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Smart Communities

EMPOWERING CANADIANS



CANADA'S
INNOVATION
STRATEGY



Canada

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Smart Communities

EMPOWERING CANADIANS



<http://smartcommunities-broadband.ic.gc.ca>

Smart Communities are communities with a vision of the future that involves the use of information and communication technologies in new and innovative ways to empower their residents, institutions and regions as a whole.





Innovation turns ideas and knowledge into new products, new services and new ways of doing things. It changes and improves the way Canadians live, work and learn. It creates opportunities for our children.

The Government of Canada created the Smart Communities Program to stimulate innovation in the development and use of information and communications technologies (ICTs). Through a nationwide competition, we chose 12 applicants — one in each province, one in the North and one in an Aboriginal community — to become centres of expertise for innovative ICT applications.

While they are all at different stages of development, these demonstration projects have already started to blaze new trails along the Information Highway. Whether it's through developing exciting new products and services, or by bringing much-needed education and health services to remote regions, the 12 selected communities are re-inventing themselves. Using broadband technology, they are providing high-speed connectivity that opens the door to a range of innovative applications — from telehealth and distance education to e-commerce and video conferencing. In a spirit of consensus and partnership, they are creating sustainable communities that integrate social, governance, economic and environmental concerns. In short, they are becoming "smart."

As this booklet so aptly shows, these communities are living laboratories for life in the new economy. Through innovation, they are transforming their own societies in every way imaginable. In the process, they are pointing the way forward for all of Canada.

One of the strengths of the Smart Communities Program is its commitment to sharing lessons learned through several on-line resources. The Smart Communities-Broadband Resource Exchange, for example, is a clearinghouse of best practices, applications and technologies, as well as a forum to share experiences, offer expertise and create alliances. I encourage you to explore the many excellent resources available on the Smart Communities Broadband Web site (<http://smartcommunities-broadband.ic.gc.ca>).

Canada's Innovation Strategy, launched in 2002, will draw on the experiences and insights of these 12 projects to help strengthen and connect all Canadian communities. I am delighted that the Smart Communities Program is accelerating the pace of innovation in Canada — innovation that will strengthen our communities by creating jobs and improving our quality of life for ourselves and our children.

Smart Communities help put Canada on the path to becoming one of the most innovative countries in the world. I invite you to share in these successes.

A handwritten signature in black ink, reading "Allan Rock".

Allan Rock
Minister of Industry



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Smart Communities Demonstration Projects are the central focus of the Smart Communities Program. Selected through a nationwide competition in May 2000, these 12 communities — one in each province, one in the North and one in an Aboriginal community — will become centres of expertise in the integration of information and communications technologies into communities, organizations and families.

The demonstration projects will provide a powerful catalyst to create Smart Communities across Canada. Their true legacy, however, will be in the development and delivery of strategies, skills, tools and lessons learned for the benefit of all communities seeking to become Smart. Three complementary components of the Smart Communities Program are being developed to help share their experiences.

The **Smart Communities Resource Exchange** is a Web site clearing house of Smart Communities' best practices, applications and technologies, as well as a networking arena for sharing experiences, offering expertise and setting up alliances.

The **Smart Communities Tool Kit and Skills Development Program** will provide on-line and in-person training, as well as educational and business development tools. These tools will help communities plan, manage and monitor their initiative.

The **Smart Communities Recognition Program** will provide communities that are not recipients of funding with the opportunity to have their achievements recognized as they move toward the standards of world-class Smart Communities.



Moving toward a smart nation



The Kuh-ke-nah Network of Smart First Nations

Kuh-ke-nah: An Oji-Cree word meaning
"everybody"



For generations, remote First Nations in northwestern Ontario have been cut off from resources most Canadians take for granted: libraries, schools and medicine. At the same time, they have struggled to maintain their languages and culture, and to create good jobs that will keep their communities vibrant.

Today, through the Kuh-ke-nah Network (K-Net), five First Nations in the region are using information and communications technologies to turn this situation around. A broadband network is now in place, opening the door to a host of innovative applications such as telehealth and distance education.

The Keewatinook Internet High School (KIHS), for example, offers a full Grade 9 program. Students can now stay in their own communities without the emotional and financial hardship of moving to Thunder Bay or Sioux Lookout. Eventually, the school wants to offer a complete secondary education.

First Nations in northern Ontario urgently need better healthcare. Among children, asthma is on the rise. Among adults, there are more cases of diabetes, lung cancer and hypertension. And there just aren't enough trained medical people to meet all the needs. Using broadband technologies, K-Net has embarked on a major telehealth initiative. Instead of flying to an outside hospital, patients can use video conferencing for a "virtual visit" with a doctor in a distant location. In addition, Health Services will offer on-line training and put more emphasis on preventing illness before it occurs.

The project is surpassing all expectations. With support from Industry Canada, K-Net has gained access to satellite space that will open the door to expand broadband services to other First Nations in the region. In addition, through events such as the First Nations Connect conference, K-Net continues to showcase the potential benefits of information and communications technologies for remote First Nations communities all across the country.

Sponsoring organization: Keewatinook Okimakanak

Communities: Deer Lake First Nation, Fort Severn First Nation, Keewatin First Nation, North Spirit Lake First Nation, Poplar Hill First Nation, Ontario

Web site: www.smart.knet.ca



Smart Communities Society Project

Partners in change, a northern odyssey

Yellowknife has long been on the cutting edge of information technology. It comes as no surprise, then, that its demonstration project should continue to push the envelope. In a city where a burgeoning diamond industry is revitalizing the economy, the Smart Communities Society Project is a sparkling example of how a community can work together for the benefit of all.

Four organizations have banded together to sponsor the project, enlisting the support of 15 groups that will contribute resources. The first order of business was to develop an on-line management system to keep track of these diverse components. With this system now in place, the 15 projects are marching forward under several integrated themes:

- WellnetLink will provide residents with a single point of contact, at any time of day or night, to the social service network. An intake officer at the Help Centre will gather the information and forward it to one of the appropriate agencies.
- BusinessLink will connect customers to local products and services, and better position Yellowknife in the world market. In addition to listings on the Chamber of Commerce electronic directory, it will offer e-commerce applications and a "virtual incubator mall" that will allow order, delivery and payment services, as well as on-line booking of tours and accommodations. Project managers will have access to a sophisticated on-line management system and businesses will have a one-stop shop for business programs, services and information available locally and nationally.
- CityLink will give residents access to city services and information through kiosks, the telephone and, eventually, Smart TV. Individuals will be able to register their business, book a facility, secure permits and licences, or pay utility bills and parking tickets.
- KnowledgeLink will showcase the best of Yellowknife design, engineering and other disciplines. New on-line education programs such as "Meet the North" and "Lessons from the Land" will enable students in the rest of Canada to quench their curiosity about life north of 60. Locally, parents and teachers will be able to communicate on-line using broadband technology.

The project is currently developing a sixth theme, to highlight arts and entertainment. Through a comprehensive data base, for example, users could find out information on any Northwest Territories musician or craftsman, and link to local and regional arts and crafts retailers. A virtual art gallery will promote the diversity in northern arts and craft production. At the same time, a visual artist could locate places to buy carving stone or other supplies.

Aboriginal heritage figures highly in the project. In one of the sponsoring communities, N'dilo, First Nations primary students will create a Web site that explores their culture. Not only will they learn about new technologies, they will work with elders to learn about and record traditions as well.

Economic development is equally important. The rapid growth of the diamond industry has created a shortage of skilled labour. That is why the Genesis Group's "Work Boot" has developed an on-line tool called the Career Needs Assessment Project. In addition to learning more about jobs that are in demand, users can assess themselves on-line against the required skills, knowledge and attitudes, or identify the gaps in their training.

For community leaders, the Northwest Territories' future lies in balancing the old with the new. Through its demonstration project, the community is using information and communications technologies to preserve and promote its past, improve its present, and ensure a sustainable future.

Sponsoring organization: Smart Communities Society

Communities: Yellowknife, Dettah, N'dilo, N.W.T.

Web site: www.looknorth.ca



SMART CHOICES Project

Creating a sustainable community



Over the next 20 years, Port Moody and Coquitlam are expected to double in size. Consequently, the region needs expanded social services and community-based businesses to help reduce traffic, contribute to jobs, increase the tax base and contribute to a vibrant social fabric.

Enter SMART CHOICES. Unprecedented in scope, the SMART CHOICES demonstration project is bringing together residents, businesses and community organizations from Coquitlam and Port Moody to create a common vision that balances social, economic and environmental needs. By sharing resources and expertise, the partners are creating a complete, service-oriented community where people can live, work, shop and play.

With the development of the first phase of the Community Portal underway, the project is moving full-steam ahead. The Community Portal will eventually deliver "one-stop shopping" for community services, recreation, culture, transportation, government and business — everything from booking theatre tickets to checking bus schedules to voicing concerns to city hall. It will also provide gateways to many other on-line services focussed on education, community safety, business and government.

Beyond the on-line components of the project, there are several education, business and outreach initiatives that will help bring the benefits to the entire community. Education programs will link those who want to learn about technology with volunteer coaches. Public Access Points will be installed at gathering places throughout the community to facilitate "anywhere, anytime" access. Additional access points will be found in places like libraries, women's centres and youth centres. The project plan calls for the use of interactive voice recognition (IVR) technology to allow access to SMART CHOICES services via the telephone, and a Smart Community and Business Innovation Centre so residents can drop in to conduct on-line projects anytime. This centre will also provide resources and additional support for small businesses and economic development.

The project has invested a lot of time and energy to make sure people can express their views about the future of their on-line e-community. In fact, one of the project's 10 guiding principles is a commitment to "inform, involve and inspire." Through its emphasis on ongoing participation, SMART CHOICES is becoming a living partnership between community, business and government.

Sponsoring organization: SMART CHOICES Society of British Columbia

Communities: Coquitlam, Port Moody

Web site: www.smartchoices.ca



Calgary INFOPORT™ Community Empowerment Project

Reducing the number of people who fall through the cracks

In Calgary, social service agencies struggle to meet the demands of a growing number of people at risk. Every night, vulnerable people show up at the doors of shelters and drop-in centres looking for a warm bed. When their own shelter is full, it's never been easy for staff to know where to send needy clients.

All that is changing with the Calgary INFOPORT™ Community Empowerment Project, the city's Smart Communities demonstration project.

In one element of the project, several front-line agencies are helping at-risk individuals get various types of computer-related training. The Calgary Drop-In Centre, for example, now teaches several courses, such as "Introduction to Windows 98." E-mail and Internet classes are just around the corner. With 10 computers now operating, the centre has doubled its own initial goals for the project.

Computer training helps homeless and vulnerable people to get much-needed job skills and build their self-esteem. In fact, several residents at the Drop-In Centre who have taken courses assist the instructor on a volunteer basis. Not only are they helping others in need, they are strengthening their own skills, both technical and interpersonal.

The project has also developed an Internet portal that provides a wealth of information for at-risk populations and helps the city's caregivers to communicate better. The portal, known as Connect Calgary, currently features four services, with more to come:

- informcalgary.org offers a directory of community, health and social services;
- Calgary Housing Registry provides information about the city's housing;
- nextSteps.org, offered by the Calgary Youth Employment Centre, provides free, comprehensive employment and career services to Calgary and area youth, ages 15 to 24; and
- the Learning Resources Web site helps users, 18 and over, with their educational needs.

In the project's most ambitious component, the partners will set up an extranet to allow rapid access to information about service providers. The system will integrate the various agencies' existing data bases and records, all the while maintaining the privacy of clients and the agencies themselves. This will benefit everyone, from service providers and volunteers to individuals at risk. At the click of a button, for example, clients will get instant access to information, including one of the most basic questions of all: where can I sleep tonight?

Through its various components, this demonstration project aims to empower at-risk people by giving them the services, resources, attention and respect they deserve.

Sponsoring organization: Calgary Technologies Inc.

Community: Calgary

Web site: www.connectcalgary.ca



The Headwaters Project

Opening up the world for residents



For 40 First Nations and Métis communities in northern Saskatchewan, the Headwaters Project is opening up a new world of opportunity. By introducing a range of "Smart Services," the demonstration project seeks to close the gap between the quality of life in these remote communities and the rest of Canada.

The project has installed 44 Community Access Centres that provide broadband Internet connections. For the first time, communities will have access to innovative applications in such areas as government on-line, e-commerce and distance education. The access centres have been set up in partnership with local schools, so students as well as community members can use the equipment. Schools in northern Saskatchewan's small, isolated communities are becoming service hubs for entire populations of the communities.

Given the high turnover of teachers and the lack of high schools in the region, education figures highly among the project's priorities. The Headwaters Education Centre Web site, for example, provides a wealth of information for educators, students and parents. By 2002, more than 400 teachers were taking on-line teacher training, and about 40 students were enrolled in a pilot on-line Grade 10 Native Studies course. By providing these kinds of cutting-edge opportunities, the project hopes to attract teachers to the region and to keep young people from having to leave.

Teachers and students are also benefiting from two other projects. The Northern Heritage and Culture Web site is a multimedia smorgasbord that features photos, videos and stories of northern Saskatchewan and traditional ways of life. And the Our Very Own Songs Web site features 44 songs written and recorded by primary students with the help of Métis singer-songwriter Don Freed.

The Headwaters Project has a strong economic focus. In a region where only four of the 40 communities have banks, the new on-line banking services will be revolutionary. What's more, to improve the regional economy, the project will market the pristine environment in northern Saskatchewan as a major tourist attraction. By using various e-commerce tools, the project will also promote some of the region's untapped potential — from organic wild rice to traditional indigenous medicines.

Through these kinds of socio-economic investments, the Headwaters Project is determined to open the world up to its residents, and bring the world to northern Saskatchewan.

Sponsoring organization: Keewatin Career Development Corporation

Communities: Northern Village of Air Ronge, Northern Settlement of Bear Creek, Northern Village of Beauval, Birch Narrows First Nation, Buffalo River Dene Nation, Northern Settlement of Camsell Portage, Northern Village of Cole Bay, Northern Village of Cumberland House, Fond du Lac Denesuline First Nations, Northern Village of Green Lake, Northern Village of Île-à-la-Crosse, Northern Village of Jans Bay, Northern Village of La Loche, Town of La Ronge, Lac la Ronge Band, Metis Northern Region III, Metis Nation of Saskatchewan—Northern Region 1, Northern Hamlet of Michel Village, Northern Hamlet of Missinipe, New North, Northwest Saskatchewan Municipalities Association, Northern Hamlet of Patuanak, Saskatchewan Association of Northern Communities, Northern Hamlet of St. George's Hill, Northern Settlement of Stanley Mission, Northern Hamlet of Stony Rapids, Northern Hamlet of Timber Bay, Northern Hamlet of Weyakwin, Northern Settlement of Wollaston Lake

Web site: www.headwaters.kcdc.ca



Manitoba Smart Network

A fusion of innovative services

Until now, the benefits of the information highway have largely bypassed rural Manitoba. However, for the five rural communities that make up the Manitoba Smart Network, broadband technology now promises to open up new vistas even grander than the surrounding landscape.

Manitoba's demonstration project is built on four pillars: health, education, business and government/community services. As project leaders talk up the benefits of the 10 Smart Services in the participating communities, residents are gearing up for marked improvements in their quality of life.

The Manitoba Smart Network's broadband technology, obtained from the Provincial Data Network (PDN), will be the backbone. This private, high-speed Wide Area Network is the underlying electronic highway for all government offices in the province. The new broadband capacity will open the door to high-speed connections that, in turn, will permit a range of innovative applications.

Telehealth is the most far-reaching of all these services. By digitizing X-rays, for example, rural hospitals will be able to cut down on unnecessary ambulance trips to larger centres. That will provide better service to patients and reduce costs. In addition, improved fibre optic linkages will provide faster connections to the regional laboratory. Instead of waiting up to two days for lab results, rural hospitals can get them as soon as they're complete. Meanwhile, medical imaging and video conferencing will allow patients in remote areas to consult specialists in the city without leaving their community.

Broadband technology will also support the project's education-related components. Video conferencing, for example, will permit interactive training courses. These virtual classrooms will save both time and money for rural teachers and nurses. Moreover, they will make professional development less disruptive to the healthcare and education systems, as well as to individuals and their families.

A range of integrated business applications will help the five communities strengthen and diversify their economies. For example, the project will set up a Web portal that will enable businesses to market their wares, and consumers to buy products and services. Not only will the Web site encourage people to shop locally, it will help lure new businesses to the region. A business incubator, e-commerce training and start-up funds for high-tech business projects will also go a long way toward developing the regional economy.

Improving community services will be critical to the project's success. By pooling their resources, the five communities will provide their citizens with sophisticated new tools that will make it much easier to obtain government services on-line. What's more, by using Global Positioning System technology, the Manitoba Smart Network will build a comprehensive data base of all property in the region. This will lay the groundwork for a computer-aided dispatch system.

Through its fusion of education, health, business and community services, the project will improve quality of life for the current residents. At the same time, it will seek to attract new technology companies and increase employment opportunities to help diversify the region's economy. In the process, the Manitoba Smart Network will keep these rural communities vibrant and plant seeds for a sustainable future.

Sponsoring organization: Manitoba Smart Network Inc.

Communities: Brandon, Neepawa, Souris, Carberry, Minnedosa

Web site: www.westmancom.com/msn.htm



SmartCapital

SmartCapital: Build the world's most connected community



With its 13 major initiatives, SmartCapital is laying the foundation for a connected community that will provide an array of political, economic and social benefits for the citizens of Ottawa, the nation's capital.

With the amalgamation of 12 municipalities into one super-city, the City of Ottawa had to merge the various municipal Web sites into one portal. Now, with the completion of the first phase of e-government, residents can interact with their local government on-line. Whether they live in a downtown apartment or on a hobby farm, residents can pay a parking ticket, buy a dog licence or book ice time — all from their computers.

The new municipal structure inspired the City to think about its future. As part of a process called "Ottawa 20/20," SmartCapital provided Webcasting for a "Smart Growth Summit." It set up public access sites around the city, enabling people to voice their opinions on issues ranging from transportation and infrastructure to affordable housing and social needs. When on-line participation in the process surpassed all expectations, the City vowed to continue using this technology to promote e-democracy.

Building on the strength of the city's substantial high-tech presence, SmartCapital organized its own "Smart City Summit" for business and government leaders. An international meeting of communities and companies, the Smart City Summit offered participants the chance to learn more about the new economy and the potential offered by information and communications technologies.

SmartCapital has also put the first phase of the Entrepreneurship Centre On-Line into place, offering interactive services for small and medium-sized enterprises. The project has also contributed towards development of the Ottawa Business Centre to help with on-line searches for names and trademarks, locating office space and other services.

SmartCapital is very much a community-oriented demonstration project. EduNET, for example, provides a common platform for students, especially in the post-secondary community, to enjoy high-quality access to the electronic networks at their campuses and to the Internet. At the same time, the project is helping National Capital Freenet — the country's oldest and largest community network — to expand its services. Finally, Internet access sites are now open across the city to ensure the public has access to on-line services.

Since SmartCapital was announced, more than 30 countries have visited showcase sites positioned strategically across the city. These sites, which link research, demonstration and educational labs, highlight on-line services in different sectors. Currently, a consortium of public sector institutions is pooling its resources to study the potential for a high-speed, community-owned fibre optic network that would increase the speed of on-line services and reduce costs. No doubt, such a cutting-edge dark fibre network would be just one more reason why the project will continue to attract national and international interest.

Sponsoring organization: Ottawa Centre for Research and Innovation

Community: City of Ottawa

Web site: www.smartcapital.ca



Carrefour virtuel de la Mauricie

Revitalizing the cradle of industrialization in Quebec

Situated halfway between Québec City and Montréal, La Mauricie is considered to be the cradle of industrialization in the province of Quebec. For some 100 years, the region has evolved with the times, producing everything from electricity to aluminum, pulp and paper, and chemical products. Now, at the beginning of the 21st century, it is laying the foundation for a future in the knowledge-based economy based on information and communications technologies (ICTs).

The Carrefour virtuel de la Mauricie includes partners specializing in five main sectors: education, health, economic development, tourism and community services. The Carrefour virtuel de la Mauricie Web site is a tool to provide visibility for these partners and to create awareness among people in the region of what a "smart community" has to offer.

A range of smart services will be available over the coming months to assist the community in establishing a reputation for itself in the application and use of new communications technologies.

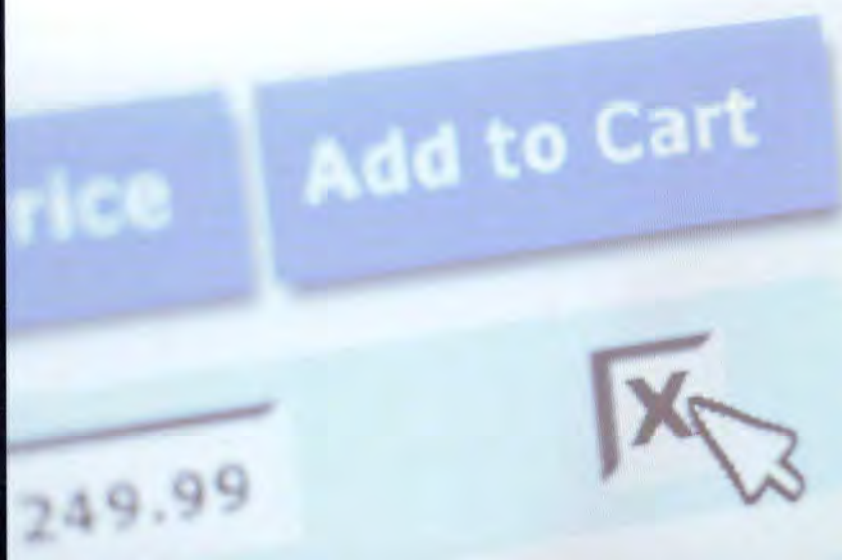
In the education sector, for example, the Carrefour virtuel de la Mauricie is working with the Université du Québec à Trois-Rivières on the EduTIC project to develop material to increase technical skills and training in ICTs. The project, which will provide Internet and e-mail access to 1400 students in the region, will include 11 interactive sites based on 11 different themes.

This demonstration project will also prove that ICT-based services can not only improve quality of life in the industrial centre of Quebec, but can also contribute toward revitalizing the community.

Sponsoring organization: Fonds de développement économique LaPrade-Saint-Maurice

Community: La Mauricie

Web site: www.carrefourvirtuel.qc.ca



La Péninsule acadienne: le village global francophone au cœur de la coopération internationale

Catching the wave of new technology



In 1755, when Acadian settlers refused to pledge allegiance to the King of England, thousands were sent into exile to other British colonies in what became known as "The Great Disturbance." Today, faced with high unemployment and few opportunities, many Acadians have decided to leave on their own. However, through its Smart Community project, the Acadian Peninsula is determined to transform the region for the better, giving people reasons to stay and encouraging those who have left to come home again.

Supported by a new broadband infrastructure, the demonstration project will deliver several exciting integrated applications. A dedicated portal will provide access to services such as an e-commerce marketplace, telehealth and government information. An existing network of 28 Community Access Centres will be linked to the portal, enabling groups to exchange information and services in a secure environment. Meanwhile, a network of community information kiosks will be created, allowing residents and tourists alike to book a bed and breakfast, or to get information about events.

In one of the project's most innovative components, the Acadian Peninsula will link up with other Francophone communities across the country and around the world. By delivering services and training in French, it will extend the benefits of new technologies to Francophones far beyond the region's borders.

Throughout the region, facilitators will become a familiar sight as they drum up interest in the project and identify training needs for both community organizations and businesses. No doubt, tools such as e-commerce, Web site design and Internet business strategies will figure prominently on the list.

For the past three centuries, the fishing industry has dominated the economic and social landscape of the Acadian Peninsula. With the emergence of information and communication technologies as a growing force for economic growth and improved quality of life, the region is determined to catch the wave.

Sponsoring organization: Collectivité ingénieuse de la Péninsule acadienne Inc.

Communities: Baie de Miramichi (Alnwick), Tracadie Sheila, Centre-Péninsule, Lamèque-Shippagan-Miscou, Caraquet

Web site: www.cipanb.ca



Western Valley Smart Community

Inventing a future on its own terms

The Western Valley of Nova Scotia, whose history dates back 11 000 years, always manages to meet the challenges of a new era. The information age is no exception. Through its Smart Communities demonstration project, the region is using information and communications technologies to invent a future on its own terms.

The demonstration project truly offers something for everyone. High-speed access through broadband is the key to unlocking a host of innovative services such as e-commerce, e-learning and e-education. High-speed connectivity through the Digital Subscriber Line has already been provided to *Le Courier* newspaper and the Municipalité de Clare. The next step is a community-run network using a combination of fibre, wireless and satellite.

The project will set up a rural network of Public Access Terminals and distribute e-mail addresses and "Smart Cards" to each of the 43 000 residents. With one swipe of the card, residents can access their e-mail and surf the Web. The swipe card system has been successfully tested, and 17 000 households have been set up for e-mail addresses. Soon, even people travelling the back roads of the Western Valley will never be far away from on-line access.

Through internships and special training programs, at-risk youth are learning computer skills and getting valuable work experience. Entrepreneurship camps are also giving young people a taste of what it's like to run a business. Meanwhile, a Smart Mentoring program has delivered more than 2000 hours of computer training and entrepreneurship programs to some 750 adult participants. Seniors are getting into the act too: following a successful pilot class, the Smart Seniors program now offers seven classes, and interest continues to grow.

For businesses, a multi-million-dollar "Smart Building" is on the way. It will house a cluster of businesses related to information and communications technologies. Six video conference sites have already been set up, enabling businesses to conduct virtual meetings that save both travel time and money.

On the cultural front, the project is digitizing genealogical records dating back to the region's first European settlers in the 17th century; a virtual library Web site has been launched, enabling residents to borrow books without setting foot in the actual library; and local radio station CIFA will soon offer its programs over the Internet.

Through all of these Smart Services, and others besides, the Western Valley plans to make the region more economically self-sufficient. With its broad mix of public and private-sector partners, the project is helping to expand business opportunities, retain local high-tech talent, and improve quality of life for all its residents. As the region gears up for the 400th anniversary of the settlement's founding, it continues to draw on the spirit of its resilient ancestors to forge a bright new future.

Sponsoring organization: Western Valley Development Authority

Communities: Municipality of Annapolis County, Town of Annapolis Royal, Town of Bridgetown, la Municipalité de Clare, Municipality of the District of Digby, Town of Digby, Town of Middleton, Bear River First Nation

Web site: <http://smartcommunity.wvda.com>



Virtual Charlottetown

A town square for the 21st century



Evoking the spirit of Canadian history, Charlottetown has organized its demonstration project around the idea of a town square. The Virtual Charlottetown Town Square², a community-based Internet portal, will offer a variety of interactive services. Just as in days of old, people will be able to get everything they need in one place.

The scope of the project is truly impressive. Following an upgrade of the city's infrastructure and the installation of Wide Area Networks, Town Square²'s nearly 30 projects are rolling ahead. They are grouped under four Smart Services:

- "Our Community" is an interactive forum in which citizens can exchange information on everything from hockey scores to public safety.
- In "The Marketplace," citizens can access e-government services, exchange encrypted information and hold video conferences. It will also be the place to go for e-commerce and business-to-business transactions.
- "Community Explorations" enhances existing geographic information systems, providing accurate maps to locate properties, as well as a platform for virtual tours of heritage sites and art galleries.
- "The Education and Learning Centre" features multimedia distance education, an on-line integrated library service, and on-line delivery of training videos.

The Lucy Maud Montgomery Institute at the University of Prince Edward Island was one of the first projects out of the blocks. Working with the university's English Department, the Institute offered several on-line courses, including an introductory literature course that attracted both secondary and post-secondary students. Both groups enjoyed studying on-line because they could fit their work into their otherwise rigid school schedules. Meanwhile, the professor noted that a higher percentage of students participated in the on-line bulletin board discussion than would normally speak up in class.

As part of its E-Business Program, the Greater Charlottetown Area Chamber of Commerce launched five projects to help small businesses benefit from new technologies. The projects, which cover such areas as Web presence, technology plans and e-business marketing, are helping the region become more competitive in the global marketplace. The Chamber also held an e-business workshop that attracted a wide cross-section of organizations and businesses.

The sustainability of the Town Square² portal will depend on community involvement. Organizers would like to see the portal become an everyday part of city life. This kind of widespread participation will inspire the development of more innovative services. Given that Prince Edward Island is famous for its community spirit, it seems certain that this newest version of the town square will be every bit as successful as the original.

Sponsoring organization: Charlottetown Area Development Corporation

Communities: Charlottetown, Town of Cornwall, Town of Stratford

Web site: www.virtualcharlottetown.com



SmartLabrador

Technology on top of the world —
enabling new services for northern communities

Labrador is known as an “extreme” demonstration project. Some 30 000 Inuit, Innu, Métis and Settler people live in 32 isolated settlements spread over five distinct cultural and economic regions across the “Big Land.” Through SmartLabrador, these communities are using innovative technologies to enhance their traditional way of life and, in so doing, become a showcase for the world.

Using land, air and sea routes, the project installed some 21 000 kg of high-tech equipment to connect 39 sites in 23 communities around Labrador, plus two more sites in Newfoundland. That makes SmartLabrador one of the largest broadband networks in Canada. What’s more, with its use of satellite, frame relay and wireless technologies, the hybrid network is also one of the most innovative around. The network opens the door to a wide range of applications, many of which are being tested or are already under way.

Video conferencing, for example, is proving to be a valuable tool to many Labradorians. People are able to take virtual training sessions right in their own communities instead of travelling to a city. By the same token, the provincial justice system can now conduct a virtual bail hearing instead of paying an escort to accompany the individual to an urban centre. So, in a region that has few roads and is dependent on weather-permitting travel, the new technology is saving considerable time and money.

The biggest benefit of video conferencing may well be the expansion of telehealth. The first satellite transmission of X-rays in Canada took place in Labrador in 1977. Building on this groundbreaking tradition, SmartLabrador is committed to providing video-based diagnoses and medical consultations, as well as high-speed data transfer, in each of the five regions of Labrador. Staff in nursing stations on the Labrador coast are taking on-line courses to develop the skills they need to master the telehealth technology. And patients are already using the technology to connect with their families and support groups in distant communities.

E-commerce is another critical application supported by the broadband network. SmartLabrador staff have completed on-line e-commerce training, which sets the stage for the launch of the Heritage Mall. This pilot project will enable Labrador businesses to market their products and services, including traditional crafts and tourism packages, around the world.

Above all, SmartLabrador is a people project. It taps into existing community networks and builds new ones. To accomplish this, seven regional fieldworkers and five technical staff are providing training and technical support. Now that the network is installed, the field staff are providing orientation sessions to community volunteers and healthcare workers at each of the sites. For Labrador, the future can’t come too soon.

Sponsoring organization: Labrador Information Technology Initiative

Communities in Labrador Region: Black Tickle, Capstan Island, Cartwright, Charlottetown, Churchill Falls, Davis Inlet, Forteau, Happy Valley-Goose Bay, Hopedale, Labrador City, L’anse Amour, L’anse au Clair, L’anse au Loup, Lodge Bay, Makkovik, Mary’s Harbour, Mud Lake, Nain, Norman’s Bay, Northwest River, Paradise River, Pinsent’s Arm, Pinware, Port Hope Simpson, Postville, Red Bay, Rigolet, Sheshatshui, St. Lewis, Wabush, West St. Modest, William’s Harbour

Web site: www.smartlabrador.ca





ABORIGINAL

**The Kuh-ke-nah Network
of Smart First Nations**

www.smart.knet.ca



ONTARIO

SmartCapital

www.smartcapital.ca



NORTH

Smart Communities Society Project

www.looknorth.ca



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