

# WHAT WE HEARD REPORT:



**Smart Cities Challenge  
Edmonton**

*Finalist Phase Engagement*

March 2019

**SHARE YOUR VOICE  
SHAPE OUR CITY**



**Edmonton**

# WHAT WE HEARD REPORT:

## **Smart Cities Challenge** **Edmonton**

*Finalist Phase Engagement*

### EXECUTIVE SUMMARY

This report summarizes the input that was received in relation to Edmonton's proposal for Infrastructure Canada's Smart Cities Challenge. Edmonton's proposal was informed by 16 months of intense, focused engagement with stakeholders and the public to INFORM and ADVISE on what makes people feel connected and what makes Edmonton a Smart and Healthy City.

### SMART CITIES CHALLENGE CANADA



The Smart Cities Challenge is an Infrastructure Canada competition open to all municipalities, local and regional governments, and Indigenous communities across Canada to define their future using a citizen-driven, smart city approach.

In June 2018, Edmonton was named one of five finalists in the \$50 million category.

### SMART CITIES CHALLENGE EDMONTON

For More Information:

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## ENGAGEMENT ACTIVITIES

The finalist phase engagement encouraged participation reflective of Edmonton's diverse population through a variety of activities conducted between July 2018 and February 2019.



### IN-PERSON EVENTS

-  Attended **8 community-led events** and spoke with over **3,100 residents**.
-  Hosted **3 pop-up engagement events** in community centres and libraries and met with over **100 residents**.
-  Hosted **5 focus groups** (including an LGBTQ2S+ and Indigenous-specific focus groups) with **52 participants**.
-  Presented at **3 workshops** attended by over **300 service providers** to learn about their perspectives on building a healthier, more connected City.
-  Sponsored HackED, Alberta's largest student-run hackathon with **450 participants**.



### DIGITAL STORYTELLING

-  Developed a video series featuring **10 community leaders** to inspire residents to share their stories. **361 residents** shared their story. **Videos were viewed 128,912 times** on Facebook and YouTube.
-  Engaged with over **650 children and youth** from Edmonton's City Hall School.
-  Reached over **725 residents** through a telephone survey.
-  Received over **580 Twitter post engagements** (likes, mentions and retweets).
-  Received over **3,800 Facebook post engagements** (likes, comments, shares and clicks).
-  Hosted a survey on how Edmontonians use technology. The survey received **1,020 responses**.

## ENGAGEMENT RESULTS & FINDINGS

### Initial Proposal Themes

Edmonton's initial Smart Cities Challenge proposal was informed by a year of comprehensive, focused engagement with residents and stakeholders. During that time, the City heard the following themes:



Residents want to transform how municipal services are delivered.



Residents want to become healthier and be more engaged in their communities.



Residents desire to create a sense of connectedness that empowers them to support each other.

## ENGAGEMENT RESULTS & FINDINGS (CONTINUED)

### Initial Proposal Barriers

This public engagement also identified certain barriers for residents:



#### URBAN SPRAWL

Physical isolation has contributed to social isolation, poor access to healthy food choices and increased incidence of chronic disease.



#### WINTER CITY

A challenging winter climate complicates achieving a year-round active lifestyle and accessing services, especially for newcomers from warmer climates.



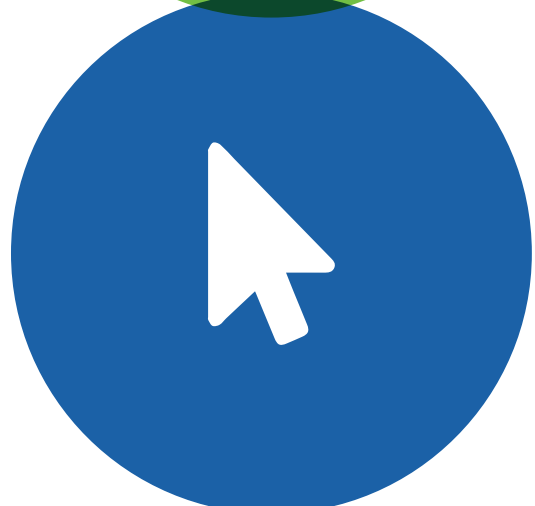
#### SOCIAL SUPPORT STRUCTURES

Some segments of Edmonton's population, newcomers to Edmonton in particular, lack family, language, cultural supports and the awareness of the services available to assist them.



#### HEALTH AWARENESS

Individuals may not be aware of changes in the health and social conditions that impact their lives. Due to community disconnection, individuals at risk may not be identified.



#### ACCESS TO SERVICES

Health and social services can operate in a disparate fashion, making it challenging for residents to access the right care, at the right time, at the right place, by the right provider, with the right information. Services also are not delivered in a way that acknowledges the unique needs of language and culture.

### Final Proposal Themes

Building upon what was heard in the initial round of engagement, the City wanted to learn more about what makes residents feel connected and how their technology use affects their connections. This engagement identified five common themes:



#### SENSE OF COMMUNITY

- Establish a sense of community through accessible events, festivals, activities and spaces.

#### CONNECTIONS

- Connect to nature through Edmonton's river valley and green spaces.

#### MOBILITY

- Move around the City using various modes of transportation.

#### DIVERSITY

- Embrace and celebrate the diversity of residents.

#### SAFETY

- Enhance public safety.

## ENGAGEMENT RESULTS & FINDINGS (CONTINUED)

### Final Proposal Technology Survey

The Edmonton Insight Community hosted a survey on how Edmontonians use technology. Respondents to the survey outlined their biggest barriers to using technology devices:



The survey highlighted the following about technology use:

#### COMMUNICATION

- 95% of respondents communicate with friends and family in person.



#### PRIVACY & SECURITY

- 40% of respondents are concerned about the safety of their personal information.



#### SMARTPHONE USAGE

- 88% of respondents use a smartphone multiple times a day.



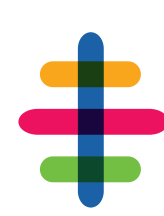


#### WI-FI ACCESS

- 99% of respondents have access to Wi-Fi in their home.



## ENGAGEMENT IMPACT

The input received (stories and ideas) helped to shape the Final Proposal and plan for the Healthy City program.

-  Assisted in defining the Engagement Plan for the Healthy City program.
-  Assisted in defining Edmonton's program management approach.
-  Formulated the foundation for the Healthy City project, **ConnectedED**.
  - **ConnectedED** is a digital tool for residents that will integrate information from various sources into a user-friendly format.

## NEXT STEPS

The City of Edmonton submitted the Final Proposal for the Smart Cities Challenge on March 5, 2019. The next steps in the competition are as follows:

1. Infrastructure Canada's Smart Cities Challenge Jury will review all finalist proposals.
2. The City of Edmonton will receive written questions from the Jury and provide a written response in early spring 2019.
3. Infrastructure Canada will announce the winners of the Smart Cities Challenge in the spring of 2019.

Thank you to all who participated – for sharing your voice and helping to shape our City. For more information or to keep up to date on the Challenge please visit: [smartcities.edmonton.ca](http://smartcities.edmonton.ca).

