SUMMARY

REGIONAL CONSULTATIONS
KELOWNA
FEBRUARY 17, 2004

KELOWNA CONSULTATIONS

Date   : Tuesday, February 17, 2004   Who's attending:
Time   : 10:30 - 18:00   - Jim Mutter, PTC President
Location : Regional District of Central Okanagan - Reg Bird, PTC Council Member
            Economic Development Commission   - Bill Koty, PTC Council Member
            1450 KLO Road, Kelowna, BC   - Len Juteau, PTC - Director of Operations
            Woodhaven Boardroom   - Tia Tjandisaka, PTC - Analyst

AGENDA

Time	Organization	Name	Page
10:30-11:00	Okanagan Science and Technology Council (OSTEC)	Andrew Allin Margret Horvath Mike Boudreau	1
11:00-12:00	Interior Health Authority	Pat Ryan Mal Griffin Norma Malanowich Madelene Friesen	2
13:00-13:45	Okanagan University College	Peter Arthur	4
13:45-14:15	Okanagan Partnership	Brad Bennett Gordon Fitzpatrick Nelson Jatel	5
14:15-14:45	Regional District of Okanagan-Similkameen	Hans DeBruyn Roger Mayer	6
15:30-18:00			
	COOL School (SD#22 -Vernon)	Dave Lee	7
	City of Penticton	Wayne Klamut	9
	National Research Council/Dominion Radio Astrophyiscal Observatory	Gary Hovey	9
	QHR Technologies Inc.	Al Hildebrandt	10
	Okanagan Capital Fund (VCC) Inc.	Robert E. Linttell	11
	SD #67Okanagan Skaha	Ron Shongrunden	12
	J. LeCavalier & Associates Inc.	Jacques LeCavalier	13
	WestTech Energy Inc	Rick West Val West	13
	Okanagan Community Access Program (CAP) Regional Network	Harry Adam	14
	TELUS	Kevin White	15
	General Observers:		
	Okanagan Science and Technology Council (OSTEC)	Andrew Allin Margret Horvath	

This page has been left blank intentionally

OSTEC - OKANAGAN SCIENCE AND TECHNOLOGY COUNCIL
Andrew Allin, Margret Horvath, Mike Boudreau

Formed in September 2001. Mission:
  To foster the development of the region as a globally competitive centre of excellence in the research, development and application of science, technology and innovation.

Industry profile:
- The Region (Silicon Vineyard) is 3rd largest technology region in BC
- Contributes over $325M to regional economy
- Approx. two-thirds of the region's tech companies' clients are outside the region, 60% export product/service to USA
- R&D Spending is increasing – valued at over $24M

OSTEC's key focus area:
- Economic/Business Development
  - Support programs for broadband access in rural areas, eg, – Similkameen Valley Broadband Project
  - Support PTC activities and other partner programs
  - Continue to benchmark industry to gain understanding of issues, trends and growth
  - Continue to act as point of contact – link to tech industry; federal, provincial and other levels of government
- Human Resource Capacity Building
  - Web-based job posting board, resume databank, HR tools and resources
  - HR Advisory Group – industry-led
  - Efforts to bring executive and management training to valley (also investigate training via video-conferencing)
- Access to Capital
  - OSTEC's Okanagan Angel Network, point of contact for fund representatives
  - Promotion of venture capital and seed capital funds,
  - Deliver seminars/workshops: raising capital, awareness of funds, grants, programs
- Marketing & Promotions - internal and external to the region
  - Branding the region "SILICON VINEYARD" on tradeshows, website, brochure
  - OSTEC website, OSTEC's News, Stakeholder Communiqués
  - Partnerships, networking within and outside the region, regional meet and greet
- Research and Development
  - awareness efforts to strengthen linkages of Research Institutions
  - Collaborate with BC Wine Institute, seminar series
  - Support/sponsor BC Wine Institute R&D Symposium, June 2004
  - Promoting programs (ie. Scientific Research and Experimental Development (SR&ED), National Research Council - Industrial Research Assistance Program(NRC-IRAP))
- Self Sufficiency of Organization
  - Membership has grown from 60 to 200+ since 2001
  - Important to our ability to continue to act as catalyst in building the economy of this region, and increased profile and importance to industry
  - Striving towards being self sufficient in 3-5 years

- Priority to partnerships with industry, agencies, all levels of government

Challenges and Needs
- Access to Capital: create better environment for venture capital to grow in
- Enhanced small business Venture Capital programming
- Need access to degree granting education institutions in the regions
  - Ability to recruit and retain skilled workforce
  - Retention of our youth – how to further education for students/youth
- Continued support of OSTEC. It needs sustainable funding
- Ensure Region included in the Leading Edge BC efforts; truly market tech industry as a Province.
- Access to Broadband in rural areas

There is a need for early stage or seed funding. OSTEC runs the Okanagan Angel Network which provides one level, but there is a gap from seed to next level of funding for technology businesses.

The Venture Capital Corporation program has been great - it draws money for needed area – however with the freeze in subscriptions, investors have had to be turned away.

Message to the PTC:
- There's a need for continued support/funding for OSTEC
- There's a need to develop a strategy to cover the gap between the early stage seed funding to the next level of funding for technology companies
- There's a need for better environment for venture capital to grow in
- There's a need for a degree-granting educational institution in the region
- There's a need to ensure that BC regions are included in the Leading Edge BC efforts to truly market the technology industry as a province-wide effort.

INTERIOR HEALTH AUTHORITY
Pat Ryan, Mal Griffin, Norma Malanowich, Madelene Friesen

Background
- Area covered: 233,000 sq km (25% of BC), population 722,000 (18% of BC)
- Operating budget of $1.1B; IT operating budget: 1.1% of Gross; new budget: 1.9%
- Facilities: 28 acute facilities, 91 residential facilities, 40 health units
- Employee: +18,000; 1200 physicians

Strategic & Tactical Plan - Guiding Principles
- Aligned with the Province with the emphasis on streamlining, improving health equity, producing efficiencies, and becoming accountable for health system outcomes.
- Interior Health has launched a comprehensive process in developing an updated five-year Strategic Plan for Information & Technology.

Telehealth
- Telehealth is the use of communication and information technology to deliver health care and health education and exchange health information over large and small distances

- Videoconference centre: currently 8 sites, plan for 16 additional sites in the future

Electronic Health Record (EHR)
- An Electronic Health Record provides each individual with a secure and private lifetime record of their key health history and care within the health system. The record is available electronically to authorized health care providers and the individual anywhere, anytime, in support of high-quality care. (BC CIO Council)
- Current applications: clinical systems integration, home & community care systems, acute clinical systems roll outs, mental health clinical database, primary health care centre electronic medical summary

Usage of current IT systems:
- 78% of Physicians actively using the systems in some areas. (I.e.: 355 of 456)
- 1/3 of Physician access is from remote.
- EHR usage:
  - <u>Physicians</u>: 40% - lab information, 18% - transcribed reports, 17% - patient demographics, 13% - radiology reports, 3.3% - medication.
  - <u>Nurses</u>: 29% - lab information, 19% - transcribed reports, 15% - patient demographics, 7% - radiology reports, 7% - orders, 7% - visit history, 3.3% - medications

IT Challenges
- 183 sites urban and rural over 233,000 km^2 - technical resources are required on site.
- There is a need for adequate bandwidth across the wide area network
  - 25 Health Centres / Hospitals cannot obtain fiber (East Kootenay area)
- Consolidating 51 data centres into a single data centre without redundancy.
- There is a need to provide health care services to rural aboriginal bands
- Systems integration with outside organizations: pharmanet, private labs, physician offices, provincial systems, and other health authorities
- Telehealth capabilities are ahead of payment methodologies in some cases
  - For salaried physicians, telehealth works well
  - For other physicians who make claims - there is a billing issue - billing/fee code is not yet established
- System readiness for a much more informed public and increasing public information on their health care information
- Preparedness of health professionals to use information technology as part of their practice.

It is a challenge in many health authorities to communicate their IT strategy to the board of directors and have them integrated into the overall strategy. In some cases, CIO position is not senior enough to get the attention he/she needs. The role of a CIO has evolved from simply a technical role to one that requires both technical and business knowledge in order to understand the overall picture. What has helped in the Interior Health Authority is that the leadership team is actively communicating their ideas and gets the IT strategy aligned with the overall strategy. With this, we are able to get support from top/senior management.

Message to the PTC:
- There is a need for adequate bandwidth across the wide area network

- There is a need to provide health care services to rural aboriginal bands
- Systems integration with outside organizations: pharmanet, private labs, physician offices, provincial systems, and other health authorities
- Telehealth capabilities are ahead of payment methodologies in some cases. A billing/fee code is not yet established

OKANAGAN UNIVERSITY COLLEGE (OUC)
Peter Arthur

- 5 campuses and 8 continuing education centres - provide a broad array of certificate, diploma & degree programs
- Annual registration: about 7,000 students

E-learning at OUC:
- use WebCT for over 300 courses per term - 50 courses are fully online
- use LearnLinc audiographics software used to create online synchronous virtual classrooms
- IP-based videoconferencing system at all 5 campuses

Current provincial e-learning projects:
- Child welfare training level II with the Justice Institute
- BCCampus funding for developing a certificate in gerontology - partner with SFU

Barriers
- Provincial Leadership
  - There is no global vision on how to make e-learning a reality in the province
  - Duplication is currently occurring
  - The province needs to collaborate and coordinate efforts among institutions - BCCampus is currently doing that to some degree - however, many courses do not fit the BCCampus model.
- Course Development
  - Limited development funds leads to low quality of online content development
  - Creation of quality learning objects - instead of competing, the ideal model would be to create materials that can be shared and used around the province
  - Once developed, the courses need upgrading and maintenance - currently, there is low or no funding for that
- Change Management
  - The OUC provide course management support and workshops
  - Difficulty to find faculty teaching online, especially when compensation and expectations remain the same. The reality is that online courses requires more time and effort
  - Difficulty to change teacher roles from traditional face-to-face to online learning
- Learner Resistance
  - E-learning is not for everyone, and not all target audiences have the technological skills to fully participate
- Student Support
  - OUC provides student help line, tutorials and resources, and free online learning workshops

- – BCCampus is beginning to provide student support
- Bandwidth and Infrastructure
  - – Need broadband connection - OUC is currently on PLNet - it does not provide enough bandwidth, eg., for streaming video
- Course and Program Marketing
  - – Majority of OUC students are local students
  - – There is a need to market and improve public awareness on online courses available - from BCCampus?

Message to the PTC:
- There is a need for provincial leadership to create a global vision on how to make e-learning a reality in the province, coordinate efforts and reduce duplication.
- There is a need for funding for content development
- It is difficult to find faculty teaching online
- There is a need for professional development programs for teachers teaching online
- There is a need to provide student support (eg., helpdesk line)
- There is a need for broadband connection to deliver e-learning
- There is a need to market and improve public awareness on online courses

OKANAGAN PARTNERSHIPS
Brad Bennett, Gordon Fitzpatrick, Nelson Jatel

Okanagan Competitiveness Strategy is the region's first industry-led economic development strategy. Seven Okanagan clusters and its level of employment:

Cluster	Employment, 2002 (000s)
1. Tourism	25.4
2. Life Sciences	19.4
3. Forestry and Wood Products	14.5
4. Wine and Beverages	8.9
5. Knowledge Services (seed cluster)	8.9
6. Value-Added Agriculture	6.7
7. Aviation	6.1

Sources of Competitive Advantage and Growth in the New Okanagan Economy
- Tourism: More diversified product and unique experience, stronger customer relationships
- Life Sciences: greater innovation, entrepreneurship, and research work in health research, functional foods, and neutraceuticals
- Forestry and wood products: design, production expertise, knowledge of end-markets
- Wine and Beverages: continuing to increase quality, rapid and pervasive use of new technology, increasing tourism stronger customer relationships, using the experience of the winery in marketing.
- Knowledge Services: more specialized knowledge, exporting local synergies
- Value-Added Agriculture: agri-tourism, creating an agricultural experience.

- Aviation: greater expertise in maintenance and manufacturing

R&D Institutions play a key role in the region. These include:
- Dominion Radio Astrophysical Observatory (DRAO)
- Pacific Agri-Food Research Center (PARC)
- Okanagan University College

Industry View of Okanagan R&D challenges (source: Okanagan High Tech Study 2001)
- Technology industry is in its infancy
  - Low profile - limited local, regional, national, and international awareness of the region's potential and technology base
- Lack of major research university
  - Okanagan University College does not have full University status with a research and technology transfer mission.

Technology - Conclusions:
The region's technological capacity is relatively advanced and it provides the basis for future technology-led development, but several issues must be addressed:
- The production of technology in the region outpaced the absorption of new technology by most of the region's clusters. The result is relatively weak linkages between the research capacity at DRAO, PARC, and OUC on one hand, and the region's economic engines on the other.
- There are exceptions – and things are changing for the better but commercialization and promotion of technology adoption should be seen as key priorities.

Message to the PTC:
- Limited awareness of the region's potential and technology base
- There is a need for a major research university
- There is a need for bigger pipe for R&D

REGIONAL DISTRICT OF OKANAGAN-SIMILKAMEEN
Hans DeBruyn, Roger Mayer

Similkameen Valley profile:
- 5 communities (2 First Nations) - population 4,632, area 2,541km2
- 1923 houses, 513 farms, 116 businesses (avg. 4.1 employees), 5 schools, 2 libraries, 1 health center, 3 municipal/band offices

Economic Drivers for 2000+: The Electronic Highway: value added agriculture, adventure tourism/agri-tourism, retiree – young family migration, First Nations initiatives: tourism / forestry

Broadband in the Similkameen will:
- Provide an economic "level playing field"
- Provide better access to learning (distance education, adult training, First Nations), healthcare (information, consultation) and government information and services
- Introduce and cultivate culture ("life on the web", youth, First Nations)
- Provide a social benefit ("reduce the distance" for communities)

Similkameen Valley Broadband
- 11 new wireless access point towers (10 mbps 5.3 / 5.8 GHz subscriber links)
- Project Costs: $985K
- Inhibitors to Success
  - Administration / Regulatory Overhead
    - 140 days to get a permit to build a tower
    - Regulation to comply with environmental assessments
  - Unable to leverage existing infrastructure
    - Minimal TELUS response to Industry Canada Broadband Pilot Project (BPP) RFP (Request For Proposal)
    - Promotional DSL rates: TELUS offer $29.95/month DSL service for 1 year - it is difficult for the district to match that offer
- Provincial Government Role:
  - Government should honour its commitments to allow community networks to bid for government traffic
    - Example: In submitting BRAND proposals, government stated it would allow communities to bid for government business. However, when BRAND funding was received and network building began, government reneged. It informed communities that existing contracts would be renewed.
  - Affordable gateway will help many communities
  - Willingness to be flexible
- Issues:
  - How to provide connection to "20 more homes around the next corner"
  - How to provide connection to First Nations communities
    - PTCs community definition excludes many FN communities
    - Many FN communities are economic and skills disadvantaged (PC/Internet Literacy)
  - BC Government Funding priorities - currently no $ for broadband

Message to the PTC:
- Administration/regulatory overhead - takes a long time to get a permit to build a tower
- There is a need to provide connection to First Nations communities - the definition of community excludes many First Nations communities

CONSORTIUM OF ONLINE LEARNING (COOL) SCHOOL
Dave Lee

36 School Districts and 1 independent school
Developed an Adhoc Committee called Distributive Electronic Learning (DEL) Cooperative

Content Development - we share content, expertise and infrastructure
- Developed 35 courses for use throughout the province - value $400,000
- Grant for content development: Inukshuk grant $180,000; TELUS grant for $175,000
Partnerships
- To provide preferred pricing for school districts and established a single access point for vendors

- Partnerships with 36 School Districts, Distance Education Schools, Open School BC, 1 independent school, post-secondary institutions (Royal Roads University and UBC), and the private sector
- Informal relationship with Alberta Online Consortium

Shared Services
- Developed an Online Consortium Hosting Service (33 School Districts & 2 Independent Schools)
- Developed a Virtual Classroom Central Hosting Service
- Provide Successmaker Internet software to 20 School Districts - central hosting
- Developed a learning object repository

Future
- Secure funding for sustainability; establish executive director to ensure stable leadership; establish an advisory committee
- Release high quality courses to the province from the TELUS grant
- Initiate joint content development project between major players in the province
- Recruit more school districts, independent schools and First Nation Schools
- Establish professional development opportunities to support E-Learning

COOL School has been successful because:
- It provides support, expertise, content and value-added services - districts save money
- Community takes up e-learning and districts realized that working together is necessary to deliver e-learning programs that meet client demands, maintain students and provide better quality service
- It acts a central voice to talk with the ministry, funding providers and other provinces

BCED Online
- A consortium of 36 school districts, 1 independent school, BC4 and CUEBC (Computers Using Educators of British Columbia)
- Goal is to facilitate and coordinate K – 12 online education opportunities in British Columbia:
    – coordinate quality content development and acquisition
    – provide opportunities for cost savings through shared services
    – establish technical service and content quality standards
    – facilitate an online collegial network and provide professional development opportunities
    – liaison and develop partnerships with post secondary institutions, private sector companies and other provincial organizations across Canada
    – pursue funding through grants and partnerships

Relationship between COOL school and BCEd Online: COOL School will manage and coordinate content development for BCEd Online.

BCEd Online has the issue of sustainability; it needs the ministry's and school districts' support. The key factor is readiness for all stakeholders to work together to provide value for the education systems.

Message to the PTC:
- There's a need for ministry's support to sustain the BCEd Online initiative
- All stakeholders need to work together to provide value

CITY OF PENTICTION
Wayne Klamut

2001
- The City of Penticton and School District 67 (Okanagan Skaha) entered into a joint venture to utilize fibre optic cable in the City of Penticton for the mutual benefit of both parties.

2002
- The city built a high quality fibre optic network connecting 11 city buildings and 10 school facilities
- The city overbuilt the fibre to allow for future economic growth

2003
- The city working together with SD 67 installed new data switches and routers capable of handling IP phone traffic. Backbone runs at 1 Gb and has quality of service built in to handle IP phone traffic. The IP phone also has connection to the Internet.
- The phone system was integrated by getting rid of 4 different phone systems - will also convert the fire department 911 systems.
- Installed wireless systems in some facilities and able to receive calls at the same phone number without doing any transfers. Able to use the wireless network for wireless IP phone and are also able to connect to the corporate network from 8012.11B or 802.11G wireless network connection.

2004 +
- Looking at ways to improve fibre infrastructure by complementing it with a high speed wireless system in the city. This will give the ability to replace cell phones with wireless IP phones if required as well as giving a connection for handheld devices and laptops.

Benefits of fibre network:
- Highly secure
- Allows data and phone traffic to run over the same physical wire
- Allows for sharing of expensive devices from building to building
- Consolidation of servers, software and phone systems
- Backup: flexibility to backup our data on off-site location due to high data speed
- Can move staff from building to building without any changes as we run at the same data rate in all buildings connected by fibre

The City is trying to be the leader in technology - marketing is terrible in BC - the province does not recognize the City's capabilities. The City should bid for government's projects.

NRC - HERZBERG INSTITUTE OF ASTROPHYSICS
Gary Hovey

- A national facility that supports research of university scientists
- Develop forefront technology for telescopes around the world

- Have developed an international reputation for research in science and engineering

Memorandum of Understanding January 2003:
- Okanagan University College, National Research Council, Industry Canada and Vitesse (Re-skilling) Canada
- intended to broaden and enhance educational, re-skilling and advanced research opportunities throughout the Okanagan and foster the development of the technology sector in the region.
- to establish a radio-engineering cluster with the support of all parties signing the MOU
- It will build on NRC- Dominion Radio Astrophysical Observatory (DRAO) expertise to foster regional innovation and development
- OUC will work with Vitesse (Re-Skilling) Canada to develop new educational and training programs to help address a need for Radio Frequency Engineers across Canada. OUC will also expand its research opportunities and establish engineering degree program that will foster regional innovation

Some activities following the MOU:
- Joint effort to have the Okanagan connected to CANARIE
- National Research Council (NRC) and OUC - Radio Engineering Research Centre
  – Research specialization: (1) health and safety issues related to the use of wireless technology (2) wireless in intelligent buildings
- NRC and OUC - antenna laboratory proposal at NRC
- Industry partnership facility in new building at DRAO

Conclusions:
- The partnerships defined by MOU will benefit the Okanagan
- We have many complementary facilities and skills
- Together we can make a real difference to our communities

Message to the PTC:
- Need to develop human capital in the region
- It is important to create linkage between laboratories (education research) and industry.
- Need to work together to make a difference in the community

QHR TECHNOLOGIES
Al Hildebrandt

Corporate Overview:
- Public Company TSX Venture Exchange Symbol: QHR
- Started in 1997 - focus on HR, staff scheduling, payroll in healthcare
- 37 employees. Headquarter: Kelowna. Remote locations in Vancouver, Calgary, Edmonton, Winnipeg, Montreal and Halifax
- Revenue has grown from $100K in 1997 to about $4M in 2003
- Number of clients: >50 in 2003

How Can Government Help?
- No obstacles to business opportunities:
  – The requirement for Oracle disqualified some companies from bidding

- Enterprise Resource Planning (ERP) vendor $M wasted (BC Ferries spent $30-40M for PeopleSoft)
- Need for a university and separate trade school
- Government should be encourage to bet on new companies and new technologies
- Need to showcase BC

Message to the PTC:
- Eliminate obstacles to business opportunities
- There is a need for a university and separate trade school
- Government should be encouraged to bet on new companies and new technologies
- There is a need to showcase BC

OKANAGAN CAPITAL FUND (OCF)
Robert Lintell

- OCF was formed in 2002 as a Community Venture Capital Corporation to address the virtual absence of any form or organized venture capital in the Okanagan and the Heartland section of the Province.
- Focus on galvanizing community financial support for local eligible businesses whose base of operations is outside the Lower Mainland and the Capital Regional District.
- Currently have 6 transactions pending; all involve high technology proprietary standards
- We recently applied for a $15 M allocation to meet future investment needs for early stage technology projects in the Heartland
- Recently notified by program's administration that our 2003 tax allocation was reduced by $1M to $4M and informed to suspend all marketing operations for further subscriptions.
- This decision to reduce allocation is harmful to economic development in the region.
- We believe that the current demand under the Small Business Venture Capital Act (SBVCA) represents an opportunity for the government to showcase the burgeoning growth in the small business and high technology segments of the BC economy. The success of this program is core in supporting the Heartland strategy and government's commitment to economic diversification, job creation and provision for higher paying jobs in our communities.
- We recommend that the government authorize a one-time expansion of the SBVCA program to meet current and projected program demand.

Message to the PTC:
Government's decision to reduce Okanagan Venture Capital's tax allocation is harmful to economic development in the region. Request the allotment be reinstated and 2004 additional funds be approved.

SD #67 - OKANAGAN SKAHA
Ron Shongrunden

Accomplishments
- The only school district in the province that operates a self-owned fiber network.
- Supports 11 different community organizations providing public access, equipment and technical support. The school district/government/taxpayer is saving and will continue to save hundreds of thousands of dollars from this network.
- The only community in the world that has a school district and municipality sharing a computerized Voice over IP phone system (School District 67 and City of Penticton).
- Has the best networked computer to student ratios in the world.
- Centralized data center allows for a very efficient and effective use of technology.
- This network was built with no extra government funding and is fully paid for.

Opportunities
- 75% of the time, the school district's computer system sits idle.
- The high bandwidth quality of service network that the school district has built, combined with a first class data center, allows it to provide voice, video, or data services to anyone, anywhere, anytime.
- Leveraging the school district's computer infrastructure, which is unique to this province, to provide services to private or public corporations is a huge economic opportunity.

Message to the PTC:
The School District would like to take its system to a higher level of efficiency and promote economic development.
- Pilot project
  Last year the province announced a pilot project that allowed a community to provide telecommunication services to government agencies on a community fiber network. We question why the project was given to an organization to build a community fiber network when one was already in place. A year later that network has yet to be built and shows no sign of being started. We request that a pilot project be started in Penticton immediately to give us the opportunity of providing telecommunication and networking services to the province.

- Fairness to all - allow school districts to enjoy the same opportunities and autonomy that health regions, colleges, universities and municipalities enjoy.

- Support the Heartland
  The school district's largest and most sophisticated network in the region can be utilized to provide services to the community which may lead to job creations.

- Public private partnerships should be given an opportunity
- Risk and regulations
  Extending the district network to provide services to the province is risk free to the province. However, there should be some room for other trailblazers to be rewarded for leading and trying things that may provide huge benefits to the rest of the province.

- Co-ordination between various levels of government

There needs to be a communication process between the agencies responsible for technology so that everyone knows what is going on in each community at all levels of government so that coordinated efforts can be undertaken.

- Accountability
  School districts are asked to be accountable for their actions. Provincial ministries should also be accountable for technology funding decisions and allocations.

- Marketing
  If the province wants to compete on the world stage, then we need to market ourselves accordingly. There is an opportunity for the province to use this network as a showcase site and tout our abilities worldwide.

J. LECAVALIER & ASSOCIATES INC.
Jacques LeCavalier

- Owner of an e-learning services company and a member of eLearning BC.

- Not a fan of large-scale government support for industry of any kind - there is overwhelming evidence that large public investments in any industry only distort markets.

- Government can play a role in industry development by placing sharply focused, modest investments that would act as a catalyst and enabler for promising industries which are at a particularly critical stage in their evolution. This is the case now for BC's e-learning industry.

- Reiterate recommendation made by eLearning BC in their Strategic Marketing Plan, that the BC government funds a full-time, paid coordinator to help market and develop the industry.

- Also support eLearning BC's recommendation for the establishment of a Task Force to develop a five year strategic plan for the overall e-learning sector in BC.

- In addition, BC government's financial support for the e-learning industry should somehow be contingent on the industry making real and measurable progress towards a planned, orderly consolidation (this is a view not necessarily shared by all members in eLearning BC).

Message to the PTC:
- The industry requests that BC government fund a full-time, paid coordinator to help market and develop the industry

- There is a need to find specific e-learning application to market and develop the region.

WEST TECH ENERGY INC
Rick West, Val West

- WestTech Energy Inc. is a start-up company developing, designing and engineering Wind Generating equipment for Canada and the export market.

- WestTech Energy Inc. will become a strong leader and example for others to follow.

- We believe the future in the Alternate and Renewable Energy Technology Sector. Government and communities are encouraged to become partners in developing and training Canadians in this new and exciting industry.
- Training people for the 21st century related industries is necessary. The Okanagan University College can provide these types of training and produces skilled workers the industry needs.

Kelowna Rising

- Kelowna has lost 26 percent of its manufacturing structure since Western Star's exit to Portland. The City could re-build a strong manufacturing presence around the Alternate Energy sector, building wind turbines and solar units and other related products.
- Numerous companies in Kelowna have shown great interest in manufacturing products for the Wind Energy Industry.
- Kelowna could establish a new benchmark for alternate and renewable energy products. As many as 600 to 1,000 supported jobs could come out of this venture into renewable energy sector jobs and businesses.

Demo Projects

- Looking at a demo project to mount units on various sites along the sea to sky highway for the 2010 winter games to light strategic area's of the highway (rest stops and adding safety controls for bridges), using wind and (some) solar combination units.
- Demonstration projects could lead to a whole new revolutionary use of wind power, enabling a number of grants and incentives to come into play. Sponsors and innovators get good publicity and opportunity to **"Showcase Canada to the world as leaders in sustainability and innovation!"**

Message to the PTC:
- Reduce red tape/bureaucracy within government to speed up decision making process
- There's a need to promote BC as a high tech manufacturing based industry
- There's a need to showcase BC
- Government need to support products of BC industries

OKANAGAN COMMUNITY ACCESS PROGRAM (CAP) REGIONAL NETWORK
Harry Adam

- Profile: Educator/principal at Kidston School, SD2; President of Pacific Community Network Association (PCNA); Community volunteer with interest/expertise in helping rural Canadians; active in CAP since 1995, and with Rural Secretariat; a member of Silicon Vineyard since inception 4 years ago.
- BC is known nationally and internationally for this work (eg., Regional Network conferences underway, National Conference development, Telecenters of the America).

Okanagan Regional CAP (Community Access Program) Network
- The network consists of 101 CAP sites spread from Salmon Arm in the North Okanagan/Shuswap down to Oliver/Osoyoos. The network is part of 28 regional CAP networks in the Pacific (BC and Yukon).
- Sites are in community agencies, libraries, schools.

- Established to help individual CAP sites and their host agencies coordinate their services and strategies to better serve their communities, with the goal of becoming viable and sustainable over the longer term. CAP sites provide a vital point of presence in communities in BC.
- Funded by Industry Canada's CAP which will expire on March 31, 2004.
- Avg minimum cost to operate an individual CAP site for 1 year is $10,800.

Who should fund CAP sites?
- Best funding model: 1/3 Provincial, 1/3 Federal, 1/3 Private/Local.
- Since 1995, Industry Canada has funded CAP sites in BC/Yukon for a total of $35M.

Summary
- If our province is to take the lead and be a leader on the world stage, then the provincial government needs to actively include **regional, community based networks** in its future discussions and deliberations.
- We need to ensure that citizens in rural communities of BC have every opportunity to be included in future prosperity.
- Community Networks that are truly grassroots community organization based are the key.

Message to the PTC:
- "Engage at the community level" - that the PTC ask for the provincial government to authentically include regional and provincial network representatives in its future planning and deliberations
- "Help break the silos" - that the PTC recommend to the provincial government that they enter into real dollar (not just in-kind) MOA's with the federal government to develop and fund regional network development in the future.
- "Fund the Regional Networks" - that the PTC recommend to the provincial government that they provide funding to make the regional networks and their public access points viable ($3000 per site X 1000 sites = $3 million).
- "Cajole private sector" - to get directly involved at regional network and provincial network level. Encourage/leverage private sector to fiscally engage with regional networks (community minded corporate leadership)
- "Broaden the PTC lens" - that the PTC broaden its scope and definition of what is meant by digital divide to include all citizens of BC, based on a Population Health Model.

TELUS
Kevin White

E-health: TELUS is the one stop technology partner
- We deliver thought leadership and technology solutions to the health-care environment for the benefit of Canadians.
- Our telecom, information technology, and business transformation capabilities are integrated for seamless, effective and efficient service delivery to the complex community

- The Provincial Network Gateway (PNG) currently allows all health regions to connect and exchange information and services between regions.
- Except for the Northern Region, other Health Authorities with TELUS GigE services (purple rings) will allow service sharing between the regions.
- This would allow each region to have a locus of expertise in an area (e.g. Picture Archival Systems (PACS)) or HR payroll, and allow the services to be shared by the other region over the PNG.
- In addition, the PNG allows for balancing of physician access, universal authentication and identity management within the hospital and medical domain allowed by the region.
- It could allow for inexpensive deployment of the e-health record through peer-to-peer management of the EHR. Other services include the distribution of region based information to the region's physicians through a portal initiative we are pursuing.

In British Columbia:
- TELUS is currently working with premiere eHealth educational institution:
  - eHealth Management UVic; engage on clinical side with UBC; planning eHealth Lecture Series 2004; donation support to bring in the CIOs/CEOs from public sector across Canada to UVic; make it the centre of eHealth Development and Deployment management excellence
- GigE is working as a base for eHR deployment and PACS dissemination
  - Doc in a Box; Telehealth vision: Remote sensing
- Canadian Health Infostructure (CHI) engaged across the west

Message to the PTC:
Collaboration and coordination is needed to make e-health a reality. TELUS has the technology and is ready to partner with all healthcare stakeholders.