

# City of Mississauga Corporate Report



Date: September 7, 2020

To: Chair and Members of General Committee

From: Gary Kent, CPA, CGA, ICD.D, Commissioner of  
Corporate Services and Chief Financial Officer

Originator's files:

Meeting date:  
September 23, 2020

## Subject

**Smart City Recovery Plan Supporting Social and Economic Resilience**

## Recommendation

That the corporate reported dated September 7, 2020 entitled "Smart City Recovery Plan Supporting Social and Economic Resilience", from the Commissioner of Corporate Services and Chief Financial Officer, be received.

## Report Highlights

- The Smart City Master Plan was endorsed by Council on July 3, 2019 and is guided by a set of Goals and a Smart City Framework that provides governance over Smart City planning.
- Great progress has been made but in the face of the COVID-19 pandemic, the focus has shifted to supporting the Response and Recovery needs of the City. In the short-term, a focus on Social and Economic Resilience is required to aid the community, businesses and those at risk.
- The use of technology became essential to the City's Response to COVID-19. With the closure of City facilities mid-March 2020 many innovations were put in place to ensure essential services continued, many of which were enabled by Smart City technologies already in place.
- With a great deal of innovation and digital transformation realized to support the response to COVID-19 it is now time to leverage our Smart City assets to support the Recovery efforts of the City focussing on Social and Economic Resilience. There is a balance of short-term and long-term initiatives planned that are designed to drive economic opportunity and to level the playing field for those at risk.

## Background

The Smart City Master Plan was endorsed by Council on July 3, 2019 and is guided by a set of Goals and a Smart City Framework that provides governance over Smart City planning. A fundamental and overarching goal is to ensure that a “**Smart City is for Everybody**” with specific goals defined that will be used to assess and measure the impact of Smart City initiatives as follows:

- **Focus on People** – creating opportunities for social resiliency and digital literacy.
- **Focus on Economy** – enable interconnectedness, entrepreneurship & innovation.
- **Focus on Living** – affect positive change for a better quality of life.
- **Focus on Mobility** – support mobility that improves access and choice.
- **Focus on Environment** – support climate change action plan and urban planning.
- **Focus on Government** – be open and transparent, efficient and accessible.

Three strategies address the vision and goals of the Smart City Master Plan providing direction, action and aligning initiatives that are underway, planned or are future considerations that enable “a Smart City for Everybody” as follows:

**Mississauga is a City of the Future** – by creating a connected and engaged City with the largest publically owned and operated Fibre Network providing citywide Wi-Fi for public use, connecting the mobile workforce, traffic intersections, digital signs, cameras and sensors with key initiatives underway:

- Central Library Digital Transformation
- Advance Traffic Management System
- Connected Fleet
- Brightwater and Lakeview Smart City Consultation
- 5G Study

**Mississauga is a Place for Civic Curiosity** – A Smart City is one that harnesses the collective intelligence of the city and its people. We engage the public, industry and agency partners to discuss, design and create innovative solutions to real world issues facing our communities:

- Living Labs
- Innovation Challenges
- Centre for Civic Curiosity

**Mississauga is a Smart City for Everybody** – Fundamental to Smart City is the concept of inclusivity, which requires oversight and governance. This is supported by the belief that Smart City needs to be government led with the participation of the community, industry and agency partners.

Great progress has been made but in the face of the COVID-19 pandemic, the focus has shifted to supporting the Response and Recovery needs of the City. In the short term a focus on Social and Economic Resilience is required to aid the community, businesses and those at risk by working with our partner agencies, other levels of government and the private sector.

## Comments

The use of technology became essential to the City's Response to COVID-19. With the closure of City facilities mid-March 2020 many innovations were put in place to ensure essential services continued, many of which were enabled by Smart City technologies already in place. The following are a few of the innovative initiatives that aided the City's response to COVID-19:

- Critical in person services were transformed to digital online services
- The first hybrid Virtual Council Meeting was held just days after the closure of City facilities followed by full Virtual Council meetings and Mayor Crombie's weekly live streamed media briefings
- The Cherry Blossom web cam was installed creating access for those in isolation
- An additional 200 outdoor Hotspots for free public Wi-Fi were enabled in locations that supported continued access for those at risk and rely on public Wi-Fi to stay connected with the community and family
- Under extreme circumstances City essential services and front line workers were supported through the use of new mobile technology and digital transformation of processes and services that were previously manual and paper based
- Data and information to support decision making was critical to the response with the innovative use of GIS, real time data and mapping implemented for monitoring and enforcing COVID related matters

With a great deal of innovation and digital transformation realized to support the response to COVID-19 it is now time to leverage our Smart City assets to support the Recovery efforts of the City focussing on Social and Economic Resilience. There is a balance of short-term and long-term initiatives planned that are designed to drive economic opportunity and to level the playing field for those at risk as follows:

**Smart City Open Data Challenge** is a month long virtual event in October designed to engage youth and challenge them to imagine a new future. With the impacts of COVID, many things in our day-to-day lives have changed and we believe there are opportunities that can be created with the help and leadership of the youth of Mississauga. The event will run for the entire month of October 2020 with the support of industry, UTM, Sheridan, Students, Library, EDO, City Staff and an open invite to our members of Council as well! During the month, there will be many activities to foster learning, engagement and coaching.

**Laptop Donation and Lending** is a partnership between Information Technology and the Library to support youth in our community that do not have access to computers at a time when it has become essential. An initial donation of 100 laptops to school boards in Mississauga will take place in September establishing a partnership and continued donations on an annual basis. In addition, the Laptop Lending program in the Library will be expanding through sponsorship and donations starting with the Smart City Open Data Challenge where sponsors will be asked for direct financial support to the expansion of the Laptop Lending program.

**EDO Digital Ecosystem** is a partnership between Information Technology and the Economic Development Office to create a new collaboration platform using MS Teams that will engage the businesses in Mississauga through a new innovative digital ecosystem. The system will enable broad collaboration between EDO staff and businesses in Mississauga, support business-to-business opportunities and create a digital community that will strengthen partnerships and relationships across the City. This will position EDO and the City as leaders in the use of technology to support the economy. The system will launch in October.

**Digital Transformation of Mississauga.ca and Online Services** has positioned the City to be agile and responsive to providing information and new online services on a modern cloud platform. Being agile and responsive has been the success of the response to COVID and will enable the City to build back better with new services and information being developed much faster and in a modern and innovative way. A full briefing to Council on the newly launched Mississauga.ca is planned for early October.

**Brightwater and Lakeview Developments** have Smart City technology and digital considerations that have created opportunities for partnerships and to design digital features for public spaces as part of the master planning process and detail design. The following community features are being planned or considered as follows:

- The required infrastructure to accommodate City fibre network to support Traffic, Street Lighting and connectivity for other amenities is included in the design creating an efficient and complete community design.
- Public Wi-Fi locations and design is underway considering the open public spaces, parks and amenities in the community, the expansion of the Port Credit BIA boundary and City staff mobility needs
- Various partnership opportunities are being considered that align with the goals of the Smart City Master Plan and would help establish these communities as leaders in Smart City innovation.

The Smart City Team will also continue working on the Smart City Policy, which will be supported by other key policies and guidelines, focussed on data and privacy to address digital and data collection in the public realm followed by the effective management and use of data to

drive better decisions. The Smart City steering committee comprised of key leaders from across the City will provide guidance and support to the Smart City response to COVID-19 and the development of Smart City policy and program.

## **Strategic Plan**

The Smart City Master Plan supports and enables the City's Strategic Plan and Master Plans through collaboration, planning and partnerships.

## **Financial Impact**

There are no financial impacts. All initiatives advance as part of the business planning and budget process and are subject to budget approval.

## **Conclusion**

The Smart City Master Plan enables the City to plan with digital in mind through collaboration, planning and governance. Great progress has been made since the master plan was approved in 2019 but the focus must now shift to support the impacts of COVID-19. Focussing on Social and Economic Resilience will create opportunity and support those at risk, the community and the businesses of Mississauga. Short and long-term actions are planned that will have a positive impact on our community. These impacts will be reported out annually as part of the Smart City Master Plan update to Council.



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