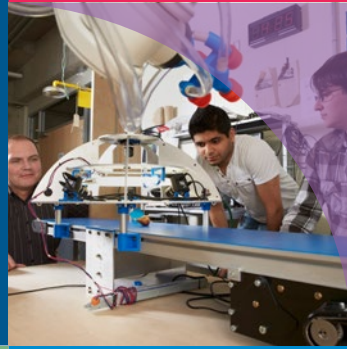


Hamilton: A Connected Community

Summary Report
October 2025



Hamilton

Hamilton is growing, and with that growth comes the opportunity to shape a more inclusive, resilient, and future-ready city. The Connected Communities Strategy establishes a clear vision to enhance how residents, businesses, and community partners interact with services, opportunities, and each other, physically, digitally, and socially. Connectivity is more than a technical upgrade; it is a catalyst for inclusion, economic opportunity, and civic engagement. By aligning with Council priorities and building on strategic investments, this strategy ensures Hamilton evolves in ways that strengthen community ties and empower every resident.

Why a Connected Community Strategy

Hamilton's approach goes beyond the conventional "smart city" model, prioritizing people over technology. While smart cities use data to optimize infrastructure and services, Connected Communities ensure technology fosters inclusion, drives innovation, and strengthens participation. The Strategy is also grounded in consultations that shaped major City plans such as the Economic Development Action Plan, Digital Strategy, and Community Safety and Well-Being Plan, ensuring it reflects community priorities and reinforces transparency. It is guided by three core principles:

- 1. Inclusion, Diversity, Equity, and Accessibility (IDEA):** Removing barriers so every resident can fully participate in city life.
- 2. Public Engagement:** Creating meaningful opportunities for residents, businesses, and partners to shape City decisions.
- 3. Transparency and Accountability:** Building trust through clear communication, data-driven decisions, and measurable outcomes.



Hamilton envisions a city where physical, digital, and social connectivity come together to create a more inclusive, sustainable, and innovative future. One where every resident, business, and community partner is empowered to participate fully, access opportunity, and shape what comes next.

Hamilton's Framework of Connectivity

To achieve this vision, the Connected Community Strategy calls for a shift in mindset, one that recognizes the value of connection across all projects and services. By breaking down silos and embedding connectivity into how we plan, build and collaborate, we can create a more integrated, inclusive and innovative Hamilton. This approach is grounded in three interconnected pillars:



Physical Connectivity

Physical connectivity refers to the infrastructure that connects people, goods, and services across Hamilton. This includes transportation networks, parks, utilities, and the built environment. It ensures residents can move easily, access essential services, and enjoy public spaces that enhance their quality of life.

Digital Connectivity

Digital connectivity focuses on technology and digital infrastructure, enabling seamless access to information, services, and opportunities online. By bridging the digital divide, Hamilton can ensure equitable access to high-speed internet, smart city tools, and digital public services for all residents and businesses.

Social Connectivity

Social connectivity focuses on fostering relationships, inclusivity, and collaboration to build a sense of community and shared purpose. It emphasizes growing the economy by attracting, training, and retaining talent, creating spaces for innovation and creative thinking, and ensuring residents' health and well-being.

A Call to Action

This strategy is more than a roadmap. It's a call to action for residents, businesses, institutions, and community partners to build a city that is innovative, inclusive, and sustainable. Hamilton is ready for the future. Let's build it together.



Physical Connectivity

Hamilton is strengthening transportation, infrastructure, and climate resilience to support a more accessible, sustainable city. Investments in smart mobility, green spaces, and efficient resource management will improve transportation, reduce emissions, and enhance community spaces. These efforts align with **Hamilton's Climate Action Strategy** and **Transportation Master Plan**, ensuring the city's long-term growth is sustainable, equitable, and forward-looking.

Focus Area 1

Climate Resilience, Energy and Resource Management

Hamilton is investing in green infrastructure, emissions reduction, and renewable energy to strengthen climate adaptation and environmental sustainability.

- **The Better Homes Hamilton Program** provides financial support for residential energy efficiency upgrades, helping homeowners lower emissions.
- **The Electric Vehicle Infrastructure Project** expands charging stations to support the transition to low-carbon transportation, aligning with the city's net-zero emissions goal.
- **Upgrades to Existing City Buildings** include energy-efficient lighting and equipment installations, improving operational efficiency and reducing municipal emissions.

Focus Area 2

Smart Mobility & Transportation

Hamilton is investing in shared mobility, public transit modernization, and active transportation to create a more efficient and sustainable transportation network.

- **Bike Share Program & E-Scooter Pilot** provide accessible, low-emission transportation options, reducing congestion and supporting active mobility.
- **Car-Share Program** allows flexible one-way trips, decreasing reliance on personal vehicles and encouraging sustainable travel.
- **(Re)envision The HSR** redesigns Hamilton's transit network to improve accessibility, efficiency, and connections between key hubs.

Focus Area 3

Water & Waste Management

Hamilton is optimizing wastewater treatment, leak detection, and waste reduction to safeguard public health and the environment.

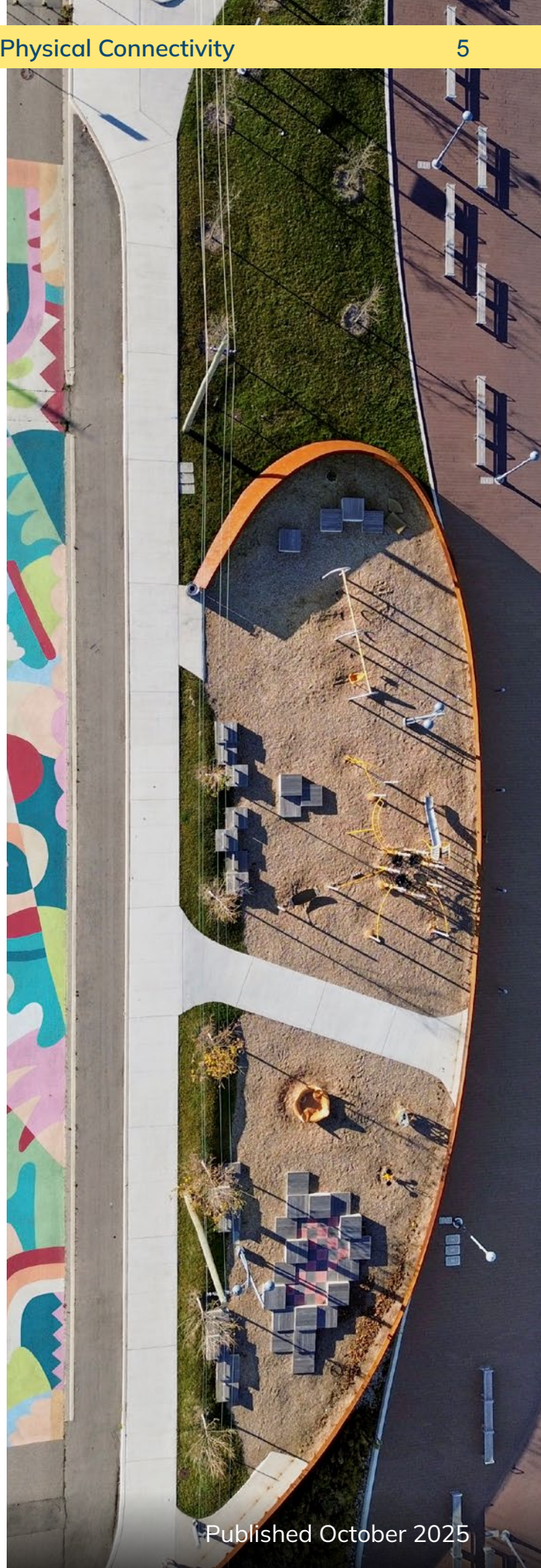
- **Woodward Wastewater Treatment Plant (\$340M upgrades)** improve water treatment efficiency and environmental impact.
- **Hamilton Clean Harbor Program (\$530M investment)** improves water quality and environmental sustainability by enhancing wastewater treatment and reducing pollution in Hamilton's harbor.
- **Waste Collection Route Optimization** streamlines collection processes, ensuring better resource utilization and service reliability.

Focus Area 4

Parks & Green Spaces

Expanding tree canopy coverage, urban greenery, and smart park technology supports biodiversity and community well-being.

- **Urban Forest Strategy (40% tree canopy by 2050, 20,000 trees planted annually)** increases shade, biodiversity, and climate resilience.
- **Municipal Parking Lot Greening** introduces permeable surfaces to improve stormwater management and reduce urban heat islands.
- **De-Pave Projects** replace asphalt and concrete with gardens and trees, using GIS data to target areas with limited green space.





Digital Connectivity

Hamilton is expanding high-speed internet, open data, and smart technologies to create a more connected and efficient city. Investments in digital infrastructure and services will improve accessibility, enhance public engagement, and support innovation across industries. These initiatives align with **Hamilton's Digital Strategy** and **Open Data Policy**, ensuring digital equity and modernization.

Focus Area 5

High-Speed Internet Connectivity & Broadband

Bridging the digital divide by expanding high-speed broadband ensures equitable access to online opportunities for all residents.

- **Parks & Public Spaces Free Wi-Fi** extends public internet access to over 84 locations, including arenas, recreation centers, and parks.
- **Hamilton Public Libraries Digital Access** provides free Wi-Fi, computers, and digital literacy programs, supporting 1.8 million Wi-Fi sessions annually.
- **HCE Telecom Broadband Upgrades** expand high-speed fiber-optic connectivity, improving internet access for businesses, institutions, and residents.

Focus Area 6

Open City – Transparency & Data Accessibility

Hamilton is recognized for data-driven governance with the **What Works Cities Certification**, advancing open data policies and online tools to enhance transparency and resident engagement.

- **Mayor's Taskforce on Transparency and Accountability** strengthens government responsiveness, ensuring open governance and improved community trust.
- **Open Data Program** provides public access to 337 datasets, allowing residents, businesses, and researchers to utilize municipal data for informed decision-making.
- **City Dashboard** tracks municipal services, providing real-time updates on key city priorities and performance metrics.

Focus Area 7

Digital Services & Public Engagement

Hamilton is modernizing municipal services and resident engagement making city interactions more efficient and accessible.

- **Engage Hamilton** provides an interactive platform for residents to share feedback on city initiatives, strengthening civic involvement.
- **Payment Modernization Initiative** streamlines digital transactions for municipal services, ensuring secure and efficient online payments.
- **Customer Relationship Management (CRM) System Expansion** enhances digital support systems, improving response times and accessibility for residents while preparing for future 311 implementation.

Focus Area 8

IoT Integration, Artificial Intelligence & Analytics

Smart city technologies optimize public services, infrastructure management, and environmental monitoring through real-time analytics.

- **GIS Data Dashboards** provide real-time spatial data to support decision-making, including mapping for city infrastructure and community services.
- **Air Quality & Noise Monitoring** deploys IoT-powered sensors to track environmental conditions, helping to assess urban pollution and traffic impacts.
- **First Wave Portal** is an AI-powered platform being prepared for testing, developed through the **2023–2024 Bloomberg Harvard City Leadership Initiative**. It is designed to enhance customer service and streamline application processes.



Social Connectivity

Hamilton is fostering economic opportunity, workforce growth, and social equity to strengthen communities and businesses. By expanding education, innovation, and healthcare access, the city is ensuring residents have the tools and support needed to thrive. These initiatives support **Hamilton's Economic Development Action Plan, Workforce Strategy, and Community Safety & Well-Being Plan**, ensuring meaningful investments in equity and opportunity.

Focus Area 9

Economic Growth & Community Partnerships

Strengthening workforce development, business investment, and community collaboration supports long-term prosperity.

- **City Enrichment Fund** supports arts, culture, and community programs, providing grants to enhance local initiatives and economic growth.
- **John C. Munro Hamilton International Airport Expansion** (\$23.5M investment) improves trade and transportation infrastructure, strengthening regional economic competitiveness.
- **CityLAB Hamilton** connects students with real-world projects to support Hamilton's strategic priorities and community development.

Focus Area 10

Education, Job Creation & Workforce Training

Hamilton is ensuring a future-ready workforce through partnerships with educational institutions and job training initiatives.

- **Hamilton Workforce Strategy** aligns education and labor market needs, preparing residents for future employment opportunities.
- **Pathways to Employment Program** provides job-readiness training for underserved populations, improving access to stable careers.
- **Mohawk College, McMaster University & Redeemer University** lead in research, innovation, and workforce education, ensuring Hamilton remains competitive in key sectors.

Focus Area 11

Innovation & Entrepreneurship

Fostering startups, research commercialization, and digital transformation establishes Hamilton as a hub for emerging industries.

- **Innovation Factory** has supported over 3,000 businesses, driving entrepreneurship and technological innovation across the region.
- **The Forge Accelerator** (\$31M raised by participating startups) provides early-stage companies with resources to scale and grow successfully.
- **Mohawk IDEAWORKS** connects businesses with applied research solutions, accelerating product development and industry partnerships.

Focus Area 12

Healthcare & Social Services

Expanding community health programs, social equity initiatives, and mental health supports to improve access to services for all residents.

- **Greater Hamilton Health Network** enhances patient-centered healthcare coordination, improving service delivery across the region.
- **United Way Halton & Hamilton** strengthens social services and supports equity-focused initiatives. Since 2005, City of Hamilton staff have raised over \$2.3 million through the annual giving campaign in partnership with UWHH.
- **Synapse Life Science Consortium** accelerates healthcare innovation and commercialization, connecting research institutions, hospitals, and startups to advance medical technology and life sciences development.





**Hamilton
is ready for
the future,
let's build it
together.**

Get involved.
Stay connected.

In Conclusion

The Hamilton Connected Communities Strategy is more than a vision, it is a commitment to action. By investing in resilient infrastructure, digital transformation, and inclusive economic development, Hamilton is building a future where every resident, business, and community partner can thrive.

What This Means for Hamilton

- **Stronger Infrastructure:** Investments in smart mobility, public spaces, and climate resilience create a more livable city.
- **Seamless Digital Access:** Expanding broadband, open data, and digital services supports businesses and residents alike.
- **An Inclusive Economy:** Workforce development, innovation hubs, and partnerships open opportunities for all.
- **A Transparent & Engaged City:** Guided by Inclusion, Diversity, Equity, and Accessibility (IDEA), Hamilton is ensuring fair access to resources, meaningful public engagement, and open decision-making processes.

The Road Ahead

Success depends on collaboration across public and private sectors. Residents, businesses, institutions, and community organizations all play a role in making Hamilton a more connected, innovative, and sustainable city.

How can you contribute to a more Connected Hamilton?

- Stay informed and engaged in city initiatives and programs.
- Partner with local organizations to drive innovation and community growth.
- Support efforts that enhance accessibility, sustainability, and digital inclusion.