

# Smart Cities and Service Improvements Committee

May 5, 2022

# **(d) 1. Innovation and Technology Projects Status Report**

Smart Cities and Service Improvements Committee  
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Khaled Tawfik, Chief Information Officer, Information Technology Department  
Michael Foster, Division Manager, Information Technology Department

# San José City Roadmap | FY 2021-2022

Enterprise Priority
COVID-19 Pandemic: Community + Economic Recovery
Emergency Management + Preparedness
Creating Housing + Preventing Homelessness
Safe, Vibrant, + Inclusive Neighborhoods + Public Life
Building the San José of Tomorrow with a Downtown for Everyone
Smart, Sustainable, + Reliable City: 21 <sup>st</sup> Century Infrastructure

Project					
Housing Stabilization	Re-Employment + Workforce Development	Small Business Recovery	Food + Necessities Distribution	Digital Equity	Child Care
Vaccination Task Force					
Emergency Housing Construction + Operation	Sheltering + Enhanced Encampment Services				
Police Reforms Work Plan	San José 311 + Service Delivery	Encampment Waste Pick-Up BeautifySJ	Vision Zero Traffic Safety		
Align Zoning with General Plan	Development Services Transformation	Google Development	Major Real Estate Development Projects		
Pavement, Fire, EOC, Transit Capital Improvements	Regional Wastewater Facility Capital Improvements	Electrical Service for Major Development	Climate Smart American Cities Climate Challenge		

Strategy	
North San José Strategy	
Equity Strategy Development	Neighborhood Services Access Strategy
BART + High-Speed Rail Strategy	
Lowering PG&E Above Market Costs for Clean Energy	

Policy
Build Back Better + Recovery Task Force
Soft-Story Building Earthquake Retrofit Policy
Encampment Management + Safe Relocation Policy

Enterprise Priority Foundational
Strategic Fiscal Positioning + Resource Deployment
Powered by People

Project					
Federal + State Recovery Advocacy	Secure City Cybersecurity	Procurement Improvement	Pension Obligation Bond Analysis		
Continuity of City Services	Safe Workplace	Employee Health + Wellness	Drive to Digital	Effective Teams	

Strategy	
Budgeting for Equity	City Roadmap Budgeting, Accountability, + Performance
City Workforce Diversity + Skill Building	

Policy

# Innovation & Technology Major Projects | San José City Roadmap FY 21- 22 | Legend: ■ On Track ■ Scope or Schedule ■ At Risk or Action Needed ■ On Hold or Not Started

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Project						
Access Eastside	FirstNet Deployment	SJ Access Hotspots Distribution Program w/ AT&T	Public Meeting Technology Procurement & Implementation			
EOC Next Generation Technology	Transportation Events Tracking/ Verizon Traffic Data Services					
Project Doorway	Loan Management System					
San José 311 + Service Delivery	Parking Citation Mgmt & Permitting Mgmt System	SJ311 Accessibility	SJ311 Equity Project	Add 5 New Services to SJ311 Web App	BeautifySJ and Homeless Encampments Platform	
Development Services Transformation						
LED Smart Controllers	Building Energy Usage Monitoring	City Building Security Cameras Procurement	Environmental Enforcement Data Management System	Laboratory Information Management System		

Core Technology Projects	
Copier/Printer Replacement	
IT Strategic Plan	Microsoft Software Usability
Citywide Product Projects Dashboard	City Open Data Environment

Enterprise Priority Foundational
Strategic Fiscal Positioning + Resource Deployment
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Project						
Telcom Expense Management	Cybersecurity Work Plan	Business Tax System	Lease Management	Asset Management	Budgeting System Upgrade	
Business Process Automation	Drive to Digital OneCity Workplace	Hybrid Work Environment (Conference Room Tech)				

Innovation & Pilots	
Multilingual Emergency Management Tools	Transportation Data Platform (UrbanLogiq)
Real-Time Interpretation for Limited/ Non-English Speakers	

**Innovation & Technology Major Projects | San José City Roadmap FY 21- 22 | Legend:** ■ On Track ■ Scope or Schedule ■ At Risk or Action Needed ■ On Hold or Not Started

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Project					
Access Eastside	FirstNet Deployment	SJ Access Hotspots Distribution Program w/ AT&T	Public Meeting Technology Procurement & Implementation		
EOC Next Generation Technology	Transportation Events Tracking/ Verizon Traffic Data Services				
Project Doorway	Loan Management System	Rent Registry 4.0			
Add 5 New Services to SJ311 Web App	Parking Citation Mgmt & Permitting Mgmt System	SJ311 Accessibility	BeautifySJ and Homeless Encampments Platform		
Development Services Transformation					
LED Smart Controllers	Building Energy Usage Monitoring	City Building Security Cameras Procurement	Environmental Enforcement Data Management System	Laboratory Information Management System	

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## Innovation and Technology Projects – RED & YELLOW STATUS CHANGES

Project Name	March Status	May Status	Issue	Current Course of Action
<b>BeautifySJ: Homeless Encampments Platform</b>			Funded now	Pre-work starts in July
<b>Access East Side</b>			Supply Chain issues delaying hardware for new High School attendance areas	Adjusting implementation dates as needed
<b>Lease Management</b>			7 <sup>th</sup> in the procurement priority list	Awaiting procurement resources to be assigned June 30 <sup>th</sup> procurement goal is endangered at this time
<b>Business Tax System</b>		 Reinitiate	All bidders rejected after demos, interviews and careful consideration by the team	Reinitiating with Finance
<b>Public Meeting Technology Procurement &amp; Implementation</b>			\$145K annual costs approx. double the previous solution	Funding to be identified
<b>Hybrid Work Environment (Conference Room Tech)</b>			Co-op purchases of hardware for video conference tech in meeting rooms – timeline concerns	Working on fast procurement options—e.g., co-operative purchase agreements

## Innovation and Technology Projects – Recently Completed Projects

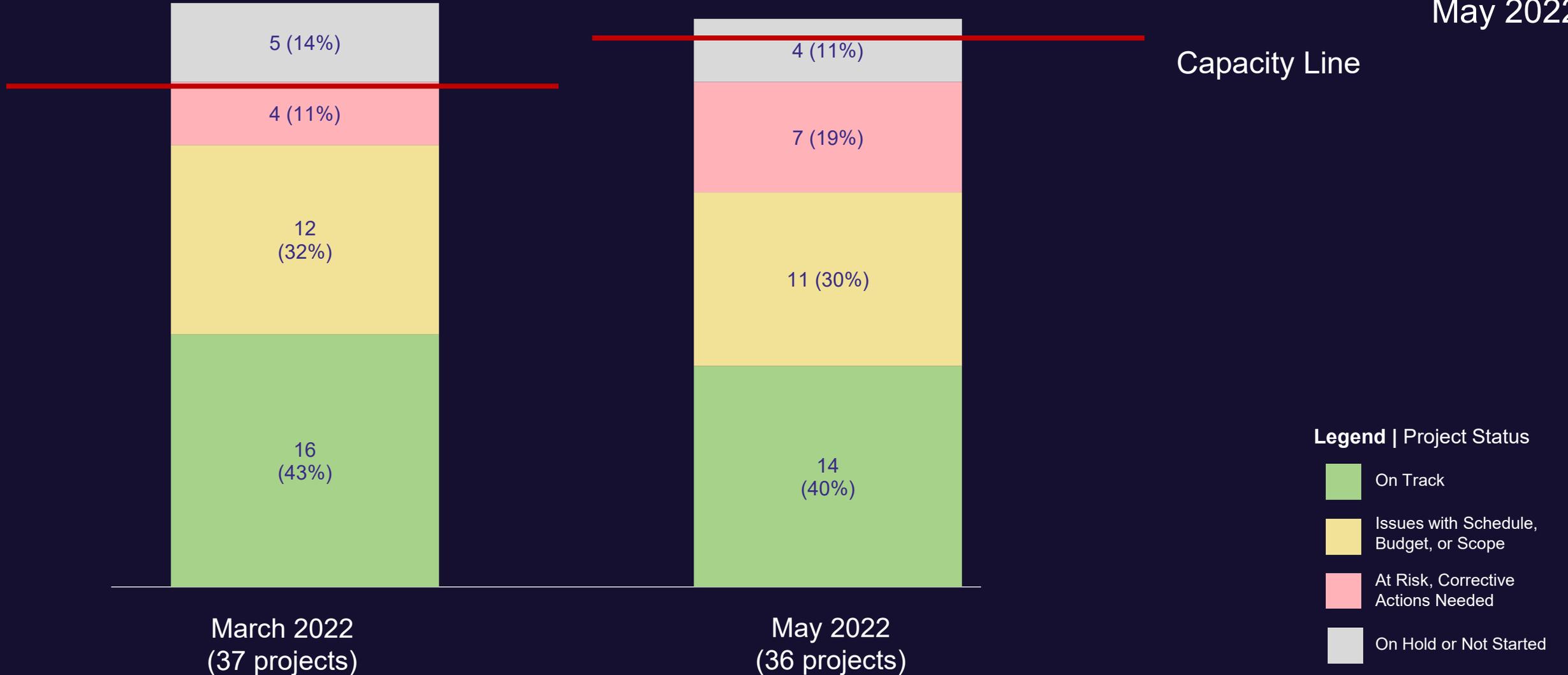
Project Name	Completion Status	Summary	Notes
<b>SJ311 Equity Project</b>		Completion of project phase joining 311 reporting data with City's GIS and census data	Continuation of program phase utilizing GIS data to target underserved communities
Add 5 New Services to SJ311 Web App	Completion Performance	Summary	
<b>Oracle Platform Update</b>		Delayed due to bugs in the new Oracle VBCS platform	
<b>Affordable Housing</b>		Live on SJ311 App and Web Site 3/23/2022	
<b>Community WiFi Reporting</b>		Live on SJ311 App and Web Site 3/30/2022	
<b>Fireworks Reporting</b>		Live on SJ311 App and Web Site 4/13/2022	

## Innovation and Technology Projects – Net New Projects

Project Name	Starting Status	Summary	Notes
<b>Rent Registry 4.0</b>		Feature development underway (enhanced error correction, collection of tenant contact info, “select all” option to speed unit registrations)	Goal is to get greater participation earlier in the process for property owners and tenants

# Innovation and Technology Projects Capacity/Velocity

May 2022



# Independent Verification & Validation Review Process

## C3PO in the Mix



Greater Than \$500,000

OR



Involves More Than 1 Dept.

OR



Greater than 1 Year in Execution

OR



High Profile or Sensitive to the City

+ support and train others on their initiatives throughout the City

- Verification and validation are independent procedures that are used together for checking that a product, service, or system meets requirements and specifications and that it fulfills its intended purpose.

# May 5, 2022, IV&V Project Reporting

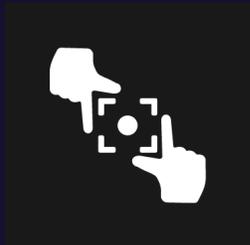
- Three projects have been evaluated using Option I via questionnaire

Project Name	Scope	Budget	Schedule	Delivery of Value	Public Impacts	Next Steps/Concerns
Public Meeting Technology Procurement					Equity Access & Quality	RFP and implementation
Environmental Enforcement Data Management System					Compliance Efficiency Data Quality & Assurance	RFP and implementation
Laboratory Information Management System					Automation Compliance & Accreditation	Vendor chosen Implementation

# Public Meeting Technology



## Scope



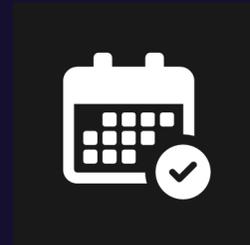
- Less manual work – the ability to sync agenda updates across devices
- HD streaming – high quality viewing experience across devices
- View agenda docs in new tab as opposed to downloads

## Budget



- Project is going in RFP Co-op
- \$145K annual costs
- ~\$50K one-time setup costs
- Cost savings from replacing current provider

## Schedule



- Use of a co-op with differences in extra requirements has lengthened the schedule.
- All of this is likely to take 3 months – August estimated
- Implementation would follow in the coming fiscal year

## Value

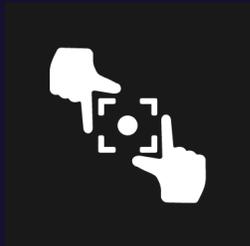


- New technology to better meet the City's updated needs across agenda and meeting management, broadcasting, as well as meeting the needs of underserved communities within the City

# Environmental Enforcement Data Management System



## Scope



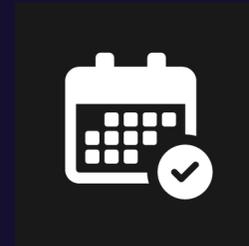
- Automate reporting
- Automate inspections & enforcement
- Public visibility
- Improve communication
- Replace 10-year-old improvised system

## Budget



- Budget is \$750K
- Solution is expected to be within the standard for the market

## Schedule



- Currently #6 on Purchasing's RFP priority list
- Expected vendor selection July/August
- Project completion late 2023

## Value

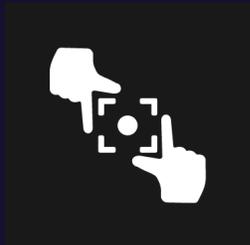


- The project is expected to be technologically flexible, to take advantage of solutions tailored to ESD's needs

# Laboratory Information Management System



## Scope



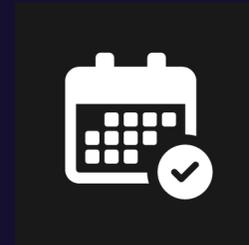
- Automate wastewater sample traceability
- Automate reporting
- Achieve State Water Board compliance
- Maintain Lab accreditation
- Improve testing
- Replace a 17-year-old system

## Budget



- Budget is \$700K, with ~\$300K first year implementation and support with chosen vendor
- Is still pending approval by Council

## Schedule



- The project is in the planning stage
- The full project plan will be developed and integrated after initiation of the vendor contract

## Value



- Replace an outdated system to improve efficiency and process and ensure compliance and regulatory rules that are now handled manually

# **(d) 2. Safe City Strategy Status Report**

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