

Comunidad de Madrid Pilots 'SOL' AI Information Kiosks Across 33 Small Municipalities

AI in the Public Sector · Good practice · Spain

Quality score: 33/100

Evidence strength: Descriptive / self-reported

Summary

Madrid's regional government installed EU-funded AI avatar kiosks, branded SOL, in 33 municipalities under 20,000 residents for tourism, administrative, tax and municipal information in natural language, in a four-month trial with no results published yet.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	0/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	1/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-21

[Comunidad de Madrid - Consejeria de Digitalizacion](#) — accessed 2026-09-21

[El Diario de Madrid coverage](#) — accessed 2026-09-21

[ESMARTCITY coverage](#) — accessed 2026-09-21

Cite this — Evidoria. *Comunidad de Madrid Pilots 'SOL' AI Information Kiosks Across 33 Small Municipalities*. Persistent ID: 8c1524b0-cad2-4fb0-a4a6-afe6e5b73657.