

**INNOVATION AND TECHNOLOGY COUNCIL COMMITTEE
MEETING MINUTES
TUESDAY, OCTOBER 27, 2020
2:00 PM
VIDEOCONFERENCE**

Members Present:	Councilmember Manny Pelaez, Chair, <i>District 8</i> Councilmember Roberto Treviño, <i>District 1</i> Councilmember Jada Andrews-Sullivan, <i>District 2</i> Councilmember John Courage, <i>District 9</i> Deanne Cuellar, <i>Citizen Committee Member</i>
Members Absent:	Dirk Elmendorf, <i>Citizen Committee Member</i> Will Garrett, <i>Citizen Committee Member</i>
Staff Present:	Jennifer Guerrero, <i>Assistant City Attorney</i> ; John Peterek, <i>Assistant to the City Manager</i> ; Brian Dillard, <i>Chief Innovation Officer, Office of Innovation</i> ; Craig Hopkins, <i>Chief Information Officer, Information Technology Services Department (ITSD)</i> ; John Rodriguez, <i>Assistant Director, ITSD</i> ; Candelaria Mendoza, <i>Smart City Coordinator, Office of Innovation</i> ; Emily Royall, <i>Smart City Coordinator, Office of Innovation</i> ; Nancy Cano, <i>Office of the City Clerk</i>
Others Present:	Jenia Espe, <i>Founder & Chief Design Thinker, Red Squared Consulting</i> ; Tara Schwegler, PhD, <i>Co-Founder & Master of Big Ideas, Red Squared Consulting</i> ; Michael Allegretti, <i>Chief Strategy Officer, Rubicon</i> ; Tyler Molinaro, <i>Senior Manager, Smart City Partnerships</i>

Call to Order

1. Approval of the September 22, 2020 Innovation and Technology Committee Meeting Minutes.

Councilmember Andrews-Sullivan moved to approve the Minutes from the September 22, 2020 Innovation and Technology Committee Meeting. Citizen Member Cuellar seconded the motion. The Motion carried unanimously by those present.

2. Briefing on the CivTechSA Year 3 Residency Program [John Peterek, Assistant to the City Manager, Brian Dillard, Chief Innovation Officer, Office of Innovation]

Chief Innovation Officer Brian Dillard reported that CivTecSA was the City's 16-week residency program and partnership with Geekdom wherein the City invited companies to solve civic challenges in an effort to foster collaboration and growth. He stated that the selected individuals worked closely with the City, Geekdom, and CivTechSA throughout the duration of the program to develop a minimum viable product that addressed challenges posed by City Departments.

Tara Schwegler reported that Red Squared Consulting (RSC) implemented a human-centered application design to develop the OneCity mobile phone application that would enable residents to easily access city-related services on one platform. She stated the goal of RSC was to help companies design experiences from the perspective of their users and noted that RSC conducted hands-on research, online focus groups, City leader interviews, and stakeholder meetings to synthesize over 150 hours of data and feedback into key results. She noted that residents struggled with navigation and the voluminous amount of information on the City's website, www.sanantonio.gov. She added that residents did not readily distinguish between City, County, and State services and interacted with these agencies based on their needs, not by agencies or departments. She indicated that RSC developed a customer service framework that could be applied across the City to organize and define customer interactions based on their needs.

Jenia Espe reported that the OneCity App provided an actionable answer to residents' needs by applying the latest innovation and technology best practices that was organized by task, not department. She reviewed the prototype's features and mentioned that geolocation would connect residents to the nearest services and resources, regardless of municipal boundaries and the App would serve as the main point of entry for all City services, including 3-1-1 requests. She noted that residents would be treated to a holistic onboarding experience.

Councilmember Andrews-Sullivan asked if the App would provide services for small business owners, Seniors, and disabled individuals. Ms. Espe confirmed that a category would be added for small businesses that would provide the same type of interactive framework to address their business needs. She replied that a prototype concept would be advanced as part of the equity framework to meet literacy and technology comfort levels, and would include voice activation.

Councilmember Treviño noted that the 3-1-1 Department did not operate 24 hours a day, seven days a week and when residents called after hours, they were routed to 9-1-1. He asked if the OneCity App could be designed to perform as a repository for 3-1-1 resources. Mr. Dillard reported that this was the first phase of development for the OneCity App to identify efficiency and effectiveness of City services, and his request would be considered in the future.

Councilmember Courage entered the meeting at this time.

Chairman Pelaez noted that geolocation apps and the use of low-powered sensors could provide more interaction at parks, museums, and City buildings, and could provide crowd analytics to inform the planning and use of City resources. He requested a meeting with the OneCity App developers and staff to further discuss.

Tyler Molinaro reported that Rubicon was a technology company founded in 2008 with the mission to end waste through its suite of products for waste, recycling, and smart City solutions. He stated that Rubicon provided data and insights that enabled a smart City to proactively anticipate the needs of residents rather than respond to those needs and would create a more effective and efficient governance.

Mr. Molinaro explained that inbound contamination was the waste that residents put into their trash cans and recycling containers for pickup at the curb which was then transported to a material

recovery facility (MRF) for further processing. He reported that a national average of 50% of inbound contamination was rejected at the MRF point for being too contaminated to filter out recyclable products. He noted that a 20-40% reduction in inbound contamination was possible through Rubicon's 16-week pilot program which incorporated the use of a Hopper Camera to automatically identify and record contamination initially at a route-by-route level, and the implementation of a Manager Portal that provided cloud-based, real-time reporting of images, analytics, and route data accessible to City staff.

Mr. Molinaro reported that the City conducted a 16-week Rubicon pilot program from June 8, 2020 through September 25, 2020 that deployed eight organic collection vehicles and a Hopper Camera + RUBICONVision (Brick) four days a week to approximately 350,000 residences. He stated that the RUBICONVision algorithm identified specific contaminants such as plastic bags, plastic bottles, and glass bottles, and the Hopper Camera sent enhanced images with a high degree of accuracy to the Manager Portal. He stated that as the next steps further enhancements would be deployed to target contaminants from a solid waste technology footprint. He reported that a large return on investment was to be gained from the \$400,000 in reduced tipping fees caused by rejected loads each year and the byproduct value of recyclable materials available for sale.

Councilmember Treviño requested a meeting with Rubicon and staff to discuss other potential application opportunities for the City to streamline some of its infrastructure projects.

Councilmember Andrews-Sullivan asked if solid waste inspectors would use the system prior to picking up recyclable carts at the curb. Mr. Molinaro replied that the application was solely for use by collection trucks and inspectors were needed to pre-determine if the bins were overstuffed or if there was extra baggage on the curb.

Chairman Pelaez stated that the potential \$400,000 saved annually was important because the funds could be allocated to social services and domestic violence programs. He noted that as the accuracy and validations of the RUBICON metrics increased and inefficiencies decreased, the City's sustainability goals would also be achieved.

3. Briefing on updates of the City of San Antonio's Digital Inclusion Pillar of the Recovery and Resiliency Plan "Connected Beyond the Classroom." [John Peterek, Assistant to the City Manager; Brian Dillard, Chief Innovation Officer, Office of Innovation]

Chief Innovation Officer Dillard reported that the City had expended \$3.3 million of Digital Inclusion (DI) funding allocated from the City's General Fund. He stated that the SAFreeWiFi program was expanded to all 29 San Antonio Public Libraries and parking lots, 1,000 hotspots were installed in the Northeast Independent School District (NEISD), 500 hotspots were installed in the Edgewood Independent School District (EISD), and 90 hotspots were installed at PreK4SA

locations, and 72 hotspots were installed at Parks & Recreation facilities. He noted that some of the top 50 neighborhoods identified for priority DI were located within NEISD and EISD. He added that the Texas Education Agency (TEA) provided additional funding to leverage long-term DI infrastructure projects within the following school districts: San Antonio ISD, South San Antonio ISD, Northside ISD, Harlandale ISD, Southwest ISD, and Judson ISD. He reported that virtual learning hubs were established at four community centers to provide internet access for distance learning.

John Rodriguez reported that the Connected Beyond the Classroom (CBTC) Program provided in-home school system access for up to 20,000 students in the top 50 prioritized neighborhoods and eight independent school districts (ISD), as follows: SAISD, Edgewood, Harlandale, South San Antonio, Southwest, Judson, Northeast, and Northside.

Mr. Rodriguez provided an updated CBTC project timeline and noted that the processes for vendor bids, contract planning, and procurements were accelerated in response to COVID-19 and took place between August 2020 and September 2020. He reported that the pilot program contract was awarded to Motorola Solutions. He added that preparation, assessment, and implementation was underway, a mapping of all sites was developed, and work to be accomplished at each site was in progress. He provided a map of the pilot sites and the Phase I (October 2020 through December 2020) equipment installation rollout plan. He explained that once equipment installation was complete, student testing would be conducted wherein Motorola home equipment would be issued to select students for them to provide feedback on the overall experience. He provided an actual propagation study of the 50 priority neighborhoods and explained the process.

Mr. Rodriguez reported that CTBC Phase 2 would be a replication of Phase 1 in full deployment to all remaining 50 high priority neighborhoods and school districts. He stated that students would receive two pieces of equipment and written instructions in both English and Spanish. He explained that the students would be provided Google Chrome notebooks by their schools and would connect to their school networks through an authenticated user ID and password access system through the City's WiFi smarthub.

Mr. Rodriguez reported that the overall goal of the pilot program was to determine the final cost of the project. He explained that once the pilot program transitioned to proof of concept and deployment to the full environment, there would be a better understanding of final costs. He added that the pilot program further ensured that there was significant student interest in the use and adaptation of the technology going forward. He noted that the City would purchase the seed equipment, the student equipment, the home router, and would furnish the WiFi routing; thereafter, subscription fees of approximately \$13-\$18 per month per student, would be absorbed by the school districts.

Chairman Treviño asked of the hours of operation for the proposed DI service desk. He asked if CPS towers could be leveraged in areas where assets were difficult to come by. Mr. Rodriguez replied that the service desk was open 24 hours a day, seven days a week. He reported that CPS was already engaged in the DI pilot program and were unable to assist with problems encountered in older neighborhoods where cell tower heights were the issue.

Citizen Member Cuellar asked if students from the top 50 priority neighborhoods were included in the project design process. She requested that students from the Mayor's Youth Council be engaged in the pilot focus group to inform the user experience. She noted that caregivers of young students also had to dedicate their time to navigate the lists of tools needed to access remote learning. Chief Innovation Officer Dillard replied that the City would not manage the entire technical support system for students, families and school districts, but that public libraries, learning hubs, and partner agencies would also act as technical support entities. He noted that technical support alignment across the organizations would be the focus.

Councilmember Courage asked if Motorola would be the provider of the CTBC contract beyond the pilot program phase. Mr. Peterek replied that Motorola was the contracted provider for the only the pilot program phase at this time.

Adjourn

There being no further discussion, the meeting was adjourned at 4:30 p.m.

Manny Pelaez, Chair

Respectfully Submitted,

***Nancy Cano
Office of the City Clerk***