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Y2

End of Year Report



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Introduction

The CivTechSA Program is a partnership between the COSA's Office of Innovation and Geekdom, a co-working space and leader within the local entrepreneur and technology communities. This program is dedicated to building a city of problem solvers by working with entrepreneurs and students to find real, impactful solutions to current civic challenges, and actively grow the startup and technology ecosystems in San Antonio. The program was also created as an effort to connect and grow San Antonio's entrepreneur and technology ecosystems, as well as create a tech-talent pipeline by engaging students with civic technology.

Mission

To connect students, companies, and the tech community with the City of San Antonio to solve community challenges and grow civically-minded tech talent.

Partner Roles

The CivTechSA Program is successful due to our strong network of partners and participants. These vital partners include secondary and post-secondary schools, as well as third-party organizations including non-profits, national accelerator(s), workforce development and other experts or businesses connected through Geekdom's partner ecosystem. Potential program partners are listed by program segment in the operational plan and then are confirmed throughout the year within the quarterly reports.

The day-to-day program operations, relationship management, event planning and execution are managed as a collaboration between COSA and Geekdom's CivTechSA program management team. The roles that Geekdom and COSA play are highlighted below.

Geekdom

Geekdom manages the day-to-day operations, overall Program strategy and development of the CivTechSA program. To better collaborate, Geekdom created a Google Drive folder for the CivTechSA Program, paid for subscriptions to SmartSheet (an online project management platform) and shared it with the Office of Innovation in 2018. This access continues for the program's second year.

Same as year one, facilities will be made available for CivTechSA events and startups selected for the 2018 Residency Program will receive Geekdom memberships. Geekdom continues to serve as the liaison between the Office of Innovation and our program partners (e.g. industry experts, students and startup communities) throughout the duration of the CivTechSA Program. Additionally, Geekdom continues to connect CivTechSA participants with mentors identified through Geekdom's member ecosystem.

Geekdom CivTechSA Program Management Team:

- Anna Gutierrez, VP of Operations (Jan 2018 - Sept 2019)
- Janice Riley, Programs Director (Sept 2019 - Present)
- Pebbles Le, Program Manager (Jan 2019 - Present)
- Jay'Len Boone, Assistant Program Manager (Jan 2019 - Aug 2019)
- Jade Scheonberger, Assistant Program Manager (Sept 2019 - Present)

- Corina Robles, Intern (Summer 2019)
- Devall Harris, Intern (Summer 2019)
- Artem Skitenko, Intern (Summer 2019)

Office of Innovation

The Office of Innovation leads the collaboration with Geekdom and serves as the liaison between Geekdom and the City of San Antonio. The Office of Innovation collaborates with other City departments to collect and identify civic challenges and place them into the Civic Problem Bank. Same as the first year of the CivTechSA Residency Program, City departments should provide or allocate suitable office space and equipment, if necessary, as well as access or insight about City data to the selected startups, which enables them to build custom solutions for the City.

COSA Office of Innovation Team

- Brian Dillard, Chief Innovation Officer
- Emily Royall, Smart City Coordinator
- Eddie Johnson III, Innovation Specialist
- Rhiannon Pape, Research and Development Specialist

Current Partners

- | | |
|------------------------------------|--------------------------|
| ● San Antonio Works | ● StMU |
| ● Karen Wagner High School | ● Codeup |
| ● Coder Dojo | ● Whataburger |
| ● Youth Code Jam | ● SA Chamber of Commerce |
| ● Cast Tech High School | ● CPS |
| ● Sastemic | ● SAWS |
| ● StartEdUp Foundation | ● SARA |
| ● University of the Incarnate Word | ● EAA |
| ● UTSA | ● VIA |
| ● TAMUSA | ● Google Cloud |
| ● OLLU | ● City 20/20 |

Program Awards

The CivTechSA Program has an ability to really engage community members of all demographics in San Antonio in an effort to help solve every day issues that not only departments are having but the everyday citizen as well. This program has opened many doors and opportunities for government transparency and foster collaboration at a level that most cities have never been able to accomplish. Therefore, the program has been awarded a handful of awards to highlight its efforts in helping better San Antonio for future generations to come.

Awards

1. Outstanding Achievement in Local Government Innovation from Alliance for Innovation

- a. Programs across North America and represent the leading innovations in local government this last year that are demonstrating positive community and organizational impact, quantum leaps in creativity, and tangible results toward building thriving communities.
- 2. 2019 Program Excellence Award by the International City/County Management Association
 - a. *Community Partnership Awards* recognize the programs or processes that demonstrate innovation, excellence, and success in multi-participant involvement between or among a local government and other governmental entities, private sector businesses, individuals, or nonprofit agencies to improve the quality of life for residents or provide more efficient and effective services.

Program Funding & Sponsorship

In an effort to maintain a momentum for the program, two grants were applied for during the course of Year 2 and a valiant effort was made in order to cover logistical costs for events throughout the year. With warm connections through partners and an eagerness for companies to get involved, the program was able to raise \$14,052 from October 2018 to September 2019.

Grants

- 1. Bloomberg, Engaged Cities Grant - Crowdsourcing (Not awarded)
 - a. Engaged Cities Award applications must show how they addressed the problem with meaningful citizen involvement and delivered measurable results. The crowdsourcing topic was as followed: Leverage citizen expertise, experience, and ideas to create or enhance services, resources, or policies.
- 2. The Awesome Grant (Not awarded)
 - a. The Awesome Grant foundation is a national nonprofit organization with a mission of making the world more awesome one \$1000 grant at a time. They have a local chapter here in San Antonio and CivTechSA entered for June 2019.

Event Sponsorship

- 1. Ideathon
 - a. Food Sponsors
 - i. Whataburger - \$552
- 2. Datathon
 - a. Changemaker Sponsors - \$3,000
 - i. CPS Energy (\$5,000)
 - ii. Edwards Aquifer (\$5,000)
 - b. Influencer - \$2,000
 - i. iTron
 - c. Advocate - \$1,000
 - i. CodeUp
 - ii. Google Fiber
 - iii. ZPryme
 - d. Leader - \$500
 - i. Jungle Disk
 - e. In-Kind Sponsors
 - i. Geekdom
 - ii. RESPEC
 - iii. Google Cloud

iv. Alamo Regional Data
Alliance

Year 3 Calendar

The table below showcases the entire program’s effort in engaging the community through various events and impacting students in the classroom from the beginning to the end of their semester long projects. The table will also provide insight on the planning phases of each pillar of the program.

October 1	Year 2 of CivTechSA begins
November	Outreach to various educational institutions for program participation
December 31	Q1 status report due
January 3	Prepare Year 2’s Residency programming and outreach
January 8	EDU: Ideathon planning meeting with stakeholders from previous year
January 16	ENT: Smart Cities Vendor Summit: Innovation Showcase (CivTechSA table)
January 17	EDU: Introduction visit with Our Lady of the Lake University and OHP
January 18	ENT: Datathon kickoff meeting with SmartSA stakeholders
January 23	EDU: Introduction visit with St. Mary’s University and EDD/LaunchSA
January 23	EDU: Solidified partnership with Codeup for Year 2
February 5	EDU: Job Shadow Day with Karen Wagner High School freshman STEM class
February 7	EDU: Codeup Developer Day
February 9	EDU: Introduction visit with CoderDojo and Parks & Rec
February 13	EDU: Introduction visit with University of the Incarnate Word and Aviation Dept
February 19	EDU: Introduction visit with Texas A&M San Antonio and Library Dept
February 27	RES: Residency Q&A
February 28	EDU: Midpoint visit with Our Lady of the Lake University and OHP
March 1	EDU: SASmart Mayor’s Challenge Launch Clinic
March 2	EDU: Youth Code Jam showcase from Year 1’s teacher externship

March 12	RES: KLUP Interview with Bobby & JJ for CivTechSA and promoting the Residency
March	EDU: Midpoint visit with Karen Wagner High School and Planning Dept
March 27	EDU: Midpoint visit with St. Mary's University and EDD/LaunchSA
March 31	Q2 status report due
April 1	ENT: Datathon landing page goes live
April 2	EDU: Midpoint visit with Texas A&M San Antonio and Library Dept
April 3	EDU: Codeup Developer Day
April 3	EDU: Midpoint visit with University of the Incarnate Word and Aviation Dept
April 4	EDU: Ideathon mentor training
April 5	ENT: Datathon datasets go live for public viewing
April 10	EDU: Ideathon mentor training
April 12-13	EDU: Ideathon
April 13	EDU: Midpoint visit with CoderDojo and Parks & Rec
April 16	ENT: Initial planning meeting for Startup Weekend
April 17	EDU: Initial visit with Cast Tech High School and ACS
April 18	Year 3 contract initial planning and development
April 23	ENT: Fiesta Tech Trek
April 29	EDU: Final visit with St. Mary's University and EDD/LaunchSA
April 30	EDU: Final visit with Our Lady of the Lake University and OHP
April 30	RES: Residency celebration
May 6	EDU: Final visit with University of the Incarnate Word and Aviation Dept
May 7	EDU: Final visit with Karen Wagner High School and Planning Dept
May 11	EDU: Final visit with CoderDojo and Parks & Rec

May 13	EDU: Final visit with Cast Tech High School and ACS
May 13	ENT: Datathon Datadive (Q&A)
May 15	EDU: Final visit with Texas A&M San Antonio and Library Dept
May 28	EDU: SASmart Mayor's Challenge final presentations
June 3	EDU: Introduction visit with UTSA and ITSD
June 4	EDU: Codeup Developer Day
June 7-9	ENT: Startup Weekend: Smart Cities
June 14	ENT: Datathon scoring meeting for applications
June 15	ENT: Next Wave Technology: 3D Printing and STEM for Adults
June 19	EDU: Innovation Summit with StartEdUp Foundation and Cast Tech High School
June 20	RES: Midpoint demo for Outreach Grid
June 24	RES: Planning meeting with JLen Events for Residency Demo Day
June 26	EDU: Midpoint visit with UTSA and ITSD
June 28-30	ENT: Datathon
June 30	Q3 status report due
July 12	ENT: Datathon closeout meeting with SmartSA partner stakeholders
July 19	RES: Midpoint demo for Rise Civic Consulting
July 30	RES: residents met with Alfred Mesquiti to work on their slide decks
July 30	EDU: Codeup Developer Day
August 1	RES: residents with Ann Ward to work on their presentations
August 2	EDU: Initial planning meeting with NISD to launch digital pilot
August 7	EDU: Final visit with UTSA and ITSD
August 13	EDU: Video was created for NISDxCSF digital pilot

August 26	RES: End of Residency
August 27	EDU: Introduction visit with UTSA and OISC
September 4	STEM council meeting to highlight CivTechSA and upcoming events for Year 3
September 4	RES: DHS closeout call with stakeholders
September 6	RES: NHSD closeout call with stakeholders
September 17	RES: Residency Demo Day
September 30	Q4 status report due

Marketing

CivTechSA has received multiple opportunities to be highlighted through various media outlets with all links found [here](https://www.civtech-sa.com/in-the-media/) (https://www.civtech-sa.com/in-the-media/) on our website. We also utilized social media as a platform to spread the word about our program to every audience member that would benefit from participating.

Current Partners

- Sammis & Ochoa
- KLUP
- KSAT
- SA Heron
- Rivard Report
- iNOV8 Place
- San Antonio Business Journal
- San Antonio Startup
- Texas Public Radio
- GovTech

Social Media Marketing

Since October of 2018 (Y2, Q1), the CivTechSA Program has seen a continuous increase in followers across all social media channels. In January of 2019 (Y2, Q2), Instagram was added as a social media channel. An absence of Q1 social metrics is a result of CivTechSA acquiring new team members and those new individuals not having access to the data at the end of Y2.

Social Media Channel Followers	Q1 2018	Q2 2019	Q3 2019	Q4 2019
Facebook	NA	262	349	372
Instagram	NA	248	349	452
LinkedIn	NA	223	263	307

Twitter	NA	488	577	635
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Social Media Engagement

Social Media Channel Engagement	Q1 2018	Q2 2019	Q3 2019	Q4 2019	Total
Facebook	344	360	185	289	1178
Instagram	NA	647	371	402	1420
LinkedIn	154	120	81	84	439
Twitter	721	836	446	224	2227

Twitter remains the most critical social media platform for CivTechSA, bringing in the most engagement and containing the highest follower count. That being said Instagram, despite having an absence in Q1 has captured a good audience and is second in followers & total engagement.

Programs

CivTechSA has four focus areas which include 6-12 Grade, Higher Education, Entrepreneurs, and the Residency. Each focus area has their own unique solutions for city and community challenges. By having the opportunity of capturing the attention of community members that are eager to make an impact on their community, we have seen the program expand even larger than its first year.

Focus Area	# of events	# of participants
6-12 Grade	15	371
Higher Edu	20	131
Entrepreneurs	7	1,057
Residency	3	107
	Total: 45	Total: 1,666

6-12 Grade Education

6-12 Grade engagement asked for students to ideate and bring a proof of concept as a solution to city departments. This year, the students not only exceeded all expectations but have also brought fresh ideas to city employees in hopes that some ideas may be adopted in their departments.

Partners

- Youth Code Jam
- Karen Wagner High School
- SmartSA
- Cast Tech High School
- CoderDojo
- StartEdUp Foundation
- ESC Region-20

Project Matrix

Partner	# of participants	Department/Challenge	Result
Karen Wagner High School	<ul style="list-style-type: none"> ● 110 students ● 4 teachers 	<i>Planning:</i> San Antonio's population is projected to increase by another 1 million people. Help create multifunctional living communities throughout vacant plots of land in San Antonio and market your neighborhood to new residents.	110 STEM students worked in teams of 5 or more to create 3D custom model communities with residential and commercial buildings, in addition to, building marketing plans to advertise their communities.
CAST Tech High School	<ul style="list-style-type: none"> ● 33 students ● 1 teacher 	<i>ACS:</i> ACS intakes roughly 30,000 animals each year. If potential adopters can't find their pet, then the pet doesn't get a home. Each week, the department has all new animals. Need a way to increase the chance of animals finding their "forever home".	10 teams of three students presented custom web-based applications that allowed for surveying and capturing data for ACS to help build out pet ownership portfolios to send advertisements of new pet inventory.
CoderDojo	<ul style="list-style-type: none"> ● 10 students ● 3 teachers 	<i>Parks & Rec:</i> Expand resident and visitor knowledge of trail systems and park locations. Residents and visitors may not use parks and trails if they are unaware of	Ninjas created a working application that residents and visitors could use to learn more about Crockett Park by San Antonio College. This allowed for full

		their availability.	immersion and interaction with a park. The department loved the idea that they have asked the students to further the expansion of their application.
SASmart - Mayor's Challenge	<ul style="list-style-type: none"> • 56 students • 10 teachers 	<i>Sustainability:</i> With the increasing number of people in San Antonio, how can its citizens reduce its carbon footprint on the world?	Students that part of a STEM program in San Antonio were challenged with addressing sustainability and ten teams competed in the final presentations. The winners won a trip to visit the Mayor's Office.
StartEdUp Foundation	<ul style="list-style-type: none"> • 32 students • 2 teachers 	<p><i>Innovation zone challenges:</i></p> <p>What are alternative means of transportation that can bridge the "last mile"?</p> <p>What are ways to gamify water conservation efforts in the city?</p> <p>How do we keep drivers, pedestrians and scooter riders safe and able to share the road?</p>	High school students from Indianapolis, Indiana visited San Antonio to work on challenges that impact the innovation zones in San Antonio with students from CAST Tech High School. This collaboration fostered great ideas and has inspired the founder of StartEdUp to reach out to the City of Indianapolis to create their own CivTech program.

Satisfaction Output

Focus Area	# of participants	% of satisfaction rate
6-12 Grade (Teacher)	26	100%

6-12 Grade (Student)	345	97.3%
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Higher Education

The CivTechSA Program was able to maintain and create new partnerships with San Antonio’s Higher Education Institutions. Each of these classes have been able to create more than just an idea for city challenges, they brought inspiration and actual proof of concepts that can be taken back to be implemented by city employees.

Partners

- University of the Incarnate Word
- St. Mary’s University
- Our Lady of the Lake University
- Texas A&M San Antonio University
- University of Texas at San Antonio
- Codeup

Project Matrix

Partner	# of participants	Department/Challenge	Result
University of the Incarnate Word	<ul style="list-style-type: none"> ● 7 students ● 1 teacher 	Aviation: Information is vital for decision making, planning operations and other activities at the airport. The divisions within the department produce information that is in varied formats and not accessible easily. The information is circulated by emails and slicing data and analyzing trends is difficult. Quick view of overall performance of the performance in various areas is not available to executives.	CivTechSA, the Aviation Department, and the Office of Innovation visited UIW to observe final presentations. Aviation was overwhelmed with how much work the students put inside creating their final product that they brought their work back to their directors to be reviewed and use their Tableau wireframe as a foundation for Aviation to cross-reference competing airports within their markets.

<p>St. Mary's University</p>	<ul style="list-style-type: none"> ● 5 students ● 1 teacher 	<p>EDD: Online Central entrepreneurship resource navigator that helps entrepreneurs and existing businesses identify resources in the San Antonio area to start or grow their business.</p>	<p>CivtechSA, Launch SA, and the Office of Innovation visited St. Mary's to see what the students developed with their projects. Launch SA was impressed and has taken their comments and suggestions on community engagement and begun the process of adding them to the work they do.</p>
<p>Our Lady of the Lake University</p>	<ul style="list-style-type: none"> ● 10 students ● 1 teacher 	<p>OHP: San Antonio's heritage is rich and diverse, and OHP is charged with protecting the resources that make the city unique. But how do we know what places matter to the community? OHP needs help getting people engaged with a process to display and promote their stories.</p>	<p>CivtechSA, The Office of Historic Preservation, and the Office of Innovation visited OLLU to provide observe final presentations. The students created multiple business cases as they explained marketing benefits and analyses. The ideas that were produced have been brought back to the department to be potentially implemented.</p>
<p>Texas A&M San Antonio University</p>	<ul style="list-style-type: none"> ● 6 students ● 2 teachers 	<p>Library: A digital assistant integration has the potential to reach some 2 million Bexar County residents and will help establish a process for the San Antonio Public Library and the City of San</p>	<p>CivTechSA, The San Antonio Public Library, and the Office of Innovation visited TAMUSA to provide feedback on their final projects and see what available next steps there are.</p>

		Antonio related to the adoption of smart home integration as a way to better serve the public. This integration is the additional avenue it creates for library users with disabilities to independently engage with the library and its collection/resources.	They created a way to link google AI to the Library database for community members to see what books are checked out and available. The Library has a follow up with Jagcoders to discuss next steps.
University of Texas at San Antonio	<ul style="list-style-type: none"> ● 7 students ● 1 teacher 	ITSD: Develop an internal suggestion box, either ITSD wide or ITSD division specific, with either links or integration to a cost benefit tool. The suggestion box should require name/department of the person making the suggestion. This will allow the individual to receive recognition for their contribution.	UTSA students presented their final wireframe of the internal suggestion box for ITSD. The presentation consisted of a mockup detailing the submitted responses, read suggestions, and voting feature. This challenge has now been taken over by OISC and will carry on to two more semesters for Senior Design at UTSA with Dr. Robinson.
Codeup	<ul style="list-style-type: none"> ● 56 students ● 4 teachers 	<p>Government and Public Affairs: Spanish translation of SanAntonio.gov website</p> <p>Pre-K 4 San Antonio: A project that would allow families who have 3-5 year old children to visit a one-stop app or</p>	<p>http://our-pueblo.com</p> <p>http://simple-k.org</p> <p>http://burn-notice.live</p> <p>https://satxvitalrecords.com</p> <p>https://internhub.io</p> <p>(Other capstones have</p>

	<p>website that provides information on education and wellness providers that meet their specific needs and can be queried by geography (zip code, address, etc.).</p> <p>Fire: The SAFD needs a web based program that will create a portal for personnel to enter transfer requests, track vacancies, track assignment history and create reports.</p> <p>City Clerk: Ordering Online Birth/Death Certificates from City of San Antonio</p> <p>Health: Compare air quality data with pediatric asthma hospitalization rates by spatial and temporal analysis.</p> <p>HR: Custom Sign-In App for visitor in HR Lobby</p> <p>Human Services: The Ambassador Program is looking for a technical solution to match applicants and potential internship employers using an algorithm similar to dating websites and</p>	<p>been either closed or have become private. Their repositories will be in the upcoming CivTechSA Library if applicable)</p>
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		college roommate matching systems.	
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Satisfaction Output

Focus Area	# of participants	% of satisfaction rate
Higher Edu (Teacher)	10	100%
Higher Edu (Student)	121	95.2%

Entrepreneurs

San Antonio has a growing population of entrepreneurs who are identifying community challenges that they can help solve. Through the CivTechSA Program, individuals are able to find a challenge that resonates with their personal or community missions and hone in on finding a solution that will truly help.

Project Matrix

Date	Event	# of attendees	Purpose	Result
01/16/19	Smart City Summit	110	SmartSA Vendor Summit had local & national businesses, civic leaders, municipal partners, educators and researchers.	It was a one-day event to share the vision for SmartSA and discuss the challenges as well as potential solutions. Where CivTechSA was talked about a civic program that has helped and will continue to impact the community.
04/29/19	Fiesta Tech Trek	689	Fiesta is a responsible two week party in San Antonio and Fiesta Tech Trek allows fiesta-goers to experience the Tech District to learn about what is going on in	CivTechSA had a booth and sat side-by-side with Geekdom and COSA. The engagement allowed for potential leads to get involved in future events.

			San Antonio's entrepreneur scene.	
05/09/19	Civic Innovators Meetup	10	Their mission is to enable conversations between people to develop new, creative, and innovative approaches and ideas to issues people face every day.	Attended the meetup to talk about Datathon and how everyone can get involved. A Datathon proposal was submitted but not moved forward.
05/13	Datathon Datadive	31	This session was for a Q&A for participants to understand what exactly Datathon is and its datasets.	Teams were formed and people were added to existing teams. There was a networking event that allowed for participants to speak with data experts and get insight on what exactly the SmartSA Partners are looking for in a solution.
05/15/19	ARDA Spark Conference	80	Spark is all about helping YOU build meaningful connections in the data and civic tech community. Spark 2019 is centered on advancing equity with data.	CivTechSA was talked about as a civic program that is impactful and has many ways to encourage people to participate and give back.
06/07-09/19	Startup Weekend: Smart Cities	61	Techstars Startup Weekends are 54-hour events designed to provide superior experiential education for technical and non-technical entrepreneurs. This was the first ever Smart Cities focused Startup Weekend in Texas.	61 participants pitched their community ideas on how to make San Antonio better and 7 teams were formed. Two of those teams have continued to pursue their teams: ChargedUp and Recasa.
06/15/19	Next Wave Technology: 3D	14	SAPL wanted to bring attention to 3D printing to adults and showcase how	There was a panel that consisted of doctors and entrepreneurs who have

	Printing - STEM for Adults		revolutionary technology can be.	been using 3D printing as a method to break barriers in their industries. CivTechSA tabled at the event to help promote the mission and its upcoming events.
06/28-30/19	SmartSA Datathon	57	CivTechSA and the SmartSA partners have teamed up to share datasets with the public in order to connect communities, ideas, and data to improve the quality of life today as we build a smarter tomorrow by hosting Datathon.	A total of 6 teams dedicated their weekend to creating and perfecting their ideas that could be used to fix city problems that focused on access to services, affordability, and environmental quality.
06/30/19	Datathon Final Pitches	91	The 6 teams that were moved forward in the competition gave their final presentations.	Four teams were awarded four monetary awards and 2 teams were awarded sponsored awards.

SmartSA Datathon Sponsorship

Through our various SmartSA Partners and connections, we were able to raise \$15,500. This amount was able to cover the 4 monetary awards that were given out at Datathon, all marketing materials for the weekend, platform to host data, and the catering for the entire event. Sponsorship came from:

- Edwards Aquifer Authority
- CPS Energy
- iTron
- Google Fiber
- Codeup
- Jungle Disk

SmartSA Datathon Prizes

Prizes	Details	Winner	Solution
Most Insightful		Jellyfish	Their idea of high-resolution maps and forecasts of air

			quality in San Antonio. This will not only impact the health of San Antonio but impact the local climate and economy.
Most Compelling		Data Colab	Their creation of a low-cost air quality sensors along with a real-time data analyzer that they themselves built using an Arduino kit as a main component to their creation.
Most Solvable		Ada One	Their idea focused on sewer overflows from the San Antonio Water System and San Antonio River Authority's datasets and proposed an installation of various pipelines around the city.
Crowd Favorite		Fun with 311	This idea was a dashboard that allowed everyone to view information pertaining to 311 calls, city weather, police, and various other forms of data.
Edwards Aquifer Authority presents the Aqwi Summit Award	This award was for the most innovative solution and best presentation.	Fun with 311	This idea was a dashboard that allowed everyone to view information pertaining to 311 calls, city weather, police, and various other forms of

			data.
CPS Energy presents the Community Spark Award	This award was for the most impactful solution that touched on every SmartSA Partner.	Hooli	Their dashboard idea that will consists of information of gathered up data that will show various aspects regarding population growth around the city and where people are moving around.

Satisfaction Output

Focus Area	# of participants	% of satisfaction rate
Entrepreneurs	1,143	98.7%

Residency

The Residency Program is an opportunity for vendors to create custom solutions for civic challenges that were presented by the City of San Antonio. This year’s residency consisted of two vendors that exceeded all expectations. Their 16-weeks flew by as they worked extremely close with their city departments in an effort to curate a viable solution to be procured by the City of San Antonio. They have no entered their 90 day market research phase in order to prove their solution works.

Residents



Outreach Grid is a California based startup that focuses on an underserved population in the United States. They tackled challenge #5 to find a solution for San Anotnio’s homeless population. Their goal was to create a “universal platform” for the

Department of Human Services (DHS) to track encampments. Their mission focuses on creating technologies that connect underserved communities with the necessary resources.



Rise Civic Consulting is a San Antonio based startup that addressed challenge #3 for the Neighborhood & Housing Services Department (NHSD) on finding a solution for affordable housing in San Antonio/ The goal is to create a

“one-stop-shop” approach that provides a single portal of entry for residents, developers, and city leaders alike to connect and locate available affordable housing.

Events

Date	# of participants	Event	Description
02/27/19	15	Residency Q&A	All seven departments that were presenting a Residency challenge spoke and answered questions from the audience to understand what exactly needs and expectations are.
04/30/19	20	Residency Launch Celebration	This meet and greet was an opportunity for the two residents to meet their departments and other city officials before they kick off their 16-week residency.
05/06/19	5	Beginning of Residency	The 16-week residency begins and vendors immerse themselves in city departments
08/26/19	5	End of Residency	The 16-week residency ends and vendors prepare for 90 days of testing and prepare for Demo Day
09/17/19	72	Residency Demo Day	This showcase was for both departments and residents to highlight what they have been able to create in the last 16-weeks to the community and outside municipalities.

Satisfaction Output

Focus Area	# of participants	% of satisfaction rate
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Entrepreneurs	107	100%
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Year 2 Civic Challenges

The City of San Antonio provided a list of challenges that pertained to their specific departments in hopes that they would be selected

6 - 12 Education challenges:

Department	Challenge	Used by
Animal Care Services (ACS)	ACS intakes roughly 30,000 animals each year. If potential adopters can't find their pet, then the pet doesn't get a home. Each week, the department has all new animals. Need a way to increase the chance of animals finding their "forever home".	CAST Tech High School
Human Services (DHS)	More than 3,000 Head Start Children in SA with programs in at least 8 schools citywide. Head Start Family Support Workers (FSW) don't have a way to provide up-to-date information to families. Currently information is stored on thumb drives, making it impossible to update all of them in a timely fashion. Information includes food, rental, and mental health assistance, etc.	
Human Services (DHS)	City employees don't have a social platform to engage with each other or be recognized across departments when they excel in their areas of operations;	
Human Resources (DHS)	Each time an employee is hired, it can take nearly a week for them to access employee resources, processes, etc. The delay in onboarding means that employees lose the ability to immediately engage with ongoing projects and their talents aren't leveraged as effectively as they could be.	
Government & Public Affairs (GPA)	The City of San Antonio website is in need of updating and a redesign. The site is not as compelling or as user friendly as it could be, and currently there isn't a mobile-friendly version.	

Sustainability	Currently, there's no way for residents to become involved with and actively engaged in the comprehensive planning processes for City initiatives, like the Climate Action and Adaptation plans.	
Health	Locating residents with functional needs during emergencies can be incredibly difficult. There are roughly 200,000 people in San Antonio with functional needs, but there's no unified list of individuals that require continuous access to electricity for health purposes.	
City Center Development Office (CCDO)	Navigating the River Walk can be daunting, even for life-long residents. Daily, River Walk employees are asked for guidance to help tourists with directions. A navigation app with GPS location would be helpful, however location accuracy is difficult due to the structure of the River Walk.	
Parks & Recreation	Expand resident and visitor knowledge of trail systems and park locations. Residents and visitors may not use parks and trails if they are unaware of their availability.	CoderDojo

Higher Education challenges:

Department	Challenge	Used by
Animal Care Services	ACS education staff and enforcement officers are often tasked with creating public educational messages that are sent to the public through multiple social media forums (Facebook, twitter, Nextdoor, etc.) for monitoring purposes, it would be nice if there was a single point where staff could send one education message that is then automatically sent to the public through multiple media forums as determined at the time of the message creation. It would also be nice if there was a central site where ACS could view all comments from all social media forums instead of	

	having to monitor each forum individually.	
Animal Care Services	Many individuals who want to help reunite pets to their owners are required to take roaming pets to ACS or a local pet clinic in order to have the pet be scanned by a microchip scanner. Another option is for the owner to purchase a \$300 - 500 universal scanner, and is beyond the financial capacity of many "Good Samaritans" who would be willing to help. By creating a microchip scanner app, that would allow an individual to utilize their existing smartphone to scan a pet for a microchip, these "Good Samaritans" could more easily help pets be reunited with their pet owners.	
Aviation	Information is vital for decision making, planning operations and other activities at the airport. The divisions within the department produce information that is in varied formats and not accessible easily. The information is circulated by emails and slicing data and analyzing trends is difficult. Quick view of overall performance of the performance in various areas is not available to executives.	University of the Incarnate Word
Center City Development and Operations	Residents and local downtown businesses have a hard time finding one place to go to for current and upcoming street closures. How can we provide residents and businesses in the downtown area and surrounding areas a simple solution to get notices of street closures? Are we currently using the best method for this, which is email notifications. What other technologies can we use to communicate with residents and businesses about street closures?	
City Clerk	New Electronic Voting System for City Council	
City Clerk	Ordering Online Birth/Death Certificates from City of San Antonio	Codeup
Economic Development	Online Central entrepreneurship resource navigator that helps entrepreneurs and existing businesses identify resources in the San Antonio	St. Mary's University

	area to start or grow their business.	
Fire	The SAFD needs a web based program that will create a portal for personnel to enter transfer requests, track vacancies, track assignment history and create reports.	Codeup
Health	Chronic diseases are a challenging public health threat observed in San Antonio, where culture and marketing intersect to result in poor health outcomes in at-risk populations. To compound this, the community is bombarded with confusing and contradicting messages from different sources about food and nutrition, making healthy decisions difficult to make when dining out and when preparing food at home. Additionally, many areas of San Antonio lack easy access to food that supports a healthy diet but offers an abundance of junk food at grocery stores/convenience stores and at food service establishments. Many restaurants are investing in the health of their community by offering healthy menu items, but don't know how to reach the community to communicate their healthy offerings. Metro Health's Community Nutrition initiatives work to lower obesity rates in Bexar County through systems, policy and environmental changes. ¡Por Vida! makes it easy to find healthy choices when dining out by identifying restaurants that offer at least one healthy menu item that meets criteria outlined by Metro Health Registered Dietitians. ¡Viva Health! incorporates research balanced with culturally sensitive, easy-to-understand materials. Metro Health has ¡Por Vida! and ¡Viva Health! websites, but they are by nature not as user friendly and accessible as an App would be to the community.	
Health	Compare air quality data with pediatric asthma hospitalization rates by spatial and temporal analysis. This will utilize air quality data from ozone and particulate matter (PM 2.5, PM10) monitors that report to TCEQ within Bexar County. This data will be compared to pediatric	Codeup

	asthma hospitalization rates by zip codes near the monitors and hospital locations.	
Health	Compare and analyze Ozone level data from air quality monitors that are operated and maintained by Metro Health with Office of Innovation's IKE Kiosks. How can the results of the analysis be used to educate the community on Ozone formation and improving Ozone levels using a tech solution?	Codeup
Health	COSA websites not user-friendly. If a resident could type in "I want to find..." or answer some basic demographic questions and find all services available for their zip code, that would be great. Specific to health, we'd like to create an interactive version of the PDF data and maps currently displayed.	
Historic Preservation	The Office of Historic Preservation is currently pursuing a deconstruction and salvage policy for older properties in San Antonio. Broad goals of this initiative are to divert high quality building materials from landfills increase the availability and affordability of high quality building materials, and create a local circular economy. To achieve an efficient and equitable local circular economy, those with building materials to sell or donate need to be easily connected to those who are seeking them. Right now in San Antonio, the opportunity for this exchange is limited. The challenge is to resolve these information asymmetries to connect sellers and buyers of salvaged materials. Ideal information to implement would include: locations of local salvage yards and antique stores; locations of buildings being deconstructed or renovated with material to sell using geolocation, crowd-sourced aggregated data, or permit information provided by OHP; and educational materials to guide users on how to effectively harvest, reuse, and upcycle building materials.	

<p>Historic Preservation</p>	<p>San Antonio's heritage is rich and diverse, and OHP is charged with protecting the resources that make the city unique. But how do we know what places matter to the community? When someone shares a story about a significant place, person, or tradition in the city, it usually happens over the phone or in a brief conversation during a public meeting, and staff saves a few notes in a file. Ideally, there would be an easy way for people to send us information about the places that are important to them, and a way for others to easily access that information. One way to collect this information we are currently testing is a new 311 report called "Places I Love." We need help getting people engaged with the process and then displaying and promoting their stories.</p>	<p>Our Lady of the Lake University</p>
<p>Human Resources</p>	<p>Custom Sign-In App for visitor in HR Lobby</p>	<p>Codeup</p>
<p>Human Resources</p>	<p>DHS Data Integrator/Dashboard: The Department of Human Services (DHS) has a number of federally and state mandated client management systems that are used to track social service assistance to clients across the department. The Child Care Services, Head Start, Senior Services, Homeless Services and Family Assistance Divisions within the department all utilize different data systems. A consolidated client management system is not feasible in the short-term, and DHS would like to create a data-warehouse to include a data dashboard to link client-level data across systems without requiring those systems to share a common platform.</p>	<p>Codeup</p>
<p>Human Resources</p>	<p>The Ambassador Program places approximately 200 enrolled college students who graduated from a San Antonio-area high school with summer internships. Last year, the program utilized Neogov to digitize the application process. Although having applicants submit their applications via Neogov has improved the efficiency of the program, staff must manually sort through applications to find employment</p>	<p>Codeup</p>

	<p>“matches” for each Ambassador. This is time-intensive, and staff must do a “treasure hunt” for key skills, education, etc., that match internship possibilities.</p> <p>The Ambassador Program is looking for a technical solution to match applicants and potential internship employers using an algorithm similar to dating websites and college roommate matching systems.</p>	
ITSD	<p>As a customer, I have no knowledge of comprehensive service offerings available to me and or my department aka something like an online shopping catalog, that details all “orderable” user or infrastructure technology like services. This catalog should be simple to use, but at the same time be comprehensive enough as to describing the service, identify dependencies, what budgetary impact one can expect, an estimated time to delivery, who I may contact to get more information, etc. Simple, task oriented end user service requests, like ordering a computer, software or requesting an account, etc. should then be routed to a team like our Service Desk that initiates the process of fulfilling the service request while more complex infrastructure service requests would require the user to submit an online service request questionnaire routed to the PMO which initiates a formal project request.</p>	
ITSD	<p>Build on our already heavily-utilized and familiar IT Online Portal with better options and forms. For example... Create a new IT Portal option: "Buy New Hardware or Software". Instead of a separate IT HW SW form, this "Online form" goes direct to a Remedy CRQ - it replaces PDF eForm. Routes for approvals. Smart form to check for valid entries (e.g. funding codes). Incorporates items offered on catalog. Prompts for "Exception" form to be routed to Security as needed.</p>	
ITSD	<p>Create a visual/graphical representation of</p>	

	platforms and or/tools including all upstream and downstream configuration items (CI). The solution should use the CMDB data where available.	
ITSD	Create a webpage on the current ITSD website for the ITSD project management office (PMO). This webpage will display simplified project and project request statuses, PMO processes and procedures, amongst other things.	
ITSD	Create an internal "COSA university" - A Portal (Web/App based) with a share repository for User guides, training videos, so teams can learn and share knowledge across the City. This can be in-house videos. Example: I am an expert on Web Design or Project Management Tools, SAP, etc. I can create a Whitepaper, or video explaining all functionality. Benefits: Permanent information repository, 24-7 accessibility to user guide if "expert" is absent (vacation, sickness, etc.)	
ITSD	Deploy a pilot program to utilize IBMs Watson to answer questions submitted to the ITSD helpdesk. Watson would need to learn our workflow and processes, but at some point should be able provide valid responses to inquiring departments regarding an ITSD matter.	
ITSD	Develop a short COSA "IT-Boot Camp" that helps new and/or current staff have a better standing of how we operate, the services that we provide, common applications we support and how we integrate into the overall organization. This would provide staff a better insight to what we do, who we are and how we support COSA's overall mission	
ITSD	Develop an internal suggestion box, either ITSD wide or ITSD division specific, with either links or integration to a cost benefit tool, which will categorize the suggestions by low cost/high benefit, low cost/low benefit, high cost/high benefit and high cost/low benefit. The suggestion	University of Texas at San Antonio

	<p>box should require name/department of the person making the suggestion. This will allow the individual to receive recognition for their contribution.</p>	
ITSD	<p>Expand link from NeoGov-SAP-Remedy to indicate LDAP/ESS only or AD/Email needed. Currently, a 'Hiring Action' decision in NeoGov automatically generates an SAP number and a Remedy CRQ to activate new user for ESS. If the NeoGov action could indicate Full AD/Email vs ESS/LDAP only, it would streamline the entire New User Provisioning process.</p>	
ITSD	<p>Need a way to improve current process with IT Public Safety Mobility and the Fleet department. Create a form that will notify public safety mobility team when a vehicle has been dropped off and what service is needed, then post information in queue, once IT service is complete will notify Fleet vehicle is ready to be picked up and will also update information across various application instead of team having to enter same information multiple time decreasing time spent updating.</p>	
Library	<p>Online Library Card Registration: Patrons are required to visit a physical Library location during regular business hours to complete their membership registration and account renewal, which enables access to Library's full complement of digital and physical resources. 3rd party digital services require the Library to verify that only authorized patrons be granted access to their products and services. To authorize digital access, the Library is contractually obligated to ensure that its patrons live within a geographically defined service area. This implies verifying the identity and address of all patrons.</p>	
Library	<p>The Library's current public print management system, Pharos, lacks a configuration that would allow for fax and scan functionality to be</p>	

	introduced at separate price points. Currently, the Library must charge 20¢ per page to recover associated costs for faxing. Providing users the ability to scan and email documents incurs no additional cost for the Library and therefore does not necessitate an associated fee.	
Library	The San Antonio Public Library collects various types of user data across multiple platforms, as well as manually. There is a need to protect user privacy while also using aggregate data to measure success. Sources include the Integrated Library System, social media, Pharos system for computer sessions, as well as data collected by various staff members across the library system. There is a lack of qualitative data that relates to performance outcomes. There is also a lack of ease in overlaying library specific metrics with other information, such as GIS mapping. Finally, the library is interested in making data (both library specific, but perhaps other data as well) open to the public as access to information is the major service program at the library.	Texas A&M San Antonio
Pre-K 4 San Antonio	Background: The purpose of this submission is to propose a project that would allow families who have 3-5 year old children to visit a one-stop app or website that provides information on education and wellness providers that meet their specific needs and can be queried by geography (zipcode, address, etc.). Additionally, this app could help school districts better understand the mobility patterns that are common with families who have children in this age group. With this information, the districts could better plan staffing levels by grade and by school.	Codeup
Solid Waste Management	The Solid Waste Management Department audits the City's recyclable material processor once every quarter. Part of this audit requires staff to collect residual material that was not sorted into good commodity categories and determine the composition of those materials. Harvesting	

	<p>samples for the sorting effort is an intensely manual process. Currently, material is diverted off of a conveyor belt into a large container. That container is then emptied into the floor at a separate location. From there, the material is shoveled from the floor into 96- gallon recycling carts. The carts are then dumped on sorting tables. This process is labor intensive, time intensive, and generally inefficient.</p>	
<p>Transportation and Capital Improvements</p>	<p>The TCI Streets Division intends to create an accessibility route map that displays a condition status for all sidewalks and ramps in the Central Business District (CBD). This map is intended to assist all individuals who require ADA accessibility for their daily commute. This map would be similar to the one created for Seattle,</p> <p>http://seattlecitygis.maps.arcgis.com/apps/webappviewer/index.html?id=86cb6824307c4d63b8e180ebcff58ce2</p>	
<p>Transportation and Capital Improvements</p>	<p>Develop use cases for our SATRIP data (signal status).</p>	
<p>Arts and Culture</p>	<p>All residents that want to access art/culture activities. We currently have 6,000 on our newsletter and would like more on our website. The problem is that we have several manual and non-automated systems with events entered into them but no system wide way to track, monitor and market events to the public.</p>	
<p>Convention and Sports Facilities</p>	<p>2. Consolidated security technology</p> <p>a. Credentials, Access Control, Visitor Credentials, Facial Recognition, Walk Through Metal Detectors, License Plate Recognition, screened ticket purchasers, all this information run through or linked with the Southwest Texas Fusion Center (made up of PD, Fire, FBI, etc). The idea here is to capitalize on all of the information that is available in order to create an outer perimeter and determine</p>	

	any threats during events early on.	
Government and Public Affairs	Examine the usability of the current COSA website, so that we can identify strengths & weaknesses of the website, to provide for a better user experience as we prepare for a future revamp of sanantonio.gov.	
Government and Public Affairs	Spanish translation of SanAntonio.gov website - How can we implement manual Spanish translation across the entire website and what processes can be developed for users who update their departments regularly?	Codeup
Human Resources	Digital Employee Recognition (EnCore) Platform	
Human Resources	Head Start Family Support Workers (FSW) currently do not have an effective way to provide up-to-date referrals to families in need. Currently, every FSW receives a thumb drive with various folders for a variety of family/student referrals (e.g., food assistance, rental assistance, mental health, immigration issues, etc.) at the beginning of the year. The folders include PDFs of brochures from various organizations that provide services to families. The FSW prints them and hands them to the family. If any information has changed (e.g., organization's contact information, price for services), it is very difficult for the FSW team to update all the thumb drives in a timely manner and extremely time consuming to update the information give to the FSWs since the brochures have to be scanned and converted to PDFs. Furthermore, the types of referrals given to a family are dependent upon the FSW, as he/she chooses which referrals could address the families' needs. Something similar to this site: https://www.auntbertha.com/ but we need to be able to filter it better for our families (some due to the fact that we have specialized services just for Head Start families) and we also want a mechanism to track usage, send surveys, reminders, etc.	

Solid Waste Management	<p>With a goal of reducing the accident rate to zero by 2019 it is necessary to broaden the scope of the department's current training program. The Solid Waste Management Department has over 400 commercial drivers operating equipment that is complex and requires extensive training. To enhance and augment the current training program, the department has developed a safety strategy. Several key components of this strategy include developing a curriculum that incorporates technology. Such technology would be used to conduct assessments to identify a driver's strengths and weaknesses and to address areas of concern through simulation training. The department is on track to procure a simulator but has not developed the simulation scenarios or the parameters of the training.</p>	Codeup
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Residency challenges:

Department	Challenge	Used by
311	<p>The project proposes to enhance citizen engagement through a better understanding and quick access to neighborhood information which can be easily obtained for residents. Although some data is available through the Open Gov platform, this data would be more specific for a particular address and neighborhood level and specific neighborhood boundaries. The dashboard could include 311 calls for service, police/fire/ems calls, construction/permit activity, city investments in streets/sidewalks/drainage, BCAD data for housing values & housing stock, and demographic data such as property occupancy, median age of community, etc. Having access to data, the neighborhoods are able to begin to find solutions to the concerns throughout the community.</p>	
City Clerk	New Online System for Boards and Commissions	

	Applications/Management	
Economic Development	Online Central entrepreneurship resource navigator that helps entrepreneurs and existing businesses identify resources in the San Antonio area to start or grow their business.	
Finance	Small businesses have expressed concerns with access to contracting opportunities with the City due to limited vendor outreach, lack of visibility of upcoming solicitations, and limited access to current contract information including expiration dates, tabulations, solicitation timelines, etc. All of these factors can act as barriers for local small businesses to partner with government in its contracting efforts resulting in less than optimal small business participation. Development of a mobile application for vendors would increase awareness of City solicitations and provide access to current contract information which can drive economic development by increasing participation in City contracts.	
Historic Preservation	OHP has established itself as a resource for owners of aging or historic homes, especially for those living or investing in historic districts. Often, we receive phone calls, emails, or walkups with inquiries on how to make existing structures more energy efficient. OHP staff will provide tailored insight and resources on how to retain existing material or retrofit elements, but this requires proactivity from a resident to research and reach out to our office. The challenge is to develop an open access website, app, or other tool that calculates the carbon footprint of renovation projects and suggests ways to make an existing or older home greener through reuse or adaptation strategies. This challenge is in direct response to the Climate Action and Adaptation Plan locally and the global challenges related to climate change, which is greatly affected by the construction and demolition industries.	

<p>Historic Preservation</p>	<p>The Office of Historic Preservation is currently pursuing a deconstruction and salvage policy for older properties in San Antonio. Broad goals of this initiative are to divert high quality building materials from landfills, increase the availability and affordability of high quality building materials, and create a local circular economy. To achieve an efficient and equitable local circular economy, those with building materials to sell or donate need to be easily connected to those who are seeking them. Right now in San Antonio, the opportunity for this exchange is limited.</p> <p>The challenge is to resolve these information asymmetries to connect sellers and buyers of salvaged materials. Ideal information to implement would include: locations of local salvage yards and antique stores; locations of buildings being deconstructed or renovated with material to sell using geolocation, crowd-sourced aggregated data, or permit information provided by OHP; and educational materials to guide users on how to effectively harvest, reuse, and upcycle building materials.</p>	
<p>Human Services</p>	<p>In January 2017, the Department of Human Services (DHS) began a Coordinated Homeless Encampment Outreach Initiative with the support of six City Departments and Haven for Hope. The goal of this initiative is to reach out to homeless individuals living in encampments and places not meant for human habitation across the City and connect them to services. DHS currently tracks individuals and locations using an excel spreadsheet that is updated weekly. DH is in need of a mobile technology platform that can track the individuals that are encountered in those encampments; collect a minimal amount of demographic information of those individuals, identify the geo-locations and provide notifications to outreach teams when necessary.</p>	<p>Outreach Grid</p>
<p>Neighborhood and</p>	<p>Create a digital Affordable Housing Portal that</p>	<p>Rise Civic Consulting</p>

Housing Services	would serve a one-stop locator for finding affordable housing in San Antonio. A recommendation of the Mayor's Affordable Housing Task Force, the website should make it easy for properties to post units, for service providers and San Antonians to find housing, and should be easy to keep up-to-date.	
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