



# City of San José

City of San José  
200 East Santa Clara Street  
San Jose, CA 95113

## Agenda

### Smart Cities and Service Improvements Committee

#### Committee Members

**Matt Mahan, Chair**  
**David Cohen, Vice Chair**  
**Sam Liccardo, Member**  
**Chappie Jones, Member**  
**Pam Foley, Member**

#### Committee Staff

**Rob Lloyd, Information Technology**  
**Jordan Sun, Mayor's Office**  
**Neelam Naidu, City Attorney's Office**  
**Toni Taber, City Clerk's Office**

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Thursday, December 2, 2021

1:30 PM

Virtual Meeting -  
<https://sanjoseca.zoom.us/j/92090201035>

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#### \* COVID-19 NOTICE \*

Consistent with AB 361 and City of San Jose Resolution Nos. 79485, 80237, 80266 and 80290, the Council Committee meeting will not be physically open to the public and the Committee Members will be teleconferencing from remote locations.

#### How to observe the Meeting (no public comment):

- 1) Cable Channel 26,
- 2) <https://www.sanjoseca.gov/news-stories/watch-a-meeting>, or
- 3) <https://www.youtube.com/CityofSanJoseCalifornia>

**How to submit written Public Comment: By email to [SmartCitiesCommittee@sanjoseca.gov](mailto:SmartCitiesCommittee@sanjoseca.gov) by 9:00 a.m. the day of the meeting.**

**How to provide spoken Public Comment during the City Council Committee Meeting:**

1) By phone 888 475 4499. Webinar ID: 920 9020 1035 Click \*9 to raise a hand to speak. Press \*6 to unmute. Alternative phone numbers are: US: +1 (213) 338-8477 or +1 (408) 638-0968 or (877) 853-5257 (Toll Free)

2) By online <https://sanjoseca.zoom.us/j/9209021035>.

a. Use a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, Safari +.

Certain functionality may be disabled in older browsers including Internet Explorer. Mute all other audio before speaking. Using multiple devices can cause an audio feedback.

b. Enter an email address and name. The name will be visible online and will be used to notify you that it is your turn to speak.

c. When the Committee Chair calls for the item on which you wish to speak, click on “Raise Hand.” Speakers will be notified shortly before they are called to speak.

d. When called, please limit your remarks to the time limit allotted.

**For Closed Captions, please visit the City’s YouTube channel at**

**<https://www.youtube.com/CityofSanJoseCalifornia>,**

**or the City's website livestream at <https://www.sanjoseca.gov/news-stories/watch-a-meeting>.**

## (a) Call to Order and Roll Call

## (b) Review of Work Plan

Items recommended to be added, dropped, or deferred are usually approved under review of the workplan unless the Committee directs otherwise.

## (c) Consent Calendar

## (d) Reports to Committee

1. [CC 21-313](#) **Innovation and Technology Projects Status Report.** (Information Technology)

**Recommendation:** Accept the verbal status report on innovation and technology projects, highlighting overall status, initiatives at risk and mitigations, and completed projects.

**Attachments** [Presentation](#)

2. [CC 21-314](#) **Digital Public Participation Status Report.** (City Clerk/City Manager - Communications/Public Works/Information Technology)

**Recommendation:** Accept the status report on digital public participation, which includes the City's use of streaming services to support public engagement, agenda management and access, and meeting management tools.

**Attachments** [Memorandum](#)  
[Presentation](#)

3. [CC 21-315](#) **City Roadmap: San José 311 and Service Delivery Status Report.** (City Manager - Communications/Information Technology)

**Recommendation:** Accept the status report on San José 311 and Service Delivery as part of the approved City Roadmap for 2021-2022, which includes coordinated service delivery improvements across in-person, online, mobile, phone, and assistive channels, service additions in development based on input received, and impact metrics.

**Attachments** [Memorandum](#)  
[Presentation](#)

- **Open Forum**

Members of the Public are invited to speak on any item that does not appear on today's Agenda and that is within the subject matter jurisdiction of the City Council.

- **Adjournment**

Thank you for taking the time to attend today's meeting. For Committee meeting schedules, Agendas, Staff Reports, other associated documents and Committee contact information, please visit <https://www.sanjoseca.gov/your-government/departments/city-clerk/council-agendas-information>. Click on the link for the Committee in which you are interested. Committee Meetings are televised live and rebroadcast on Channel 26.

To arrange an accommodation under the American with Disabilities Act to participate in this public meeting, please call (408) 535-8150 at least three business days before the meeting.

All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body will be available for public inspection at the Office of the City Clerk, 200 East Santa Clara Street, 14th Floor, San Jose, California, 95113, at the same time that the public records are distributed or made available to the legislative body.