Smart Cities Roadmap Community Story Map

Office of Innovation - Smart Cites
City of San Antonio

CITY OF SAN ANTONIO
OFFICE OF INNOVATION

smart cities
san antonio

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1. Introduction

Introduction

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Introduction

Methodology

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Introduction

What We Heard

The City of San Antonio's Office of Innovation department is divided into four teams: Digital Inclusion, Research and Development, Performance Excellence, and Smart Cities. Able City served as a consultant to the Smart Cities division team, coordinating and conducting a community engagement process to inform the Smart Cities Roadmap.

The Smart Cities Roadmap vision is for San Antonio to be on the leading edge of digital innovation in local government, providing a seamless experience where all current and future residents are heard, supported, and thrive. In an effort to guide the vision toward a community-driven action plan, the Smart Cities team will draft a Smart Cities Roadmap.

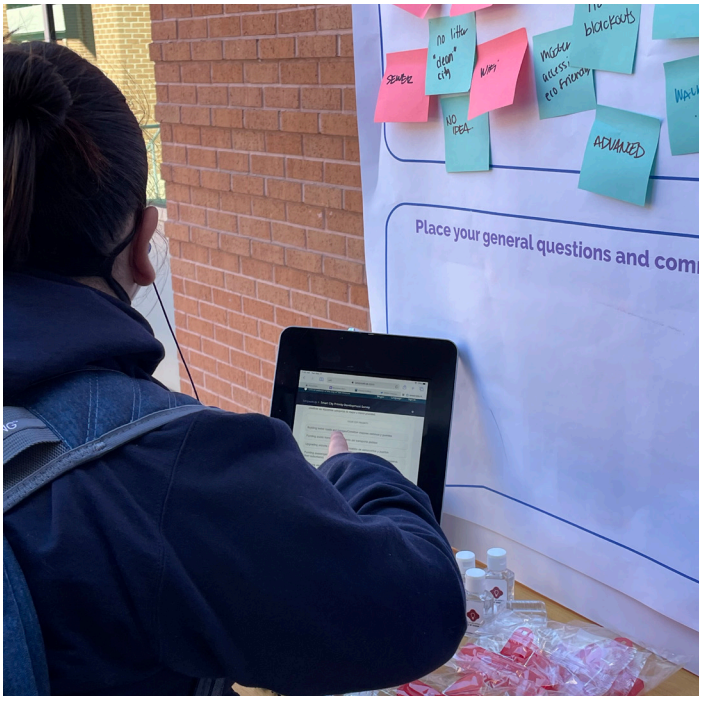
The Smart Cities Roadmap will be a living document that shapes San Antonio's vision as a smart city, and defines steps to move forward. Additionally, the plan will detail the best approach to leave a door open between residents and the Smart Cities team. Most importantly, the Smart Cities Roadmap is a community-driven and -led action plan.

The Smart Cities team began its resident engagement journey for the Smart Cities Roadmap with the Smart City Priority Development Survey, which polled residents about public service priorities, online privacy and security, and how technology can improve their quality of life.

Usually community outreach is done only through a survey. However, in this process, the Smart Cities team wanted to explore a deeper insight into residents' feedback and gain an understanding that traveled beyond the metrics and quantitative analysis produced by the survey.

The Smart Cities team heard from those who answered the survey and those that attended in-person conversations.

Able City was assigned to coordinate and guide the community engagement process by listening, gathering feedback, and visually representing the results as a Community Story Map. Able City is a community engagement, economic development, urban planning, and architecture firm, with an integrated approach and years of local experience in community engagement.



Methodology
What We Heard

Community engagement involved facilitating meetings, gathering feedback, building consensus for new approaches towards smart city technology policy and deployment, and providing materials for public review and comment. Throughout the engagement process, Able City solicited a broad cross-section of the residents of San Antonio, with specific outreach to communities who have historically not had the opportunities to participate in technology based conversations. Able City customized its strategy to engage youth, the elderly, and those less digitally connected by designing interactive tools that bridge the digital divide. At the end of the listening process and data-gathering, the team developed a Community Story Map, where the insight and the "why" yields a better understanding of the community needs, connects those needs to the Office of Innovation and informs the Smart Cities Roadmap.

The Smart City Priority Development Survey kicked off in July, 2022. The survey was advertised through CoSA's social media platforms, and SASpeak Up. Additionally, the Office of Innovation attended over twenty community events where they set a table and shared the survey with attendees of these events.

The community engagement process included three pop-ups, three public meetings, and a Smart SA Sandbox event. These meetings were set up to listen and engage with San Antonio residents and many city districts.

Community engagement goals

- Understand smart city priorities of residents
- Define Smart Cities team core values
- Answer how vendors can support the residents' needs through innovation and technology
- Create awareness of the Office of Innovation Smart Cities team and the services they provide San Antonio residents

All engagement meetings included two main questions, "What do you think when you hear the words smart cities?" and "Where should the City prioritize public services?". Additionally, the team crafted interactive activities that asked attendees what are opportunities for improvement, how to implement technological solutions, and recommend Smart Cities strategies to improve the quality of place.

Pop-ups were set up at St. Phillips College, YMCA Potranco, and the Near Westside National Night Out. An interactive kiosk allowed participants to write their questions or comments and identify their priorities with a green sticker.

Public meetings were hosted in all three Innovation Zones (Brooks, Downtown, and Medical Center), capitalizing on the established relationships in these districts.

Pop-ups

Are casual activations that provide opportunities for direct interactions with community members. Intended to meet the community where they are, pop-ups are placed where people gather, organize, and activate. Pop-ups are quick one-on-one interactions, often between 5-7 minutes long; by the end of the dialogue, the team member has gathered feedback, ideas, and comments.

Public Meetings

Are held to engage a wider audience, creating a platform for information, updates, or presentations. Public meetings typically last an hour or more and attendees can listen to the design team and other community members voice their opinions in a town hall-style meeting.

San Antonio Smart Cities Vision, Goals, and Principles

Vision

"San Antonio is on the leading edge of digital innovation in local government, providing a seamless experience where all current and future residents are heard, supported, and thrive. "

Community Engagement Goals

- Understand residents' Smart Cities priorities
- Define Smart Cities team core values
- Answer how vendors can support the residents' needs through innovation and technology
- Create awareness of the Office of Innovation Smart Cities team and the services they provide San Antonio residents

Guiding Principles

San Antonio's Smart Cities Guiding Principles express the values and lived experiences raised during the community engagement process. The following guiding principles were drawn from the community response to what makes a Smart City.

Accessible: Break barriers between San Antonio's residents and city services. Democratize access to data, services, and decision-making processes for residents and visitors of all ages, abilities, and identities.

Connected: Unite citizens with their local government and each other. Facilitate meaningful relationships and interactions between San Antonio citizens and their government, utilities, universities and other agencies by having platforms and systems that provide access to services, information, and programs for everyone.

Efficient: Improve the effectiveness of the city's services by reducing waste while maximizing communication and resources. Upgrade systems and processes to handle today's needs while anticipating tomorrow's demands.

Informed: Create an environment of knowledge and understanding through transparency and user-friendly access to timely open information. Operate with accountability by reporting successes and failures with the goal of increasing knowledge for everyone.

Safe: Prevent and protect San Antonio's communities from danger and create a safe environment where people feel secure and have the freedom to thrive.

2. What We Heard

The “what we heard” section will summarize the community meetings, pop-ups, and in-person interactions with residents.

The City of San Antonio Office of Innovation Smart City vision is for San Antonio to be on the leading edge of digital innovation in local government, providing a seamless experience where all current and future residents are heard, supported, and thrive.
To better understand the needs, wants, and concerns of San Antonio residents the community engagements interaction focused on two main questions “what is a smart city” and “what are your priorities?”

This section will share the responses to both questions from pop-ups and community meetings.

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What is a Smart City?

What are your Priorities?

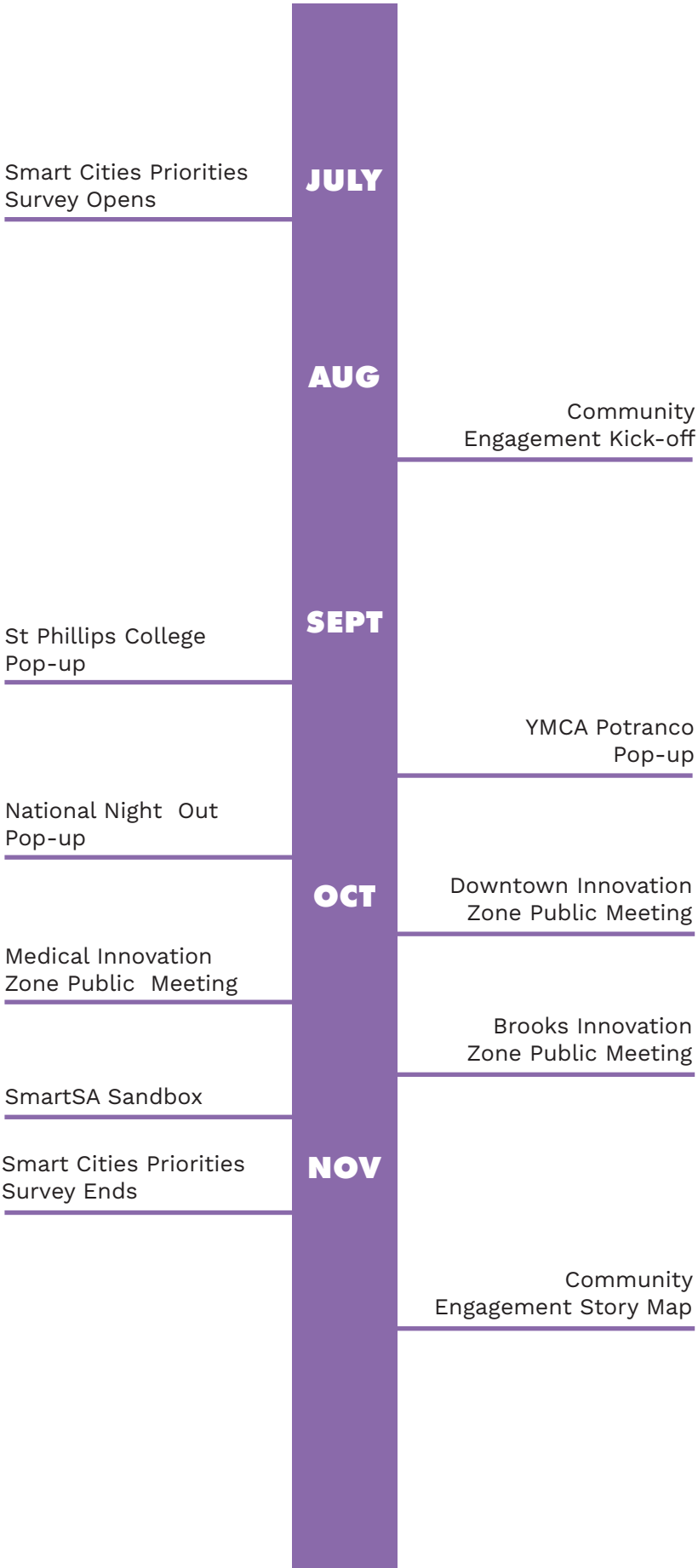
Pop-ups
- St. Phillips Colleges
- YMCA Potranco
- National Night Out

Public Meetings
- Downtown Innovation Zone
- Medical Innovation Zone
- Brooks Innovation Zone

SmartSA Sandbox

Timeline

What We Heard



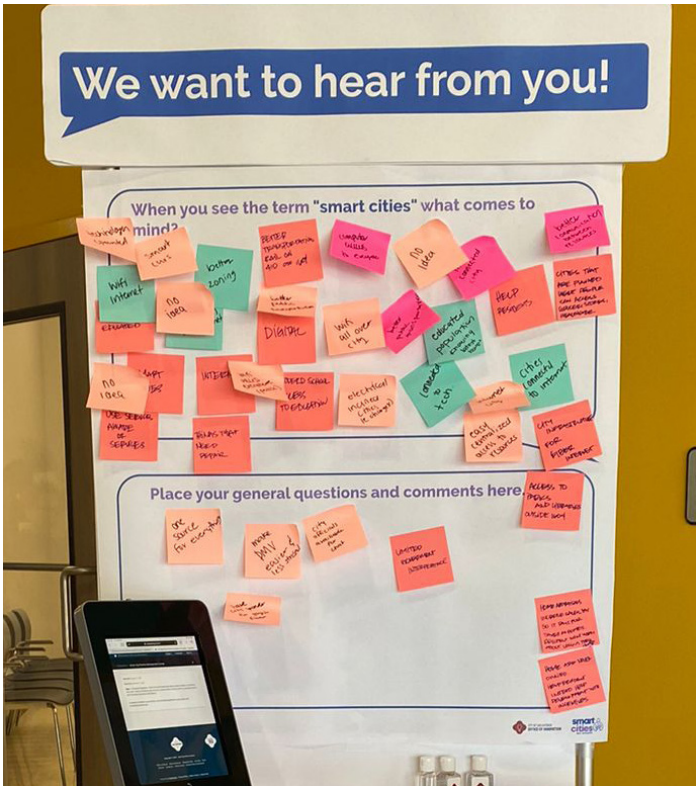
What is a smart city?

What We Heard

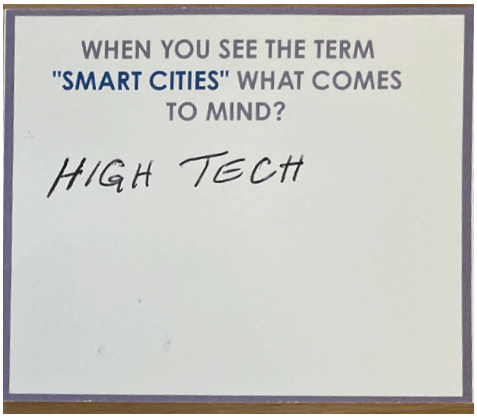
It was important to assess how familiar residents were with the term “Smart City” and increase awareness of CoSA’s Smart Cities services. The team created an activity to learn the level of understanding of what a smart city looks like and how San Antonio residents want their city to be one.

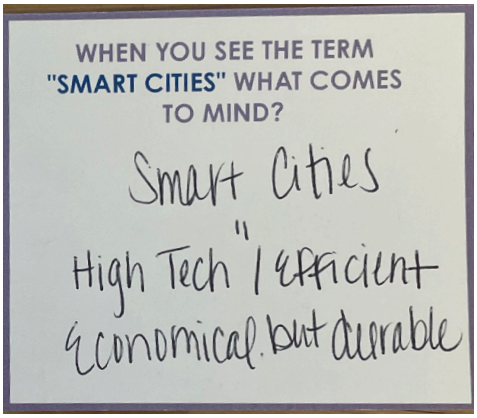
Throughout the community engagement, the first question the team asked was “what do you think when you hear the words Smart Cities?” The goal was to record residents’ impressions and then explain what the Office of Innovation does and how they service San Antonians through Smart Cities strategies.

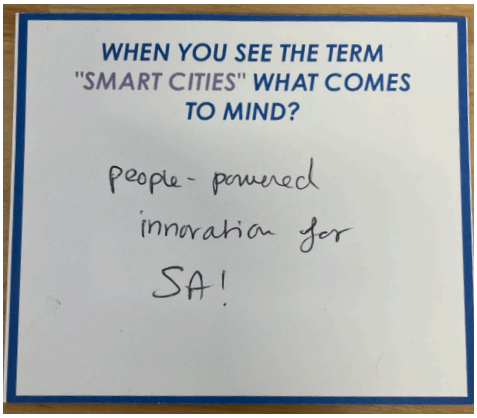
Responses to this question at pop-ups were gathered through sticky notes (see image on the right), and with the one word card at public meetings (see below).

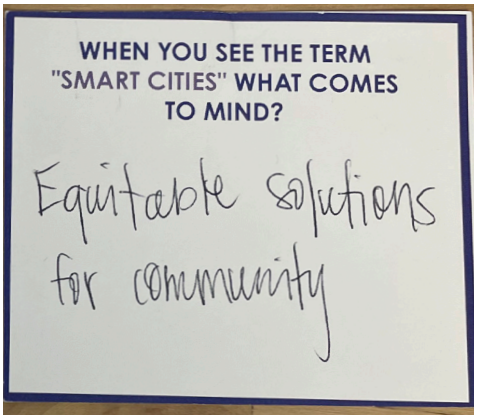


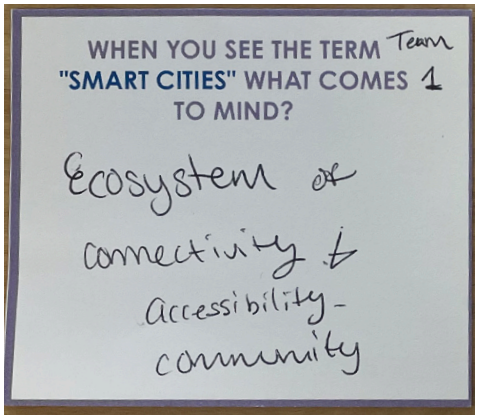
What is a smart city? - YMCA Pop-up

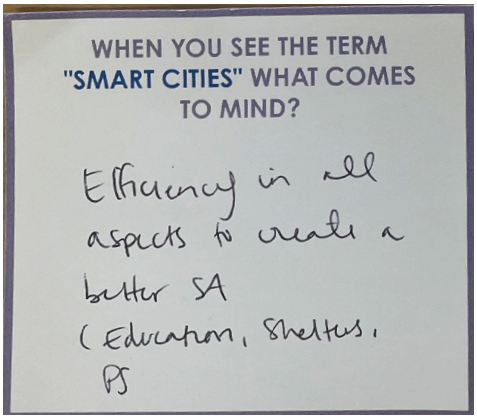












What is a smart city? - Public meeting responses

What are your priorities?

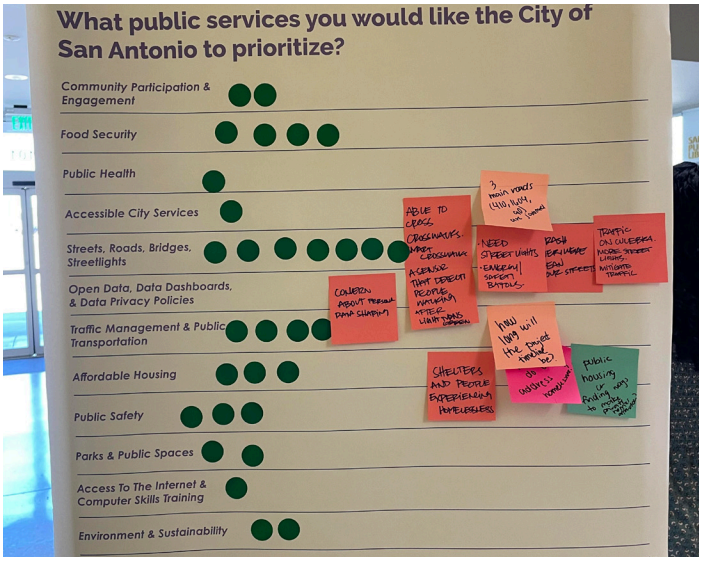
What We Heard

The Smart Cities team leverages data, technology, and innovation to improve the quality of life of San Antonio residents. In an effort to get a better understanding and guide them, the Smart Cities team wanted to hear from residents specifically about their priorities in order to make decisions and draft strategies informed and led by the public.

During the pop-ups and public workshops, Able City asked residents what priorities they want the City of San Antonio to focus on. These responses were gathered through the green sticker activity (see images on the right), and the smart city priority matrix see pages 8-9 for sample of resident priorities matrices.

The priorities the Office of Innovation listed were the following:

- Traffic Management
- Public Transportation
- Food Security
- Affordable Housing
- Parks & Public Spaces
- Increase Electric Vehicle Chargers
- Upgrade Power Infrastructure
- Cybersecurity & Data Privacy
- Sustainability & Environmental Restoration
- Access To Public Information
- Opportunities To Share My Voice With My Government
- Access To Healthcare
- Affordable & Convenient Access To Internet
- Safe Streets & Sidewalks
- Reduce Crime In My Neighborhood
- Improved Response to Public Services

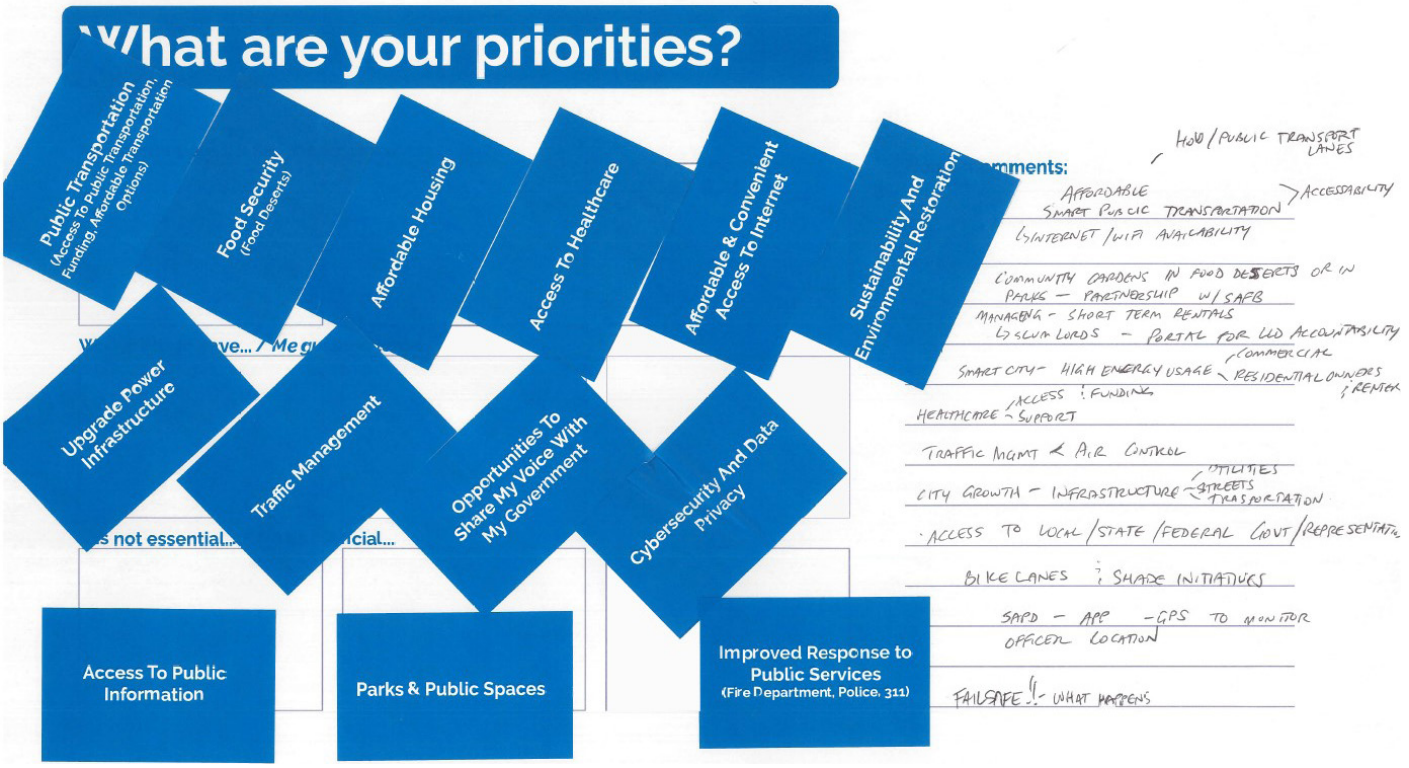


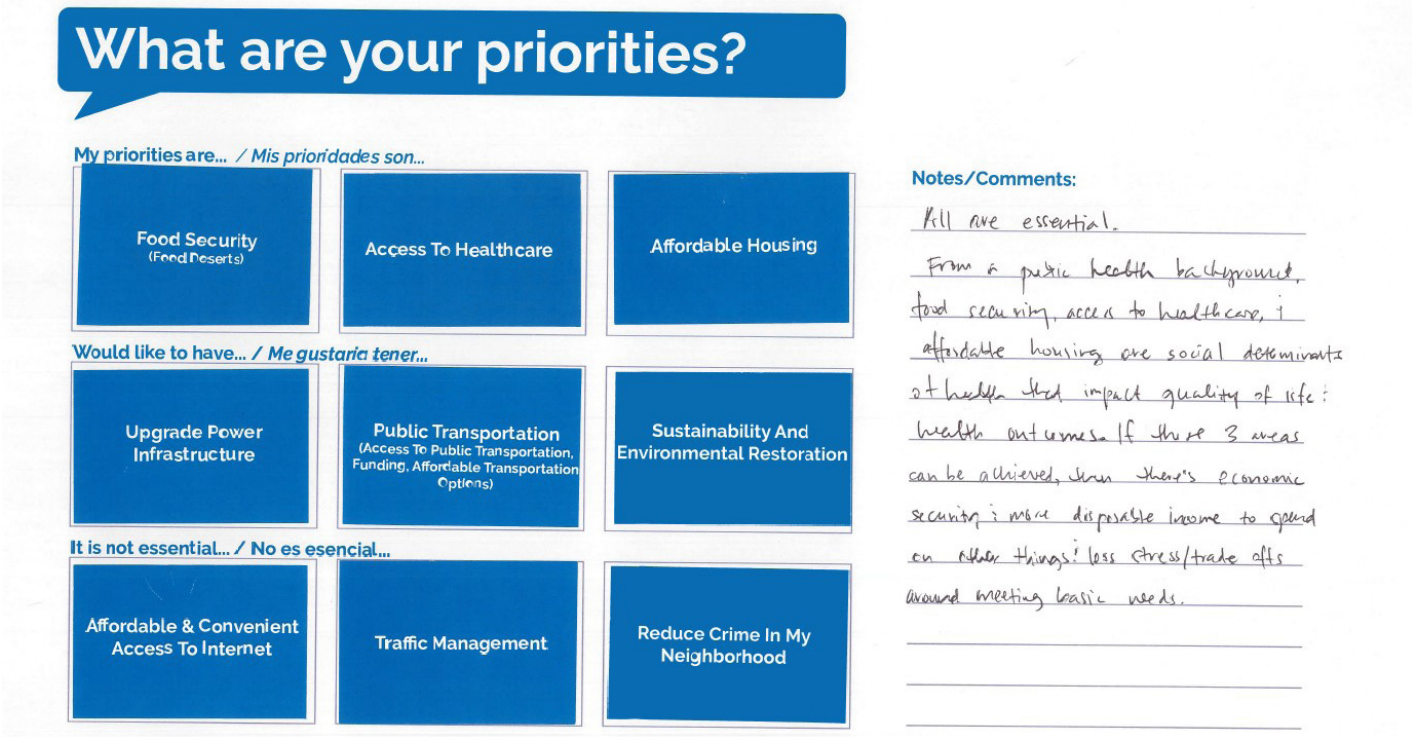
"What are your priorities?" - Pop-ups responses

What are your priorities?

What We Heard

Below are a sample of the priority matrices filled out by residents that attended the public meetings



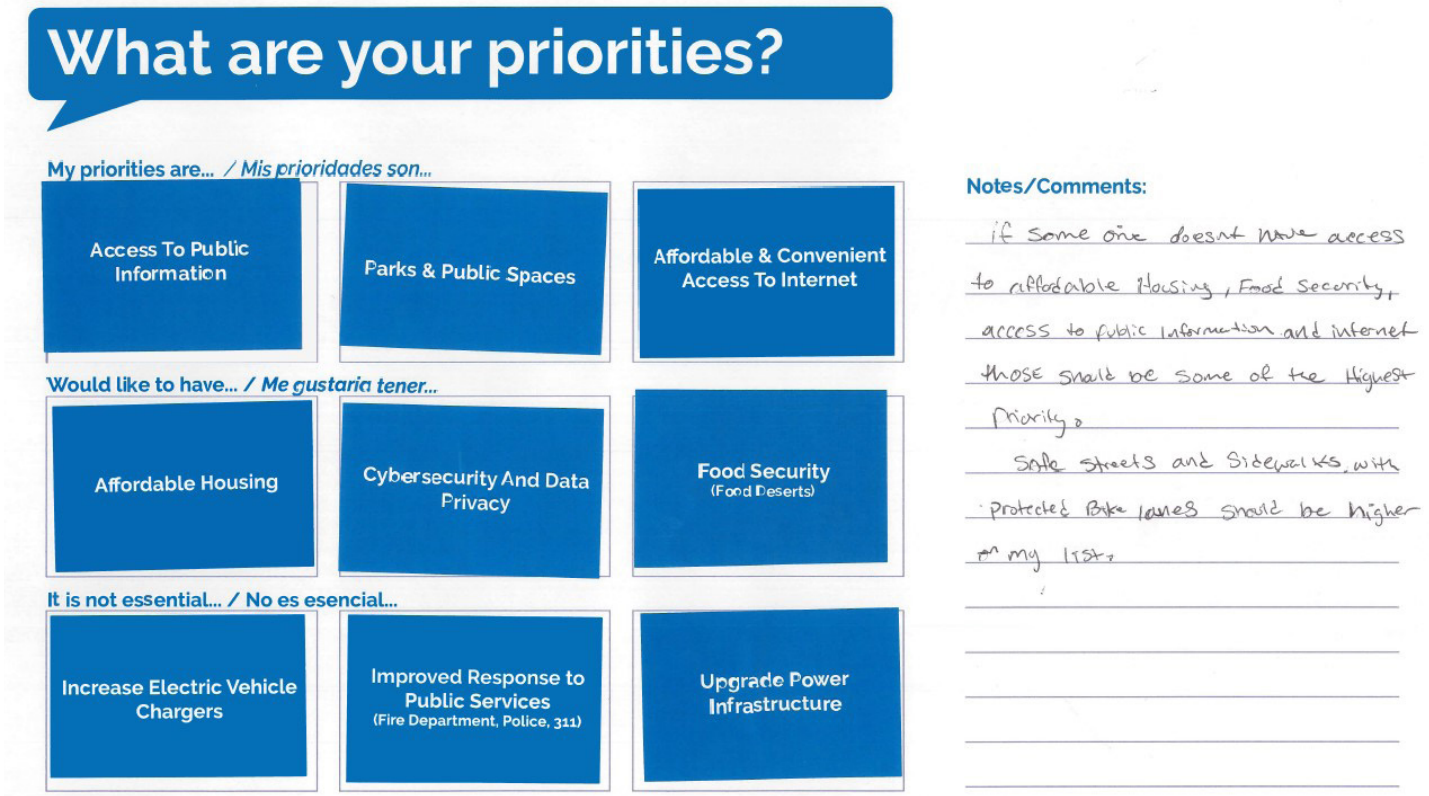


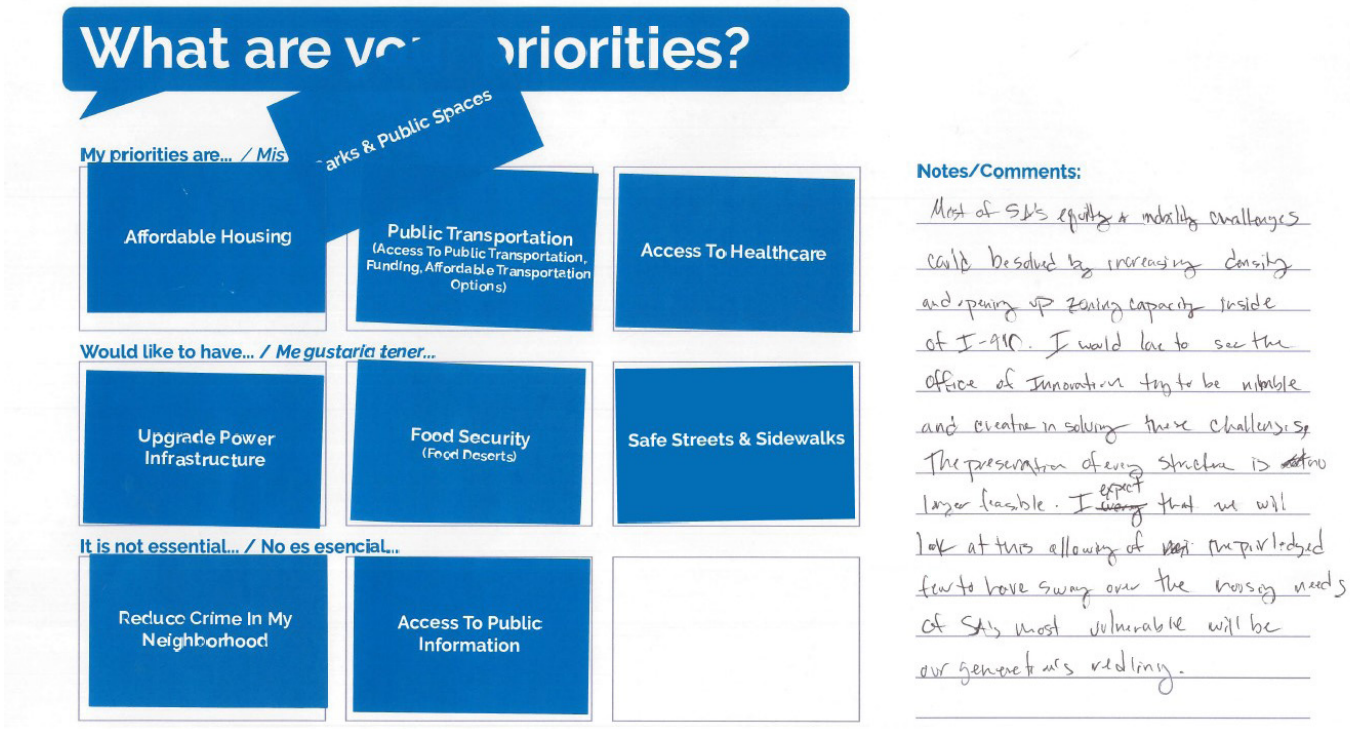
What are your priorities? - Public Meeting Response

What are your priorities?

What We Heard

Below are a sample of the priority matrices filled out by residents that attended the public meetings





What are your priorities? - Public Meeting Response

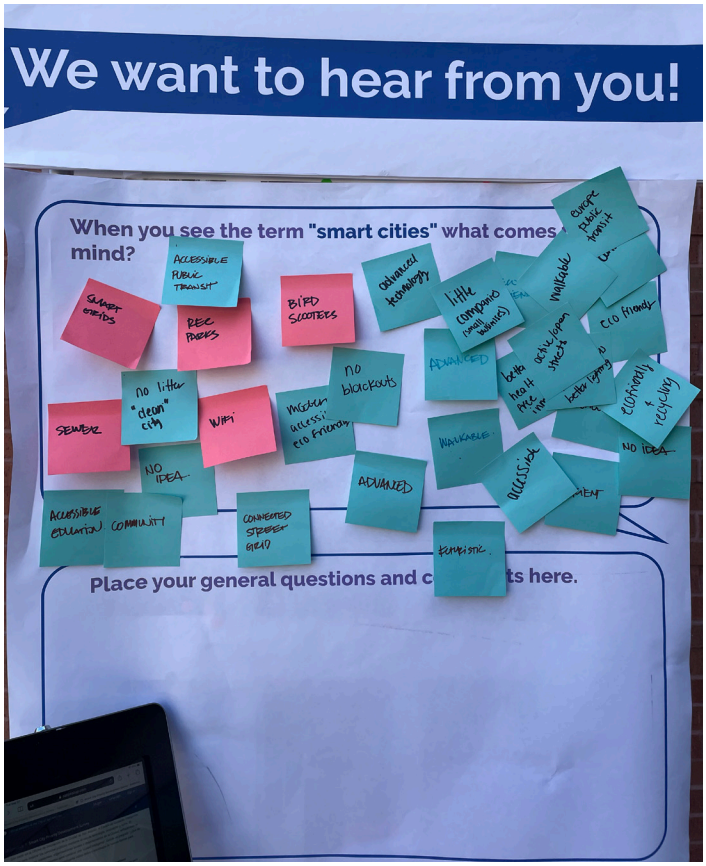
Pop-up - St. Phillips College - District 2

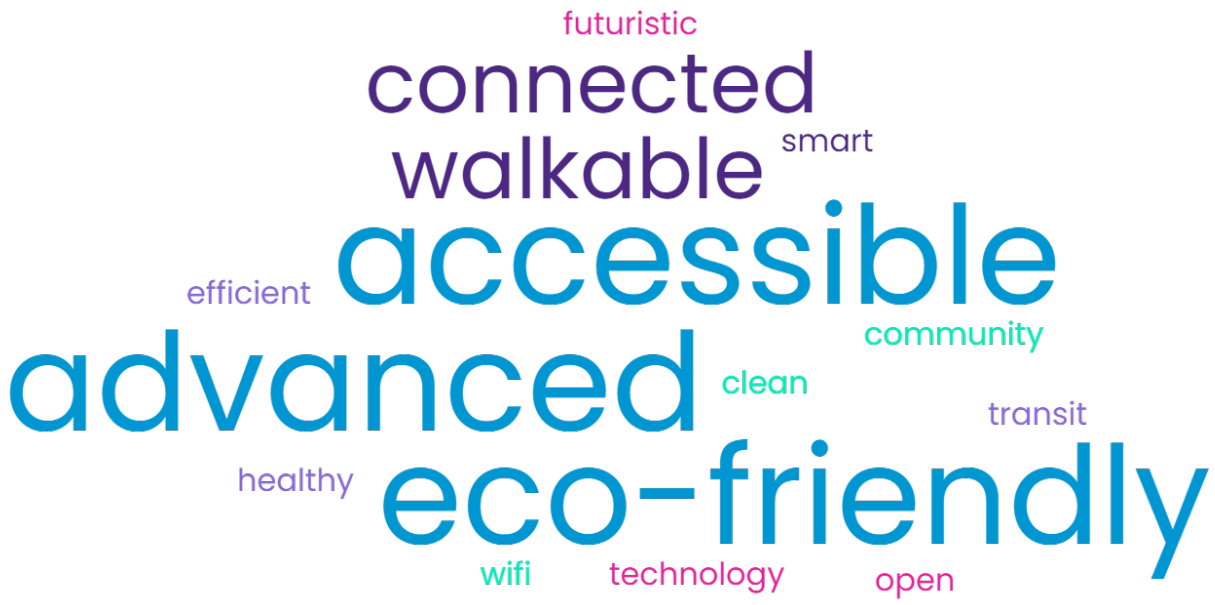
What We Heard

What is a Smart City?
Attendees of the St. Phillips pop-up were asked what comes to mind when they hear the term "smart cities." The following are their responses:

The majority of the participants (90%), were college students between the ages of 18-30, with the remainder being college administrators or professors. The main topics were access to healthcare, affordable housing, connectivity, and access to education. Participants were more focused on how the City of San Antonio could facilitate the way they connect and move around the city, with better and more connected public transportation and infrastructure that feels welcoming and safe. Aspiring for a San Antonio that is walkable, multi-modal and where driving is not the only option to move around the city.

Another concern for students was affordable housing. Students feel housing is becoming less accessible and some noted a concern of being priced out of their neighborhoods or unable to afford to move out of their parents home.





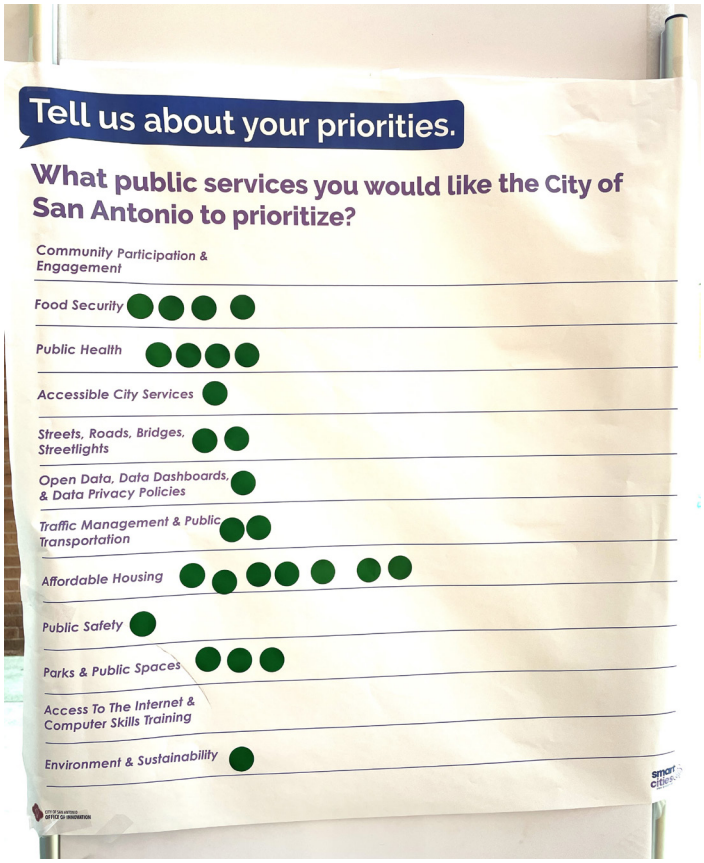
Word bubble reflecting the most mentioned words when asked "When you see the term 'smart cities' what comes to mind?"

Pop-up - St. Phillips College - District 2

What We Heard

What are your priorities for San Antonio?
Attendees of the National Night Out pop-up were asked what public services they would like the City of San Antonio to prioritize. The following are their responses:

When asked about their priorities, 26% of participants placed their green dot on "Affordable Housing," explaining that they or their family struggles with affordable housing or feelings of being priced out from where they live. Some mentioned that they would like to move out and live alone but cannot afford to do so. "Food Security" and "Public Health" placed next on the list, with a total of 15% each. Those who selected Public Health shared that they cannot afford private health insurance and deal with food insecurity.



Pop-up - YMCA Potranco - District 4, District 6, & District 7

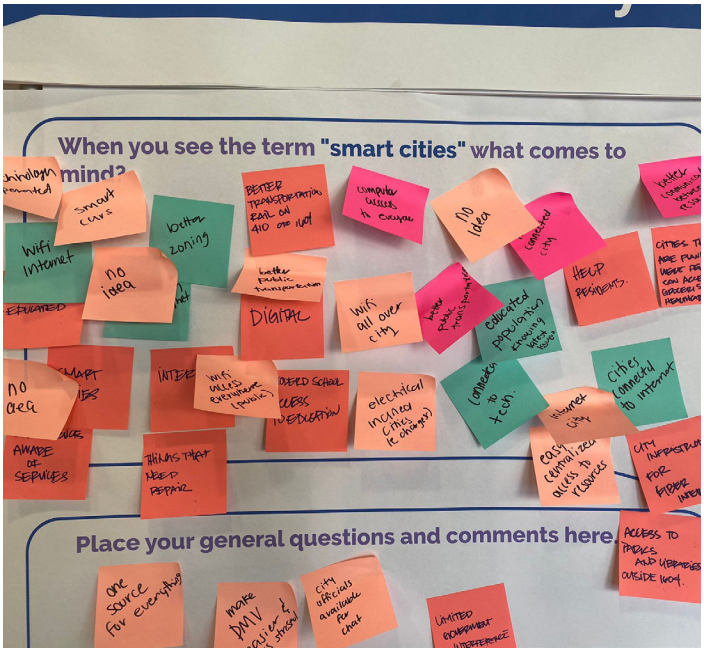
What We Heard

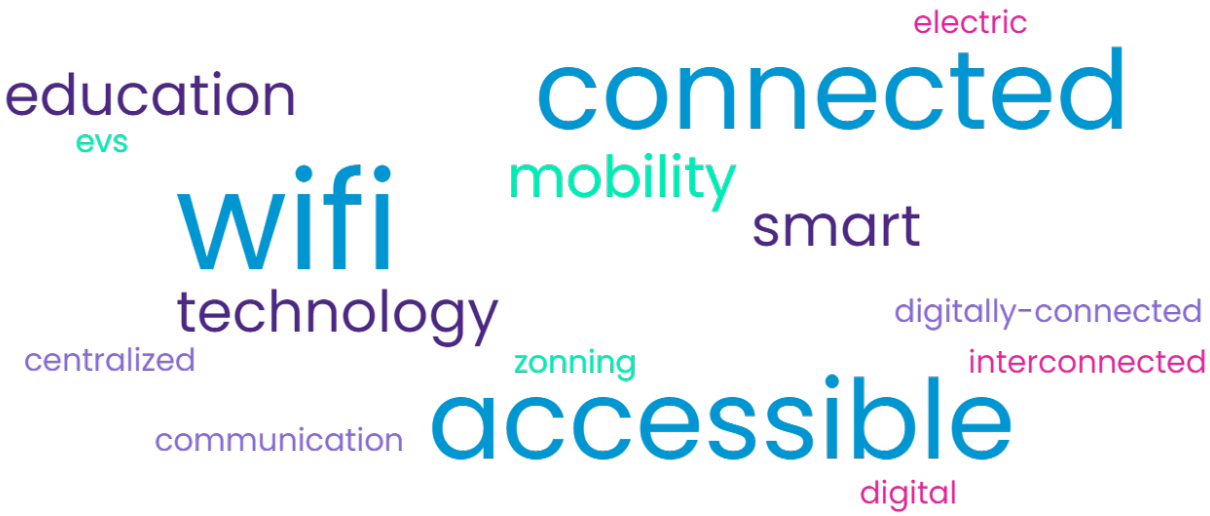
What is a Smart City?

Attendees of the YMCA Potranco pop-up were asked what comes to mind when they hear the term “smart cities”. The following are their responses:

The second pop-up was held at the YMCA on Potranco, chosen because it is in an area that covers residents of District 4, District 6, and District 7. Likewise, this location includes a San Antonio Public Library inside the building. The majority of the YMCA pop-up participants were adults from 35-70.

The results of the YMCA Potranco pop-up focused on infrastructure, including transportation infrastructure and how to reduce congestion, alleviate traffic and provide better mobility options. Digital infrastructure was also a concern, with several participants recommending free, universal WiFi. Lastly, this pop-up had several participants express a desire for a more centralized City of San Antonio: a one-stop shop for all city services, permits, and information. Many suggested an app could have access to all city resources and services.





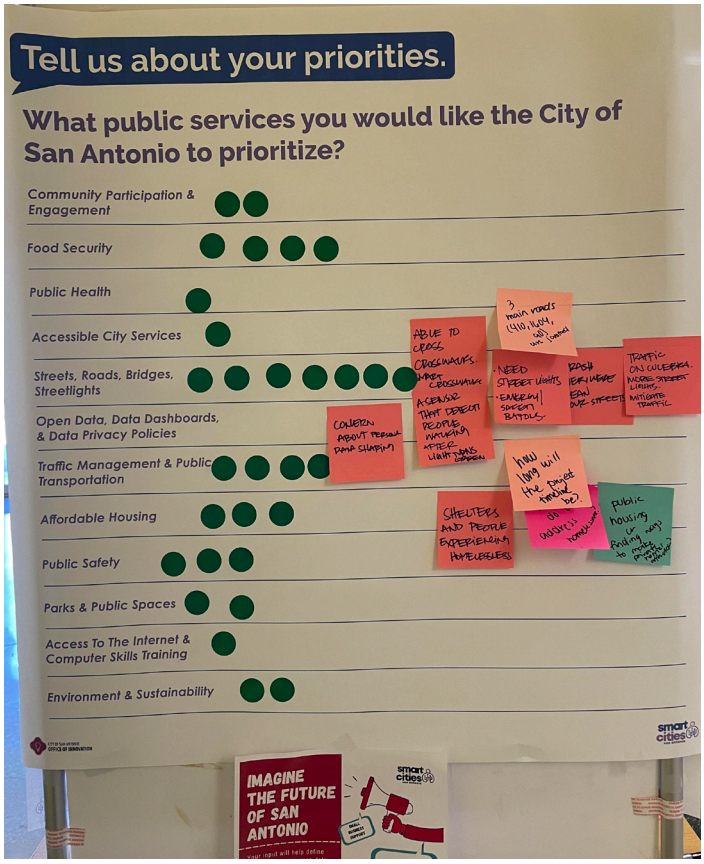
Word bubble reflecting the most mention words when asked “When you see the term “smart cities” what comes to mind?”

Pop-up - YMCA Potranco - District 4, District 6, & District 7

What We Heard

What are your priorities for San Antonio?
Attendees of the YMCA Potranco pop-up were asked what public services they would like the City of San Antonio to prioritize. The following are their responses:

Of those engaged in the YMCA pop-up, 30% gravitated towards “Streets, Roads, Bridges, and Streetlights.” Participants expressed that traffic has increased significantly over the years, and they are concerned by inadequate existing streetlight and sidewalk infrastructure. Some residents shared ideas on how to improve the pedestrian and driver experience: these ideas included sensors that would adjust street lights based on traffic and congestion. Others recommended better crosswalks using smart crosswalk sensors that would allow pedestrians to cross streets without feeling rushed; instead of placing cars first, these sensors would place pedestrians first. Finally, residents shared that they would feel safer if more streetlights were installed on sidewalks.

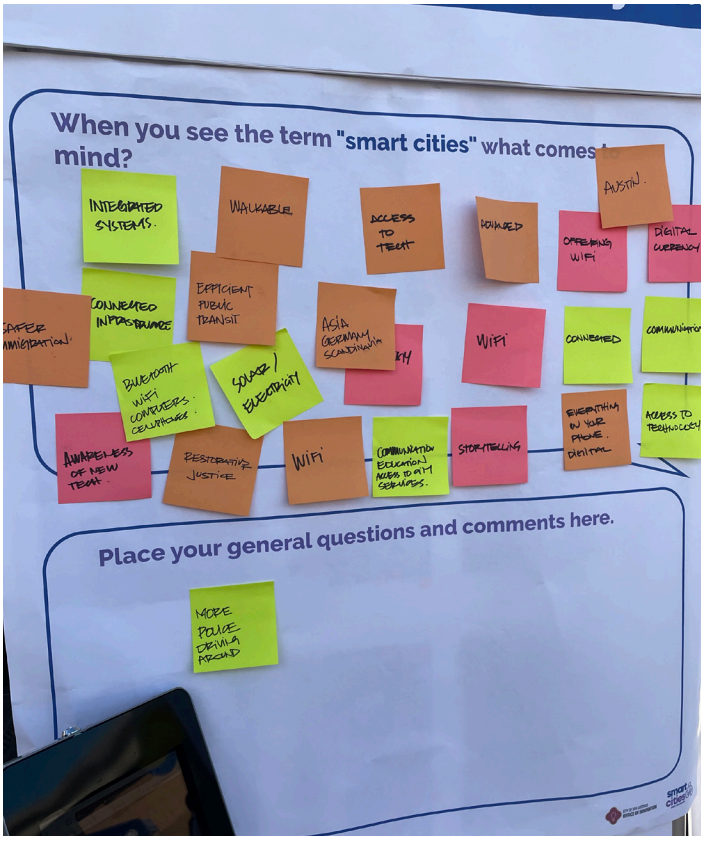


Pop-up - National Night Out - District 5

What We Heard

What is a Smart City?
Attendees of the National Night Out pop-up were asked what comes to mind when they hear the term “smart cities.” The following are their responses:

The third pop-up was set up at the westside National Night Out, which gathers community members in the near westside in celebration of the neighborhood. Most participants shared that smart cities have WiFi everywhere and are connected, integrated, and digital. To them, smart cities are safe and walkable, with efficient public transportation. Finally, residents of the westside envision smart cities as ones that communicate, share new technology, create awareness of emerging technology and how to use it, and most importantly, drive opportunities for access.



Word bubble reflecting the most mention words when asked “When you see the term “smart cities” what comes to mind?”

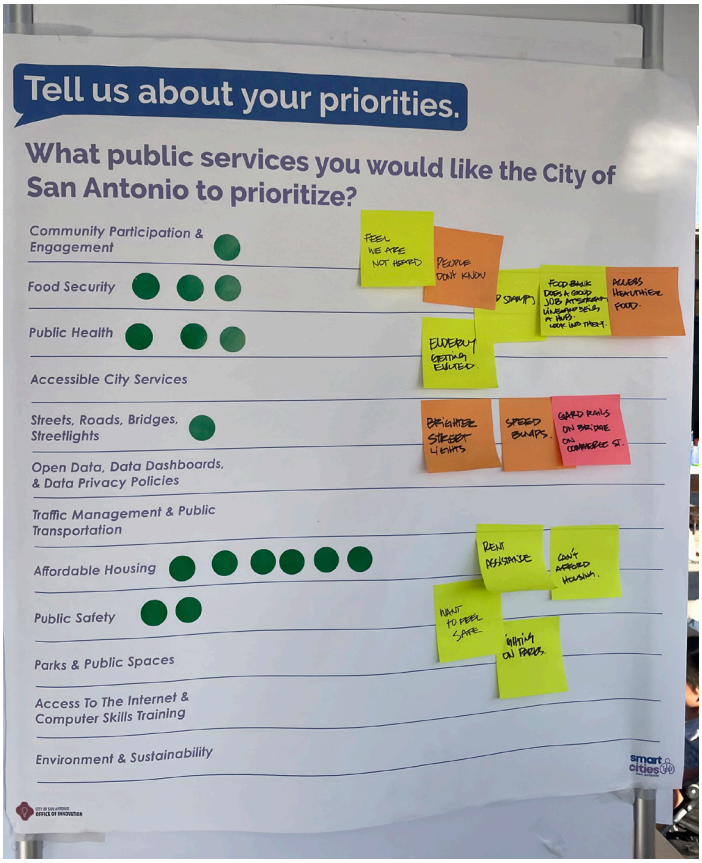
Pop-up - National Night Out - District 5

What We Heard

What are your priorities for San Antonio?
Attendees of the National Night Out pop-up were asked what public services they would like the City of San Antonio to prioritize. The following are their responses:

The top three responses of residents that participated in the National Night Out pop-up were Affordable Housing (37.5%), Food Security (19%), and Public Health/ Access to Healthcare (19%). Those that selected Affordable Housing mentioned that even with rent assistance they find housing unaffordable.

In second place came food security, with many residents of this neighborhood citing no access to fresh food or affordable healthier food options. The closest place to get fresh food requires a car or riding the bus. Residents mentioned that they have to go more often to the store since they are only allowed to bring small rolling carts on buses.



Public Meeting - Downtown Innovation Zone - District 1

What We Heard

The conversation at the downtown Innovation Zone public workshop, focused on affordable housing, sustainability and environment, public transportation, and upgrading the power grid. The majority of participants (11%) placed affordable housing as their top priority, most had questions on how the city could alleviate the pressure of being priced out. Others mentioned that investors and short-term rentals are taking over their neighborhoods and profiting from the housing crisis leaving residents with fewer and more expensive options.

The downtown innovation zone was the workshop that mentioned Upgrade the Power Infrastructure (7%) the most, the snowstorm of 2021 served as a reality check and a moment of reflection for many residents regarding the power grid and infrastructure. Most residents expressed concern about the state of their utilities, and felt San Antonio should strive to be an example of energy usage for other cities.

Additionally, residents that attended the downtown public workshop shared that they want to engage and are interested in the City's resources and initiatives but are not aware of where to find information, resources, or updates.

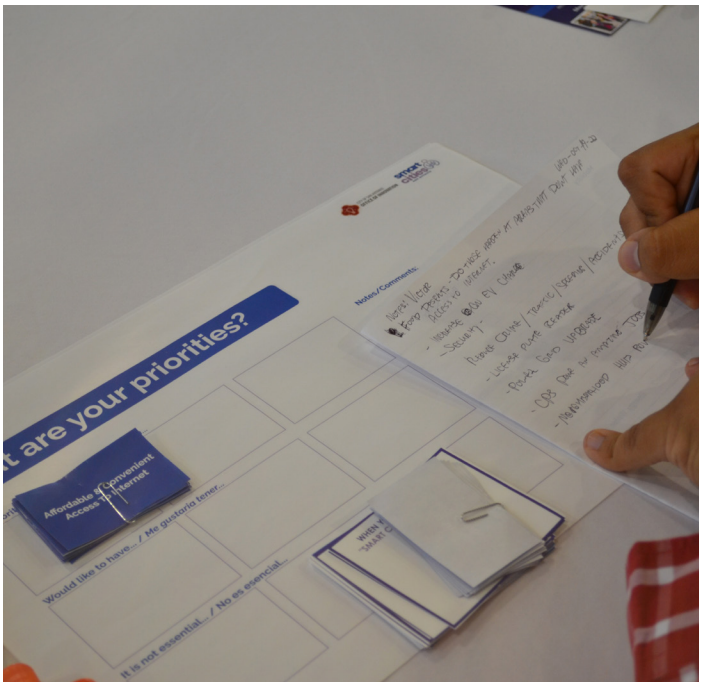
Public Meeting - Medical Innovation Zone - District 8

What We Heard

The following were the main priorities of the Medical Innovation Zone public meeting: Affordable Housing, Access to Healthcare, and Sustainability and Environment Restoration.

Access to healthcare beyond private healthcare was a concern, residents shared the lack of access to information and healthcare education. Residents expressed concerns of not having access to quality healthcare which may lead people to have to choose whether or not to purchase basic needs or pay high healthcare bills.

This public workshop shared an interest in supporting small businesses and capitalizing on the strong sense of community. Some ideas included an economic data package or basic economic analysis data. This package could be set up by the San Antonio Chamber of Commerce or GreaterSATX, and contain basic market research, information on where to attain permits and demographics.



Public Meeting - Brooks Innovation Zone - District 8

What We Heard

Interestingly, throughout the community engagement process residents had a hard time choosing options that were their personal priorities and not the needs of the community as a whole. Food security at Brooks public meeting is an example of this, 97% of attendees placed food security in their matrix. When the facilitators asked them to expand or share, most talked about it as a concern for the community as a whole rather than a personal struggle. They said lack of access to affordable fresh food causes people to purchase less healthy food options that then causes health problems. Many are forced into difficult decisions between spending money on healthy food options or other expenses, locking them into either unhealthy or expensive cycles.

Nearly 20 percent of attendees placed affordable housing as their top priority. Residents shared that the experience of buying a home is more different now than before. Affording a home nowadays looks different for an average median income than it did before. In order to afford to buy a home or even rent a home, residents felt that they need a higher income in order to do so. Residents expressed how this is a problem throughout the city, and as a result many residents in this city cannot afford a home.

Many conversations during our workshop focused on energy, sustainability, and public transportation and how all of these come together to make a smart, sustainable, safe city. Residents expressed a concern for the city's "generational plan" for energy. With the rise of electric cars, solar energy, and other renewable energy resources, some residents felt that completely switching to renewable resources is not the best solution for San Antonio's long term energy planning. Residents felt that the best way to approach this problem is to derive the city's energy from a variety of sources to create balance and security. Residents expressed how they would feel safer if the city had different energy sources in case of an emergency such as the grid blackout in February 2021.

Public Event - SmartSA Sandbox - District 4

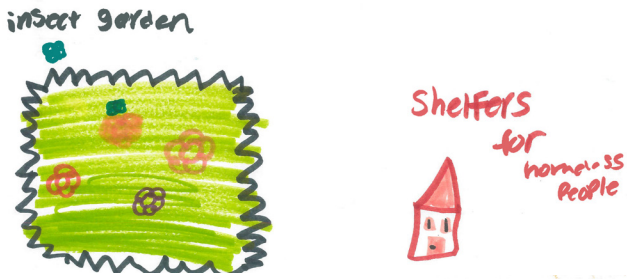
What We Heard

The exciting element of this exercise was the freedom of choice: compared to the pop-ups or public meetings where priorities were expressed in the form of pre-selected options, the exciting move of Sandbox was that kids got to volunteer their own priorities - in a form most natural and accessible to them. As such, we unlocked answers otherwise not available through standard survey methods.

SmartSA Sandbox is a yearly public event hosted by the Office of Innovation that invites families to explore technological advancements and innovation. It is an opportunity for residents of San Antonio to interact with technology and explore with their hands innovations that are implemented in their community.

This year the event was hosted at Pearsall park in District 4 where Able City facilitated an activity that bridged the digital divide in creating a pen-and-paper activity, where it was less about engaging with a product (technology) than it was on enjoying a process (imagination).
In speaking directly to children, the team was also able to collect data, qualitative as well as quantitative, on kids' desires for their city. With sheets of paper that asked "What Does your Ideal City look like," Able City gave children the time and materials to draw from their imagination.

The findings were that most children drew trees, indicating a preference for what would be classified in the Office of Innovation's priorities as "Environment and Sustainability." The ideal city, for almost every child, was full of (natural) growth.



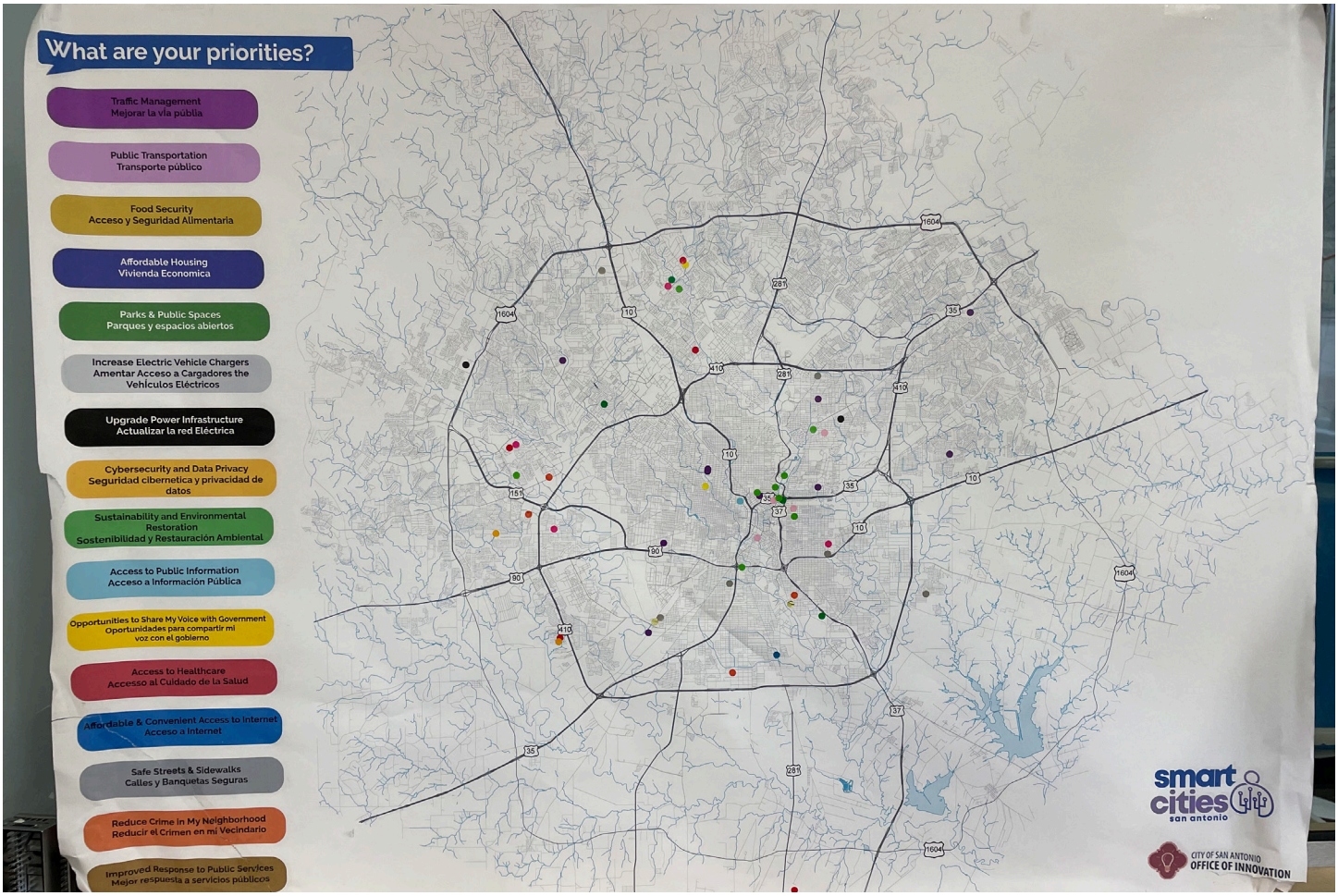
Public Event - SmartSA Sandbox

What We Heard

While kids were working on the open imagination activity parents and adults were asked “what are their smart cities priorities”, then based on the priority they were given a sticker that matched the color of the priority and to pin the sticker where they lived on the map. The idea was to continue on gathering input on the communities priority. Since this event created a shorted interaction with attendees, the goal of this activity was to gather the same data that the priority matrix and green dot set for but through a different medium.

Areas closer to downtown and the eastside of San Antonio show consistent priorities, residents of these area pinned public transportation, sustainability and environment, and affordable housing as their priority. Similar to the Downtown Innovation Zone and the St. Phillips pop-up, the priorities are similar for residents that live in the downtown core. Many mentioned that if a better and connected public transportation existed they would be less likely to use their cars, reducing their commute and impact on the environment.

Areas south and west of the downtown loop show access to healthcare as a priority. Residents mentioned that many times they have found themselves sacrificing basic needs like food in order to pay for medical bills. Others mentioned that because they live farther away from regional centers they are 20-30 minutes away from a hospital or medical institution, and would like to see more medical facilities closer to them.



What are your priorities? - SmartSA Sandbox Responses

3. Conclusions and Recommendations

Conclusions and Recommendations Table of Contents

Conclusions - What is a smart city? What are your priorities?

Resident Big Ideas

Recommendations

What is a Smart City?

Conclusions and Recommendations

Word bubble reflecting the most mention words when asked “When you see the term “smart cities” what comes to mind?”

The first question the team asked residents was “what is a smart city”, the Able City team invited participants to provide honest feedback and to share what came to mind first. This activity was designed to understand how familiar residents of San Antonio are with smart cities, as well as for residents to envision what a smart city can be and how San Antonio could be a smart city.

The word cloud above shows the words that were mentioned the most; accessible, connected, technology, WiFi, advanced, and smart were the most mentioned. When residents mentioned accessibility they referred to a San Antonio that has access to technology, access to education, access to WiFi everywhere, access to parks and open spaces, and easy centralized access to resources.

When the team tried to unpack what access meant, many residents felt disconnected from City Services, as they either did not know where to look for information, were confused or did not find what they were looking for when they did know where to look, or simply were not aware that the City has services that can help residents. From this, it can be deduced that the City’s digital services are hard to navigate, and there is a lack of awareness and advertisement of current services and city initiatives.

Of all residents that participated 22% mentioned that they envision San Antonio as a place that has access to WiFi everywhere. Currently, City facilities, such as libraries, community centers, airport, and city office buildings offer free WiFi.

Lastly, there was interest in a centralized digital hub that included information, resources, City services, and a place to process permits. This centralized hub would hold information, and records that would streamline processes creating a space for residents with access to all their information without having to go to a physical space.

After listening to residents’ values and lived experiences by asking this question, the team used these words, terms, and visions to formulate the San Antonio Smart Cities Guiding Principles.

What are your Priorities?

Conclusions and Recommendations

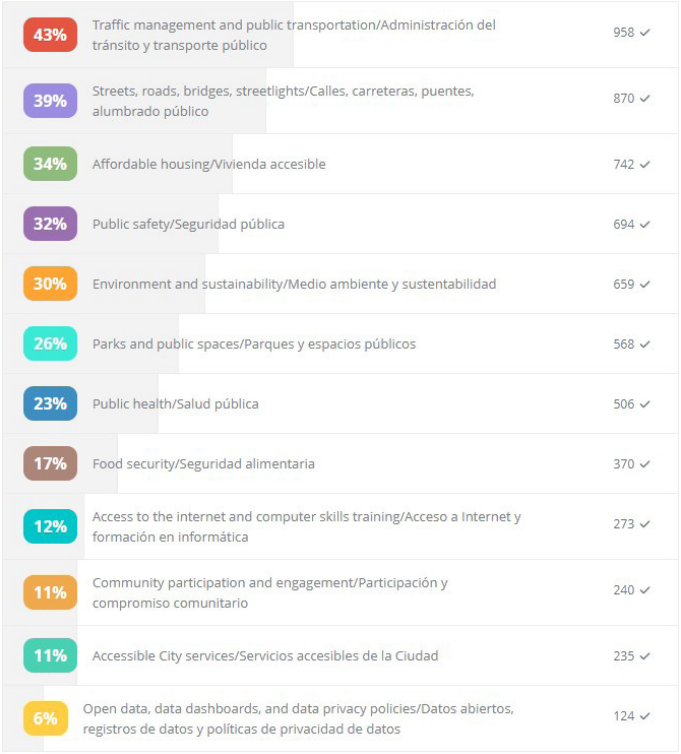
The second main question asked during the engagement process was, “what is your smart cities priority?”, prompting them to explain their needs and what they want the City of San Antonio to put first. This same question was the first question on the Smart Cities digital survey. As seen on the right, the top results are similar between both the engagement process and the survey. The main responses during the community engagement process were affordable housing, access to healthcare, food security, and safe streets and sidewalks, whereas in the survey the response that was chosen most was traffic management and public transportation, and safe streets. Both reinforce affordable housing as a top priority.

Interestingly food security made it to the bottom half of the survey results but during the engagement process, food security was a top priority. In many of the in-person interactions residents were confused or not sure what food security meant, and after sharing what food security and a food desert meant, residents were more likely to place it as a priority.

In person interactions compared to digital interactions allow for more of a two-way conversation between the respondent and the administrator or facilitator. This methodology becomes qualitative instead of quantitative strategy, getting a deeper understanding and insight into why these priorities are important can better inform the Smart Cities team on how to move forward and inform the roadmap. At in-person interactions, residents get to clarify questions, such is the example of “food security.” Per the example, if respondents of the digital survey do not understand what food security means, they might not choose it as a high priority. In person interactions create space for a conversation, engagement and to be heard. This might suggest why responses from the digital and in-person yield different responses.

An additional advantage of the in-person engagement during the Smart Cities Roadmap was that facilitators and staff members were able to connect residents with resources and share other city services.

1. Please choose the public service you would like the City of San Antonio to prioritize. (Choose your top 3)



Smart Cities Priorities Survey Results

Smart Cities Priorities overall in person results

What are your Priorities?

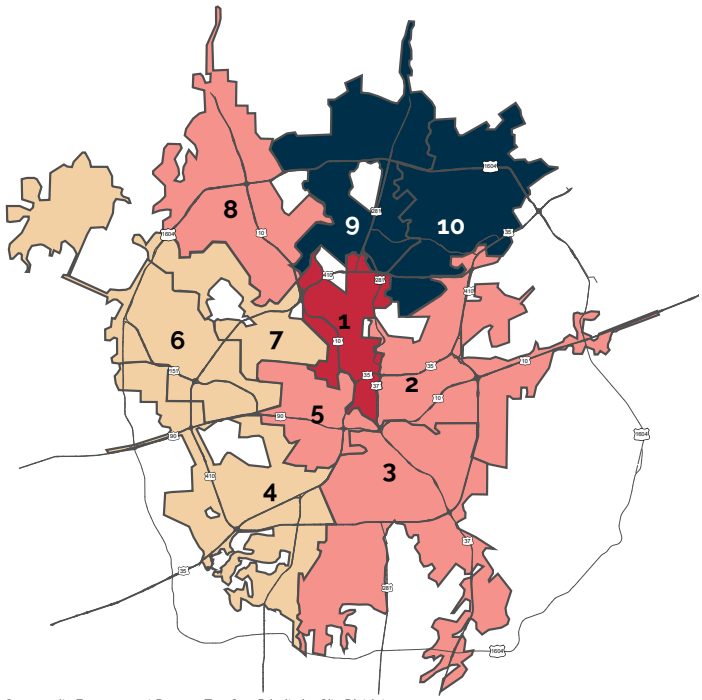
Conclusions and Recommendations

As seen on the map on the right the top priority per City District was consistent, the top priorities were affordable housing and safe streets and sidewalks. Districts, where we see safe streets and sidewalks as a priority, are districts where residents mentioned that they have seen a surge in traffic, and streets without sidewalks or street lights. Residents were concerned about their safety and suggested adding streetlights and sidewalks would feel safer. When talking about affordable housing, residents mentioned they feel priced out from their homes and fear gentrification in their neighborhoods, additionally, younger generations said they see fewer affordable options.

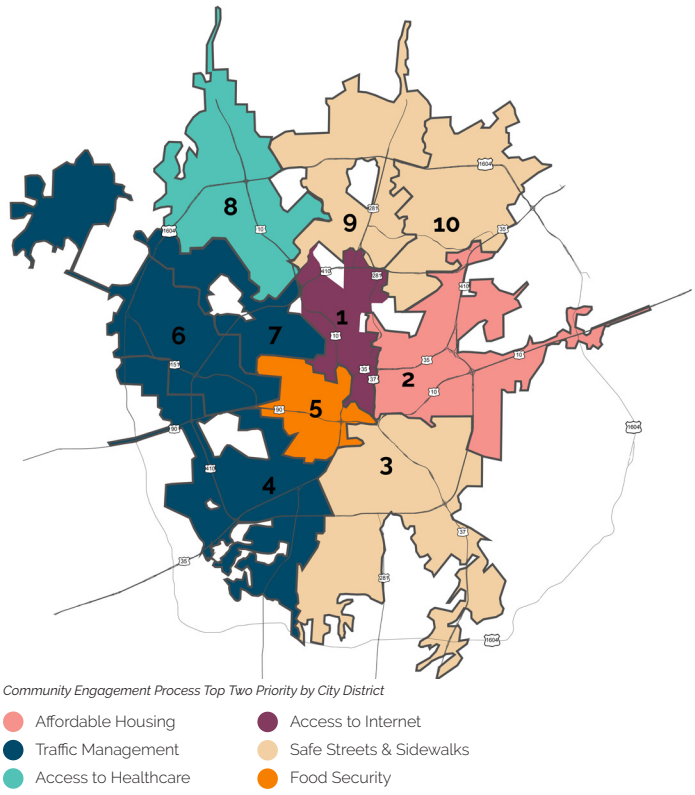
Compared to the top priority map before the following two maps show a bit more variety, but at the same time, the same priorities just alternate between second priority and third. Overall the priorities are food security, traffic management, access to healthcare, affordable housing, and access to the internet. So far the priorities have been focused on basic needs such as food and housing. The second priority shows access to the internet, residents of District 1 advocated for free WiFi everywhere.

Priorities that did not make the top 3 priorities were increasing electric vehicle chargers, cybersecurity, access to public information, opportunities to share my voice with my government, reduced crime, and improved responses to public services. Although the priorities above were listed on residents' priority matrix, less often did they make the top three list.

Residents did show an interest in better communication within the local government and residents, for residents this means centralized information, and awareness of city services and initiatives. Overall residents are excited for the future and growth of San Antonio and ready to participate and engage in their community.



Community Engagement Process Top One Priority by City District

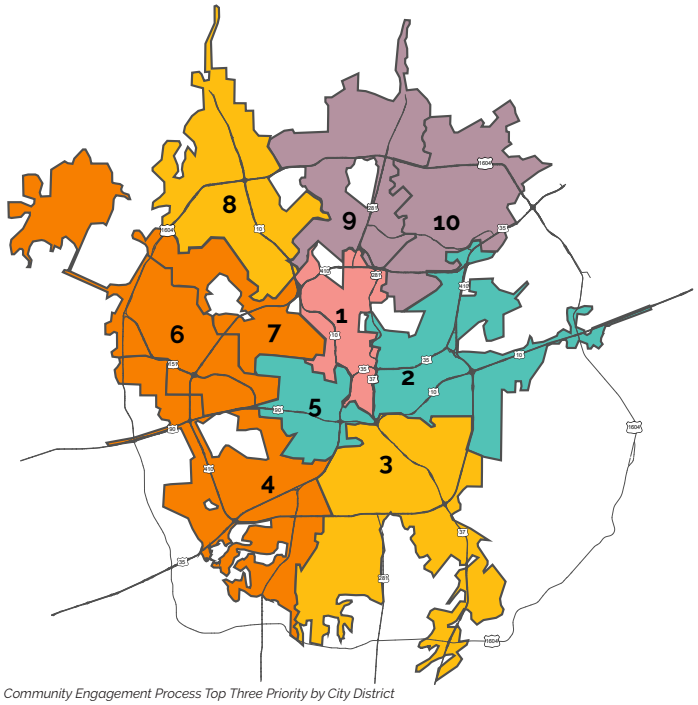


Community Engagement Process Top Two Priority by City District

What are your Priorities?

Conclusions and Recommendations

Residents were asked if they wanted to continue being part of the smart cities conversation and all mentioned that they would enjoy voicing their concerns and thinking outside their own personal needs to shape the community as a whole.



Community Engagement Process Top Three Priority by City District

- Affordable Housing
- Food Security
- Public Safety
- Access to Healthcare
- Sustainability & Environment Restoration

Residents Big Ideas

Conclusions and Recommendations

A call center for all public health resources, customer service and all community care. A Hub that connects and coordinates services and access.

More engagement like this. Being able to voice my concerns through the internet

Public transportation that uses metrics to inform future needs and plans of public transportation.

A centralized app with all city services, information, public meeting events, permits, and City Services. (“Having the city at your fingertips”.)

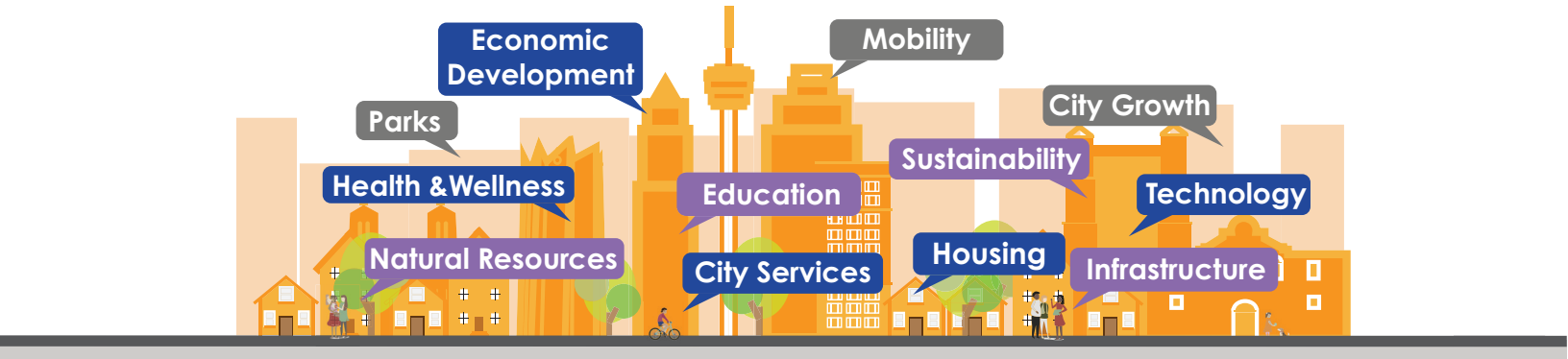
SAWS smart meters and app that makes water usage information available for homeowners.

Have emergency buttons at bus stops.

Open Data Dashboards for residents to use.

Outreach texts are better than social media outreach to get to people to engage. Share public and community meetings through text messages.

Signage, and alerts that updates residents on construction and traffic.



Recommendations

Conclusions and Recommendations

1. Guiding principles

Accessible: Break barriers between San Antonio's residents and city services. Democratize access to data, services, and decision-making processes for residents and visitors of all ages, abilities, and identities.

Connected: Unite citizens with their local government and each other. Facilitate meaningful relationships and interactions between San Antonio citizens and their government, utilities, universities and other agencies by having platforms and systems that provide access to services, information, and programs for everyone.

Efficient: Improve the effectiveness of the city's services by reducing waste while maximizing communication and resources. Upgrade systems and processes to handle today's needs while anticipating tomorrow's demands.

Informed: Create an environment of knowledge and understanding through transparency and user-friendly access to timely open information. Operate with accountability by reporting successes and failures with the goal of increasing knowledge for everyone.

Safe: Prevent and protect San Antonio's communities from danger and create a safe environment where people feel secure and have the freedom to thrive. secure and comfortable.

2. Pop-ups

Interactive and casual pop-ups throughout the city can continue to gather feedback from community members. 5-7 minute will maintain relationships with the community as well as generate publicity for the for the Office of Innovation and Smart Cities team services.

3. Smart Cities Priorities Map

A digital map on the Office of Innovation website can allow residents to share their Smart Cities Priority and pinpoint it to their address. This will educate the team on community needs on a district basis, and at the same time continue to source and visualize data.

4. Smart Cities Focus Group / Smart Cities Community Group

When implementing smart city solutions, it is important to consider the needs, concerns, and feedback of those who will be directly impacted. The Smart Cities team should continue to develop the relationships created during the community engagement process and develop a representative Smart Cities resident panel. Through this panel residents will have the opportunity to participate in the deliberation of current and future CoSA Smart City priorities and potential projects This group can ensure that the Smart City team's work is transparent, inclusive, and thoughtful in reaching its end goal. To ensure a representative makeup of the city this group should include at least two representatives from every city district, technology professionals as well as laypeople, and people diverse in age and digital literacy.

5. Community Story Map Database

A database that records community input, interactions and conversations between San Antonio Residents and the Smart Cities team. Build upon the feedback and database that was recorded during the community engagement process. The database can serve as a contact list and location to find members of the Smart Cities Community Group.

CITY OF SAN ANTONIO
OFFICE OF INNOVATION

smart cities san antonio