



Hamilton

INFORMATION REPORT

TO:	Mayor and Members General Issues Committee
COMMITTEE DATE:	March 21, 2018
SUBJECT/REPORT NO:	2018 CityLab Annual Update (CM18007)
WARD(S) AFFECTED:	City Wide
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SIGNATURE:	

Council Direction:

As part of the approval of the CityLAB Hamilton Feasibility Review (Report CM16016 – November 16, 2016), staff were directed to provide an annual update to the General Issues Committee respecting the success of CityLAB Hamilton for the duration of the pilot.

Information:

The purpose of this report is to provide Council with an update on the progress of CityLAB by providing an overall status of the actions, highlights of key achievements, and next steps.

CityLAB is an innovation hub that brings together student, academic, and civic leaders to co-create a better Hamilton for all. This partnership between McMaster University, Mohawk College, Redeemer University College, and the City of Hamilton matches students and faculty with City staff to develop innovative solutions to city-identified projects that align with the City's Strategic Priorities.

CityLAB Hamilton is contributing towards the Principles of Co-operation: Post-Secondary Education that were agreed upon by the post-secondary schools and the City in 2016, particularly in the areas of:

- Working in Collaboration
- Community Engagement
- Community Building
- Retaining Local Talent

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CityLAB is moving the City's Strategic Priorities forward through an emphasis on **Community Engagement and Participation** by actively including students and the community in meaningful projects that allow for mutual understanding of city processes and encourage a more open and transparent government, rooted in a spirit of collaboration and partnership.

CityLAB also supports the **Our People and Performance** priority by providing opportunities for City staff to grow their network, collaborate with peers from across the City, and work with top students and faculty members in areas directly related to their work. CityLAB offers staff an excellent opportunity for professional development by contributing to a vibrant culture that fosters innovative thinking.

By providing Hamilton's top students with the opportunity to directly apply their skills and knowledge to improving the City, CityLAB is offering direct support to the City's goal of retaining students and reversing the brain drain. CityLAB is expected to help retain students in Hamilton by engaging them in robust professional networks and by encouraging personal investment and a sense of ownership in the direction of their city.

Overall Status of CityLAB

As planned, the renovation of the former CFL Hall of Fame was completed in Fall 2017. Since its re-opening as CityLAB, we have transformed the space into a vibrant hub for students, staff, and faculty members by hosting affiliated classes, special events, and workshops for city staff.

CityLAB has had an enthusiastic response from students, faculty members, and City staff. Throughout 2017, we have matched a number of projects successfully that represent shared interests and alignments between staff, faculty, and student expertise, we have conducted extensive consultation with faculty members and administration at Hamilton's three post-secondary institutions, and we have begun to formalize our process for accepting challenges from city staff members. CityLAB continues to break down institutional barriers as we form communities of experts across and within institutions in order to better achieve Hamilton's Strategic Priorities.

For a list of current projects, see Appendix A. You can also see project posters on our website www.citylabhamilton.com/projects.

Projects

3 successfully completed example projects

11 current projects

People directly involved in CityLAB projects

172 students

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18 city staff
15 faculty members

Student and staff hours developing projects

6000+ student hours
70 staff hours

CityLAB projects represent a significant leveraging of valuable staff time. Each hour of staff time going into CityLAB projects results in roughly 85 student hours directed to the development of innovative ideas, prototypes, and proposed solutions.

Events, classes, and space

CityLAB celebrated the opening of its new space with an event on December 4th, 2017 called “Lights On @ CityLAB.” With over 150 people in attendance, groups of students and staff showcased their early projects and highlighted potential new collaborations.

In addition to the Campus Course Network, our educational partners are moving towards semester-based course offerings for students that would offer a more intensive experience and build on the success of the project partnerships already developed.

Website and social media

CityLAB has launched a website, www.citylabhamilton.com which showcases the projects underway, provides a form for staff to submit their challenges, and gives background and contact information. In its early stages, the website has seen continued growth in traffic, despite minimal promotion. As of March 1, 2018, the website has seen 804 unique visitors and over 2500 pageviews.

CityLAB has also launched a Twitter account, @HamiltonCityLAB, which has 187 followers. Between December 2017 and February 2018, the account has earned 14.8k impressions.

Evaluation

As CityLAB begins operations, we are exploring multiple approaches to best capture the value of the program, projects, and collaborations that we form. One of the ways we are seeking to understand our impact is through an evaluation survey tailored to the unique audiences that we serve (students, staff, and faculty members). This evaluation will be administered at the completion of the spring semester (April-May 2018) and will help to guide our ongoing program development. As we further develop our programming, we are working on the development of common KPIs that will be applicable for every project, as well as appropriate ways to measure the impacts that are unique to the individual projects.

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Other developments

CityLAB has garnered attention from a wide variety of media as well as from neighbouring cities and representatives from the federal government. To date, CityLAB's Project Manager has appeared on Cable 14's CityMatters show, as well as a segment on KX 94.7. Additionally, stories about CityLAB have appeared in University Affairs, Global News, Momentum Magazine, Resound, Daily News, Bay Observer, and the Municipal Information Network. Representatives from the City of Brampton as well as the working group on Government of Canada and Ontario University Collaborations have reached out to CityLAB to learn from our early success. CityLAB has also been highlighted in Hamilton's successful bids for the Top 21 and Top 7 Intelligent Communities awards.

Next steps

CityLAB is on track to continue increasing the number of matched projects in 2018. CityLAB will continue to reach out to interested staff members through the delivery of Lunch n' Learns and workshops that engage staff in using design thinking to scope challenges that will form the basis of future projects. On **April 5th**, CityLAB will be hosting a showcase and celebration for this year's completed projects.

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Appendix A

Current projects

1. Project Title: Accessible and Sustainable Retrofits of CityHousing Units

Staff: Brian Kinaschuk, Matt Bowen

Faculty: Mark Lucking, Brad MacDonald, John Deelstra

City Strategy: Healthy and Safe Communities

Expected outcome: 2 large family town home units completely retrofitted and renovated by April 2018 that otherwise would not have been suitable for use. An analysis of cost-savings and efficiencies to be gained by further scaling of the project across other unoccupied CityHousing units.

2. Project Title: Wellness and Engagement in CityHousing Hamilton

Staff: Kelly Coxson

Faculty: Kate Whalen

City Strategy: Healthy and Safe Communities

Expected outcome: Data to show that language and social isolation are the greatest barriers to health programming engagement. Data to support a trial of the effect of using multi-lingual promotional material (primary needs are Polish, Russian, and Mandarin) for CityHousing wellness programs. The creation of a Volunteer Protocol to enhance and simplify the student volunteer program.

3. Project Title: School Site Design & Travel Mode Choice

Staff: Kelly Scott, Peter Topalovic

Faculty: Gail Krantzberg

City Strategy: Healthy and Safe Communities; Clean and Green

Expected outcome: Robust data from 30 elementary schools to inform whether there is a positive association between the amount of school site paved surface area for motorized vehicles and the use of private vehicles during the morning commute to school.

4. Project Title: Improving Travel Times Using Signal Timing Optimization

Staff: Jeff Cornwell

Faculty: Sean Nix

City Strategy: Clean and Green; Built Environment and Infrastructure

Expected outcome: Optimized traffic signal timings – namely cycle lengths (to reduce overall delay), splits (to better accommodate flows of traffic, and offsets (to improve signal progression between intersections).

5. Project Title: Creating an App for Newcomer Services

Staff: Sarah Wayland

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Faculty: Joe Varrasso

City Strategy: Economic Prosperity and Growth; Culture and Diversity

Expected outcome: An easy to use app for newcomers to Hamilton to access the service database provided by the Hamilton Immigration Partnership Council.

6. Project Title: Matching Snow Angel Volunteers

Staff: Al Fletcher

Faculty: Esteve Hassan

City Strategy: Healthy and Safe Communities; Our People and Performance

Expected outcome: An easy to use app that would help to geographically locate and connect volunteers to residents in need of snow shoveling.

7. Project Title: Engaging Immigrant Populations in Hamilton's Economic Development

Staff: Tammy Hwang

Faculty: Margaret Secord, Cole Gately

City strategy: Economic Prosperity and Growth; Culture and Diversity

Expected outcome: A report that highlights the areas and locations within the City of Hamilton where newcomers and immigrants currently reside, congregate, and connect within the community. This information will assist Global Hamilton with their mandate to raise awareness of Hamilton as an immigration destination, promote entrepreneurship within our immigrant and newcomer communities, and to facilitate access to city services among these communities.

8. Project Title: Student Sobi Connection

Staff: Don Curry and Peter Topalovic

Faculty: Sean Park

City Strategy: Clean and Green; Healthy and Safe Communities

Expected outcome: Data to show the reasons for low Sobi ridership among McMaster students. Valuable exposure to Design Thinking methodology for city staff to consider SoBi bike share improvements more holistically.

9. Project Title: Analysis of the Sewer Lateral Management Program

Staff: Amy Bodner, Patricia Leishman

Faculty: Wayne Solomon

City Strategy: Built Environment and Infrastructure; Our People and Performance

Expected outcome: High level recommendations to improve the performance and use of this program.

10. Project Title: Growing Bridges: Increasing Regional Food Security by Increasing Engagement with the McQuesten Urban Farm

Staff: Jocelyn Strutt, Adam Watson

Faculty: Kate Whalen

City strategy: Healthy and Safe Communities; Clean and Green

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Expected outcome: Survey data from 50-100 CityHousing residents that supports the implementation of several quick wins to increase engagement at the farm including the use of paper flyers for advertising and translating information for the significant population of French speakers.

11. Project Title: Designing Coordinated Signalized Intersections on King Street

Staff: Kris Jacobson

Faculty: Moataz Mohamed

City Strategy: Built Environment and Infrastructure

Expected outcome: A coordinated signalized intersection design (fully actuated through realtime ITS-based data collection) as an example for the King Street corridor design as related to LRT construction.

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