



# 74 Reasons Why Mississauga is an Intelligent Community

October 18, 2021



This fact sheet  
supplements the  
City of Mississauga  
submission for the  
Top Intelligent  
Community of 2021.

# Connect

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## Reason No. 1

### Public Sector Network

- Largest municipally-owned public sector (fibre optic) network (PSN) in Canada; over 820 kilometres of fibre connecting 340+ sites citywide

## Reason No. 2

### “State of the Art” Data Centre

## Reason No. 3

### Internet of Things

- 3,600 connected mobile workers (smartphones, tablets, laptops)
- 60+ connected Fire vehicles (cellular mobile data and GPS)
- 700+ connected Works vehicles (cellular mobile data and GPS)
- 50,000+ connected LED streetlights (wireless and cellular)
- 200+ network-connected electronic signs
- 12+ connected rain gauges
- 780 network-connected traffic lights
- 836 network-connected traffic and security cameras
- 10 air quality sensors (pilot project)

## Reason No. 4

### Wireless Mississauga

- Wireless Mississauga - free high-speed Wi-Fi in and outside City facilities (community centres, libraries, etc.)
- Free public Wi-Fi in 95+ City facilities and 1,100+ access points

## Reason No. 5

### 5G and Beyond

## Reason No. 6

eduroam

- Mississauga is the first Canadian city to make eduroam available to its student population, creating a virtual campus using the City's free public Wi-Fi network.

## Reason No. 7

Cybersecurity

## Reason No. 8

Funding Model

# Innovate

**1,100+ Wi-Fi access points**

**95+ City facilities with free public Wi-Fi**

**Public Sector Network - 820+ kilometres of city-owned fibre connecting 340+ sites**

**Laptop and hotspot lending at libraries**

**Virtual Council and public meetings**

**SMRT CTY**

## Mississauga is a Smart City

As Canada's most connected city, Mississauga uses data, technology and innovation to transform and modernize its services, building a Smart City for everybody.

 **MISSISSAUGA**

## Reason No. 9

### Smart City Program

The [2020 Smart City Annual Report](#) outlines our progress in implementing the [Smart City Master Plan](#). This includes key accomplishments, awards and certifications, a summary of existing smart city assets, policy development updates and future-proofing Mississauga.

[Smart City Policy](#) is in the citizen engagement phase and this will be the first of its kind not only in Canada, but around the globe. We have retained Dr. Ann Cavoukian to help us design the policy and citizen engagement tactics including a survey and a Have Your Say campaign starting in October of this year. You can learn more about this work series of events that are rolling out shortly. We plan to embed Privacy by Design principles into the Smart City Policy.

The Canadian Smart City Network is a sub-group of the [Public Sector Broadband Network](#) specifically the [PSBN Safety Alliance](#). We have roughly 40+ cities, regions, and upper levels of government across Canada. This group meets monthly with governance and terms of reference in place.

### Smart City Awards / Certifications

- [ISO 37122 Smart City Early Adopter Certification](#) - Issued by the World Council on City Data (WCCD)
- [Smart21](#) - The Intelligent Communities Forum (ICF) selects 21 finalists to receive this recognition, based on a survey of communities from around the world
- [Open Cities Index](#) - The Public Sector Digest (PSD) measures municipal open data programs and policies amongst Canada and the United States to formulate the Open Cities Index. The City of Mississauga ranked #8 in North America
- [Geospatial Maturity Index](#) - The Public Sector Digest (PSD) measures public sector organizations comparing GIS departments and program maturity amongst their peers in Canada, United States and Australia. The City of Mississauga ranked #10 in North America

## Reason No. 10

### Smart City Policy

- This policy is in development and is currently undergoing a Community Engagement process

## Reason No. 11

### Data Governance Strategy

## Reason No. 12

### Data Policies

- Acceptable Use of Technology Policy
- [Open Data Policy](#)
- [Data Handling Policy](#)
- Smart City Policy (in development)

## Reason No. 13

Data Analytics

## Reason No. 14

3D Digital Twin

## Reason No. 15

Innovation Challenges

## Reason No. 16

80+ Smart City Assets

- Here is a link to our Open Data site where these [80+ assets](#) list is stored.

## Reason No. 17

FrontDesk

Context & Problem Statement

The City has several public-facing service counters for in-person customer service interactions. The traditional approach includes several manual steps and processes, use of extra staffing for peak hours, lengthy queues or wait times, manual tracking or monitoring and inefficient use of waiting spaces.

Solution Implemented

Guided by the SMRTCTY Master Plan, and supported by the Customer Service Strategy as well as Office Space Strategy, Front Desk is a cloud-based queue and appointment management system, designed to minimize wait times, improve service levels and enhance customer experiences at public service centers. The Front Desk solution enabled staff to conduct business continuity and deliver public services safely in a timely manner.

Results & Outcome

At the end of 2020, 62,500 reservations/appointments were made using the Front Desk. For the period Jan through August 2021, total appointments made totaled 134,000 reservations.

Front Desk has enabled Mississauga's COVID19 recovery and has introduced negative wait time for services, contact tracing and COVID19 screening

The following are internal testimonials on the reception of Front Desk:

*"Implementing FrontDesk has proven to be a huge improvement in managing workflow and providing excellent customer service. Staff can now review and prepare to service customers according to the scheduled appointments."* - Vali Miledi, Supervisor, Compliance & Licensing, City of Mississauga

*“FrontDesk has helped with providing excellent customer service while maintaining efficiency with time management. We are able to better manage the work load around customer appointments and identify areas of improvement.”* - Donabelle Higgs, Team Leader, Legislative Services, City of Mississauga

*“FrontDesk’s online appointment page and onsite Kiosk have allow us to eliminate the manual scheduling and tracking of customer appointments. The Employee application allow staff to manage customer traffic effectively with the ability to receive arrival notification and notify the next customer through mobile device and display screens onsite.”* - Jeff Liu, Business Analyst, Transportation and Works, Enforcement, City of Mississauga

*“Using appointments mean we can safely continue services such as the library curbside pickup. In one month, 35,000 people made appointments and picked up books, tapes and DVDs at our libraries. They did it knowing that when they arrived, they were served and did not have to wait in a lineup and it was going to be safe.”* - Shawn Slack, CIO, City of Mississauga

*“Zoom has provided an accessible platform for Committee Members which includes features such as closed captioning and the ability to PIN interpreters to facilitate members. Break out rooms can be used in meetings and the interpreter can be pinned in the break out room to facilitate members. Zoom is also screen reader accessible which enables members to use software that assists them navigating the Zoom platform.”* - Martha Cameron, Legislative Coordinator, Legislative Services, City of Mississauga

*“Provincial Offences Act matters in the City of Mississauga are accessible via audio telephone conference participation or video conference participation this form allows for the public to continue to have access to the Ontario Court of Justice system.”* - Carmela Radice, Manager - Court Administration, City of Mississauga

## Reason No. 18

Asset Management and Environmental Protection

Context & Problem Statement

City requires a consolidated database with reporting and mapping capabilities accessible by staff for viewing and sharing information regarding the environmental conditions and storm sewer by-law infractions for both City and privately owned lands.

Solution Implemented

Storm sewer network is integrated within GIS platform which provides web mapping, dashboards, for asset management. It shows current condition of the asset and up stream and downstream tracing of pollutants, flood warnings based on pipe size and elevation of the pipes.

Results



The information is shared with other municipalities, conservation authorities, and utilities company for planning and budget forecasting purposes.

## Reason No. 19

Mississauga Courthouse Zoom

Context & Problem Statement

The City's court services include scheduling of all Court matters, processing and receiving filing of all Court documents and infractions, producing Court transcripts as requested, ensuring the maintenance of all pre and post Court documents as prescribed by applicable retention periods. Due to COVID-19, the City's courthouse was closed for most matters during 2020. The Province of Ontario mandated all municipal courts to run virtual court sessions utilizing on-line meetings software.

Solution Implemented

Zoom Rooms along with the use of Audio/Video technology such as cameras, microphones, speakers, docucams, large displays, etc. was implemented to conduct virtual Court proceedings for First Appearance (Assignment Court), Trials and Early Resolution. Participants are now able to join court session remotely and can share artifacts as well for evidence as required to present their case. Those who prefer to come on-site also have access to dedicated spaces where they can join the proceeding via tablet devices provided by the City, thus resuming Courthouse operations and delivering services to public.

## Reason No. 20

License System

Context & Problem Statement

Online business licenses platform being implemented to manage over 89 different types of business licenses eg short term accommodation rentals, restaurants, hair salons, food trucks etc. The first license type implemented was for short term accommodations rentals eg Airbnb.

Solution Implemented

Fully hosted web based and mobile friendly solution including a virtual customer service counter for exchanging information between residents and city staff, managing files and renewing licenses.

## Reason No. 21

Parking Enforcement

Context & Problem Statement

Online solution replaced manual parking ticket issuance system, payment processing for parking tickets and disputes management.

#### Solution Implemented

The solution allows both residents and City staff to process parking tickets online and eliminating the need for in-person interactions.

#### Results

In 2019, 12,366 in-person parking ticket disputes were processed by the Courthouse. For the period January to August 2021, 12,867 parking ticket disputes were processed online.

## Reason No. 22

Fire and Emergency Services  
On-Demand Access

#### Context & Problem Statement

Mississauga has implemented the Transportation Network Company (TNC) bylaws for regulating Uber and Lyft drivers.

#### Solution Implemented

The IT Division created a custom built iOS solution which allows enforcement officers to conduct inspections and issue contraventions to the TNCs for them to act against their drivers.

#### Results

In 2019, enforcement officers conducted 12,181 inspections.

## Reason No. 23

Volunteer Management

#### Context & Problem Statement

City departments and service areas require a centralized volunteer management platform accessible to both the public and City staff. Solution allows for standardization of policies, advertising opportunities, training and onboarding volunteers and managing shift assignments and volunteer recognition.

#### Solution Implemented

Fully hosted web based and mobile friendly solution. Currently there are 3,000 active volunteers registered in the database.

## Reason No. 24

TNC Bylaw Compliance

## Context & Problem Statement

Mississauga has implemented the Transportation Network Company (TNC) bylaws for regulating Uber and Lyft drivers.

## Solution Implemented

The IT Division created a custom built IOS solution which allows enforcement officers to conduct inspections and issue contraventions to the TNCs for them to action against their drivers.

## Results

In 2019, enforcement officers conducted 12,181 inspections

## Reason No. 25

ePlans / Planning and Building Permitting

Read about the [ePlans Permitting System](#) that launched in 2016.

## Reason No. 26

130 Online Services

The following are a listing of the Online Services.

<a href="#">Report Nuisance lighting</a>
<a href="#">Report a Driveway That is Too Wide</a>
<a href="#">Report Graffiti</a>
<a href="#">Report Litter</a>
<a href="#">Report a Neglected Property or Building</a>
<a href="#">Noise Complaint</a>
<a href="#">Report Shopping Carts - Private</a>
<a href="#">Report Shopping Carts - Public</a>
<a href="#">Report a Home Auto Repair Business</a>
<a href="#">Park light burnt out</a>
<a href="#">Illegal Sign</a>
<a href="#">Taxicab or Limousine Complaint</a>
<a href="#">Tow Truck Complaint</a>
<a href="#">Tree Damage</a>
<a href="#">Culvert or Headwall</a>
<a href="#">Curb Damage</a>
<a href="#">Ditch or Catchbasin</a>
<a href="#">Pothole Repair</a>
<a href="#">Sidewalk Damage</a>
<a href="#">Sod Damage</a>
<a href="#">Report a Diseased Tree</a>
<a href="#">Address number not displayed</a>
<a href="#">Encroachment</a>

<a href="#">Tree ownership</a>
<a href="#">Indiscriminate Dumping</a>
<a href="#">Encroachments in Watercourses</a>
<a href="#">City Owned Fences</a>
<a href="#">Pavement Markings</a>
<a href="#">Street Cleaning - Road Debris</a>
<a href="#">Non-Emergency Tree Damage</a>
<a href="#">Request a Civil Marriage Ceremony</a>
<a href="#">Request an Anniversary or Birthday Certificate</a>
<a href="#">Deputations Request</a>
<a href="#">Flag Request</a>
<a href="#">Forestry Planting Request</a>
<a href="#">Tree Pruning Request</a>
<a href="#">One Million Trees</a>
<a href="#">Tree Clean-Up</a>
<a href="#">Tree stump removal</a>
<a href="#">Emergency Tree Clean Up</a>
<a href="#">Tree Pruning</a>
<a href="#">Work Order status</a>
<a href="#">Stump Removal</a>
<a href="#">Tree Warranty and Tree Markings</a>
<a href="#">Tree Planting-New Subdivision</a>
<a href="#">Replacement/New Tree Request</a>
Mayor's Event Request
Disclosure Request
<a href="#">Trip Planner</a>
<a href="#">MiWay Ambassador</a>
<a href="#">Demonstration, Rally or Vigil Notifications (Form)</a>
<a href="#">eSigns Permits</a>
<a href="#">Marriage License</a>
<a href="#">Interpreter Invoice</a>
<a href="#">Snow Plow Tracker</a>
<a href="#">Business Licensing Notice</a>
<a href="#">Trades Business Licensing</a>
<a href="#">Film Permit</a>
<a href="#">Bids and Tenders</a>
<a href="#">Fireworks Displays</a>
<a href="#">Fire Route Application Forms Online</a>
<a href="#">Pay Parking Tickets / Penalties</a>
<a href="#">Pay Parking Tickets and Penalty (type of tickets 1.1.1 to 1.1.5)</a>
<a href="#">Parking Infraction Notice (M Ticket)</a>
<a href="#">Parking Penalty Notice (P Ticket)</a>
<a href="#">Mobile/Vehicle Licence Penalty Notice (V Ticket)</a>

<a href="#">Screening Requests to Review Penalty</a>
<a href="#">Building Permit App Status (Inquiry form)</a>
<a href="#">Development App Status (Inquiry form)</a>
<a href="#">Enter Development App Comments (Inquiry form with the option to upload files)</a>
<a href="#">Schedule Permit Inspections</a>
<a href="#">Purchase compliance Report</a>
<a href="#">Digital Downloads</a>
<a href="#">Order History</a>
<a href="#">eSigns / Portable Sign Permits</a>
<a href="#">Digital Downloads (Digital Downloads from ATG should be available to the users in the new platform)</a>
<a href="#">PUCC Application Regular</a>
<a href="#">Stormwater Credit Approval for Existing</a>
<a href="#">Stormwater Credit Update</a>
<a href="#">Stormwater Credit Renewal</a>
<a href="#">Stormwater Credit Pre-Approval</a>
<a href="#">Stormwater Charge Estimator Tool</a>
<a href="#">Property Information</a>
<a href="#">Stormwater Request for Review</a>
<a href="#">Culture, Community and Heritage Grants</a>
<a href="#">Virtual Library Card</a>
<a href="#">Online Programs</a>
<a href="#">Digital Books Media and Online Services</a>
<a href="#">Online Learning Resources</a>
<a href="#">Active Mississauga</a>
<a href="#">Banquet Event Enquiry</a>
<a href="#">Facility Rental</a>
<a href="#">Tax Self-Service</a>
<a href="#">View Tax &amp; Assessment Information</a>
<a href="#">View Tax Account Details</a>
<a href="#">Purchase Tax Certificate</a>
<a href="#">Purchase Tax Receipt</a>
<a href="#">Simplified Tax Year Receipt</a>
<a href="#">eBill</a>
<a href="#">eBill Subscription</a>
<a href="#">View eBill</a>
<a href="#">Change Tax Account Information</a>
<a href="#">Change your Mailing Address</a>
<a href="#">Change Mortgage Company / Agent</a>
<a href="#">Pre-Authorized Tax Payment Plan</a>
<a href="#">Manage Tax PIN</a>
<a href="#">Create Tax PIN</a>
<a href="#">Forgot Tax PIN</a>
<a href="#">Change Tax PIN</a>

<a href="#">Manage Tax PIN profile</a>
<a href="#">Digital Downloads</a>
<a href="#">Order History</a>
<a href="#">Bookmarked Tax Accounts</a>
<a href="#">Tax Sales Property</a>
<a href="#">Apply for New Pet Licence</a>
<a href="#">Renew Pet Licence</a>
<a href="#">Update Owner and Pet Information</a>
<a href="#">Order History / View Previous Transactions</a>
<a href="#">Pet/Animal Licence Penalty Notice (A Ticket)</a>
<a href="#">eStore / eCommerce implementation to support purchase</a>
<a href="#">Online purchase of hard goods (Donations, Visitor Guides, Street Guides, Books, Etc)</a>
<a href="#">Online purchase of soft goods (digital downloads like tax certificate, tax receipts, compliance report, other property reports, etc.)</a>
<a href="#">Online donations</a>
<a href="#">Online purchase of Tax Sales Toolkit</a>
<a href="#">Online payment for Celebration Sqaure Vending Fees</a>
<a href="#">Online payment for miscellaneous items (recreation events set-up once or twice a year)</a>
<a href="#">Committee of Adjustment (CofA) Application Fees</a>
<a href="#">Freedom of Information Application Fee</a>

## Reason No. 27

Digital Main Street

## Reason No. 28

Innovative Businesses

Baylis Medical

A medical device company focused on producing cardiology devices. Their devices are meant to make minimally invasive heart procedures possible in a way that makes the procedure easier for physicians to perform, while also producing more positive results for patients.

Mississauga really does have a MedTech hub, and I think that has really helped us build those important partnerships to help us learn and grow and essentially support the evolution of the medical device landscape in Ontario in Canada. I think it really is the place to be.

<https://www.baylismedical.com/>

Bee Vectoring Technologies

An AgTech company developing a tool that helps farmers increase their crop productivity and increase yields while reducing their impact on the environment. It is an all natural system that helps plants grow and fight diseases without using chemical pesticides, water or fossil fuels.

We can pull more resources in terms of finding talent. We also travel quite frequently and ship out quite frequently. So being closer to the airport and having those kind of hubs around has made life a

little bit easier. If you're a company that is looking for new talent, that needs to be central to a large structure of support, it's a really great location.

<https://www.beevt.com/>

#### SOTI

A proven leader at creating innovative solutions that reduce the cost and complexity of business-critical mobility and the IoT. Thousands of companies around the world depend on them to secure, manage and support their mobile operations.

We have about three different buildings right here in Mississauga. And it's been relatively easy to find these places in comparison to paying an arm and a leg maybe for somewhere in downtown Toronto or finding something else in another area where there's less talent.

<https://www.soti.net/>

#### Ecosystem Informatics

A next generation air monitoring and solutions company. They collect data from the environment and put it in a simplified way to support decision-making.

Mississauga is a city that I would recommend for an immigrant, for a family, for a job seeker, for somebody who wants to choose a place to live in, it's a great place. Mississauga is taking that initiative and prioritizing the community, and being a relevant and smart city.

<https://ecosinfo.ca/>

#### ICUBE

ICUBE is the place for social entrepreneurship at the University of Toronto Mississauga. We empower innovators, creators, and change-makers to explore their ideas and make them happen. Our success is deeply tied to our numerous ecosystem partners within the City of Mississauga. I have lived and worked in Waterloo and Toronto, but Mississauga's innovation ecosystem is the most collaborative and inclusive I have seen, and we can thank in big part the City of Mississauga for this.

<https://icubeutm.ca/>

# Engage

## Reason No. 29

### Community Engagement Strategy

Community engagement focuses on involving the community who will be affected by outcomes of the decision-making process. The purpose of engagement is to create an opportunity for the community to propose ideas and come up with solutions on matters like the future of the waterfront, transit or a neighbourhood park.

Meaningful community engagement will

- Strengthen the transparency and accountability of project outcomes
- Ensure participants' time is used efficiently and effectively
- Improve the decision-making process for each project
- Increase the likelihood of a positive project conclusion
- Ensure good value for time and money

The City has developed a Community Engagement Strategy to formalize our approach to engagement and work with the public to help shape the future of Mississauga. Residents can also use this strategy to help [create their own engagement plan, or contact us for more information](#).

## Reason No. 30

### Community Engagement Committee

The Community Engagement Committee is comprised of staff from across the City who are actively plan to engage the public for feedback on a project, or are interested in learning more about the best practices of community engagement.

The committee is stewarded by the Community Relations Team, who acts as a resource for other staff who need support with public engagement activities. Their expertise helps staff understand how to connect with different stakeholder audiences to further engagement goals, and ensures that engagement is implemented consistently across all departments.

Topics include

- Indigenous Placemaking
- Public Engagement: Communications and Marketing
- Equity Considerations
- Hosting Virtual Public Engagement Meetings
- Privacy and Transparency

## Reason No. 31

### Have Your Say Mississauga!

A primary tool for virtual engagement is Your Say Mississauga (Engagement HQ), available at [mississauga.ca](https://mississauga.ca) or [yoursay.mississauga.ca](https://yoursay.mississauga.ca).



Your Say Mississauga is a digital community engagement platform with a range of tools that enable users to participate and provide the input on City projects.

There are nine engagement and 11 informational tools. Examples of the tools used most include question-and-answer/frequently asked questions, ideation, places or maps, surveys and polls, email sign-up and timelines/key dates.

Participation rates since Your Say Mississauga launched in 2017

- 16,000+ Engagements
- 709 site registrations
- 101,247 unique visitors

## Reason No. 32

### Centre for Civic Curiosity

The Centre for Civic Curiosity is an engagement hub in the community open for everyone to explore, learn, connect and contribute to the future of Mississauga. It is a space to explore new ideas and grow our understanding of Smart Cities together.

This centre will be a cross disciplinary space, led by Smart City, and open to internal and external groups that have an interest in ideas that will shape our city.

The Centre for Civic Curiosity will host a wide range of events and activities from talks, exhibits and showcases, public engagements, workshops, idea jams, hackathons and more.

The Centre for Civic Curiosity has a physical presence

- Smart City Living Labs
- Culture Districts
- Tourism Districts
- Business Improvement Areas (BIAs)
- Planning Intensification Node

## Reason No. 33

### Open Data Hackathons

At Mississauga, we believe that fact based decision making is key, therefore, we understand that all forms of data are important to help with guiding the city into the future. This is why we continue to engage with our community in both the traditional sense through typical engagement sessions, but also engaging through data.

The [Smart City Open Data Challenge](#) event in 2020 was completely virtual as per COVID-19 restrictions. We used MS Teams to facilitate this event which had roughly 100 people.

The Smart City Idea Jam was the City's 2019 annual hackathon event, a way for the city to engage our community through data. This was a key initiative of the Centre for Civic Curiosity and a pillar of the Smart City Master Plan.

The Idea Jam was a one-day, two-part event designed to engage the public and encourage active team participation. The target audiences for this hackathon was Mississauga college and university

students, industry professionals (such as developers, journalists, urban planners, and designers) and the technology and accessibility communities.

The goal of the hackathon was to seek out creative, innovative and practical ideas using technology to enhance Mississauga as a safe, welcoming, accessible and inclusive community for people of all ages, abilities, backgrounds and socio-economic status.

In the end, 3 teams won the Idea Jam with the following ideas

- “Mississauga Open Doors Assistant”, an online instant messaging platform to help residents get real-time answers to questions about City programs and services, plus a smartphone app for contactless opening of accessible doors.
- “MiPass”, a smartphone app for flagging MiWay bus operator prior to boarding, for example if a passenger requires a wheelchair lift or bicycle mount.
- “Inclusive Transit”, a Smartphone app that provides real-time information in accessible text or audio formats to residents waiting for a bus.

## Reason No. 34

### Open by Default

Data is integral for the development of our city. As a government organization, we strive to be as open and transparent as possible to ensure that when we do engage with our community, our community members have access to the most recent data and resources.

This is why Mississauga has now adopted the six International Open Data Council principles, including Open by Default.

The City’s [Open Data Policy](#) was first approved by council in 2015 and was just recently updated to include the IODC principles in the summer of 2021.

With this update to our Open Data Policy, as a default position, Mississauga is now more open and transparent.

Anyone can go online to and explore our [Open Data Portal](#) which currently has over 200 datasets. Over the next few years, the number of datasets in this portal will grow exponentially due to the adoption of the IODC principles in the open data policy, allowing community members more resources to learn about the city and prepare for all forms of engagement.

## Reason No. 35

### Data Visualization

Dashboards have been used to engage our community on data, leading to policy changes and an enhanced quality of life.

Key data visualization tools include

- [Census Hub](#) The census hub looks at Mississauga’s wards and neighbourhoods, focusing on their age structure, labour force, household size, language, income and public transit usage.
- [Planning Information Hub](#) One-stop location for all things planning, including development application information, business information, employment trends and growth forecast.

- [Employment Profile](#) This tool visualizes all of the City’s employment data from 2019, including the breakdown of total employees by position type (temporary, full-time, part-time, etc.), trends and the number of businesses in Mississauga.

The City’s [open data catalogue](#) contains public information to be used for research, analysis, reporting and mobile app development.

Users can search more than 100 varieties of datasets such as census results, City public Wi-Fi locations, licensed eateries and more.

## Reason No. 36

### Budget Allocator Tool

The City’s award-winning annual budget engagement campaign gives residents many opportunities to have their say on how taxpayer dollars should be spent.

The City uses an online tool called Balancing Act, where residents can create a simulated balanced budget, one of many budget engagement tools.

This helps the Budget Committee make decisions that are necessary to balance our budget. It also gives residents some insight into the fiscal challenges the City faces each year.

#### For the 2021 City Budget

- 1,014 respondents used the allocator
- 425 comments were received
- 42 per cent of respondents provided comments

#### Key findings

- 76 per cent of respondents proposed to maintain spending on Winter Maintenance
- 31 per cent proposed to increase spending on Traffic Management
- 25 per cent proposed to increase spending Parks, Forestry and Environment
- 20 per cent of the comments reference or mention COVID-19 or the word “pandemic”

## Reason No. 37

### Virtual City Council and Committee Meetings

Due to COVID-19, all Council and Committee meetings have been held virtually since March 19, 2020. These 160+ meetings went virtual to help ensure that staff and residents could participate safely.

No meetings have been missed since the start of the pandemic. The City has successfully conducted all scheduled Council and Committee meetings.

Bill 197, the COVID-19 Economic Recovery Act, 2020, amends the Municipal Act, 2001 to allow municipalities to amend their procedure by-laws to allow electronic participation for Council and Committee meetings and allows those members of Council or Committee participating electronically be counted towards quorum outside of an emergency declaration period.

Since the declaration of the Provincial State of Emergency due to the COVID-19 pandemic, all meetings have been held virtually, including Council, which has met on a weekly basis. Audit and Budget Committees, Planning and Development Committee and the Committee of Adjustment also

resumed with virtual participation of Committee members, deputants, applicants and the public. All other Committees and Quasi-judicial tribunals were cancelled during this period.

# Workforce

## Reason No. 38

### Narrowing the Talent Gap

Mississauga's diverse business sectors provides a degree of protection from industry and regional economic cyclical changes. The city is home to over 94,000 businesses, including over 1,400 multinational companies and 76 Fortune 500 companies. The City's Economic Development Office has prioritized a number of initiatives to sustain and grow broader industry with focus on its key sectors that account for 42.9% of Mississauga's total employment: Advanced Manufacturing (Aerospace, Automotive, Cleantech and Food & Beverage), Higher Value Business Services (Finance, Insurance and Information and Communications Technology), Life Sciences and Smart Logistics.

### Workforce Development Programs

EDO addresses local workforce challenges by facilitating collaboration between post-secondary institutions and local industry; connecting local businesses to workforce development programs and funding; and connecting new graduates, students and workers in transition to local opportunities. EDO created the Training and Hiring page on its website to support this initiative. In February 2020, the City also hosted the Building Skilled Talent Together (BSTT) event. BSTT is an initiative that focuses on developing concrete actionable solutions to the skills gap challenges and the difficulty manufacturers have in filling technical occupations. Over 26 workforce development initiatives were created as an outcome of these sessions, including: manufacturing essential skills, technical skills and productivity training.

### Life Sciences Focus on Talent

In October 2019, the City hosted the Life Sciences Focus on Talent event that brought together life sciences companies, education and industry associations from across the province to

- Better understand the role each stakeholder has in developing talent
- Influence the development of new programming that addresses the industry's needs
- Develop new partnership, and facilitate networking and engagement

Building a sustainable workforce is critical to maintaining our region's global competitiveness and its ability to support the commercialization of innovative products and services.

Economic Development has dedicated resources to support areas of training, hiring labour market access data and City programs to support workforce development, [found here](#).

### Equity and Diversity Collaborative

Workforce development efforts for EDO continues with an increased focus on Inclusive Recovery initiatives including Women in Mississauga Manufacturing and Life Sciences Equity and Diversity Collaborative. Through these initiatives, EDO has been working collaboratively with local companies towards shared goals of increasing gender balance, as well as diversity and inclusion of underrepresented populations in Mississauga's local workforce. For information on the Life Sciences Equity and Diversity Collaborative, [click here](#).

## Reason No. 39

### Create B2B Connections Using Technology

- Mississauga has developed a Business 2 Business platform to connect virtually with businesses using Microsoft Teams

## Reason No. 40

### Economic Recovery Plans

- The City has developed an [Economic Recovery Plan](#)

## Reason No. 41

### Entrepreneurship Support

# Inclusion

## Reason No. 42

### In-library Technology Services

The library offers a variety of free technology services for residents that includes public PCs, WiFi, digital creation iMacs, assistive services, 3D printing, makerspaces and digital literacy training.

#### Results

- In 2019 Library branches were visited by 4.3 million people which included access to 548,000 sessions on the PC and 4.5 million sessions to support wireless internet

## Reason No. 43

### Open Window Hub

A service operated through Mississauga library which exists as a resource to help meet residents' primary needs. The Hub links customers with regional, provincial, federal and city services and programs they need. As many of the resources require online access for completion, the Open Window Hub removes barriers through providing access to technology, persistent internet and by providing expertise to support the creation and follow up to support online applications and connections.

#### Results

- In 2021, the Open Window Hub offered 20 presentation and information sessions including topics on withdrawal management, PTSD, anxiety, coping skills, mental health, self care and recognized World Homelessness Day, World Kindness Day and Meditation Day.
- Over 50 people were vaccinated at vaccine clinics
- In 2021 from January to August, 2,231 clients have been served with 4,086 requesting service. This also included 2767 meals served and 734 hygiene kits distributed.

## Reason No. 44

### School Advocacy

As the Pandemic raged and access to in-person services were restricted by Ontario government regulations, the City's Information Technology department and the Library searched for an alternative way to support student access to technology. They reached out to the 2 local school boards, the Peel District School Board and the Dufferin Peel Catholic District School Board, to discuss options for laptop donations.

#### Results

- In September 2020, IT and the Library donated 100 laptops for students without access to technology for direct distribution by the school boards.

- This donation supported students working through distance education and provided the support that couldn't be provided through the Library through its pandemic operations.

## Reason No. 45

### Hotspot Lending Program

- Developed by the Library and the Smart City team to assist with providing Mississauga residents access to technology and the digital world. During Covid-19, this program was accelerated to all 18 library locations. In 2020, 100 Hotspots were circulated 945 times. In the first half of 2021, Hotspots were circulated 530 times with 706 holds waiting for access.

## Reason No. 46

### Chromebook Lending Program

- Developed by the Library and the Smart City team to assist with providing Mississauga residents access to technology and the digital world. Chromebooks have been checked out 218 times since July 2021 with 107 holds waiting for access. This program helps with closing the digital divide in Mississauga.

## Reason No. 47

### Digital Collections

## Reason No. 48

### Accessible Partnerships

Income inequity is not the only barrier to technology accessibility. Those who have low vision, learning disabilities, low hearing, blindness, conditions like stroke and diabetes or dementia and autism require regular technology to be adapted to assist them in using it.

If you think about it, approximately 10% of the population require access to assistive technologies to help them modify and interact with digital information. Globally there are

- 200 million people with low vision who do not have access to assistive products for low-vision.
- 466 million people globally experience hearing loss.

### Results

- Access to assistive workstations which includes specialized hardware and software to allow customers to interact with programs and information in a different way.
- Mississauga Library offers a variety of resources and eLearning databases including Lynda.com, Mango Languages, Business Reference, Ancestry, ProQuest Newspapers, Scott's, Tumblebooks and more. In 2019, these databases combined saw a usage of 454,946, an increase of 18% from 2018.
- Through partnerships with organizations like the Centre for Equitable Library Access (CELA), accessible formats are available including braille, audio, e-text and descriptive video. They focus on the creation of Canadian and Indigenous titles and in their collection they have over



500,000 titles to loan. They also provide access to Bookshare to extend over 1 million additional titles in accessible formats.

- Specialized apps support accessible collections, from older daisy players which allow the ability to manage the speed of text to the dolphin app which provides enhanced features to allow customers to read eBooks and navigate through the contents. This will continue to be a growing area of support with our aging population.
- Mississauga Library's digital format collection continues to see increased circulation. Digital formats surpass checkouts at the library's busiest location, Central Library (2019: Digital Checkouts: 1,256,236; Central Checkouts: 818,274). The digital format circulation saw an increase of 21% in 2019.

## Reason No. 49

### Accessible Digital Collections

## Reason No. 50

### Makerspaces

With the advent of the digital economy which requires more advanced skills, the Library has shifted its role into the support of digital literacy acquisition. Through purpose built makerspaces, access to hardware and software and learning opportunities the library is supporting growth in STEAM (Science Technology Engineering Arts and Math) to help link residents with introductory skills that can link them to higher education and to provide them with a place to access hardware and software for them to work on their projects and consolidate their skills. The Central Library project, will significantly expand these capabilities in Mississauga and assist the new Central branch in becoming even more of a destination for digital literacy development.

### Results

- In 2019, 14,416 customers attended 1050 Maker Mississauga programs.

<https://web.mississauga.ca/library/>

## Reason No. 51

### Central Library Renovations

## Reason No. 52

### Enabling Participation -

### Smart City Open Data Challenge

# Sustain

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## Reason No. 53

Green Building Standards for the City and the Community

## Reason No. 54

Home Retrofits Program Design

## Reason No. 55

Low Carbon Energy Systems

- District Energy (DE) has been part of the planning process for the Lakeview Village lands from the start. Indeed, the 2014 “Inspiration Lakeview Master Plan” envisioned the development as a “sustainable new community,” with DE identified as one of the “key elements that require further study to deliver the highest caliber of global sustainability.”
- Today, the developers, Lakeview Community Partners, have been evaluating opportunities to use sustainable technologies throughout the community (e.g., district energy, green roofs, vacuum waste).

## Reason No. 56

Vacuum Waste System

## Reason No. 57

Solar PV at City Facilities

## Reason No. 58

Stormwater Planning & Levies

- Stormwater charge applies to all property owners
- Owners of non-residential and multi-residential properties can apply for a credit if they implement stormwater management best practices
- See this [website](#) for more details

## Reason No. 59

### Green Infrastructure

One Million Trees Program: this program was launched in 2012 to help conserve and enhance the City's open spaces and forested areas and to expand the urban forest canopy. The goal is to plant one million trees by 2032. In collaboration with volunteers, community groups, students, organizations and businesses, more than 400,000 trees have been planted since the start of the program.

## Reason No. 60

### Managing Our Natural Assets

Asset management processes have traditionally been applied only to engineered infrastructure. However, there is growing evidence that by considering natural assets within asset management processes, local governments can decrease capital, operations, and maintenance costs; increase levels of service; enhance their ability to adapt to climate change; and reduce the community's unfunded liabilities - all while protecting or enhancing the multitude of other benefits that natural assets bring to communities.

## Reason No. 61

### Dog Waste Collection Program

## Reason No. 62

### iParks

## Reason No. 63

### Sustainable Procurement & Accounting

The Sustainability Procurement Policy and the Surplus Asset Solution are supported by ongoing training, consultation, and implementation support.

## Reason No. 64

### Mississauga Transportation Master Plan

## Reason No. 65

### Pedestrian Master Plan

## Reason No. 66

Cycling in the City

## Reason No. 67

E-Mobility

## Reason No. 68

Green Fleet & Infrastructure

Electric Zambonis

- The City is planning to replace 22 ice resurfacers over the next ten years (11 from 2019 to 2023, 11 from 2024 to 2028)
  - Four electric Zambonis are currently in operation: two at Iceland Arena, one at Meadowvale 4 Rinks, and one at Paramount Centre
  - Other benefits include improved air quality and much quieter Zambonis than the older gas models

## Reason No. 69

Green Equipment

## Reason No. 70

Green Fleet and Infrastructure

## Reason No. 71

Low/Zero Carbon Buses

## Reason No. 72

Community Gardens

## Reason No. 73

Project Neutral Partnership

- The Project Neutral calculator is flexible, allowing individuals to begin with a “Getting Started” survey to calculate their footprint but also provides five additional surveys (one per category) to increase the accuracy of the calculation
- The Project Neutral calculator can be delivered in many different ways, including public outreach events, online promotion, workshops, and staff lunch and learns
- You can find the calculator [here](#).

## Reason No. 74

Engagement on Climate Change Action Plan – Escape Room and Time Capsule