

Municipality of Lakeshore – Report to Council

Chief Administrative Officer

Digital Transformation & Cloud Services



To: Mayor & Members of Council
From: Michael Martin, Division Leader – Digital Transformation & Cloud Services
Date: April 26, 2023
Subject: Internet Services for the Atlas Tube Centre

Recommendation

Authorize the Mayor and Clerk to enter into an agreement with Cogeco Connexion Inc via Connecting Windsor Essex to provide the Atlas Tube Recreation Centre with Internet Services for a period of five (5) years at a cost of \$810 per month;

Approve administration to run an operating variance to an upset limit of \$6,000 dollars on the telecommunication budget; and

Direct Administration to increase the Internet Service budget in 2024 by \$10,000.00 to account for the increased service level being provided to the Atlas Tube Centre, all as described in the report presented at the May 30, 2023 Council meeting.

Background

Since being built in 2014, the Atlas Tube Recreation Centre has operated without Internet Services for both the Municipality and Essex County Library. Both organizations have leveraged a private point-to-point network to bring connectivity to the facility. Since then, it has been demonstrated that this type of service is highly susceptible to weather events, minor and major, that significantly impact operating activities at the location. Should the service be interrupted or have reduced service levels during such an event, the Municipality loses the ability to operate Public Service Unit activities as well financial transactions.

The ATRC being located directly next to a railway has caused significant servicing challenges for fiber connectivity. Recently, Cogeco made it possible to service the building with Fiber internet service. The County Library has elected to onboard to the service provided by Cogeco. It is recommended that the Municipality enter into a similar agreement.

Since being built, the services provided at the ATRC have changed significantly. The Municipality now operates a large range of service and welcomes large events to the

facility on a frequent basis. In addition, the Public Service Unit serving resident needs is based at the ATRC.

Furthermore, there is upcoming demand and consideration for more live streaming services of Hockey games hosted at the ATRC that will require this service level increase to support the such bandwidth intensive services.

To support these activities with high quality of service, it is recommended that the Municipality secure dedicated internet service rather than residential grade service. This provides significantly more bandwidth while also providing the Municipality with best-in-class service levels from Cogeco. This will also allow the municipality to explore the possibilities of offering improved public Wi-fi to the residents and users of the ATRC.

Due to the adjacency to the railway, Cogeco is the only service provider that is able to service the site.

This service level increase will provide long term, reliable service to the all services and stakeholders of the ATRC.

Financial Impacts

The 2023 cost will cause avariance of approximately \$5,000-6,000 dollars depending on implementation timelines.

Recurring future monthly costs of \$810 will funded by the DTCS operating budget preapproved increase. Costs are fixed for a 5 year period.

Report Approval Details

Document Title:	Internet Service for the Atlas Tube Recreation Centre.docx
Attachments:	
Final Approval Date:	May 25, 2023

This report and all of its attachments were approved and signed as outlined below:

Prepared by Michael Martin

Approved by Justin Rousseau and Truper McBride