

Smart Cities and Service Improvements Committee

May 5, 2022

(d) 1. Innovation and Technology Projects Status Report

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San José City Roadmap | FY 2021-2022

Enterprise Priority	Project						Strategy		Policy		
COVID-19 Pandemic: Community + Economic Recovery	Housing Stabilization	Re-Employment + Workforce Development	Small Business Recovery	Food + Necessities Distribution	Digital Equity	Child Care			Build Back Better + Recovery Task Force		
Emergency Management + Preparedness	Vaccination Task Force										Soft-Story Building Earthquake Retrofit Policy
Creating Housing + Preventing Homelessness	Emergency Housing Construction + Operation										Sheltering + Enhanced Encampment Services
Safe, Vibrant, + Inclusive Neighborhoods + Public Life	Police Reforms Work Plan						San José 311 + Service Delivery	Encampment Waste Pick-Up BeautifySJ			Vision Zero Traffic Safety
Building the San José of Tomorrow with a Downtown for Everyone	Align Zoning with General Plan						Development Services Transformation	Google Development	Major Real Estate Development Projects	BART + High-Speed Rail Strategy	
Smart, Sustainable, + Reliable City: 21 st Century Infrastructure	Pavement, Fire, EOC, Transit Capital Improvements						Regional Wastewater Facility Capital Improvements	Electrical Service for Major Development	Climate Smart American Cities Climate Challenge	Lowering PG&E Above Market Costs for Clean Energy	
Enterprise Priority Foundational	Project						Strategy		Policy		
Strategic Fiscal Positioning + Resource Deployment	Federal + State Recovery Advocacy	Secure City Cybersecurity	Procurement Improvement	Pension Obligation Bond Analysis			Budgeting for Equity	City Roadmap Budgeting, Accountability, + Performance			
Powered by People	Continuity of City Services	Safe Workplace	Employee Health + Wellness	Drive to Digital			Effective Teams	City Workforce Diversity + Skill Building			

Enterprise Priority	Project						
COVID-19 Pandemic: Community + Economic Recovery	Access Eastside	FirstNet Deployment	SJ Access Hotspots Distribution Program w/ AT&T	Public Meeting Technology Procurement & Implementation			
Emergency Management + Preparedness	EOC Next Generation Technology	Transportation Events Tracking/ Verizon Traffic Data Services					
Creating Housing + Preventing Homelessness	Project Doorway	Loan Management System					
Safe, Vibrant, + Inclusive Neighborhoods + Public Life	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	
Building the San José of Tomorrow with a Downtown for Everyone	Development Services Transformation						
Smart, Sustainable, + Reliable City: 21 st Century Infrastructure	LED Smart Controllers	Building Energy Usage Monitoring	City Building Security Cameras Procurement	Environmental Enforcement Data Management System	Laboratory Information Management System		









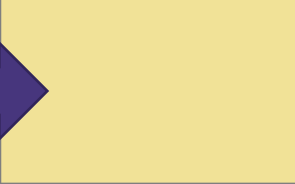


Core Technology Projects	
Copier/Printer Replacement	
IT Strategic Plan	Microsoft Software Usability
Citywide Product Projects Dashboard	City Open Data Environment

Enterprise Priority Foundational	Project						
Strategic Fiscal Positioning + Resource Deployment	Telcom Expense Management	Cybersecurity Work Plan	Business Tax System	Lease Management	Asset Management	Budgeting System Upgrade	
Powered by People	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	

Enterprise Priority	Project							Core Technology Projects	
COVID-19 Pandemic: Community + Economic Recovery	Access Eastside	FirstNet Deployment	SJ Access Hotspots Distribution Program w/ AT&T	Public Meeting Technology Procurement & Implementation				Copier/Printer Replacement	
Emergency Management + Preparedness	EOC Next Generation Technology	Transportation Events Tracking/ Verizon Traffic Data Services						IT Strategic Plan	Microsoft Software Usability
Creating Housing + Preventing Homelessness	Project Doorway	Loan Management System	Rent Registry 4.0					Citywide Product Projects Dashboard	City Open Data Environment
Safe, Vibrant, + Inclusive Neighborhoods + Public Life	Add 5 New Services to SJ311 Web App	Parking Citation Mgmt & Permitting Mgmt System	SJ311 Accessibility	BeautifySJ and Homeless Encampments Platform					
Building the San José of Tomorrow with a Downtown for Everyone	Development Services Transformation								
Smart, Sustainable, + Reliable City: 21 st Century Infrastructure	LED Smart Controllers	Building Energy Usage Monitoring	City Building Security Cameras Procurement	Environmental Enforcement Data Management System	Laboratory Information Management System				
Enterprise Priority Foundational	Project							Innovation & Pilots	
Strategic Fiscal Positioning + Resource Deployment	Telcom Expense Management	Cybersecurity Work Plan	Business Tax System	Lease Management	Asset Management	Budgeting System Upgrade		Multilingual Emergency Management Tools	Transportation Data Platform (UrbanLogiq)
Powered by People	Business Process Automation	Drive to Digital OneCity Workplace	Hybrid Work Environment (Conference Room Tech)					Real-Time Interpretation for Limited/ Non-English Speakers	

Innovation and Technology Projects – RED & YELLOW STATUS CHANGES

Project Name	March Status	May Status	Issue	Current Course of Action
BeautifySJ: Homeless Encampments Platform			Funded now	Pre-work starts in July
Access East Side			Supply Chain issues delaying hardware for new High School attendance areas	Adjusting implementation dates as needed
Lease Management			7 th in the procurement priority list	Awaiting procurement resources to be assigned June 30 th procurement goal is endangered at this time
Business Tax System		Reinitiate	All bidders rejected after demos, interviews and careful consideration by the team	Reinitiating with Finance
Public Meeting Technology Procurement & Implementation			\$145K annual costs approx. double the previous solution	Funding to be identified
Hybrid Work Environment (Conference Room Tech)			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
SJ311 Equity Project		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	
Oracle Platform Update		Delayed due to bugs in the new Oracle VBCS platform	
Affordable Housing		Live on SJ311 App and Web Site 3/23/2022	
Community WiFi Reporting		Live on SJ311 App and Web Site 3/30/2022	
Fireworks Reporting		Live on SJ311 App and Web Site 4/13/2022	

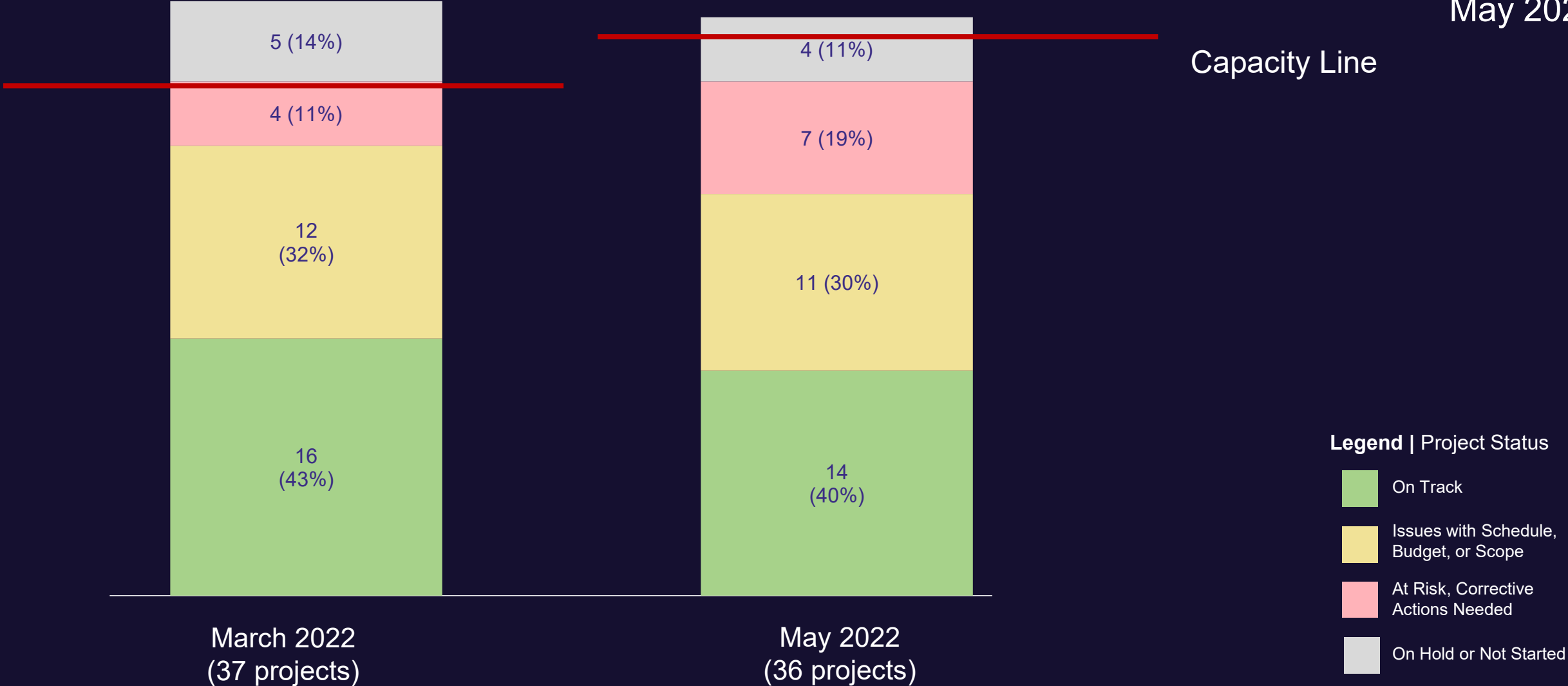
Innovation and Technology Projects – Net New Projects

Project Name	Starting Status	Summary	Notes
Rent Registry 4.0		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

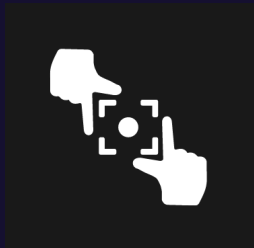
- Three projects have been evaluated using Option I via questionnaire

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	Budget	Schedule	Delivery of Value
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Scope



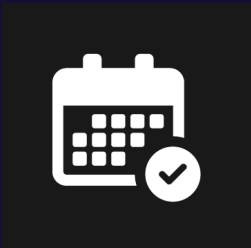
- Less manual work – the ability to sync agenda updates across devices
- HD streaming – high quality viewing experience across devices
- View agenda docs in new tab as opposed to downloads

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

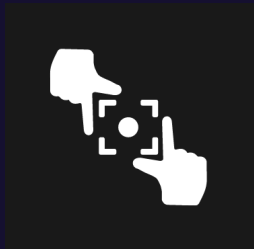


- New technology to better meet the City's updated needs across agenda and meeting management, broadcasting, as well as meeting the needs of underserved communities within the City

Environmental Enforcement Data Management System

Scope	Budget	Schedule	Delivery of Value
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Scope



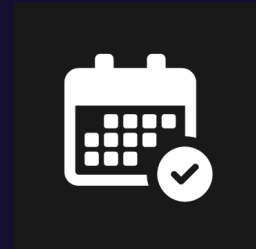
- Automate reporting
- Automate inspections & enforcement
- Public visibility
- Improve communication
- Replace 10-year-old improvised system

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

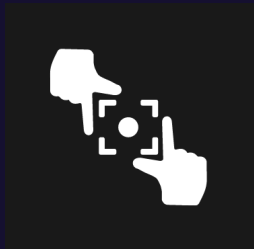


- The project is expected to be technologically flexible, to take advantage of solutions tailored to ESD's needs

Laboratory Information Management System

Scope	Budget	Schedule	Delivery of Value
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Scope



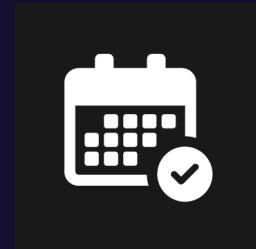
- Automate wastewater sample traceability
- Automate reporting
- Achieve State Water Board compliance
- Maintain Lab accreditation
- Improve testing
- Replace a 17-year-old system

Budget



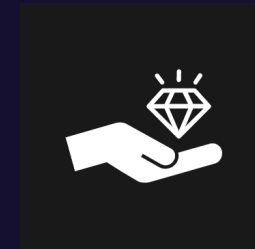
- Budget is \$700K, with ~\$300K first year implementation and support with chosen vendor
- Is still pending approval by Council

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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