PUBLIC MEETING WEBCASTING AND TECHNICAL SUPPORT

"The Lord is not slow about his promise, as some think of slowness, but is patient with you, not wanting any to perish, but all to come to repentance."
2 Peter 3:9

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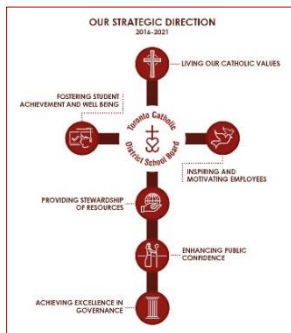
RECOMMENDATION REPORT

Vision:
At Toronto Catholic we transform the world through witness, faith, innovation and action.

Mission:
The Toronto Catholic District School Board is an inclusive learning community uniting home, parish and school and rooted in the love of Christ.
We educate students to grow in grace and knowledge to lead lives of faith, hope and charity.

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A. EXECUTIVE SUMMARY

At the November 19, 2020 Regular Board of Trustee Meeting, a trustee motion was passed and referred to Staff for *"Staff to investigate the costs and feasibility of initiating public broadcasting of the Governance and Policy meetings and report the findings to the Board of Trustees."*

The current total annual operational support costs for the estimated 90 meetings and system-wide events is $128,375 as outlined in Table 1 in Appendix A. These operational costs is overtime pay to the staff on the ICT technician team that support the private and public meetings.

Webcasting the Governance and Policy meetings held in the Boardroom is an additional cost of $1,465 per meeting. The cost to webcast the remaining four (4) Governance and Policy meetings for this school year is $5,860. The annual operational cost for ten (10) meetings per year is $14,650. The new total annual operational support costs for all current meetings and events with the addition of public broadcasting Governance and Policy meetings would be $143,025.

Daytime preparation work is required for all meetings and events. The time for preparation takes ICT staff away from their regular duties of providing support to schools and departments. This loss can be mitigated by establishing a dedicated ICT technician team for meetings and events that would also provide operational support for all public meetings as well as additional meeting support. A budget of $250,000 will be included in next year's budget plan to support all meetings with a dedicated ICT technician team.

The cumulative staff time required to prepare this report was 42 hours.

B. PURPOSE

1. This report addresses the following trustee motion from the November 19, 2020 Regular Board of Trustee Meeting.

   "Staff to investigate the costs and feasibility of initiating public broadcasting of the Governance and Policy meetings and report the findings to the Board of Trustees."

2.   This report outlines the cost to include public broadcasting of the Governance and Policy meetings using the status quo operational support model, as well as reviews the feasibility of the current model which is temporary and not sustainable into next year. The addition of public broadcasting of the Governance and Policy meetings adds to this and therefore information and a recommendation is provided for a sustainable and dedicated ICT technician team for all meetings.

C.   BACKGROUND

1.   ***There are currently 46 webcasts of the Regular Board, Standing Committees and Special Education Advisory Committee per year.*** The webcasting of public Board of Trustee meetings for public viewing started in 2011; this includes the Regular Board Meeting, two Standing Committee meetings, that is the Corporate Affairs, Strategic Planning and Property Committee and the Student Achievement and Well Being, Catholic Education and Human Resources Committee and Special Education Advisory Committee.

2.   ***The private and public meetings of the Regular Board, Standing Committees, and the sub-committee and ad-hoc committee meetings allow for remote participation by trustees, staff, presenters and delegations.*** Remote participation became a required functionality during the current COVID-19 pandemic and will continue as a requirement for flexibility and business continuity purposes.

3.   ***The ICT technical team performs and carries out preparation work in advance of each meeting as outlined below.***

- ***Contacting and supporting*** presenters and delegates in advance for Zoom Meeting testing and assisting with any special needs.
- ***Organizing*** presentation content for trouble-free presentations.
- ***Testing and troubleshooting*** boardroom audio/visual hardware and software to ensure all systems and functions are operating as expected.
- ***Vendor coordination and management*** to ensure that any necessary upgrades and updates are successfully carried out and any major issues are expeditiously resolved.
- ***Overall responsibility, monitoring and maintenance*** to proactively identify and resolve any issues.

4. *The ICT technical team performs and carries out functions during meetings as outlined below.*

    - *Video Camera Management* - Manage the video camera system to select from the ten (10) video cameras, presentation content or a participant, or content from the Zoom Meeting.
    - *Audio/Video Control* - Manage who is presenting and present the content to the two (2) display screens, five (5) centre display monitors and overflow Atrium displays, and also route content to the Zoom Meeting or for air to the webcast.
    - *Support and Timer Control* - Manage the speaker and agenda item timers. Provide technical support to meeting participants and auxiliary assistance for ICT technical team.
    - *Webcast Management* - Manage publishing the webcast to the pubic facing web site (www.tcdsb.org) and monitor.
    - *Zoom Meeting Management* - Manage the admittance of remote meeting participants, that is staff, trustees, presenters and delegations at the appropriate time during the meeting.
    - *Management / Supervision* - Oversight and escalation of meeting logistical and technical issues and follow-up with Recording Secretary, staff, trustees, technical staff or third-party maintenance and service providers.

5. *The operational support for each meeting requiring webcasting requires 26.75 hours of advance daytime preparation work effort, and 29 hours of meeting time work effort for a total per meeting overtime cost of $2,035.* Currently these include the Regular Board, Standing Committees, Special Education Advisory Committee or system-wide events. The duration of these meetings is five (5) hours as per bylaws; 6:00PM to 11:00PM for both the private and public session. Any extension of the meeting is at cost of $407 for each additional hour.

6. *The operational support for each meeting not requiring webcasting requires 5 hours of advance daytime preparation work effort, and 9 hours of meeting time work effort for a total per meeting overtime cost of $570.* Currently these include the sub-committee and ad-hoc committee meetings. The typical duration of these meetings is four (4) hours. Any extension of the meeting is at cost of $142.50 for each additional hour.

7. *Adding webcasting for the Governance and Policy meetings under the current operational model will increase the annual overtime cost from $128,375 to $143,025, however, the current operational support model is temporary and not sustainable nor recommended into next year.* The annual cost based on using the status quo operational model are provided in Table 1 Appendix A. The costs are based on the overtime work efforts during meeting time. *The daytime preparation work efforts is time taken away from ICT service and support for schools and departments.*

8. *The cost to implement a dedicated ICT technician team is estimated at $250,000 annually, a variance of $106,975 compared to the operational overtime model of $143,025. The benefits of a dedicated model and the $106,975 variance are outlined below.*

   - *Scope and Scalability* - A dedicated team can service and support all public meetings as well as additional meetings.
   - *Restoring Operational Support Levels for Schools and Departments -* Current ICT technician staff will be able to fully resume their daytime duties for school and department service and support.
   - *Coverage and Availability -* A dedicated team can be optimally structured to ensure the right balance of daytime coverage for preparation work, and evening time for meeting coverage, as well as ensure available staffing levels due to absences.
   - *Sustainability -* The current support model requires the ICT technician team to be available after-hours and then return to regular work schedule and duties the following day. This is not sustainable in the long term. A dedicated team can be designed and structured for meeting needs.

D.   ACTION PLAN

1. *Governance and Policy meetings will be held in the Boardroom and webcast for public viewing.* The additional overtime cost to webcast the four (4) remaining Governance and Policy meetings this year using the status quo operational support model is $5,860 and is funded from unused funds in the ICT staffing budget. This is a temporary solution for the balance of meetings this year.

2. ***A budget of $250,000 for a dedicated ICT technician team will be included in next year's budget plan for sustainability, which will result in a overtime cost savings of $143,025, and a net variance $106,975.*** This budget and dedicated team is for all public meetings as well as additional meeting support. The dedicated team will include a complement of three (3) new dedicated staff, and will be augmented with two (2) resources as needed from the internal ICT Services Division or a third-party audio-visual vendor. This dedicated team operational model provides the flexibility and availability needed to optimally service and support regular and peak periods of demand.

E.   STAFF RECOMMENDATION

1. That the four (4) remaining Governance and Policy meetings for this school year be webcast for public viewing as per the Trustee motion, based on the current operational model, and the associated incremental cost of $5,860 funded from unused funds in the ICT staffing budget.

APPENDIX A:

Table 1

Summary of Annual Costs of Meetings

Meeting (* indicates being webcast)	Number of Meetings	Meeting Duration	Per Meeting Cost - Meeting Time	Annual Total - Meeting Time	Annual Total Cost - Meeting Time	Additional Costs to Webcast	Per Meeting - Prep Work Effort (hours)	Annual Total - Prep Work Effort (hours)	Per Meeting - Meeting Work Effort (hours)	Annual Total - Meeting Work Effort (hours)
Regular Board, Standing Committees, SEAC										
Regular Board Meeting *	10	5	$ 2,035	50	$ 20,350		26.75	268	29	290
Special Board Meeting * (estimated)	5	5	$ 2,035	25	$ 10,175		26.75	134	29	145
Corporate Affairs, Strategic Planning and Property Committee *	10	5	$ 2,035	50	$ 20,350		26.75	268	29	290
Student Achievement and Well Being, Catholic Education and Human Resources Committee *	10	5	$ 2,035	50	$ 20,350		26.75	268	29	290
Caucus *	1	5	$ 2,035	5	$ 2,035		26.75	27	29	29
SEAC *	10	5	$ 2,035	50	$ 20,350		26.75	268	29	290
Sub-committee, Ad Hoc Committee, Other Meetings										
Governance and Policy	10	4	$ 570	40	$ 5,700	$ 14,650	5	50	9	90
Audit	5	4	$ 570	20	$ 2,850		5	25	9	45
By-laws	2	4	$ 570	8	$ 1,140		5	10	9	18
Nurturing our Catholic Community	2	4	$ 570	8	$ 1,140		5	10	9	18
Race Relations	2	4	$ 570	8	$ 1,140		5	10	9	18
CPIC	10	4	$ 570	40	$ 5,700		5	50	9	90
Other Meetings (Filipino, Portuguese, Urkranian)	5	4	$ 570	20	$ 2,850		5	25	9	45
System-wide Events										
Awards Night *	1	5	$ 2,035	5	$ 2,035		26.75	27	29	29
System-wide Liturgy / Mass *	5	5	$ 2,035	25	$ 10,175		26.75	134	29	145
Virtual Town Hall (Budget Consultation) *	1	5	$ 2,035	5	$ 2,035		26.75	27	29	29
Annual Total				**409**	**$ 128,375**	**$ 14,650**		**1,598**		**1,861**
Revised Annual Total					**$ 143,025**					