

**INNOVATION AND TECHNOLOGY COUNCIL COMMITTEE
MEETING MINUTES
TUESDAY, JANUARY 28, 2020
2:00 PM
MUNICIPAL PLAZA ROOM B**

Members Present:	Councilmember Peláez, Chair, <i>District 8</i> Councilmember Andrews-Sullivan, <i>District 2</i> Councilmember Cabello Havrda, <i>District 6</i> Councilmember Perry, <i>District 10</i> Deanne Cuellar, <i>Citizen Committee Member</i> Dirk Elmendorf, <i>Citizen Committee Member</i>
Members Absent:	Will Garrett, <i>Citizen Committee Member</i>
Staff Present:	John Peterek, <i>Assistant to the City Manager</i> ; Brian Dillard, <i>Director, Office of Innovation</i> ; Kate Kinnison, <i>R&D Administrator, Office of Innovation</i> ; Nancy Cano, <i>Office of the City Clerk</i>
Others Present:	Christian Bove, <i>Communications Director, USAA</i> ; Mike Brown, <i>Institute Engineer, Southwest Research Institute</i> ; John Johnson, <i>Director, Southwest Research Institute</i>

Call to Order

1. Approval of the December 10, 2019 Innovation and Technology Committee Meeting Minutes.

Councilmember Andrews-Sullivan moved to approve the Minutes from the December 10, 2019 Innovation and Technology Committee Meeting. Councilmember Cabello Havrda seconded the motion. Motion carried unanimously by those present.

2. Briefing on the City of San Antonio’s new research and development program, the R&D League. [John Peterek, Assistant to the City Manager; Kate Kinnison, Research and Development Administrator, Office of Innovation]

John Paterek stated that the R&D League was created as a partnership between Southwest Research Institute (SwRI), University of Texas at San Antonio and USAA with the goal to create research and development within the City. The R&D League would help design and implement a new framework from within to drive data-informed decision making and resident feedback.

Kate Kinnison defined R&D (research and development) as studies and tests done in order to design new or improved products and services. She cited scientific methods, experiments, and user-centered design that could be iterative and agile. She identified the benefits of the R&D League as risk control, cost-avoidance, increase customer relevancy, and creating evidence-based decisions. She provided examples of other cities that had developed and launched R&D programs to benefit various city services. She noted that alliances with SwRI, UTSA and USAA through the CIVTECH Program provided access to the top minds in the field, established R&D programs, and fostered multi-sector perspectives and collaborative grant funding.

Ms. Kinnison cited the R&D League Mission:

- Highly-skilled, cross-sector teams to utilize scientific methods and data to investigate new ideas, make evidence-based decisions, and explore the frontier of innovation in order to transform city services for 1.5 million residents.

She identified the 4 Objectives of the R&D League:

- Drive data-informed decision making in evidence-based policies for the City
- Engage staff and residents in new ways
- Deliver top-notch customer service equitably
- Create efficiencies to maintain and improve financial stability

She presented six Projects that were used to determine how R&D would inform the way the Program should work. Each project met at least two of the four stated objectives.

1. Sensors on City Vehicles

- SwRI contributed \$208,000 to fund the project
- Solid Waste vehicles that covered 95% of the city weekly and logged a collective 25,000 miles a day would be retrofitted with sensors
- Retrofitted vehicles with sensors would collect mapped data to increase efficiency and improve the customer service experience
- Two vehicles would be retrofitted with 2-3 different types of sensors to automatically identify potholes

2. ActiveVision

- Funded by SwRI through their internal R&D program
- Implement TXDOT cameras to identify traffic anomalies through an automatic alert system
- Use of 5-10 existing street cameras at intersections with a built-in alert system that would notify TCI of traffic intersection problems

3. NEZ Impacts Estimator

- Build an interactive mapping tool used to analyze data, determine Neighborhood Empowerment Zones (NEZ), and track the impact of affordable housing interventions over time
- Conduct a collaborative study of growth patterns through three different disciplines: Architecture, Computer Science and Geography. Implement a data-informed approach to determine NEZ boundaries for Neighborhood & Housing Services Department

4. Idea Portal

- Design and implement a digital process for the City to collect, explore and evaluate solutions to challenges

- Design and implement an Employee Innovation Program and partner with USAA to launch a pilot program of 50 employee participants in the spring and 300 employee participants in the fall; thereafter, implement the phase-in of all employees and all residents for submission of ideas in an online platform
- Conduct USAA-led workshops with 50 pilot participants to analyze Human Center Design principles and allow for the participants to design the platform

5. City Hall To Go

- Identify when and where Department outreach and intake efforts overlap and align efforts. Utilize a mobile truck that would deliver outreach to low-income, hard-to-reach residents

6. R&D Program Structure

- Utilize 5 research and development projects to inform the development of a formalized structure for the selection, evaluation, and implementation of R&D projects for the City

Ms. Kinnison reported that funding was secured for three of the six projects: Sensors on City Vehicles, Idea Portal and ActiveVision. She stated that the next steps of the process included execution of the project agreements, launching of three of the projects, and securing of funding for the remaining Projects.

Councilwoman Andrews-Sullivan asked of the number of vehicles made available to the program. Ms. Kinnison stated that there was only one vehicle in use which was borrowed from Department of Health and Human Services in an effort to save money. She added that if the pilot program was successful in the spring, the Departments would purchase an additional vehicle.

Councilwoman Andrews-Sullivan requested an analysis of the ActiveVision Program features to determine if the Program could be implemented to monitor high crime areas.

Councilwoman Cabello Havrda asked of the priority setting process. Ms. Kinnison stated that the City set the priorities and that the community would set the priorities in the future. She noted that the R&D League Partners helped to solve challenging issues in the community. Mr. Peterek added that the intention was to have a yearly cycle of focus on different projects each year. He confirmed that priorities were set by the City.

Councilwoman Cabello Havrda asked of the research agenda process. Mr. Peterek stated that it was collaborative in nature, with overarching principles and objectives that came from a list of projects that the City wanted to focus on.

Citizen Representative Cuellar requested that the San Antonio Area Foundation be included in collaboration with the City Hall to Go Program. She requested that VIA vehicles be considered for City Hall To Go Program.

Councilman Perry requested that the project costs be made fully transparent to the public. Mr. Peterek confirmed that any need for City funding for any of the Projects would be brought before City Council for approval.

Citizen Representative Elmendorf asked staff to identify which Project had the biggest risk and asked how the risk was controlled. Ms. Kinnison stated that City Hall To Go was the riskiest project due to the involvement of many departments. Mr. Peterek added that there will be a human-centered design study to determine what services were needed to further mitigate risk.

Councilman Pelaez issued the challenge that “radical creativity” be added to the Mission Statement.

Councilman Pelaez requested an analysis of the Idea Portal features to determine how ideas would be filtered and processed to COSA Departments.

Councilman Pelaez invited USAA to return to the Committee in the future to provide status on their Innovation Labs process.

Councilwoman Cabello Havrda stated that the focus of the projects should be based on need and quality of life improvements for citizens.

Adjourn

There being no further discussion, the meeting was adjourned at 2:59 PM.

Manny Peláez, Chair

Respectfully Submitted,

*Nancy Cano
Office of the City Clerk*