TO:	Mayor and Members General Issues Committee
COMMITTEE DATE:	April 4, 2018
SUBJECT/REPORT NO:	Smart Cities Challenge Proposal (CM18008) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Andrea McKinney 905-546-2424 Ext. 2261
SUBMITTED BY: **SIGNATURE:**	Chris Murray City Manager

RECOMMENDATION

That the City Manager submit an application, with the support of Hamilton's major institutional partners, to the infrastructure Canada Smart Cities Challenge by April 24, 2018.

EXECUTIVE SUMMARY

In November of 2017, Infrastructure Canada launched the Federal Government's first smart cities challenge as part of a ten year, $300 million investment program. The City of Hamilton is eligible to apply for the $50 million grant category for municipalities larger than 500,000 residents.

An application for the program is due April 24, 2018. There are two rounds to the process. From the applications submitted, in the summer of 2018, five proposals will receive $250,000 to create more detailed proposals for the second round with more detailed project plans. The winner will be announced in the spring of 2019. The evaluation will be heavily weighted on a bold and ambitious challenge that focuses on solving a major community problem.

The application is expected to focus on achieving meaningful outcomes by using the benefits of data and connected technology with the following key pillars:

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- **Openness**
  When communities make their data truly accessible, usable, and barrier-free, their decision-making processes become transparent, empowering citizens and strengthening the relationship between residents and public organizations.

- **Integration**
  Data and connected technology empower communities to break down silos that exist within local governments and public organizations.

- **Transferability**
  When tools and technological approaches are open-source, transparent, and standardized, they can be used by communities across the country, no matter their size or capacity.

- **Collaboration**
  Connected technology enables communities to bring traditional and non-traditional partners together to collaborate.

The program was also clear in indicating that engagement consultation and inclusion is critical, that existing consultations and information should be taken into consideration, and in parallel that engagement needs to be open, ongoing and bi-directional. Essentially, while the municipality is the lead on the application, it needs to represent a broader view.

In December, staff began consulting with major community partners on key focus areas. As that consultation, internally and externally has continued, a review of existing strategies, consultations, work to date and existing research was also undertaken. Key themes emerged consistently. Those key themes were health and poverty, and the consensus was that they are clearly connected.

Generally, a smart city is viewed as one that uses technology to improve quality of life, improve sustainability and maximize effectiveness. What was clear in all consultations was that the use of smart technology is a major opportunity to build on work that is already being done by Hamilton's major institutions and in the community, but either in silos or not integrated in a way that puts residents at the centre.

What we heard:

- Reduce pressure on healthcare services, particularly ER services and ambulances
- Increase the resiliency of youth and vulnerable populations
- Restore intergenerational connection to community
- Simplify community and service navigation

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- Make it easier for seniors to engage and to age in place
- Create opportunities for employment and training
- Hamilton is the perfect mix urban/suburban/rural, to test anything and that can be replicated in the country

The focus of the proposal: Connected Community

To address the major themes that have been heard, the proposal will have several components that represent an opportunity to use technology to improve residents' experience across a number of fronts.

Recognizing that the community is an ecosystem, the proposal focuses on multiple parts of the system. Hamilton has the foundation for success, a formal partnership between the City's major institutions (including McMaster University, Mohawk College, Hamilton Health Sciences), extensive public consultations and research that has been done in the years leading up to this have identified where the community's gap are. Planning work was done on how to address major challenge, but the community lacked the resources – technology and funding to begin to close the gaps. The City's application brings the pieces together under the theme of connected community.

A proposal that will bring together people, space and technology to improve access to services and make the city and its collective resources more responsive, more integrated and more user friendly holistically.

What are we trying to accomplish?

- Proactive prevention and intervention to start our residents on the right trajectory
- Prevention and intervention before crisis for those already on a trajectory with poor outcomes
- A community that is easy for all to navigate, where the services that you need are easily located and accessed, and support is there when and where you need it
- Intervention and remediation for those experiencing poor outcomes
- Build on what we have and know, connect it and use technology to enable a support and access

What are the components to create a Connected Community?
Reducing pressure on healthcare services, particularly ER services and ambulances

- Enable healthcare in the community
- Improve chronic disease management in the right place and at the right time
- Enable aging in the appropriate place
- Increase the resiliency of youth and vulnerable populations

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- Enable residents to grow and age successfully
- Improve digital equity and access to tools and resources
- Reduce social isolation and loneliness
- Improve the mental health and, by extension, well-being of the community
- Build on Hamilton Early Warning System work

Specifically, increasing the resiliency of youth and vulnerable populations requires us to:

- Assist in breaking the cycle of poverty
- Put people on the right path early with support in early years
- Provide access to new forms of education and training delivered in non-traditional formats
- Reduce digital inequity through access to digital resources, devices, network, etc.
- Improve mental health and well-being
- Reduce social isolation
- Create safe and connected digital spaces that foster healthy relationships

Restoring intergenerational connection, similar to the principals of indigenous communities, to community requires us to:

- Keep health active seniors, healthy and active
- Enable and empower our seniors and youth to be active and valuable participants in the community
- Connect people, places and technology
- Create virtual and real spaces to get people engaged

Simplifying community navigation requires:

- Provide digital support to navigate services
- Eliminate knowledge gaps between services to integrate at an operational level
- Digitally enabling all existing support
- Making existing support scalable and sustainable
- Making information easily available in multiple languages

The Connected Community theme takes the main issues identified and leverages technology to break down silos, improve community navigation and enable better care in the community. Major partners have participated in the process including theme identification that would result in a significant step forward to the community.

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Alternatives for Consideration – Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS (for recommendation(s) only)

Financial: There are no financial implications for the recommendations

Staffing: None

Legal: None

HISTORICAL BACKGROUND (Chronology of events)

November of 2017 – Smart Cities Challenge launched

November to March – Consultation began with major institutional partners, members of the community, as well as a review of existing strategies, consultations, research and work underway.

During this time, the City of Hamilton also initiated a public survey for community members to share their ideas around smart city ideas and projects that they'd like to participate in. It included a press release and promotion through social media for an open call for ideas and comments. The purpose of the survey was to re-inforce all of the great feedback received from the Our Future Hamilton community engagement exercise while building upon new ideas that can be leveraged for our smart cities challenge statement.

After three weeks of active promotion through our City's social media channels and website highlights, feedback was received that was thoughtful, engaging, and imaginative from our community.

April 24, 2018 – Application is due for the first round

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

Not applicable

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RELEVANT CONSULTATION

Including but not limited to:

- Representatives from McMaster University
- Representatives from Mohawk College
- Representatives from across the City departments
- Representatives from the healthcare community including the Local Health Integration Network, Hamilton Health Sciences and St. Joseph's
- Public consultation with the Hamilton Chamber of Commerce
- Representatives from Hamilton business community and private sector
- Hamilton Anchor Institute Data sub-group
- General community consultation including a public survey, discussions with community members and students
- Hamilton Executive Directors Aboriginal Coalition
- Information Hamilton

ANALYSIS AND RATIONALE FOR RECOMMENDATIONS

After detailed consultations internally and externally, City staff and its partners believe the proposed application theme represents a significant opportunity to address major challenges/opportunities already identified in the city using smart technology, and build on existing work and expertise in the community.

The consultation included a review of major strategies such as *Our Future Hamilton,* which was developed out of a consultation with over 50,000 Hamiltonians, *Age Friendly Hamilton*, and the *Neighbourhood Action Strategy* and the work of Code Red. The challenges identified were also informed by Hamilton Health Sciences *Our Healthy Future* a 20 year plan for healthcare in Hamilton that was developed in consultation with more than 3,000 people.

As well as input from partners such as McMaster University and Mohawk College, the McMaster Institute for Research on Aging, consultation with Public Health to review population health data. Consultation also included the work and potential of the Hamilton Public Library, a recognized leader in the provision of digital services in Hamilton.

Notably as the key theme and major issues were being identified through consultation, the work of the newly formed Hamilton Community Health Working Group Anchor Table was identified. The work outlines a number of the same gaps identified through the smart cities consultation, and has a vision that "the health status of citizens of Hamilton will be amongst the highest in Canada and will be supported by an integrated healthcare and social support system." A formal charter was signed September of 2017, by both business and clinical leadership of Hamilton's major institutions, the HNHB

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LHIN, the Community Foundation, McMaster Institute for Healthier Environments, St. Joseph's Healthcare in Hamilton, Hamilton Health Sciences, the City of Hamilton, the Hamilton Family Health Team, as well as representatives from the community.

ALTERNATIVES FOR CONSIDERATION

None

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

Community Engagement and Participation

Hamilton has an open, transparent and accessible approach to City government that engages with and empowers all citizens to be involved in their community

Economic Prosperity and Growth

Hamilton has a prosperous and diverse local economy where people have opportunities to grow and develop.

Healthy and Safe Communities

Hamilton is a safe and supportive city where people are active, healthy, and have a high quality of life.

Built Environment and Infrastructure

Hamilton is supported by state of the art infrastructure, transportation options, building, and public spaces that create a dynamic City.

APPENDICES AND SCHEDULES ATTACHED

None

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