MINUTES OF THE
SMART CITIES AND SERVICE IMPROVEMENTS COMMITTEE

SAN JOSE, CALIFORNIA   **THURSDAY, DECEMBER 3, 2020**

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   -   Diep, Jones, Davis, Jimenez, Liccardo.

Absent: Councilmembers   -   All present.

Staff: City Manager's Office, Kip Harkness; Mayor's Office, Jordan Sun; City Attorney's Office, Ed Moran; City Clerk's Office, Toni Taber; and Yasmin Garcia, City Clerk's Office.

B.   **Review of Work Plan**

     None presented.

C.   **Consent Calendar**

     None presented.

D.   **Reports to Committee**

1.   **Smart City Roadmap Update. (Civic Innovation)**

     <u>Public Comments</u>: Blair Beekman spoke on surveillance technology, civic innovation technology, and Measure T public oversight.

     (Item Continued on the Next Page)

D.1 (Cont'd.)

Deputy City Manager, Emergency Operations Center Director, Kip Harkness; Chief Information Officer, Rob Lloyd; and Division Manager, Information Technology, Michael Foster offered the presentation.

Action: Upon motion by Councilmember Dev Davis, seconded by Mayor Sam Liccardo and carried unanimously, the Committee accepted the verbal update, outstanding issues, and project highlights for the Smart City Roadmap 2.0 initiatives. (5-0.)

2.   **San José 311 Update. (Information Technology / Civic Innovation)**

Public Comments: Blair Beekman thanked staff for their efforts on this item.

Chief Information Officer, Rob Lloyd; Division Manager, Information Technology, Michael Foster; San José 311 Management, German Sedano; and Information Technology Analyst, Kia O'Hara offered the presentation.

Councilmember Dev Davis requested information regarding the preliminary and permanent login issues regarding the mobile app and the Customer Service Call Center.

Mayor Sam Liccardo requested information regarding 311 bot issues, categories to add for 311 calls and reports, improving 311 content for the Vietnamese Language, and call answering times.

Vice Mayor Chappie Jones requested information regarding 311 customer service surveys and data availability.

Action: Upon motion by Councilmember Sergio Jimenez, seconded by Vice Mayor Chappie Jones and carried unanimously, the Committee accepted the verbal update on improvements to San José 311 and the product roadmap covering language translation, virtual agent, and chat technologies. (5-0.)

3.   **Public Safety Communications Interoperability Annual Report. (Police)**

Public Comments: Blair Beekman spoke to the design and funding of the Silicon Valley Regional Communications System, emergency preparedness, and public accessibility.

Interoperability Communications Manager, Andy Smith, offered the presentation.

Action: Upon motion by Vice Mayor Chappie Jones, seconded by Councilmember Sergio Jimenez and carried unanimously, the Committee accepted the annual report on public safety communications interoperability for first responders in San José and the Bay Area. (5-0.)

4.   Joint School/Library Issued Cards Update. (Library)

Deputy Director of Public Services for the Public Library, Michelle Arnott, offered the presentation providing a review of the district partnerships, distribution of cards, card use, the successes, challenges, and planned improvements for the next academic year.

Action: Upon motion by Mayor Sam Liccardo, seconded by Councilmember Dev Davis and carried unanimously, the Committee accepted the verbal update the verbal update on the goal of this initiative to enhance access for San José students, grades K-12. (5-0.)

•   **Open Forum**

1. Blair Beekman thanked Lan Diep for his work as the Chair of this Committee and spoke to COVID-19 death rates throughout the Bay Area.

Committee Chair, Lan Diep thanked staff for the work they did behind the scenes to help run the committee.

•   **Adjournment**

Lan Diep adjourned the Committee meeting at 3:53 p.m.

Approved via Email

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Councilmember Lan Diep, Chair
Smart Cities and Service Improvements Committee

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