SERVICE REVIEW.** Completed a Communications Service Review and implemented over 85% of the recommendations, including:

- Development of a Community Events Calendar, Connecting with Council, and What's New with Council Facebook and webpages;
- Enhanced design and editorial for quarterly reports to include topics of community interest;
- Expanded the promotion of City signature events;
- Hired a Communications and Engagement Manager as well as a graphic designer;
- Developed a broader colour palette and expanded brand guidelines.

- **SOCIAL MEDIA.** Expanded the use of social media to include Facebook Live promos of events, Council profiles and promotion of Mayor's outreach initiatives.
- **VIDEO VIGNETTES.** Managed the production of two video vignettes profiling City of Pitt Meadows in collaboration with Metro Vancouver: The vignettes showcase the City and its environmental Services and the partnership between the City and Katzie First Nation for delivery of utility and fire protection services and communications protocols.
- **NEW COMMUNICATIONS PROCESSES.** Integrated newly developed communications processes across City Departments, such as checklists for engagement initiatives, Council event templates and graphics standards.
- **CIVIC ENGAGEMENT POLICY.** Facilitated the development and implementation of a Civic Engagement Policy and Framework in collaboration with Modus Consulting. The new policy and framework assists City Staff in engaging citizens.

CORPORATE SERVICES

2017 ACHIEVEMENTS (CONTINUED)

in a consistent manner on various topics/initiatives to advise residents of decision making processes, gather input and to work with residents to meet municipal outcomes.

- **NEW WEBSITE.** Initiated planning and development of a new Corporate Website including stakeholder engagement, visioning and design.
- **CIVIC ENGAGEMENT.** Developed and executed civic engagement strategies for signature events and Safety Security Web (SSW). For the SSW, engaged the citizens of Pitt Meadows in dialogue to identify issues and gather information on how we can connect law enforcement with other non-police organizations to create a “safety and security web” of services to better connect and serve the community.
- **MEDIA TRAINING.** Organized media training for Council and Emergency Operations training for staff.
- **MEDIA RELATIONS.** Provided media relations and monitoring for City stories.
- **HOME SHOW.** Coordinated annual home show booth reaching 20,000 regional residents.

HUMAN RESOURCES

- **CONTRACT MANAGEMENT.** Commenced CUPE collective bargaining; provided research and recommendation to salary structure of exempt administrative Staff and Fire Services.
- **POLICY UPDATES.** Reviewed and updated the Employee Training and Development Policy, and Computer Loan Program.

- **PERFORMANCE REVIEW PROCESS.** Re-developed the management performance review process including criteria for band progression.
- **CAO PERFORMANCE REVIEW POLICY.** Oversaw the CAO performance review policy and procedure development.
- **ONLINE TRAINING.** Introduced online training courses including modules for Respectful Workplace Training, WHIMIS, and other skills development.
- **LIVING WAGE.** Achieved Living Wage status following careful research, analysis, development of an implementation plan and application to the LW campaign. The City’s policy and status ensures that all City Staff and all of the City’s service providers (both working on and off City premises) for a specified period of time earn, at a minimum, a living wage, as determined by the Living Wage Campaign.
- **HR PROCESSES.** Reviewed and revised several HR processes including criminal records checks, recruitment and orientation, and reclassifications.
- **RECRUITMENT.** Supported departments through growth; conducted over 52 recruitment and hiring processes, including 40 job postings.
- **EMPLOYEE ENGAGEMENT.** Engaged and collected input from City staff regarding “employee engagement” culminating in a set of employee-prioritized recommendations and an action plan.
- **TRAINING & DEVELOPMENT.** Delivered training and development in ergonomics, asbestos awareness, workplace inspections, incident investigations, health and safety committee training, working alone risk assessment, incident

CORPORATE SERVICES



investigations, respectful workplace, WHMIS 2015, Hazardous Materials and various professional e-conferences and workshops.

- **MUNICIPAL RELATIONS.** Developed stronger external relationships within the HR Municipal community through membership in HR Advisory Groups.
- **CASUAL POOL.** Created a Casual Administrative Pool to address fluctuations in work load within departments.
- **WORKPLACE CULTURE.** Achieved organizational participation in culture building initiatives including lunch time sports, employee recognition committee, spirit committee, employee wellness focus group, CUPE Annual Review focus group, and Operations Leadership Team.
- **SERVICE RECOGNITION.** Recognized employees through the annual service recognition and safety awards.

HUMAN RESOURCES

- **WHMIS.** Transitioned to new version of the Workplace Hazardous Materials Information System ('WHMIS 2015'), including new online training for staff and online safety data sheet management system.
- **RISK ASSESSMENTS.** Completed risk assessments on hazardous materials, working alone, heat stress, and violence in the workplace. The recommendations will be reviewed and incorporated into policy changes as required.

- **CONTRACTOR COORDINATION POLICY/ PROGRAM.** Completed review, update and roll out of Contractor Coordination Policy/Program. This program ensures all contractors are in compliance with WCB legislation and requirements before they are able to work for the City.
- **OHS GAP ANALYSIS.** Conducted occupational health and safety gap analysis for new Parks and Recreation divisions, by reviewing and comparing their processes against the City's processes and coordinating and supporting changes/upgrades.
- **NEW WORKER/YOUNG WORKER SAFETY INDUCTION PROGRAM.** Developed expanded New Worker/Young Worker Safety Induction Program. According to Worksafe, new or young (under the age of 25) employees are statistically the most at risk in the workplace. The program details what the responsibilities are for Health and Safety at all levels, what safety programs apply to new employees and what training they need to participate in, what to do in the case of safety concerns, WHMIS 2015, respect in the workplace, etc.
- **ERGONOMIC ASSESSMENTS.** Coordinated work station ergonomic assessments for staff; developed ergonomic specifications for procurement of office furniture.

CORPORATE SERVICES



KEY CHALLENGES FOR 2018

- **CHANGING WCB REGULATIONS.** Meeting the new and diverse standards requires ongoing education, documentation, review and revision to ensure compliance. Claims, disability and leave management is becoming increasingly complex, frequent and costly to employee health, benefit plans and WCB premiums.
- **THE NEW WORKFORCE.** Integrating and stabilizing new teams resulting from recent growth is a key area of focus for 2018. Recent growth has attributed to change in dynamics, leadership, direction and responsibilities. There will need to be a focus on team building, change management and more robust and better communicated processes and practices.
- **IT SECURITY.** Cybercrime poses a real and persistent threat to business and government. IT has provided some preventative measures to limit the possibility of cybercrime for the City, with the resources currently available to them. Additional and ongoing work is needed in the area of IT Security in order to adequately address and minimize the risk.
- **CAPACITY TO INNOVATE AND ENABLE CHANGE.** The growing need for information services at the City continues to increase demands on IT. This has resulted in a growing inventory of desktop computers and applications, servers, storage, network, telephony, enterprise and line of business systems and various technical integrations, all of which need to be supported on a daily basis. As this trend continues, IT will need to commit an increasing amount of resources to supporting these systems. This will result in reduced time

and opportunity to promote change and be more strategic and innovative in ways that support and enhance City business.

- **CITIZEN EXPECTATIONS.** Citizens are now more digitally enabled than ever and expect quicker and better ways to interact with government. There continues to be a massive shift toward digital channels and service delivery which continues to place pressure on IT, Communications and Human Resources to enable these services.
- **CIVIC ENGAGEMENT.** Understanding the expectations and issues of importance to citizens is a vital component to municipal government. The methods in which we engage citizens and our corporate processes supporting engagement will determine our success in reaching out and beginning a dialogue with the community as a whole. This new approach will place significant pressure on existing resources; the more robust the engagement, the more time, information, human and financial resources are required. Organizational capacity must be kept in mind during this process.

CORPORATE SERVICES

KEY INITIATIVES 2018

DIVISION	INITIATIVE	TARGET
HUMAN RESOURCES	EMPLOYEE POLICY REVIEWS. Respectful Workplace, Code of Conduct, and Employee Recognition policies; update as needed and provide training.	Q2-Q4
	EMPLOYEE DEVELOPMENT WORKSHOPS. Plan and oversee delivery of targeted employee development workshops.	Q2
	ORGANIZATIONAL WELLNESS STRATEGY. Develop strategy with targeted workshops and wellness opportunities for employees.	Q2
	EMPLOYEE RECOGNITION PROGRAM. Establish and provide leadership to a cross-functional working committee to oversee the development of effective employee recognition programming.	Q1-Q4
	WORKFORCE INTEGRATION. Develop and support strategies for cross-functional team opportunities.	Q1-Q4
	CUPE PERFORMANCE EVALUATION PROCESS. Work organization-wide to develop a meaningful and effective performance evaluation process for CUPE staff.	Q1
	NEW COLLECTIVE AGREEMENT. Upon ratification of newly negotiated collective agreement, communicate and implement the terms (retroactive payments, process changes etc.).	Q1-Q3
	WORKPLACE SAFETY. Develop and refine tracking and reporting of health and safety statistics with emphasis on resolution of and compliance with workplace inspections and investigations.	Q3
	RESPIRATOR PROGRAM. Develop program, including safe work procedures. This program ensures that respirators used by our workers provide effective protection against airborne contaminants in the workplace(s).	Q1
	RETURN TO WORK PROGRAM. Initiate development of Return to Work/ Stay and Work/Fit for Duty program and processes to assist with the successful return to work of employees who have been injured or ill.	Q2-Q3
COMMUNICATIONS	EXPLORE OPTIONS FOR A SUITABLE HRIS SYSTEM. An HRIS system unifies employee data and improves productivity related to payroll processing tasks and benefits administration.	Q3
	STAKEHOLDER ENGAGEMENT POLICY. Assist with implementation of the new stakeholder engagement policy and framework.	Q1
	COMMUNICATIONS SERVICES REVIEW. Complete remaining recommendations from the Communications Services Review.	Q1-Q2

CORPORATE SERVICES



KEY INITIATIVES 2018 (CONTINUED)

	IMPLEMENT NEW CITY WEBSITE and continue with content development.	Q2
	DEVELOP STANDARD GRAPHICS TEMPLATES and training for users.	Q4
	DEVELOP CRISIS COMMUNICATION PLAN. Framework, plan & policy for managing communications related to potential crises at any/all levels of the organization.	Q1-Q4
INFORMATION TECHNOLOGY	PC REPLACEMENT PROGRAM. Plan and implement the replacement of end of life desktop and laptop computers.	Q1
	CONDUCT AERIAL PHOTO RENEWAL for use in public and internal facing GIS-based systems.	Q2
	PLAN AND EXECUTE SERVER REFRESH PROGRAM.	Q2
	CARRY OUT VOIP TELEPHONE REPLACEMENT.	Q2-Q4
	PLAN AND IMPLEMENT TABLET REFRESH PROJECT.	Q1
	FIBRE CONNECTIVITY. Install a fibre optic pathway between the Public Works Yard and South Bonson Community Center.	Q2
	MOBILITY ENABLEMENT. Plan, develop and implement City Laptop and Mobility Enablement Project	Q2
	MEADOWS ROOM UPGRADE. Video streaming integration upgrade and installation.	Q3
	PLAN AND EXECUTE WINDOWS SERVER UPGRADE PROJECT.	Q3
	OMS. Complete OMS Software Stabilization and Optimization project. OMS (Operations Management System) is the City's enterprise Work Order and Asset Management software.	Q1-Q3
	CARRY OUT TEMPEST SOFTWARE IMPLEMENTATION. (Blits) Phase 3	Q1-Q4
CROSS-DEPARTMENTAL COLLABORATION	CIVIC ENGAGEMENT INITIATIVES. Support and deliver engagement initiatives, including: Long Term Strategic Plan; Official Community Plan update (Arts and Culture; Transportation, Development Lands; Infill Housing; Environmental Management Inventory; Dike Use Master Plan; Parks and Recreation Master Plan; Airport, Land Use and Zoning; Traffic Calming, Safety Security Web etc.).	Q1-Q4
	POLICY DEVELOPMENT. Work with respective departments to review, update and develop policies, including: Council Emergency Notification Policy; Public Use of Municipal Boards; and Cross Street Banners on Harris Road.	Q2

CORPORATE SERVICES

KEY INITIATIVES 2018 (CONTINUED)

	INTRANET SOFTWARE. In collaboration with IT and HR, explore available Intranet software options.	Q4
	HR/PAYROLL ONLINE SERVICE. HR to work with Communications to create an HR and Payroll online service for employees with access to forms, policies and general service information.	Q3-Q4

PROPOSED OPERATING BUDGET Corporate Services Financial Summary

	2017 APPROVED BUDGET	2018 PROPOSED BUDGET	2018 PROPOSED CHANGES	2019 PROPOSED BUDGET	2020 PROPOSED BUDGET	2021 PROPOSED BUDGET	2022 PROPOSED BUDGET
EXPENSES							
HUMAN RESOURCES	\$557,700	\$562,600	\$4,900 0.9%	\$574,400	\$584,700	\$593,900	\$602,100
COMMUNICATIONS	314,700	319,900	5,200 1.7%	330,600	338,300	343,300	348,400
INFORMATION TECHNOLOGY	707,100	720,500	13,400 1.9%	749,700	766,000	775,300	784,700
	1,579,500	1,603,000	23,500 1.5%	1,654,700	1,689,000	1,712,500	1,735,200
NET OPERATING EXPENSES	\$1,579,500	\$1,603,000	\$23,500 1.5%	\$1,654,700	\$1,689,000	\$1,712,500	\$1,735,200
KEY BUDGET CHANGES FOR 2018:							
SALARY AND BENEFITS			18,600				
PROFESSIONAL DEVELOPMENT			2,000				
CORPORATE TRAINING			(3,000)				
CAO PERFORMANCE REVIEW CONSULTANT *			3,000				
MAIN SUPPORT SYSTEMS			3,800				
OTHER			(900)				
CHANGE IN NET OPERATING EXPENSES			\$23,500				

*Council approved initiative - Sept 12, 2017

CORPORATE SERVICES

PROPOSED CAPITAL BUDGET

DEPARTMENT	Project #	Priority	2018	2019	2020	2021	2022	TOTAL
CORP SVCS - COMMUNICATIONS								
WEBSITE REFRESH 02 292 9659	15-CM-092	3				50,000		50,000
CITY BANNER REPLACEMENT	18-CM-094	2	7,200	7,200				14,400
COMMUNICATIONS AND COMMUNITY ENGAGEMENT	18-CM-095	2	100,000	50,000				150,000
CITY WIDE TRADE SHOW DISPLAY	18-CM-096	2	3,200					3,200
CORP SVCS - COMMUNICATIONS TOTAL			110,400	57,200		50,000		217,600
CORP SVCS - HR								
HUMAN RESOURCE INFORMATION SYSTEM	18-HR-001	3	20,000					20,000
CORP SVCS - HR TOTAL			20,000					20,000
CORP SVCS - IT								
PC REPLACEMENT STRATEGY 02-2-92-9500	09-IT-001	2	15,000	130,000		32,000	15,000	192,000
MISC COMPUTER INFRASTRUCTURE PURCHASE 02-2-92-9587	09-IT-020	3	52,000	26,000	26,000	26,000	26,000	156,000
AERIAL PHOTO RENEWAL 02-2-92-9595	09-IT-039	3	10,000			11,000		21,000
SERVER/SAN REFRESH 02-2-92-9588	10-IT-021	1	10,000		6,000		291,600	307,600
WAN/LAN UPGRADE - POE SWITCHES 02-2-92-9501	11-IT-003	1			50,000	75,000	4,500	129,500
PRINTER & PERIPHERALS REPLACEMENT 02-2-92-9507	11-IT-005	2			20,000	88,000	15,000	123,000
SMART PHONE REPLACEMENT 02-2-92-9622	11-IT-052	3	1,500	1,500	13,000	1,500	1,500	19,000
EXTERNAL SECURITY AUDIT 02-2-92-9621	12-IT-050N	1	2,500	25,000	2,500	15,000	2,500	47,500
MEADOWS RM & CHAMBERS PROJ/ MONITORS 92-9630	12-IT-058	2	1,200		15,000			16,200

CORPORATE SERVICES

PROPOSED CAPITAL BUDGET (CONTINUED)

DEPARTMENT	Project #	Priority	2018	2019	2020	2021	2022	TOTAL
CORP SVCS - IT CONTINUED								
VOIP TELEPHONE SYSTEM 02-2-92-9633	13-T-062	1	100,000					100,000
UPS REPLACEMENT 02-2-92-9642	13-IT-075	1			20,000	2,500		22,500
GIS REFRESH 02-2-92-9540	13-IT-076	2	50,000					50,000
FIBER MAINTENANCE 02-2-92-9647	14-IT-082	1		2,500		10,000		12,500
FIRE APPARATUS RUGGEDIZED LAPTOPS 02-2-92-9649	14-IT-084	1	2,500			20,000	7,500	30,000
FORTINET FIREWALL APPLIANCE REPL 02-2-92-9643	15-IT-068	1					17,500	17,500
CORPORATE WIFI REPLACEMENT 02-2-92-9644	15-IT-074	2		8,000				8,000
TABLET REFRESH 02-2-92-9645	15-IT-077	2	2,000	2,000	2,000	15,000	2,000	23,000
SERVER/SAN WARRANTY CONTRACTS 02 292 9657	16-IT-101N	3			26,200	11,200	20,500	57,900
SBCC FIBRE CONNECTIVITY 02-2-92-9594 DP18	18-IT-073	2	125,000					125,000
CLT LAPTOP PURCHASE	18-IT-098	2	20,000					20,000
MEADOWS ROOM VIDEO TECHNOLOGY '18 DP	18-IT-100	3	42,000					42,000
MOBILE TICKETING 1K OPERATING COST	18-IT-101	3	13,900					13,900
CALLS FOR SERVICE - MOBILE 1K OPERATING COST	18-IT-102	3	9,400					9,400
INTRANET REFRESH 5K OPERATING COST	18-IT-103	3	45,000					45,000
CITEZAN SELF SERVICE & MOBILE APP	18-IT-105	3		50,000				50,000
WINDOWS SERVER UPGRADE 4K OPER COST	18-IT-106	1	20,700	8,000	15,000			43,700
CORP SVCS - IT TOTAL			522,700	253,000	195,700	307,200	403,600	1,682,200
GRAND TOTAL			653,100	310,200	195,700	357,200	403,600	1,919,800

Project Priority Column: 1=Imperative (Must Do); 2=Essential (Should Do); 3=Important (Could Do); 4=Desirable (Other Year)

CORPORATE SERVICES



DECISION PACKAGE: Meadows Room Video Technology

Department/Division: Corporate Services – Information Technology Services

Submitted by: Stephanie St. Jean

Estimated Capital Cost: \$42,000

Estimated Annual Operating Costs: One time: N/A
Ongoing: N/A

There are no hard maintenance costs, however the camera and other AV equipment need to be serviced when breaks occur and need to be replaced every 5-7 years.

Equipping the Meadows Room with video technology would allow for:

- Livestreaming from the Meadows Room for such things as CIC Workshops, video-conferencing and increased opportunity for Council interaction with Citizens;
- Increased usability of the room;
- Enhanced operations for emergency preparedness as it relates to the Emergency Operations Centre (EOC), which is set up in the Meadows Room during an emergency.

DESCRIPTION

This project provides for the supply and installation of three HD cameras in the Meadows Room and integration with the existing AV room off of the main Council Chambers.

The Meadows Room would be set up as a 'summed feed' with Council Chambers (i.e. 4 camera feeds in total; 3 in the main Chambers and 1 in the Meadows Room).

RECOMMENDATION

THAT Council:

- A.** Approve \$42,000 to carry technology installation in the Meadows room.

FINANCIAL IMPLICATIONS

\$42,000 one-time initial capital cost in 2018 and plan a replacement budget in 5 to 7 years (2025).

DISCUSSION

At a Regular Council meeting on March 28, 2017, Council directed staff to request funding in the 2018 Financial Planning process for \$42,000 one-time funding to carry out technology installation in the Meadows Room.

ALTERNATIVES

Defer the decision to approve the technology installation in the Meadows Room and continue with the status quo.

SUMMARY

The installation of video conferencing equipment in the Meadows Room will enhance the room's usability, provide opportunity for increased communication with the public during various meetings and workshops, and provide additional communication opportunities for emergency preparedness training and the operation of the EOC.