

NO: R169

COUNCIL DATE: **SEPTEMBER 29, 2014**

REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **September 23, 2014**

FROM: **General Manager, Finance & Technology**

FILE: **1355-30**

SUBJECT: **City Wide Wi-Fi Services**

RECOMMENDATION

The Finance and Technology Department recommends that Council authorize the appropriate City officials to execute a license agreement with Shaw Cablesystems Limited (“Shaw”) that will act to grant Shaw a non-exclusive right to install, operate and maintain Wi-Fi telecommunications infrastructure for a 10-year period at the locations listed in Appendix I attached to this report.

INTENT

The purpose of this report is to provide Council with information on the City's Wi-Fi services and to seek Council approval for staff to complete negotiations with Shaw Cablesystems Limited for a Site Specific Facilities Attachment License Agreement.

BACKGROUND

In recent years we have seen explosive growth in the demand for wireless services via mobile devices such as smartphones, tablets and laptops. This growing demand has challenged the wireless industry and cities to provide sufficient infrastructure and services to address area coverage and capacity needs.

Wi-Fi has become one of the predominant means by which an individual accesses information. As Surrey is one of the largest cities (by land mass) in Canada and with its growing population, city wide Wi-Fi connectivity is integral.

In August 2009, the City provided its first free public Wi-Fi service offering at the Newton Public Library. In February 2010, the City implemented its first free public park Wi-Fi service at Holland Park. The service was initiated in support of the 2010 Olympic Winter Games, winter festival celebrations at Holland Park.

The success of these implementations has resulted in the City expanding its free public Wi-Fi services to key locations such as recreation centres, libraries, and cultural facilities. The City currently offers introductory Wi-Fi services at 19 locations. Within this introductory offering, the Wi-Fi service capabilities such as capacity and bandwidth have been limited for cost

considerations. Attached in Appendix I is the list of existing service locations. The City has explored opportunities to enhance the coverage experiences at the existing locations and to expand the City's Wi-Fi service offerings. Many local governments around the world are involved with various community Wi-Fi initiatives. There are many social and economic growth advantages to be gained by enabling free city wide Wi-Fi services. In order to expand services across larger geographical areas, an effective method for delivery is through private-public-partnerships where wireless networks evolve from collaboration of municipal and private interests.

DISCUSSION

In September 2011, Shaw announced plans to build out a managed Wi-Fi network. They had been looking to enter the wireless (cell phone) industry, but decided it was too expensive and risky. Even with Shaw's established base and considerable strengths and assets, Shaw could not justify a wireless network build. Shaw communicated "New entrants lack the economies of scale and scope to compete effectively against well-established incumbents with ubiquitous coverage, extensive device ecosystems, deep spectrum positions and large retail networks. Even with our established base and considerable strengths and assets, we could not justify a wireless network build at this time." Shaw is now providing a managed Wi-Fi network branded as 'Shaw Go WiFi' that enables their customers to extend their Shaw services beyond the home. Shaw launched its first hotspots in the spring of 2012 and has been expanding the network ever since. Today there are over 40,000 hotspots across Western Canada.

Shaw has approached the City for permission to install, operate and maintain Wi-Fi telecommunications infrastructure at city owned facility locations to expand Shaw Go WiFi services in Surrey. Shaw is committed to cover significant portions of the City of Surrey where people congregate and would like to do so in a business relationship with the City. There are currently over 1,200 non city owned locations in Surrey where Shaw provides its customers with Wi-Fi services. Existing locations for Shaw Go WiFi services include coffee shops, restaurants, offices, theatres, transportation hubs and more.

Shaw is now partnering with municipalities across Western Canada to expand its Shaw Go Wi-Fi service and to introduce Shaw Go Wi-Fi Guest Access Service. There are two models that Shaw is using to expand their Go Wi-Fi service. The first is a revenue model where a city will allow Shaw to attach Wi-Fi equipment and services to City owned facilities and property in exchange for a Service Fee to the City. This model is not being pursued. Annual service fees range from \$18.88 to \$400 per access point device and are determined based on a location desirability factor. In this model the focus is on collected revenue for the City and not providing free access to the public. In the second model, Shaw will provide free guest access through their Shaw Go Wi-Fi Guest Access service in exchange for allowing Shaw to attach Wi-Fi equipment and services to City owned facilities and property. This service would be made available in popular City-owned public spaces.

As part of the Smart Surrey Strategy, the City is recommending a public-private service offering with Shaw to be able to extend Shaw Go WiFi service to public customers at key City facilities such as recreation centres, swimming pools, arenas, libraries, parks, cultural facilities and city gathering places. In alignment with our Social Engagement and Connectivity Pillar within the Smart Surrey Strategy, it is recommended that the City take advantage of the Second Model and utilize the opportunity to provide free Shaw Go Wi-Fi Guest Access to all potential users.

The Wi-Fi services will offer both Shaw customers and non-Shaw customers a complimentary wireless network at key locations throughout the City enabling citizens and visitors to be socially engaged and well connected.

Shaw is also committed to investing considerable monies to maintain and upgrade their network to maintain their level of carrier-grade quality of services.

The agreement between the City and Shaw would be non-exclusive, meaning that it wouldn't bar another telecommunications company from approaching the City with a similar offer.

The City's strategy is to augment its existing introductory free Wi-Fi services with third party carrier-grade quality of services to enable continued cost effective delivery of services. This approach is very interesting for the City to cost effectively provide sufficient infrastructure and services to keep pace with growing coverage and capacity needs.

Shaw Go WiFi Guest Access is available in the following municipalities, with new locations being added regularly:

British Columbia	Alberta
Dawson Creek	Blackflads
Esquimalt	Bruderheim
Fort St. John	Calgary
Fraser Valley	Drumheller
Hope	Edmonton
Kelowna	Fort Saskatchewan
Kimberley	Hinton
Langford	Lacombe
New Westminster	Lethbridge
Oak Bay	Manitoba
Penticton	Teulon
Quesnel	Ontario
Regional District of North Okanagan	Kenora
Summerland	Sault Ste. Marie
Squamish	
Vernon	
West Shore Parks and Recreation	
Williams Lake	

From a health perspective, Wi-Fi radio frequencies are emitted with such low power that according to Health Canada, they cause no health concern. Like other commonly used household products (cordless phones, Bluetooth devices, and remote controls for garage door openers), Wi-Fi equipment emits radiofrequency fields. Health Canada has developed guidelines for safe human exposure to RF energy (Safety Code 6). With RF energy levels remaining below Health Canada's RF safety guidelines, current scientific evidence supports the assertion that RF energy emissions from Wi-Fi devices are not harmful. Health Canada's position is that no precautionary measures are needed, since RF energy exposure levels from Wi-Fi are typically well below Canadian and international safety limits.

Attached in Appendix II are Shaw Go WiFi Guest Access service particulars.

SUSTAINABILITY CONSIDERATIONS

The recommendations of this report will assist in achieving the objectives of the City's Sustainability Charter; more particularly action item EC1: "Corporate Economic Sustainability" that focuses on ensuring the City's resources are used efficiently and responsibly.

Social-Cultural Pillar

"Create neighbourhoods that have distinct identities, diverse populations, lively public spaces that promote social connections and a range of accessible services and opportunities;"

CONCLUSION

Based on the above discussion, it is recommended that Council authorize the appropriate City officials to execute a license agreement with Shaw Cablesystems Limited ("Shaw") that will act to grant Shaw a non-exclusive right to install, operate and maintain Wi-Fi telecommunications infrastructure for a 10-year period at the locations listed in Appendix I attached to this report.

Vivienne Wilke, CGA
General Manager,
Finance & Technology

Attachments:

- Appendix I: Wi-Fi Service Locations
- Appendix II: Shaw Go WiFi Guest Access Service Particulars

Libraries:	Location	Town Centre	Existing City Wi-Fi	Proposed Shaw Wi-Fi Guest Access
City Centre Library	10350 University Drive	City Centre	✓	✓
Cloverdale Library	5642 – 176A St	Cloverdale	✓	✓
Fleetwood Library	15996 – 84 Ave	Fleetwood	✓	✓
Guildford Library	15105 – 105 Ave	Guildford	✓	✓
Newton Library	13795 – 70 Ave	Newton	✓	✓
Ocean Park Library	12854 – 17 Avenue	South Surrey	✓	✓
Semiahmoo Library	200-1815 – 152 Street	South Surrey	✓	✓
Strawberry Hill Library	7399 – 122 St	Newton	✓	✓
Port Kells Library	18885 – 88 Ave	Port Kells	✗	✓
Recreation Centres, Pools and Arenas:				
Bridgeview Community Centre	11475 – 126A Street	North Surrey	✗	✓
Chuck Bailey Recreation Centre	13458-107A Avenue	North Surrey	✗	✓
Clayton Hall	18513 70 Avenue	Cloverdale	✓	✓
Cloverdale Arena	6090 – 176 Street	Cloverdale	✗	✓
Cloverdale Recreation Centre	6188 – 176 Street	Cloverdale	✓	✓
Cloverdale Seniors Centre	6188 – 176 Street	Cloverdale	✓	✓
Don Christian Rec Centre	6220 – 184 Street	Cloverdale	✗	✓
Fleetwood Community Centre	15996 – 84 Avenue	Fleetwood	✓	✓
Fraser Heights Recreation Centre	10588 - 160 Street	Guildford	✗	✓
Grandview Heights Aquatic Centre	To Be Opened Fall 2015	South Surrey	✗	✓
Guildford Recreation and Aquatic Centre	15105 – 105 Avenue	Guildford	✗	✓
Kensington Prairie Community Centre	16824 – 32 Avenue	South Surrey	✗	✓
Newton Arena	7120 – 136B Street	Newton	✗	✓
Newton Seniors Centre	13775 – 70 Avenue	Newton	✗	✓
Newton Recreation Centre	13730 - 72 Avenue	Newton	✓	✓
North Surrey Recreation Centre	10275 City Parkway	North Surrey	✗	✓
North Surrey Pool	10275 City Parkway	North Surrey	✗	✓
North Surrey Arena	10275 City Parkway	North Surrey	✓	✓
South Surrey Arena	2199 – 148 Street	South Surrey	✗	✓
South Surrey Indoor Pool	14655 – 17 Avenue	South Surrey	✗	✓
South Surrey Recreation Centre	14601 – 20 Avenue	South Surrey	✗	✓
Surrey Sport & Leisure - Arena	16555 Fraser Highway, #110	Fleetwood	✓	✓
Surrey Sport & Leisure - Aquatics	16555 Fraser Highway, #100	Fleetwood	✓	✓
Cultural Facility:				
Arts Centre	13750 – 88 Avenue	North Surrey	✓	✓
Stewart Farmhouse	13723 Crescent Road	South Surrey	✗	✓
Surrey Archives	17671 56 Avenue	Cloverdale	✗	✓
Surrey Museum	17710 – 56A Avenue	Cloverdale	✗	✓
Surrey Nature Centre	14225 Green Timbers Way	Green Timbers?	✗	✓
Parks / Outdoor Gathering Places / Civic Facilities:				
Bill Reid Millennium Amphitheatre	Corner of 176 Street and 64 Avenue	Cloverdale	✗	✓
Cloverdale Rodeo	6050 176 Street	Cloverdale	✗	✓
City Hall / City Centre Plaza	13450 104th Avenue	City Centre	✗	✓
Fraser Downs	17755 - 60 Avenue	Cloverdale	✗	✓
Holland Park	13428 Old Yale Road	City Centre	✓	✓
Newton Athletic Park	Corner of 128 Street and 69 Avenue	Newton	✗	✓
South Surrey Athletic Park	14600 - 20 Avenue	South Surrey	✗	✓
Surrey Operations Centre	6645 - 148 Street	Newton	✗	✓

Particulars of Shaw Go WiFi Guest Access Service:

To create a Guest Account, users need to provide the following information:

- Name, Postal Code, Verified Email Address, and Password.
- To gain Guest Access users will need to accept the Terms of Use and agree to be sent occasional product communiqués and surveys on a select basis.
- The registration process only needs to be done once. After this, users can sign in using their existing Guest Account in select City locations.

Is there a limit to how much a user can download with their Guest Access Account?

- Access to the Shaw Go WiFi Guest Network gives users access to 500 megabytes of data for a period of 30-days. This 500 megabyte allotment is automatically renewed after the 30 days is up.
- If users go over this amount before the 30 day period has ended, they'll need to wait until the 30 days expire to connect to the network again.
- To help conserve guest user's monthly data usage, they are automatically logged out after five minutes of inactivity.

Does the user have to Login their credentials every time they want to connect to the Guest Network?

- Yes, to login users just need to provide their login email address and password. However, users do not need to create a new Guest Account. If users are automatically logged out after five minutes of inactivity, they will need to login again.

How will the Guest Account information be used for marketing purposes?

- This information provided by users of the public Shaw Go WiFi service, gives Shaw the ability to send guests useful information on Shaw products and services. It also helps Shaw to gather information on the quality of the network in order to help Shaw identify any potential problems.
- Shaw will not be sending Guest Users information frequently, as they are committed to providing users with the best Shaw Go WiFi Guest Access experience possible.
- Shaw does not distribute or sell any personally identifiable customer information to third-party advertisers or websites for advertising purposes. This information shall be maintained in accordance with Shaw's Privacy Policy.