

GM26.12  
Attachment 1

# Civic Hall Toronto Overview

A home for Toronto's civic innovation community

April 2018

# Introducing Civic Hall Toronto



**Civic Hall Toronto** is a hub for learning and collaboration about civic innovation, civic tech, digital transformation, and co-creation. Its purpose is to:

- Foster a culture of collaboration across sectors and fields
- Provide a safe and supportive space for learning, creating, and testing
- Encourage and facilitate greater resident involvement in the design of public services and policy

Why is this work important? Because we believe:

1. There is a gap between residents' expectations of government and government's ability to meet those expectations
2. There are many passionate and motivated people working in government who are trying to make government more responsive to resident needs
3. We can support these government innovators by helping connect them to each other and to others, through our programs

Civic Hall Toronto will launch in 2018 serving the GTA, with the intention of over time broadening its reach across Canada.



Civic Hall  
in New York City



SUPERPUBLIC  
in Paris



The Centre for Civic Innovation  
in Atlanta

## Inspired by civic innovation communities around the world

The **Centre for Civic Innovation** is inspired by the work of similar civic innovation hubs and programs that enable cross-sectoral collaboration, and support government teams to build internal capacity -- to make services and functions more inventive, responsive, and agile.



The background of the slide shows a group of people at a networking event. A semi-transparent blue rectangle is overlaid on the left side, containing text. The people in the background are out of focus, but some are wearing name tags. One person in the foreground is wearing a purple patterned top, and another is wearing a grey cardigan. The overall atmosphere appears to be a professional gathering.

# Who can you meet at Civic Hall Toronto?

As the home for Toronto's civic innovation community, Civic Hall members can meet innovators from different backgrounds who share a common passion for civic tech and digital transformation, including:

- Government innovators in Toronto and surrounding jurisdictions working at municipal or provincial levels of government
- Civic tech entrepreneurs and civic innovators
- Corporate innovators from our tech sponsors

# Working in alignment with the Civic Innovation Office

In 2017, the City of Toronto launched its Civic Innovation Office -- a very exciting moment! The Civic Innovation Office is focusing its resources on delivering small number of deeply impactful projects within the City of Toronto.

## **In contrast, Civic Hall Toronto is focused on:**

- Delivering programming to build the capacity of government innovators at all levels, across the region
- Enabling learning and collaboration among government innovators, and with entrepreneurs, nonprofits, social entrepreneurs, technologists, designers, and residents generally
- Highlighting and celebrating successful projects and initiatives from both inside and outside of government

The Civic Innovation Office is supportive of our work, as we are of theirs! (Paula and Meghan are also good friends of Code for Canada.)

# Benefits of being a Civic Hall member

Members of Civic Hall Toronto can access a range of services and programs to achieve their civic innovation objectives. Services and programs include:

- **Training** that prepares government innovators to lead digital transformation in the public sector
- **Member Project Support** -- Civic Hall staff provide a limited amount of 'project support' to help you support your objectives. Project support can take many different shapes, depending on member needs:
  - Event design & delivery
  - 1- to 3-day project sprint
  - User testing
- **Events and space** for networking and collaboration



A background image showing a group of people in a meeting or workshop setting, with a teal overlay. The text is positioned on the left side of the image.

## Training government teams to build digital capacity

Civic Hall Toronto members have access to training that prepares government innovators to lead digital transformation in the public sector. Our workshops have a strong focus on case studies, practical applications, and cover emerging best practices in digital government -- including prototyping, human-centered design, and agile project management. Members can work with Civic Hall staff throughout year to customize training offerings that they best suit team needs.

### Topics include:

- Digital government
- Human-centered design
- Open source, open data, open government
- Civic tech & community collaboration
- Agile & user experience (UX)
- Working across silos & stakeholder engagement





## Member Project Support

### Sample: Event Design & Delivery

A well-designed event can help achieve goals about engagement, relationship-building, community feedback or recruitment.

*Example: At the Civic Tech Toronto hacknight on Dec 5 2017, we facilitated a community brainstorm about the Quayside initiative -- to encourage the civic tech community to think creatively about what they'd like to see happen on the site. About 75 participants divided into breakout groups, and created and documented dozens of ideas. Besides the large-scale ideation, the session facilitated introductions between people with similar interests, which may ultimately develop into collaborative projects.*

Other ideas: outreach to the tech community to build awareness and interest in tech jobs on your team; a mini-hackathon to celebrate the release of new open datasets; a mini consultation/feedback session to validate community needs.





## Member Project Support

### Sample: One- to three-day Project Sprint

A one- to three-day sprint is a framework that helps answer critical questions through research, planning and prototyping. Sprints let your team reach clearly defined goals and deliverables and gain key learnings, quickly. The process helps spark innovation, encourage user-centered thinking, align your team under a shared vision, and get you to product/service launch faster.

*Example: At the annual CodeAcross Toronto hackathon, participants spend the day using their tech, design and data skills to address a challenge put forward by government. A challenge presented by MCYS was to create a data ‘dashboard’ using publicly-available outcomes data.*

Other ideas: Design Thinking or Service Design Consultation, Challenge Design/Scoping, Software requirement definition



## Member Project Support

### Sample: User Testing

Observing people using a digital product can be an eye-opening experience, and can be an excellent catalyst for change. The scope can include designing, delivering and documenting a simple-but-rigorous user test of an existing tool, service or prototype.

*Example: As part of the Youth Employment Challenge, participants conducted user interviews and online surveys to get user feedback about the early prototypes they had created.*



# Space for networking and collaboration

Civic Hall Toronto is designed to enable introductions and relationship building via

## Member events

- Regular member-only events are a safe space for meeting peers and learning from their experiences
- Required member 'office hours' ensure opportunities for introductions and dialogue
- Weekly CSI-member events make it easy to meet community innovators and social entrepreneurs

## Public events

- Guaranteed access to Civic Hall's popular evening public events, featuring high-profile presenters

## Collaboration space

- Access to meeting, event or workspace outside your office
- To meet with collaborators, project teams, or hold offsite meetings
- Built on the CSI's robust infrastructure: includes access to printer/photocopier, projectors, and free coffee.

# Government Membership Options

|                              | Annual Membership Fee | Contributed Office Hours | Access to Community Activities | Access to Scheduled Training | Annual Project Support | Collaboration Space Access |
|------------------------------|-----------------------|--------------------------|--------------------------------|------------------------------|------------------------|----------------------------|
| G1:<br>Government individual | \$10,000              | One hour per month       | Unlimited                      | 2 seats                      | One project            | 1 fob<br>no guests         |
| G2:<br>Government small team | \$15,000              | 2 hours per month        | Unlimited                      | 4 seats                      | One project            | 2 fobs<br>no guests        |
| G3:<br>Government large team | \$30,000              | 4 hours per month        | Unlimited                      | 8 seats                      | Two projects           | 3 fobs +<br>guest access   |



A large audience is seated at tables in a modern meeting room, facing a large projection screen. The screen displays a street design plan titled "STREET DESIGN: KING STREET TODAY". The room has a high ceiling with recessed lighting and a modern, open-plan layout. The audience is diverse in age and appearance, and many are looking towards the screen. The overall atmosphere is professional and collaborative.

Interested in joining Civic Hall Toronto?

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