

DIS166: INTELLIGENT COMMUNITY FORUM REPORT – VERSION 2

Proponent / Owner	: Not applicable.
Attachments	: Community Strategic Priorities and links to Intelligent Community Forum Indicators.
Report Prepared By	: Executive Director Development Services (P Camins)
Responsible Officers:	: Executive Director Development Services (P Camins)

STRATEGIC IMPLICATIONS

1. This item relates to almost all elements of the City of Albany Community Strategic Plan. Refer to discussion section.

In Brief:

- This report provides context around being considered for membership of the Intelligent Community Forum (ICF).
- To become an Intelligent Community requires a paradigm shift in organisational mindset to consider ways in which to best embrace the Broadband Economy by doing things more efficiently or better.

RECOMMENDATION

DIS166: COMMITTEE RECOMMENDATION VOTING REQUIREMENT: SIMPLE MAJORITY

THAT Council:

1. **RECEIVE** the Intelligent Community Forum Report.
2. **AMEND** the 2019/2020 Budget in the August Budget review by \$50,000 to prepare an Intelligent Albany Strategy.

DIS166: COMMITTEE RECOMMENDATION

MOVED: COUNCILLOR MOIR

SECONDED: COUNCILLOR HOLLINGWORTH

THAT the Responsible Officer Recommendation be ADOPTED.

CARRIED 12-0

DIS166: RESPONSIBLE OFFICER RECOMMENDATION

THAT Council:

1. RECEIVE the Intelligent Community Forum Report.
2. AMEND the 2019/2020 Budget in the August Budget review by \$50,000 to prepare an Intelligent Albany Strategy.

BACKGROUND

2. One of the CEO's KPI's for 2018/2019 set by Council is that the: *'City of Albany commences actions to be considered for the Intelligent Community Forum and reports to Council on work undertaken to evidence progress towards accreditation.'*
3. The ICF states on their website that: *"Smart City projects make cities work better. They apply information and communications technology to accurately monitor, measure and control city processes, from transportation to water supplies, the location of city vehicles to the performance of electric grids. Smart Cities are about saving money, becoming more efficient and delivering better service to the taxpayer."*

4. *Intelligent Communities seek to make better cities: places large and small, urban and rural, where citizens and employers thrive and prosper in the broadband economy.*
5. *Intelligent Communities adopt technology but do not make it their focus. Instead, they find **vision-driven, community-based, technology smart solutions** to their most urgent problems.*
6. *They make sure they have the broadband and IT infrastructure they need to be competitive. But they know it is only a means to an end. More of their energy goes into developing a workforce able to do knowledge work. More effort goes into crafting an innovation ecosystem where business, government and institutional partners create high-quality employment and meet social needs. More emphasis is placed on expanding access to digital skills and technology for those otherwise left out. More work goes into engaging citizens as advocates for progress.*
7. *Every Intelligent Community has Smart City projects underway. But many Smart Cities, limiting themselves to the immediate efficiency and cost benefits of ICT, have yet to take the first steps toward becoming Intelligent Communities.”*
8. Membership of the ICF is gained by communities who apply and are honoured by the Forum’s international awards program. There are two classifications of eligibility; full and associate.
9. There are 143 communities (towns, cities, regions or countries) worldwide identified as meeting the eligibility criteria. 37 of these are full members and 106 associate members. By region there are 6 in Africa/Middle East, 68 in the Americas, 39 in the Asia-Pacific and 30 in Europe.
10. In Australia there are 3 full members: Ipswich, Queensland; Prospect, South Australia; Sunshine Coast, Queensland
11. In Australia there are 7 associate members: Armidale, NSW; Ballarat, Vic; Coffs Harbour, NSW; Gold Coast City, Qld; Melbourne, Vic; Victoria in general and Whittlesea, Vic.

DISCUSSION

12. The Indicators for eligibility to be an Intelligent Community are identified on their website as:
 - A. **“Broadband Connectivity.** *Broadband is the next essential utility, as vital to economic growth as clean water and good roads. Whatever the speed, the power of broadband is simple enough to express. It connects your computer, laptop or mobile device to billions of devices and users around the world, creating a digital overlay to our physical world that is revolutionizing how we work, play, live, educate and entertain ourselves, govern our citizens and relate to the world.*
 - B. **Knowledge Workforce.** *Today, all desirable jobs in industrialized economies – and increasingly in developing economies as well – require a higher component of knowledge than they did in the past. It is by applying knowledge and specialized skills that employees add enough value to what they do to justify the cost of employing them. In the future, any employee whose "value-added" does not exceed his or her salary cost can expect to be replaced, sooner or later, by software or hardware. A continuous improvement in an evolving range of skills is the only route to personal prosperity.*
 - C. **Innovation.** *Innovation is essential to the interconnected economy of the 21st Century. Intelligent Communities pursue innovation through a relationship between business, government and such institutions as universities and hospitals. The Innovation Triangle or “Triple Helix” helps keep the economic benefits of innovation local, and creates an innovation ecosystem that engages the entire community in positive change. Investments in innovative technology by government contribute to that culture and improve service to citizens while reducing operating costs.*

- D. **Digital Equality.** *Digital equality is a simple principle: that everyone in the community deserves access to broadband technologies and the skills to use them. Like most principles, it is easier to understand than it is to live. The explosive advance of the broadband economy has worsened the exclusion of people who already play a peripheral role in the economy and society, whether due to poverty, lack of education, prejudice, age, disability, or simply where they live. It has disrupted industries from manufacturing to retail services, enlarging the number of people for whom the digital revolution is a burden rather than a blessing.*
- E. **Sustainability.** *Improving current living standards, while maintaining the ability of future generations to do the same, is at the core of sustainability. Throughout human history, economic growth has always involved the consumption of more resources and the production of more waste. As humanity begins to push up against the limits of the ecosystem to provide resources and absorb waste, we need to find ways to continue growth – with all of its positive impacts on the community – while reducing the environmental impact of that growth.*
- F. **Advocacy.** *It is all too common for a community's leaders or groups of citizens to set themselves against changes that would ultimately benefit the community. The willingness to embrace change and the determination to help shape it, however, are core competencies of the Intelligent Community. Few places naturally possess those competencies. They must be cultivated, often over years, through advocacy."*
13. The ICF has a self-test. Communities selected for the annual Smart21 list typically have an average score on the Self-Test ranging between 75 and 100. Our community's current status is provided:
- A. **Broadband Connectivity - Score 71.00.** With the introduction of the NBN network, Albany town site is becoming reasonably well serviced with broadband connectivity. Outside the town site broadband connectivity is not guaranteed. The self-test identifies a household availability exceeding 85% in the community and a household adoption rate exceeding 80% and if there are policies and programs to increase both availability and adoption. Recent census data indicates we are below these thresholds.
- B. **Knowledge Workforce - Score 47.00.** This indicator interrogates both whole-of-life knowledge and ongoing education as well as the level of tertiary education in the community. Albany's census data has around 13% of residents having achieved an undergraduate or graduate degree, which is relatively low compared to Western Australia overall. We also lack opportunities regarding both; community colleges or technical schools and undergraduate or graduate institutions in the community or within a 1-hour, one-way commute.
- C. **Innovation - Score 16.00.** Our community ranked poorly on this indicator as we do not have policies in place to promote innovation, nor do we provide many innovation programs through government, the private sector, public-private ventures or volunteer organizations. The provision of online services including open data and smart meter systems offered by local government or public agencies to improve quality of life is also low.
- D. **Digital Equality - Score 48.00.** The City of Albany works hard to facilitate digital equality through library services, however it is difficult to identify what community facilities and services are available to organizations (businesses, non-profits, others) to promote digital adoption.
- E. **Sustainability - Score 43.00.** Although the City may rank ourselves highly in the indicator we do not rate highly. This appears to be primarily because we do not track (by our own research or reporting from other organizations) greenhouse gas emissions of the community, residential and commercial indoor water use and percentage of all trips in the municipality that take place without an automobile. We also do not have an overarching Sustainability Policy or local laws around sustainability.

F. **Advocacy - Score 56.00.** One of the self-assessment questions asks in what ways local government seeks to educate and involve citizens and leaders in building a better future for the community. Although we skirt around the edges, we aren't really meeting the measures provided. Our Community Strategic Plan is the only City document that considers a strategy for economic & social development involving information and communications technology. The indicator requires a task force or group dedicated to carrying out this strategy.

Total Score - 46.83

14. Besides through advocacy, meeting a number of the indicators are outside the sphere of influence of Local Government.
15. To be successful in this endeavour, it is critical to have strong buy-in from the community, business, institutions and other levels of government.
16. The City of Albany has commenced implementation of a number of innovations to meet objectives in our Community Strategic Plan that will also assist in meeting the objectives of the ICF indicators. These include:
 - a) Implementing ESRI Australia Local Government Access Program (LGAP) in Oct 2018. This will provide the cornerstone platform to;
 - i. Replace our GIS information system IntraMaps with the globally supported, modular GIS platform that is device agnostic.
 - ii. Publish maps publicly in a ArcGIS portal platform (Similar to Bayswater; <https://cityofbayswater.maps.arcgis.com/home/index.html>) available on any mobile devices that will assist staff, the community, tourists, local businesses and emergency services in the provision and management of;
 - Assets Management
 - Toilets
 - Historical Trails around Albany
 - Overlay Historical Maps
 - Parks & Playgrounds
 - Waste Collection Times
 - Property Information
 - Planning Scheme
 - Electoral wards
 - Local business
 - Accessibility Map (Toilets, ramps, slopes)
 - Civil Works In Progress Map
 - Firebreaks
 - Burn Permits
 - iii. Allow access to spatial information from other agencies to add value to the CoA Maps provided through ArcGIS;
 - DFES Controlled Burns
 - DPAW Controlled Burns
 - Civil Works to be carried out by Western Power etc.
 - Aerial imagery
 - b) Open Data – publish spatial data and statistical information through the <https://data.gov.au> platform to be used by other government agencies, industry and education sectors. This has been shown to drive and encourage innovative technical outcomes.
17. ~~It is worth noting that Albany is in the second phase of the 5G Rollout. The City has been advised that this schedule is not confirmed.~~

18. There are significant direct and potential opportunities to influence the ICF indicator whilst meeting the community priorities. These opportunities should not be lost when developing projects or undertaking works that can align this aspiration to our Community Strategic Plan. The relationship between ICF Indicators and Community Strategic Plan Objectives are summarised in the following matrix:

		1	2	3	4	5	6
		Broadband Connectivity	Knowledge Workforce	Innovation	Digital Equality	Sustainability	Advocacy
Self-assessment score		71	47	16	48	43	56
Leadership	1.1.1			1			
	1.1.2			2			
	1.2.1	2	1	2	1	1	1
	1.2.2		1				
	1.3.1			1	1		
	1.3.2		1				
Smart Prosperous & Growing	2.1.1	2	1	1			1
	2.1.2	2		1			1
	2.2.1		1	2			1
	2.2.2						1
	2.3.1		1	2			1
	2.3.2						1
Clean, Green & Sustainable	3.1.1			2			
	3.1.2			2		1	
	3.2.1					2	
	3.2.2					1	
	3.3.1		2	2		1	
	3.3.2					1	
Community Health & Participation	4.1.1			1			
	4.1.2	2		2	2		
	4.2.1			2	1		
	4.2.2			2			
	4.3.1	2	2	2	1		
	4.3.2						1
A Connected and Safe Built Environment	5.1.1			2		1	
	5.1.2					1	
	5.2.1					1	
	5.2.2						
	5.3.1	2		2			2
	5.3.2			2			1

1	There is a direct opportunity to influence IC indicator whilst meeting the community priority
2	There is a potential opportunity to influence IC indicator whilst meeting the community priority

Recommended Actions by City of Albany

19. Budget for and prepare an Intelligent Albany Strategy. This should:
- Articulate broad objectives that guide the City of Albany's ICF aspirations that are vision-driven, community-based and technology smart.
 - Identify how the City of Albany can incorporate features that address the ICF Indicators whilst meeting our Community's Priorities and guiding our culture. This would likely require that all future strategies consider ways in which to integrate ICF features and Smart City ideals for the benefit of the community.
 - Consider ways that the City of Albany can work more effectively with business, institutions and other levels of government particularly in relation to innovation for Albany.
 - Consider ways that data can be collected, analysed and distributed to inform and drive innovation and economic development including the provision of open data.
 - Develop links to all other City of Albany Strategies such as the Community Waste Resource Strategy.

20. Establish an internal Intelligent Community Working Group to:

- a) Continue to encourage and develop a corporate mindset that always considers ways in which to best embrace the Broadband Economy. Any intelligent improvements should be implemented to undertake tasks to be more efficient or better in a “smart” way, whilst working towards achieving our Community Strategic Plan Objectives.
- b) Guide the development and implementation of the Intelligent Albany Strategy.

GOVERNMENT & PUBLIC CONSULTATION

21. Not applicable.

STATUTORY IMPLICATIONS

22. Not applicable.

POLICY IMPLICATIONS

23. Not applicable.

RISK IDENTIFICATION & MITIGATION

24. The risk identification and categorisation relies on the City’s Enterprise Risk & Opportunity Management Framework.

Risk	Likelihood	Consequence	Risk Analysis	Mitigation
Reputation: City of Albany does not take the opportunity to provide infrastructure and services that embrace the Broadband Economy.	Possible	Minor	Medium	Develop, distribute and embrace a Strategy that considers the ICF indicators.
Opportunity: Provide infrastructure and services that are vision-driven, community-based and technology smart.				

FINANCIAL IMPLICATIONS

25. Not applicable.

LEGAL IMPLICATIONS

26. Not applicable.

CONCLUSION

27. It is recommended that Council note and receive this report.

Consulted References	:	Website: https://www.intelligentcommunity.org
File Number (Name of Ward)	:	N/A
Previous Reference	:	N/A