



FOR IMMEDIATE RELEASE

City of San Diego, Downtown San Diego Partnership, and IKE Smart City Launch Innovative Digital Kiosks

Wayfinding kiosks promote city programs and offer access to city resources.

Nov. 15, 2024 – SAN DIEGO – The City of San Diego, Downtown San Diego Partnership, and IKE Smart City unveiled the new digital interactive, wayfinding kiosks called IKE (Interactive Kiosk Experience) at a ribbon-cutting ceremony on Friday, November 15, 2024 at 9:00am PST. Designed to help residents and visitors navigate San Diego’s urban center, the partnership brings state-of-the-art smart city technology to the public at no cost to the City or its constituents.

The launch took place in Downtown’s City Center neighborhood at the corner of 1200 Fourth Ave and B Street near the Downtown San Diego Partnership’s office. The kiosk network will be deployed within the following areas of Downtown San Diego: City Center, Columbia District, Marina District, East Village, Cortez, and the Convention Center District.

"These interactive kiosks will help make Downtown San Diego more accessible and connected," said Mayor Todd Gloria. "From promoting local businesses to offering real-time transit options and public safety alerts, these kiosks are an innovative enhancement for residents and visitors alike. Thanks to our partners at the Downtown San Diego Partnership and IKE Smart City for helping us bring this cutting-edge technology to San Diego, while also creating a new revenue stream to support our community."

The kiosks have dual-sided digital touchscreens, complete with an engaging suite of interactive applications that drive discovery of area businesses, promote diverse mobility solutions, and improve equity with 24/7 access to resources, including safe shelters, addiction recovery programs, food support, and information about city programs such as 211 San Diego, Get It Done, and Safe Sleeping. IKE also gives users direct access to the Downtown San Diego Partnership’s Clean and Safe Team via the Downtown security call button on the side of the kiosk. Users will have direct access to a live team 24/7 to report safety concerns, request an escort to your car late at night in the Downtown area, and more.

IKE puts innovative technology in commercial, pedestrian-oriented areas to offer advanced wayfinding capabilities through smart city technology. IKE is multilingual and displays information for local area restaurants, shops, businesses, cultural institutions, and events based on what’s in immediate proximity to the kiosk.

IKE helps users find their way to their desired destination showing real-time transit routes, as well as easy-to-use multimodal trip-planning features to navigate via public transit, walking, micromobility, car, and

ride-hail. All directory listings are geolocated, showing distance and directions from each kiosk, which can be sent to a mobile device for uninterrupted travel.

“We’re excited to bring this new wayfinding resource to Downtown as another way of promoting all that our city’s urban center has to offer thanks to the partnership of the City of San Diego and IKE Smart City. We hope this innovative solution will help residents, visitors, employees, and more get one step closer to accessing civic resources and discovering their new local favorite or unique corner of our urban neighborhoods,” said Betsy Brennan, President and CEO of the Downtown San Diego Partnership.

IKE also enhances the City’s ability to connect with residents and visitors by serving as a widespread communication platform disseminating critical public safety information in a highly visible way. Through a real-time feed from the Integrated Public Alert and Warning System (IPAWS), the kiosks immediately display emergency messaging such as severe weather warnings, AMBER Alerts, active shooter events, fire warnings, and other information provided by over 1,000 authorities certified by the Federal Emergency Management Agency (FEMA).

In addition to displaying commercial content, IKE allots space for community messaging that is relevant to the City and local communities. IKE Smart City is collaborating with the DSDP and the City to develop an equitable process for local artists, cultural institutions, and community organizations to submit works for consideration to be displayed on the kiosks.

IKE Smart City is dedicated to developing a media platform that supports the production and presentation of art and cultural activities in San Diego. IKE Smart City is commissioning local artists in addition to working with local cultural institutions such as ICA San Diego and Sparks Gallery to promote local programs and engage with local artists to curate a vibrant, digital art program for the kiosks.

“We’re thrilled to have IKE live in the City of San Diego,” said Pete Scantland, CEO of IKE Smart City. “With the support of our partners, the City of San Diego and the Downtown San Diego Partnership, IKE’s platform will bring access to resources and information for both residents and visitors in an innovative, equitable way.”

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ABOUT IKE SMART CITY

IKE Smart City pioneers smart city technology to improve lives in cities. The company aims to develop and operate the premier interactive kiosk platform with the goal of building a wayfinding and city communication system for the digital age and delivering it in a self-sustaining business model at no cost to city partners. IKE kiosks help cities, business improvement districts, and destination marketing organizations connect with the public, encourage a pedestrian-oriented environment, and tell the story of their city. IKE is currently live in over 20 cities: Atlanta, GA; Aventura, FL; Baltimore, MD; Berkeley, CA; Cincinnati, OH; Cleveland, OH; Columbus, OH; Coral Gables, FL; Denver, CO; Detroit, MI; Houston, TX; Miami, FL; Minneapolis, MN; Oakland, CA; Phoenix, AZ; Raleigh, NC; San Antonio, TX; San Diego, CA; St. Louis, MO; Tampa, FL; and Tempe, AZ. For more information, visit ikesmartcity.com.

ABOUT DOWNTOWN SAN DIEGO PARTNERSHIP

The Downtown San Diego Partnership is a nonprofit organization that serves as the principal voice and driving force behind the economic and cultural prosperity of Downtown San Diego through membership, enhanced services, advocacy and community investment. It also serves as the managing organization for several special districts including the Property and Business Improvement District, otherwise

known as the Clean & Safe program, which provides enhanced services in 275 blocks of Downtown. For more information, visit downtownsandiego.org.

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