



WHAT'S HAPPENING?

The Smart Cities Challenge Team has been engaging users and stakeholders, building proof of concepts, refining the outcomes that the pilot projects aim to achieve, identifying data and tools that will be used, and identifying privacy and data security considerations.

Our main focus has been extensively engaging residents/potential users as well as stakeholder organizations in project design. We're following principles of user-centred design – directly involving those people for whom we're building the solutions from concept to implementation and evaluation.

Here are some of the engagement activities being undertaken at this stage by the project teams:

- Getting input from more than 100 persons with mobility-related challenges through a survey to identify their biggest pain points with “push button” accessible doors, other accessibility challenges they face in the community, and what potential solutions would be most helpful to help overcome those challenges.
- One-on-one usability testing of the Doorable technology and app design with users with mobility-related disabilities.
- Consulting Stan Cassidy Centre for Rehabilitation occupational therapists specializing in assistive technology, the CNIB and others to ensure Doorable technology is constantly informed by a full understanding of needs and aspirations in the community, as part of an ongoing commitment to comprehensive user-centred design. Such consultations are also being undertaken with owners-operators of public spaces (subscribers) to understand their needs, expand access and broaden the base of support for inclusiveness through technology.

- Running co-design workshops with two segments of our population (persons with mobility limitations and seniors) to understand what information about the community matters most to them to inform the design of our dashboard solution.
- Conducting ethnographic research with seniors to more deeply understand problems/barriers that they face in order to prototype solutions to better address their needs.
- Engaging homeless-serving agencies to launch the shared data management system (HIFIS4).
- Holding education workshops for non-profit organizations on how data collaboration can improve decision-making, funding sustainability, and their ability to have a greater impact for the people they serve.
- Engaging 10 early adopter non-profit organizations to pilot the concept.

Mechanisms for high-quality, ongoing feedback and input will be embedded into the implementation plan in the final proposal. By doing this deep engagement at all stages of the projects, the solutions can continue to be tailored and adjusted along the way to meet the needs of the people they are being designed to help and achieve the outcomes that are meaningful for them.