



City of San Antonio

Agenda Memorandum

File Number:18-5435

Agenda Item Number: 3.

Agenda Date: 9/25/2018

In Control: Innovation and Technology Committee

DEPARTMENT: Office of Innovation

DEPARTMENT HEAD: Jose De La Cruz, Chief Innovation Officer

COUNCIL DISTRICTS IMPACTED: City-wide

SUBJECT:

Briefing and possible action on the implementation of Digital Kiosks throughout the City.

SUMMARY:

As part of the City of San Antonio's Smart City program, SmartSA, the City will be installing 30 digital kiosks as part of a pilot program to test innovative technology in the San Antonio area. The digital kiosks serve as information platforms that both residents and tourists can utilize to find out information on what is happening in the San Antonio and gives the City an opportunity to communicate directly with the public.

BACKGROUND INFORMATION:

On December 14, 2017, the City Council approved a contract award to IKE Smart City for the installation, maintenance and operation of digital kiosks. This pilot program will install 30 digital kiosks, at no cost to the City, throughout San Antonio including some City Parks, the San Antonio International Airport, the Convention Center, and Downtown. In addition, the City has formed partnerships with VIA to place seven kiosks at high-traffic VIA locations and the National Park Service to place two at the World Heritage Missions.

The kiosks are an excellent way for the City to communicate with both residents and tourists to provide the latest information on what is happening in the San Antonio. They will include information on wayfinding, VIA bus routes, B-Cycle, local events, and local businesses. The information will be hyper-local within a 2-mile radius of the kiosk so that it is the most relevant to the person using the kiosk. In addition, the City will be able to promote City programs like the San Antonio Library's digital library collection, City events and current jobs that are available with the City.

Other key benefits include the ability to conduct short surveys and provide free Wi-Fi internet access to the

public. The kiosks will have air quality sensors, pedestrian sensors, and can also provide emergency communications when needed. IKE kiosks are ADA accessible and can provide content in multiple languages so that everyone will be able to utilize their benefits.

These devices will be installed at no cost to the City and IKE Smart City will be responsible for the installation and maintenance of the kiosks. Revenue from advertisements will subsidize the costs of the hardware and ongoing maintenance in accordance with existing city ordinances. In addition, the city will receive a minimum annual guarantee or 21.5% of total net revenues from the advertisements. Both advertisements and content for the kiosks will be approved by the City.

ISSUE:

Implementation of the digital kiosks will be implemented using a phased approach beginning in September and will continue through the end of November. The Office of Innovation has briefed and will continue to engage with stakeholders before the installation of the Kiosks.

As implementation continues over the next couple of months, the Office of Innovation will continue to work with all key stakeholders and add other regarding the progress of implementation.

ALTERNATIVES:

This item is for briefing purposes only.

FISCAL IMPACT:

This item is for briefing purposes only.

RECOMMENDATION:

This item is for briefing purposes only.