CITY OF
SAN JOSE
CAPITAL OF SILICON VALLEY

Memorandum

WORKPLAN CONTENTS

**SMART CITIES AND SERVICE IMPROVEMENTS
COMMITTEE WORK PLAN**
August - December 2022

AUGUST THROUGH DECEMBER 2022 WORK PLAN ITEMS

AUGUST 4, 2022

1. **Innovation and Technology Project Management Status Report.**
   Purpose: Provide a status report on innovation and technology project management, highlighting impacts on City project success, resolution of audit recommendations, status reporting, and effectiveness of verification and validation processes.
   (Information Technology)

2. **San José 311 and Service Delivery Status Report.**
   Purpose: Provide a status report on San José 311 and service delivery improvements, including service additions, performance to goals, and the impacts of accessibility and equity upgrades.
   (Information Technology/Parks, Recreation and Neighborhood Services/Transportation/City Manager)

SEPTEMBER 1, 2022

1. **Digital Public Meeting Improvements Status Report.**
   Purpose: Provide a status report on digital public meeting improvements, including projects to modernize meeting spaces, audio-visual systems, and broadcasting to enhance public meetings and hybrid participation by in-person and remote attendees.
   (Public Works/City Clerk/Information Technology)

2. **City Initiatives Roadmap: BeautifySJ Encampment Services Status Report.**
   Purpose: Provide a status report on BeautifySJ Encampment Services and a joint management system approach to encampments and homelessness response, including cross-department coordination of services, performance data and analysis, and reporting as part of the approved City Initiatives Roadmap for 2022-2023.
   (Housing/Parks, Recreation and Neighborhood Services/Transportation/Planning, Building and Code Enforcement/Police/Information Technology)

3. **City Initiatives Roadmap: Digital Workforce Status Report.**
   Purpose: Provide a status report on Digital Workforce, including Business Process Automation and impacts of efforts to improve the ease of City business processes for staff and the public as part of the approved City Initiatives Roadmap for 2022-2023.
   (Information Technology/Human Resources/Finance/Public Works)

4. **Utilities Assistance Programs Status Report.**
   Purpose: Provide a status report on the work of City utilities to assist residents with water, wastewater, and energy payment needs, including special programs, use of grant resources, and customer service improvements.
   (Environmental Services/Community Energy/Finance/Information Technology)

OCTOBER 6, 2022

1. **Innovation and Technology Projects Bi-Monthly Status Report.**
   Purpose: Provide a verbal bi-monthly status report on innovation and technology projects, highlighting the condition of efforts, verification and validation, initiatives at risk along with mitigation steps, and completed projects.
   (Information Technology)

2. **City Initiatives Roadmap: Customer Service Vision and Standards Status Report.**
   Purpose: Provide a status report on the Customer Service Vision and Standards initiative aimed at refreshing City values and standards, increasing public and internal satisfaction with services as part of the approved City Initiatives Roadmap for 2022-2023.
   (City Manager)
   [Deferred to 11/3/2022]

3. **Digital Privacy Community Engagement Status Report.**
   Purpose: Provide a status report on the Digital Privacy community engagement program efforts to augment public participation, partnership with the Digital Privacy Advisory Task Force, and effective public outreach and signage.
   (Information Technology/City Manager – Communications)

4. **Public Emergency Notification Status Report.**
   Purpose: Provide a status report on public emergency notification capabilities for disaster response and recovery, lessons from disaster events, and improvements.
   (City Manager – Emergency Management/City Manager – Communications)
   [Deferred from 11/3/2022 – Item (d)1.]

NOVEMBER 3, 2022

1. **Public Emergency Notification Status Report.**
   Purpose: Provide a status report on public emergency notification capabilities for disaster response and recovery, lessons from disaster events, and improvements.
   (City Manager – Emergency Management/City Manager – Communications)
   [Deferred to 10/6/2022]

2. **Innovation and Technology Strategic Plan Annual Report.**
   Purpose: Provide a status report on the City's progress towards the strategies and goals of the 2021-2023 Innovation and Technology Strategic Plan, including equity solutions, security, digital services, optimization, and partnerships.
   (Information Technology)

3. **City Initiatives Roadmap: BeautifySJ Vehicle Blight Status Report.**
   Purpose: Provide a status report on BeautifySJ Vehicle Blight improvements to vehicle abatement case handling that better coordinates cross-department response and improves outcomes as part of the approved City Initiatives Roadmap for 2022-2023.
   (Transportation/Information Technology/Police/Parks, Recreation and Neighborhood Services/ Planning, Building and Code Enforcement)

4. **City Initiatives Roadmap: Customer Service Vision and Standards Status Report.**
   Purpose: Provide a status report on the Customer Service Vision and Standards initiative aimed at refreshing City values and standards, increasing public and internal satisfaction with services as part of the approved City Initiatives Roadmap for 2022-2023.
   (City Manager)
   [Deferred from 10/6/2022 – Item (d)2.]

DECEMBER 1, 2022

1. **Innovation and Technology Projects Bi-Monthly Status Report.**
   Purpose: Provide a verbal bi-monthly status report on innovation and technology projects, highlighting the condition of efforts, verification and validation, initiatives at risk along with mitigation steps, and completed projects.
   (Information Technology)

2. **Digital Inclusion and Broadband Strategy Status Report.**
   Purpose: Provide a status report on the Digital Inclusion and Broadband strategy refresh, covering the state of area connectivity, partnership approaches, technologies, permitting, and overall program direction.
   (Information Technology/Public Works/Planning, Building and Code Enforcement)

3. **Equity through Data Initiatives Status Report.**
    <u>Purpose</u>: Provide a status report on Equity through Data efforts and impacts, including support for COVID-19 Recovery Task Force committees, projects, and equity-based service improvements.
    (Information Technology/City Manager – Racial Equity/Mayor's Office of Technology and Innovation)