MINUTES OF THE
SMART CITIES AND SERVICE IMPROVEMENTS COMMITTEE

SAN JOSE, CALIFORNIA   THURSDAY, SEPTEMBER 1, 2022

COVID-19 NOTICE
Consistent with AB 361 and City of San Jose Resolution No. 80628, Committee Members may be teleconferencing 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 1:30 p.m.

Present: Councilmembers   -   Mahan, Cohen, Jones (Zoom), Foley (Zoom), Liccardo.

Absent: Councilmembers   -   All Present.

Staff: Information Technology, Rob Lloyd; Mayor's Office, Clayton Garner; City Attorney's Office, Rosa Tsongraatarii; City Clerk, Toni Taber; and City Clerk's Office, Grace Turner.

B.   **Review of Work Plan**

Upon motion by Councilmember Pam Foley, and seconded by Vice Mayor Chappie Jones, the committee unanimously agreed to hear item D.4 first, with items D.1, D.2, and D.3 to follow. (5-0.)

C.   **Consent Calendar**

None presented.

D.   Reports to Committee

1.   Digital Public Meeting Improvements Status Report. (Public Works/City Clerk/Information Technology)

City Clerk's Office, City Clerk, Toni Taber; Public Works, Deputy Director, Walter Lin; and Information Technology Department, IT Products-Project Manager, Dhruv Hemmady offered the presentation and responded to questions.

Public Comments: Blair Beekman offered public comment.

Action: Upon motion by Mayor Sam Liccardo, seconded by Councilmember Pam Foley and carried unanimously, the Committee accepted the status report on digital public meeting improvements, which includes projects to modernize meeting spaces, audio-visual systems, and broadcasting to enhance public meetings and hybrid participation by in-person and remote attendees. (5-0.)

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

Deputy City Manager, Omar Passons; Parks, Recreation, Neighborhood Services, BeautifySJ Division Manager, Olympia Williams; and Information Technology Department, IT Products-Project Manager, Dhruv Hemmady offered the presentation and responded to questions.

Public Comments: Blair Beekman offered public comment.

Action: Upon motion by Councilmember David Cohen, seconded by Councilmember Pam Foley and carried unanimously, the Committee accepted the status report on BeautifySJ Encampment Services and a joint management system approach to encampments and homelessness response, which includes cross-department coordination of services, performance data and analysis, and reporting as part of the approved City Initiatives Roadmap for 2022-2023. (5-0.)

3.   City Initiatives Roadmap: Digital Workforce Status Report. (Information Technology/Human Resources/Finance/Public Works)

Chief Information Officer, Khaled Tawfik; Assistant HR Director, Kelli Parmlet; IT Products-Project Manager Ashish Lakhiani offered the presentation and responded to questions.

Public Comments: Blair Beekman offered public comment.

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D.3 (Cont'd.)

> Action: Upon motion by Councilmember Pam Foley, seconded by Vice Mayor Chappie Jones and carried unanimously, the Committee accepted the status report on Digital Workforce, which includes Business Process Automation and impacts of efforts to improve the ease of City business processes for staff and the public as part of the approved City Initiatives Roadmap for 2022-2023. (5-0.)

4. **Utilities Assistance Programs Status Report. (Environmental Services/Community Energy/Finance/ Information Technology)**

> **HEARD BEFORE ITEM D.1**
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> Finance, Deputy Director, John Kachmanian; Environmental Services, Deputy Director, Jeff Provenzano; Customer Contact Center, Program Manager, Kia O'Hara; and Clean Energy, Assistant Director, Zachary Struyk offered the presentation and responded to questions.
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> Public Comments: Blair Beekman offered public comment.
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> Action: Upon motion by Councilmember David Cohen, seconded by Vice Mayor Chappie Jones and carried unanimously, the Committee accepted the status report on the work of City utilities to assist residents with water, wastewater, and energy payment needs, which includes special programs, use of grant resources, and customer service improvements. (5-0.)

• **Open Forum**

> 1. Blair Beekman emphasized open accountability policies and continuation of the community study session on the topic of Voting for All. Mr. Beekman also advocated for clarity on county voting procedures and a more streamlined citizenship or pathway to permanent residency.

• **Adjournment**

> Councilmember Matt Mahan adjourned the Committee meeting at 3:50 p.m.

Matt Mahan

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Councilmember Matt Mahan, Chair
Smart Cities and Service Improvements Committee