



INFORMATION REPORT

TO:	Mayor and Members General Issues Committee
COMMITTEE DATE:	September 7, 2022
SUBJECT/REPORT NO:	CityLAB Annual Update (Report CM22014) (City Wide) (Outstanding Business List Item)
WARD(S) AFFECTED:	City Wide
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SUBMITTED BY: SIGNATURE:	Cyrus Tehrani

COUNCIL DIRECTION

As part 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. The program has now transitioned from a pilot to a permanent program as carried at the October 6, 2021 General Issues Committee (report CM21009), approved at October 13, 2021 Council, and approved during the 2022 Operating Budget.

INFORMATION

EXECUTIVE SUMMARY

The purpose of this report is to provide Council with an update on the progress of CityLAB including overall status of the actions, highlights of key achievements, and next steps for the program's growth and development.

The key achievement of the past year has been successfully working with all of CityLAB's partners to move beyond the pilot phase of the program by ensuring ongoing stability with confirmed program funding for five years. Reaching this milestone marks the completion of the related action item from the **2021-2025 Economic Development Action Plan** under the 'Facilitating a Skilled and Adaptable Workforce' section.

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

CityLAB continues to expand our program offerings while streamlining our project matching process. CityLAB is exploring a social innovation pilot that works with the community and partners around complex problems.

CityLAB continues to offer value for the City through leveraging partnerships with Hamilton's post-secondary institutions.

BACKGROUND

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, 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 and Term of Council Priorities.

CityLAB Hamilton is contributing towards the Post-Secondary Education Principles of Co-operation 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

Timeline

Date	Event
November 2016	City Council officially endorses CityLAB Hamilton
January 2017	CityLAB pilot officially begins and Steering Committee formed
September 2017	First official round of CityLAB projects are launched
December 2017	Lights On @ CityLAB event officially opens our space
March 2018	Update presentation to City Council
April 2018	Project Showcase highlights innovative projects
April and June 2018	Matchmaker events spur new collaborations and launch new partnerships
September 2018	CityLAB Semester in Residence program launches and new projects begin at McMaster, Mohawk, and Redeemer
May 2019	City Council endorses the extension of the CityLAB pilot until May 31, 2022
March 2020	CityLAB pivots to online operation throughout COVID-19 pandemic by hosting digital events, producing video content, and streamlining our website operations
2020-2021	External evaluator conducts analysis of CityLAB's survey data from staff, students, and faculty and makes recommendations

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October 2021	Council endorses plan to transition CityLAB to a permanent program
June 1, 2022	CityLAB's new Program and Licence Agreement comes into effect, with full staffing complement in place
June 2022	Annual Review event held with Program and Steering Committees, kick off for strategic planning

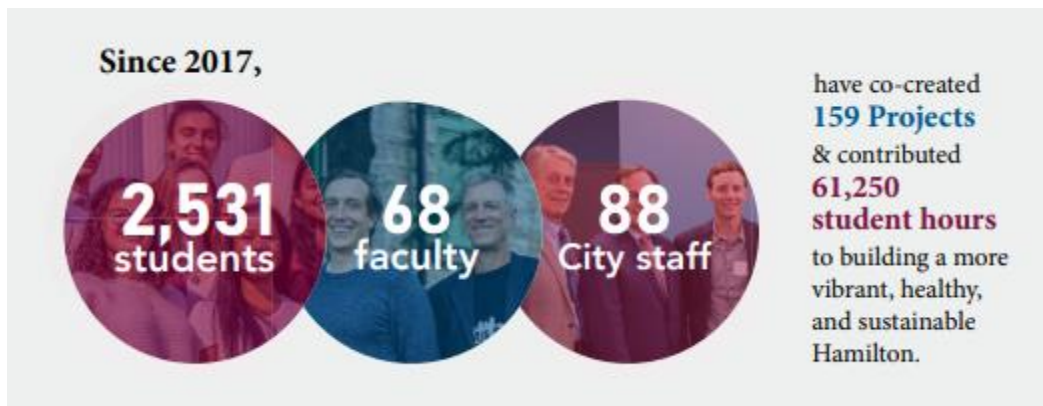
Overall Status of CityLAB

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.

From engaging with project partners, we know that CityLAB is:

- saving the City money on research and data collection
- giving City staff direct access to extra resources and people power
- leveraging valuable City staff time to do more with less
- creating new ideas, insights, and data
- engaging young people in the community
- growing networks and developing strong partnerships
- helping students to see their future in Hamilton

Cumulative Highlights (since 2017)



People

- 2,531 Students
- 88 City Staff
- 68 Faculty Members

Projects

- 159

Student hours

- 61,250 +

Selected Project Highlights

Voice Your Vote! - Analyzed municipal voter demographic data and created recommendations to increase voter turnout in underrepresented populations

BIPOC Entrepreneurship in Hamilton - Designed a Hamilton BIPOC entrepreneurship program with community input

Developing a Community Safety Model - Defined principles required to create a sustainable community-focused safety model in CityHousing

For a list of projects from the 2021-2022 academic year, see **Appendix B: 2021-2022 CityLAB Projects**

For additional details on all of our completed and in-progress projects, please refer to www.citylabhamilton.com/projects

PROGRAM GROWTH AND DEVELOPMENT

With a full staffing complement in place, CityLAB is focused on maintaining our existing programming, communications, and events and continuing to streamline the core elements of the program which include matching staff and academic partners, supporting project development, fostering mature partnership development, and managing project handoffs. Additionally, we are currently exploring how we might add to our current offerings by piloting a social innovation programming stream that is focused on bringing together a wider group of partners particularly around complex problems that are in early stages of problem identification (ie. the problem or challenge space is not currently easily understood or actionable). To date, we have been working with Maison de l’Innovation Sociale (MIS), the Tamarack Institute, and internal partners at the City to explore how we might best be able to leverage and apply this model. CityLAB is supporting the community engagement component of the Housing Sustainability and Investment Plan and has provided strategic advice and facilitation support.

CityLAB’s Annual Review on June 13, 2022 brought together our Program and Steering Committees made up of representatives from across our partner institutions to share highlights and analyse challenges from the past academic year. A key output of the session was a high-level strategy discussion that will lay the groundwork for a strategic plan to guide our progress and development over the next five years.

After consultation with our stakeholders throughout the summer and fall, we aim to share the strategic plan at our next Project Showcase on December 2, 2022. We also look forward to engaging with the newly elected Council to share with them how we can best support their mandates through the next term.

UPCOMING PROJECTS

We are currently working to scope and match potential projects for the Fall and Winter 2022/2023 academic year. A second call for challenges will be issued to staff and faculty in October.

Greening Hamilton's Fleet – Researching what is next for Hamilton's fleet of light and heavy-duty vehicles, beyond Hamilton's current Green Fleet Strategy which includes up to 2024. What is on the global forefront for electrification and greening of medium and heavy-duty vehicles?

Public Transit Customer Experience Survey – How might we improve the overall customer experience when using public transit? What opportunities can we explore that will provide public transit service to persons with disabilities above what is currently offered?

Equity, Diversity, and Inclusion at the Hamilton Fire Department – Building on work from previous semesters, this project will move to data collection and analysis during the Fall semester in support of the HFD's goal to develop a workforce that is more reflective of the community it serves.

For full listing of available challenges, please refer to <https://www.citylabhamilton.com/challenges>

CityLAB will share a full list of matched projects in September through our newsletter and social media.

WEBSITE AND COMMUNICATIONS

CityLAB continues to develop our website, www.citylabhamilton.com which showcases the projects underway, provides a form for staff to submit their challenges, and gives background and contact information.

With our Events and Communications Assistant role in place, we have been able to add several important accessibility features to ensure alignment with AODA standards, including video captions, alt text for images, and other optimizations to ensure accessible navigation.

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News about CityLAB projects and is shared directly via our newsletter and social media platforms (Instagram, Twitter, and LinkedIn) as well as promoted through the networks and channels of our various partners.

In addition to highlighting specific projects and opportunities, the CityLAB program was also in the news in June 2022 in celebration of the program’s five year anniversary, and officially becoming a permanent program hub for innovation and experiential learning in Hamilton.

Communication channels and reach

	Twitter	Instagram	LinkedIn	Website	Newsletter
Reach	1,100	798	201	1000/month	699

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

- Community Engagement and Participation
- Our People and Performance
- Healthy and Safe Communities

APPENDICES AND SCHEDULES ATTACHED

Appendix “A” to Report CM22014 – CityLAB Hamilton Annual Report 2021-2022
Appendix “B” to Report CM22014 – 2021-2022 CityLAB Projects