



**MINUTES OF THE
 SMART CITIES AND SERVICE IMPROVEMENTS COMMITTEE
 SAN JOSE, CALIFORNIA THURSDAY, NOVEMBER 3, 2022**

COVID-19 NOTICE

Consistent with AB 361 and City of San Jose Resolution No. 80628, 80659, 80685, and 80724 Committee Members may teleconference from remote locations.

The Smart Cities and Service Improvements meeting was held in a hybrid format, both in person in the Council Chambers and teleconferenced from remote locations. The meeting convened at 1:32 p.m.

Present: Councilmembers - Mahan, Cohen, Jones (Zoom), Foley (Zoom),
 Liccardo (1:52 p.m.)

Absent: Councilmembers - All Present

Staff: City Manager's Office, Rob Lloyd; Mayor's Office, Clayton Garner; City Attorney's Office, Neelam Naidu; City Clerk, Toni Taber; and City Clerk's Office, Grace Turner.

B. Review of Work Plan

None presented.

C. Consent Calendar

None presented.

D. Reports to Committee

1. Innovation and Technology Strategic Plan Annual Report. (Information Technology)

Chief Information Officer, Information Technology Department, Khaled Tawfik provided the presentation and responded to questions.

Public Comments: Paul Soto and Blair Beekman offered public comment.

Action: Upon motion by Vice Mayor Chappie Jones, seconded by Councilmember Pam Foley and carried unanimously, the Committee accepted the 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. (5-0.)

2. City Initiatives Roadmap: Customer Service Vision and Standards Status Report. (City Manager)

The City Manager Office's Assistant to the City Manager, Erik Chiarella Jensen; Chief of Staff, Dolan Beckel, and SJ311 Customer Contact Center, Information Technology Department, Kia O'Hara provided the presentation and responded to questions.

Public Comments: Paul Soto and Blair Beekman offered public comment.

Action: Upon motion by Vice Mayor Chappie Jones, seconded by David Cohen and carried unanimously, the Committee accepted the 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 with an update to return to the Smart Cities and Service Improvements Committee by March 2023. (5-0.)

3. City Initiatives Roadmap: BeautifySJ Vehicle Blight Status Report. (Transportation/Information Technology/Police/Parks, Recreation and Neighborhood Services/Planning, Building and Code Enforcement)

Information Technology Department's Chief Information Officer Khaled Tawfik, Products-Projects Manager German Sedano, and Department of Transportation's Assistant Director Laura Wells provided the presentation and responded to questions.

Public Comments: Paul Soto and Blair Beekman offered public comment.

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D.3 (Cont'd)

Action: Upon motion by Vice Mayor Chappie Jones, seconded by Councilmember Pam Foley and carried unanimously, the Committee accepted the 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. (5-0.)

- **Open Forum**

1. Blair Beekman emphasized the importance of open accountable practices as a part of the future of technology used by the city.
2. Paul Soto expressed concern on bias and prejudice within language.

- **Adjournment**

Councilmember Matt Mahan adjourned the Committee meeting at 3:27 p.m.

DRAFT

Councilmember Matt Mahan, Chair
Smart Cities and Service Improvements Committee