SMART CITIES AND SERVICE IMPROVEMENTS COMMITTEE WORKPLAN
August 2020 - June 2021

COMMITTEE MEMBERS:
LAN DIEP, CHAIR
CHARLES "CHAPPIE" JONES, VICE CHAIR
SAM LICCARDO, MEMBER
DEV DAVIS, MEMBER
SERGIO JIMENEZ, MEMBER

STAFF:
KIP HARKNESS, CITY MANAGER'S OFFICE
ED MORAN, CITY ATTORNEY'S OFFICE
JORDAN SUN, MAYOR'S OFFICE
TONI TABER, CITY CLERK'S OFFICE

MISSION STATEMENT:
To achieve the strategic goals of San José's *Smart City Vision* by advancing innovation projects at scale, demonstration/pilot projects, and strategy and policy initiatives that deliver community benefits, optimize resources, improve service delivery, and build capacity for future success.

AUGUST THROUGH DECEMBER 2020 WORKPLAN ITEMS:

AUGUST 6, 2020

1. **Smart City Roadmap Update.** (Civic Innovation)
   Purpose: Provide a verbal update, outstanding issues, and project highlights for the Smart City Roadmap 2.0 initiatives.

2. **San Jose Food Distribution Update.** (Civic Innovation)
   Purpose: Provide a verbal update on food and necessities distribution work in support of the City's Pandemic Response. Review accomplishments, lessons learned, and transition back to Santa Clara County.

3. **Drive to Digital from Pandemic Response.** (Information Technology / Civic Innovation / Office of Emergency Management)
   Purpose: Provide a verbal update on the fast transition of the City to remote work and digital services necessitated by the Pandemic Response. Review accelerated adoption of productivity and collaboration tools, shifting public-facing services online, cybersecurity priorities, and lessons learned, culminating in the City's "new normal" for both the public and City's staff.

SEPTEMBER 3, 2020

1. **Citywide Data Strategy Update.** (Civic Innovation / Information Technology / Transportation / Public Works)
   Purpose: Provide a verbal update on Citywide Data Strategy, Bloomberg What Works Cities certification, City Open Data Environment, and projects supporting the Pandemic Response, Vision Zero, and Digital Inclusion.

2. **Autonomous Vehicles Update.** (Transportation)
   Purpose: Provide a verbal update on work underway and planned with key partners to support the development of Automated Vehicle (AV) regulations, policies, and pilot projects that align with the City's goals for a balanced, efficient, and safe transportation system.

OCTOBER 1, 2020

1. **Digital Inclusion Update.** (Library / Public Works / Civic Innovation / Information Technology)
   Purpose: Provide a verbal update on the acceleration of Wi-Fi access projects for school attendance areas in partnership with education partners. Review funding approaches and long-term program management.

2. **Integrated Permitting System Update.** (Planning, Building and Code Enforcement / Public Works / Fire Department / Information Technology)
   Purpose: Provide a written update of the Integrated Permitting System's (AMANDA) implementation including scope, approach, major milestones, status, challenges, and next steps.

NOVEMBER 5, 2020

1. **Smart City Roadmap Update.** (Civic Innovation)
   Purpose: Provide a verbal update, outstanding issues, and project highlights for the Smart City Roadmap 2.0 initiatives.

2. **2021-2023 Innovation and Technology Strategic Plan.** (Information Technology / Civic Innovation)
   Purpose: Provide a verbal update on the City's 2021-2023 Innovation and Technology Strategic Plan approach. Present planning and analysis methods, strategies and priorities identified, and key metrics.

3. **City Website and Digital Services Update.** (City Manager/Information Technology/Human Resources)
   Purpose: Provide a verbal update on the City's online engagement, pandemic response, analytics, and roadmap for aligning web and digital strategies for improved service delivery.
   [Modified per 10/7/20 Rules and Open Government]

4. **Privacy Policy Update.** (Civic Innovation/Information Technology)
    <u>Purpose</u>: Provide a written update on the completion of the City's Privacy Policy and roadmap to implementation. Receive feedback from the Committee. Cross-reference to a future City Council meeting.
    [Added per 10/7/20 Rules and Open Government]

<u>DECEMBER 3, 2020</u>

1. **Smart City Roadmap Update.** (Civic Innovation)
    <u>Purpose</u>: Provide a verbal update, outstanding issues, and project highlights for the Smart City Roadmap 2.0 initiatives.

2. **San José 311 Update.** (Information Technology / Civic Innovation)
    <u>Purpose</u>: Provide a verbal update on improvements to San José 311 and the product roadmap covering language translation, virtual agent, and chat technologies. Review service goals and roadmap with the mission of "residents and the City working together to keep San José safe, clean, and engaged."

3. **Public Safety Communications Interoperability Annual Report.** (Police)
    <u>Purpose</u>: Provide the annual report on public safety communications and data
    systems that promote interoperability for first responders in San José and the Bay Area.

4. **Joint School/Library Issued Cards Update.** (Library)
    <u>Purpose</u>: Provide a verbal update on the goal of this initiative to enhance access for San José students, grades K-12. The joint school/library card initiative presentation will review and identify the district partnerships, distribution of cards, card use, the successes, challenges, and planned improvements for the next academic year.

DRAFT JANUARY THROUGH JUNE 2021 WORKPLAN ITEMS:

JANUARY 7, 2021

1. **Privacy Strategy Update.** (Civic Innovation)
   Purpose: Provide a verbal update on the privacy use cases, community engagement, and the workplan for the privacy policy.

2. **What Works Cities Update.** (Civic Innovation)
   Purpose: Provide an update on outcomes achieved related to increasing data driven governance.

3. **Greenhouse Gas Emissions Report and Dashboard and Residential Housing Natural Gas Elimination Roadmap.** (Environmental Services)
   Purpose: Provide a verbal update on outstanding issues and project successes that have lowered greenhouse gas emissions, as indicated by various metrics on the Climate Smart San José Dashboard, with a specific focus on the decarbonization of residential and commercial buildings.

FEBRUARY 4, 2021

1. **Smart City Roadmap Update.** (Civic Innovation)
   Purpose: Provide a verbal update, outstanding issues, and project highlights for the Smart City Roadmap 2.0 initiatives.

2. **Vision Zero and Innovation.** (Transportation)
   Purpose: Provide a verbal update, including project highlights, on the Vision Zero Initiative and Innovation.

3. **City Portfolio-Products-Projects Management.** (Information Technology)
   Purpose: Provide an update on the City's investments in improving product management and project execution. Review new approaches, policy, results, and reporting dashboard.

MARCH 4, 2021

1. **Smart City Roadmap Update.** (Civic Innovation)
   Purpose: Provide a verbal update, outstanding issues, and project highlights for the Smart City Roadmap 2.0 initiatives.

2. **FirstNet Update.** (Information Technology / Civic Innovation)
   Purpose: Provide an update on the City's migration to FirstNet and the status of implementation, including approach, milestones, challenges, and next steps.

3. **Small Cell and 5G Update.** (Civic Innovation)
   Purpose: Provide a verbal update on small cell and 5G network construction in San José. Review progress, performance against goals, investments made in the City, and continuous improvement steps in permitting.

APRIL 1, 2021

1. **Smart City Roadmap Update.** (Civic Innovation)
   Purpose: Provide a verbal update, outstanding issues, and project highlights for the Smart City Roadmap 2.0 initiatives.

2. **Digital Inclusion Construction Update.** (Library / Public Works / Civic Innovation / Information Technology)
   Purpose: Provide a verbal update on the implementation of Wi-Fi access projects for school attendance areas with education partners. Review funding approaches and long-term program management.

MAY 6, 2021

1. **Smart City Roadmap Update.** (Civic Innovation)
   Purpose: Provide a verbal update, outstanding issues, and project highlights for the Smart City Roadmap 2.0 initiatives.

2. **Technology-related Audits Update.** (Information Technology)
   Purpose: Provide a verbal update on the status of technology-related audits and closure of recommendations. Discussion and feedback to staff.

JUNE 3, 2021

1. **Smart City Roadmap Update.** (Civic Innovation)
   Purpose: Provide a verbal update, outstanding issues, and project highlights for the Smart City Roadmap 2.0 initiatives.

2. **2021-2023 Innovation and Technology Strategic Plan.** (Information Technology / Civic Innovation)
   Purpose: Provide a written update on the City's proposed 2021-2023 Innovation and Technology Strategic Plan. Present analysis strategies and priorities identified, key metrics, and recommended plan. [Cross reference to City Council]