

**The Corporation of the Township of Tay**

**Internet and Service Software Modernization Ad-hoc Committee Meeting Minutes**

**Monday, February 22, 2021, 2:30 p.m.  
Remote Video and Telephone Conference**

Present: Councillor Paul Raymond - Chair  
Councillor Jeff Bumstead  
Councillor Barry Norris

Staff Present: Lindsay Barron - Chief Administrative Officer  
Daryl C. W. O'Shea - General Manager, Corporate Services & Manager of  
Technology Services  
Elizabeth Smith - Communications Specialist  
Mark Jones - Information Technology Technician

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**1. Call to Order**

Councillor Raymond called the meeting to order at 2:30 p.m.

**2. Adoption of the Agenda**

Moved by Councillor Paul Raymond  
Seconded by Councillor Barry Norris

That the Internet and Service Software Modernization Ad-hoc Committee Meeting Agenda for February 22, 2021 be adopted as amended to include:

- Item 6.3: Verbal report from Councillor Raymond re: Collaboration with Tiny Township on broadband initiatives.
- Item 6.4: Verbal report from Councillor Raymond re: Starlink trials happening in our area.

**Motion Carried.**

**3. Disclosure of Interest**

No interests were disclosed.

**4. Adoption of Minutes**

4.1 Technology and Communications Ad-hoc Committee Meeting Minutes - November 23, 2020

Moved by Councillor Barry Norris  
Seconded by Councillor Paul Raymond

That the Technology and Communications Ad-hoc Committee Meeting Minutes of November 23, 2020 be approved.

**Motion Carried.**

**5. New & Unfinished Business**

Councillor Bumstead joined the meeting at 2:35 p.m., just prior to commencing discussion on item 5.1.

5.1 MyTay Online Service Portal - Demonstration of Service Request Functionality

The General Manager, Corporate Services / Manager of Technology Services gave an overview demonstration of Tay's new online service portal that is currently under development. Current features include creating a portal account with either an email address (verified by email confirmations) or cell phone number (verified by text message confirmations) and the ability to submit service requests online.

Service requests created by portal users (residents and others) get submitted directly to each department's front line service staff for direct follow up or routing to the responsible staff member. Portal users receive an email or text message copy of the request that they submit and responses to their requests by staff. Portal users can also review their history of requests via the portal.

It was noted that the Municipal Law Enforcement services was not currently included as one of the service areas offered under Protective and Development Services when submitting a service request. The General Manager noted that it would be added prior to public launch of the portal.

An inquiry was made regarding the legality of collecting personal information (such as name, address, phone number) when accepting service requests. Staff advised that collection of such information in the aid of service delivery is permitted under the Municipal Freedom of Information and Protection of

Privacy Act and that information about such collection will be made available to portal users.

An inquiry was made about rollout to staff and how they would know who is responsible for what. Staff advised that the Customer Service Guide applies. The guide is an all-in-one guide on how to handle requests, including who is responsible for follow-up.

An inquiry was made about statistics that could be generated from the system. Staff advised that work will be done to create reports to be shared with Council; targeting summer of 2021.

Committee discussed next steps and decided that a demonstration of the online service portal's service request functionality should be given to Council on March 24, 2021.

## 5.2 Mobile Access to Fire Permit Information by Municipal Law Enforcement Officers

The General Manager, Corporate Services / Manager of Technology Services advised that the Municipal Law Enforcement Officers will have access to fire permit data while on patrol, now that the division has requested and received smart phones.

Committee discussed property owners that have had their fire permit privileges revoked. Staff advised that the Fire and Municipal Law Enforcement divisions share this information within their department and that Fire would get access to the same fire permit information, on their response vehicle tablets, that Municipal Law Enforcement has on their smart phones.

Committee discussed public GIS mapping of fire permits that are issued. Staff advised that it is not a feature offered by the fire permit software vendor, but is something that could be considered if the fire permit feature is reproduced in Tay's online service portal. Committee decided that it's a feature to keep in mind for down the road, but is not a priority at this time.

## 5.3 Website Improvements Update

The Communications Specialist gave an overview on website improvement activities to date. Staff have been working on fixing spelling, grammar and content accuracy on a page-by-page basis. Staff have also found and fixed broken links, confirmed contact info on pages, and reviewed when each page was last modified.

Work with departmental staff, primarily front line service staff, to update stale content and to educate staff on writing content "for residents" rather than "for staff" will start over the coming months. The Communications Specialist is also performing research on current best practices and options for moving forward.

Staff are currently targeting completion of a new website template, improved analytics and returning to Google Website Search by late fall 2021.

#### 5.4 Facebook Update

The Communications Specialist gave an overview of the plans for launching our Facebook page.

Committee discussed whether Facebook users should be able to send messages to the Township through the Facebook page or comment on posts. Staff advised that best practice is to encourage a two-way dialog with the public, our residents and stakeholders, rather than to appear to not be willing to listen. Committee decided that they would rely on the expertise of the Communications Specialist and General Manager to do what they feel, and find, works best.

### 6. Items for Information

#### 6.1 Midland, ON - eService Offering

The General Manager, Corporate Services / Manager of Technology Services gave a brief overview of the service request portal system that the Town of Midland is using and updated committee on previous discussions that he has had with the product vendor. The service request feature of Tay's online service portal will have similar features and will also provide portal users with a history of their requests, unlike the NetFore Systems' offering.

#### 6.2 Toronto just approved a wild plan to build a public internet network priced lower than Bell or Rogers — will it work?

Committee discussed the news article at length and came to the conclusion that it (the availability of broadband Internet service) all comes down to what people are willing to pay in taxes, or directly to providers.

#### 6.3 Collaboration with Tiny Township on broadband initiatives

Councillor Raymond provided an update to Committee on a meeting he had attended with the approval of the Mayor, with the General Manager in tow, with Tiny Township's broadband Internet initiative committee. Information about initiatives and progress were shared between the Tiny and Tay attendees.

6.4 Starlink trials happening in our area

Councillor Raymond updated the Committee on his latest research on the Starlink satellite Internet service offering that is currently in a beta test stage of development and deployment.

Committee also discussed whether there is an opportunity for wireless Internet providers to use the Township's water standpipes as towers. Staff advised that the towers' line of sight are almost entirely restricted to areas that already have cable Internet service, and therefore would not be suitable tower locations. Collocation of such wireless network equipment at these locations could also be problematic due to the Township's use of these towers for its wide-area network that connects Township facilities and infrastructure.

7. Closed Session

7.1 Retire to Closed Session

Committee retired to closed session at 4:19 p.m.

Moved by Councillor Barry Norris

Seconded by Councillor Jeff Bumstead

That committee retire to a closed session per section 239.2.i of the Municipal Act to discuss:

(i) a trade secret or scientific, technical, commercial, financial or labour relations information, supplied in confidence to the municipality or local board, which, if disclosed, could reasonably be expected to prejudice significantly the competitive position or interfere significantly with the contractual or other negotiations of a person, group of persons, or organization;

(Envi Network Business Case Update)

**Motion Carried.**

7.2 Update on Envi Network Business Case

The General Manager, Corporate Services / Manager of Technology Services provided an update on the Envi Network project and business case.

7.3 Rise from Closed Session

Committee rose from closed session at 4:44 p.m.

Moved by Councillor Jeff Bumstead  
Seconded by Councillor Barry Norris

That committee rise from closed session.

**Motion Carried.**

**8. Next Meeting**

May 17, 2021 at 2:00 p.m.

**9. Adjournment**

Moved by Councillor Barry Norris  
Seconded by Councillor Jeff Bumstead

That the meeting adjourn at 4:47 p.m.

**Motion Carried.**

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Chair

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Minute Recorder