

**INNOVATION AND TECHNOLOGY COUNCIL COMMITTEE
MEETING MINUTES
TUESDAY, AUGUST 27, 2018
1:30 PM
GEEKDOM**

Members Present:	Councilmember Manny Peláez, Chair, <i>District 8</i> Councilmember Roberto Treviño, <i>District 1</i> Councilmember Rebecca Viagran, <i>District 3</i> Committee Member Dirk Elmendorf, <i>Citizen</i> Committee Member Will Garrett, <i>Citizen</i> Committee Member DeAnne Cuellar, <i>Citizen</i>
Members Absent:	Councilmember Shirley Gonzales, <i>District 5</i>
Staff Present:	María Villagómez, <i>Assistant City Manager</i> ; Jose De La Cruz, <i>Chief Innovation Officer</i> ; Edward Gonzales, <i>Assistant Director of Human Services Department</i> ; Russell J. Handy, <i>Director of Aviation Director</i> ; Paula Stallcup, <i>Sr. Manager of 311 Customer Service Office</i> ; Craig Hopkins, <i>Director of Information Technology Services Department</i> , Roger Gonzalez, <i>Office of the City Manager</i> ; Alicia K. Beckham, <i>Office of the City Clerk</i>
Others Present:	David Garcia, <i>Geekdom</i> ; Michael Guido, <i>Kinetech</i> ; Gabe Garza, <i>Reckon Point</i> ; Alberto A. Altamirano, <i>Cityflag</i>

1. Approval of the minutes from the April 24, 2018 Innovation and Technology Committee Meeting.

Committee Member Will Garrett moved to approve the Minutes for the April 24, 2018 Innovation and Technology Committee Meeting. Councilmember Gonzales seconded the motion. Motion carried unanimously by those present.

At this time David Garcia provided an overview of Geekdom and the services offered.

2. Briefing and update on the CivTechSA program and demonstrations of the technology developed during the Startup Residencies. [Jose De La Cruz, City of San Antonio, Chief Innovation Officer]

Jose De La Cruz stated that CivTechSA was a partnership between the City of San Antonio's Office of Innovation and Geekdom. He noted that the program's mission was to connect students, entrepreneurs, and the tech community with the City to solve community challenges and grow civically-minded tech talent. He added that there were four pillars to the program that build on each other:

1. 6-12th Grade
2. University Students
3. Entrepreneurs
4. 16-week Residency

Mr. De La Cruz stated that the program had sought to connect student, entrepreneur and tech communities to City Challenges. He noted that the goals of the CivTechSA Program were to expand the City's capacity for innovation; develop customized technology solutions to community challenges; create a tech talent to fuel ecosystem growth; and develop civically-minded business leaders.

Edward Gonzales reported that Kinetech Cloud was selected to work on a civic challenge submitted by the Department of Human Services (DHS) to digitize the Utility Assistance Application and communicate status updates with applicants. He stated that Kinetech Cloud worked closely with DHS on the digitization process. He noted that they would build out a variety of features to ensure that applicants could not submit an application until all necessary information was provided. He added that applicants would receive regular notifications on the status of their request for assistance.

Michael Guido provided background information on Kinetech. He stated that DHS was processing over 10,000 applications yearly and that the digital application provided incentives to DHS. He noted that the digital application was customized to the services the applicants were applying for and could be used on any mobile device.

In response to Councilmember Treviño, Mr. Gonzales stated that when a person is applying for services; the application will suggest services that the individual's household could utilize.

Citizen member Cuellar stated that she would be interested in data on senior citizen usage and suggested that staff provide outreach to seniors.

Chairperson Peláez suggested that staff collaborate with schools and school districts to provide information on the services available.

Russell J. Handy reported that Reckon Point developed an innovative mobile application to enhance citizen engagement. He noted that the Aviation Department, Information Technology Services Department, and Innovations Office worked with Reckon Point closely to develop the mobile application. He added that there was stand-alone technology throughout the San Antonio International Airport but there was a need for technology to integrate it into one application.

Gabe Garza provided a demonstration of the applications and ways for users to engage within the Airport. He stated that there were features that would enhance passenger tracking, indoor positioning, and data analytics. He noted that the App was in the pilot program stage and that the program had collected 300 points of interest in the Airport. He added that Reckon Point was one of three companies in the United States working on indoor positioning.

Councilmember Viagran asked how users could access this tool. Mr. Garza stated that users could access it through a web friendly site and a mobile app. She asked how people would be informed of the new services. Mr. Garza stated that there would be a splash screen that would pop up when users access the Airport's free Wi-Fi, Bluetooth beacons to advertise, and signage with QR Codes throughout the Airport. Councilmember Viagran suggested that staff return with updates and comments of the new tool.

Chairperson Peláez requested that staff look at techniques to engage passengers in commenting on their experience in San Antonio.

No action was required for Item 2.

3. Briefing and Demonstration of the 311SA Mobile App [Paula Stallcup, 311 Sr. Manager, and Alberto A. Altamirano, Co-Founder and CEO Cityflag]

Paula Stallcup stated that the City launched a new 311SA Mobile App that was developed by Cityflag, a local startup company. She noted that the City awarded this contract as part of the Smart Cities Initiatives Program. She added that the objective of the app was to fully integrate it with the City's Customer Relationship Management (CRM) System.

Alberto A. Altamirano provided a briefing on the main components of the 311SA Mobile App. He stated that the App had the ability to manage requests through a user profile which tracked service requests and their status. He noted that there was an interactive map view that allowed a user to view service requests throughout the City. He added that there were gamification elements that permitted a user to receive points and badges for submitting requests and share requests on online.

Ms. Stallcup reported that the 311SA Mobile App was launched on August 15, 2018 with great response. She stated that since the soft launch in May 2018; there had been 2,300 downloads of the new 311SA Mobile App with 1,300 active users.

Councilmember Treviño suggested that staff place City concerns that need to be address on the Mobile App.

No action was required for Item 3.

Adjourn

There being no further discussion, the meeting was adjourned at 3:00 p.m.

Respectfully Submitted,

Manny Peláez , Chairman

Alicia K. Beckham,
Office of the City Clerk