



**MINUTES OF THE
SMART CITIES AND SERVICE IMPROVEMENTS COMMITTEE**

SAN JOSE, CALIFORNIA

THURSDAY, SEPTEMBER 2, 2021

Consistent with the California Governor's Executive Order No. N-29-20, Resolution No. 79450 from the City of San José and the Santa Clara County Health Officer's March 16, 2020 Shelter in Place Order, the City Council meeting was not physically open to the public. Public comments were accepted via eComment, email, by phone/Webinar or online.

The Council meeting was teleconferenced from remote locations and convened at 1:30 p.m.

Present: Councilmembers - Mahan, Cohen, Jones, Liccardo, Foley.

Absent: Councilmembers - All present.

Staff: Information Technology, Rob Lloyd; Mayor's Office, Jordan Sun; City Attorney's Office, Neelam Naidu; City Clerk, Toni Taber; and City Clerk's Office, Yasmin Johnson.

B. Review of Work Plan

None presented.

C. Consent Calendar

None presented.

D. Reports to Committee

**1. Center of Excellence for Data Status Report. (Public Works/Transportation/
Information Technology/Mayor's Office of Technology and Innovation)**

Public Comments: (1) Tessa Woodmansee stated the data collection needs to focus on the climate crisis and fossil fuels. (2) Paul Soto addressed the Navajo Indian history and the presentation. (3) Blair Beekman spoke to surveillance technology, civil protections, and the future of cyber security.

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D.1 (Cont'd.)

Assistant Public Works Director, Matt Loesch; Enterprise Principal Technical Analyst, Arti Tangri; Information Technology Manager, Vince Pereira; Chief Data Officer, Christine Keung; Data Scientist, Kin-Yip Chien; and Service Designer, Kevin Shaw offered the presentation and responded to questions.

Action: Upon motion by Councilmember Pam Foley, seconded by Councilmember David Cohen and carried unanimously, the Committee accepted the verbal status report on the Center of Excellence for Data, including the City's approach to improving the lives of residents by using data and impact measures to solve critical community challenges, and by reviewing resources, governance, prioritized projects, and program design. (5-0.)

2. **Digital Privacy Policy Implementation Status Report. (Information Technology/Finance/City Attorney)**

Public Comments: (1) Paul Soto addressed his concerns with the policies and data collection. (2) Blair Beekman spoke to the policy practices and the importance of gathering data based on equity. (3) Mollie McLeod spoke to the privacy statement, health statuses, service qualifications, the need for racial and disability based equity ideas, and the importance of accessible procurement policies. (4) Tessa Woodmansee spoke on digital privacy and making digital information public.

Chief Information Officer, Rob Lloyd; and Chief Information Security Officer, Marcelo Peredo offered the presentation and responded to questions.

Item D.2 was heard after Item D.3

Mayor Sam Liccardo excused himself from the meeting at 4:29 p.m. to attend a prior commitment.

Action: Upon motion by Pam Foley, seconded by Councilmember David Cohen and carried unanimously, the Committee accepted the status report on the Digital Privacy Policy implementation, including review, engagement, and technical protocols. (3-0-2. Absent: Liccardo, Jones)

3. **City Roadmap: San José 311 and Service Delivery Status Report. (Information Technology)**

Public Comments: (1) Tessa Woodmansee spoke to the 311 application, the report she submitted regarding the left hand turning signal near Stockton Ave., and neighborhood safety. (2) Blair Beekman thanked the 311 staff for being prepared even before the pandemic and spoke to good community practices.

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D.3 (Cont'd.)

(3) Paul Soto stated he felt the data points mentioned in the presentation were dehumanizing. (4) Mollie McLeod addressed disability innovations, accessible procurement policies, and job standards.

Assistant Chief Information Officer, Jerry Driessen; Program Manager, San Jose 311, Kia O'Hara; Products Projects Manager, German Sedano; and Senior Executive Analyst, Matt Opsal offered the presentation and responded to questions.

Councilmember, Committee Chair, Matt Mahan suggested the following feedback to staff: to allow a third metric to the current two new metrics to have an equity measure target set, create qualitative descriptions to address how a target will be met, propose a performance discussion to evaluate if the service owners are able to fulfill the current services adequately before adding new services, and creating a symmetric scale that is balanced with above average and below average indicators.

Councilmember, Committee Chair, Matt Mahan directed that his feedback to staff not be mandated or included in the motion, but to merely serve as suggestions.

Vice Mayor Chappie Jones excused himself from the meeting at 3:56 p.m. to attend another city meeting.

Action: Upon motion by Mayor Sam Liccardo, seconded by Councilmember Pam Foley and carried unanimously, the Committee accepted the status report on San José 311 and Service Delivery as part of the approved City Roadmap for 2021-2022, including service options and priorities, with staff to come back in December 2021 with a Status Report. (4-0-1. Absent: Jones)

- **Open Forum**

1. Paul Soto spoke on the topic of mental health issues and read from of an analysis paper titled, "Brave New World".
2. Tessa Woodmansee spoke to her concerns with dining out during the COVID-19 pandemic and addressed community resiliency.
3. Blair Beekman spoke to open public policies, cyber security, and aerosol vaccines.

- **Adjournment**

Councilmember Matt Mahan adjourned the Committee meeting at 5:00 p.m.

MM/yj:scsicmin/9-2-21

Councilmember Matt Mahan, Chair
Smart Cities and Service Improvements Committee