Smart Cities and Service Improvements Committee Introductions and Agenda
May 2, 2019, 1:30pm

Dolan Beckel, Civic Innovation Director
Rajani Nair, Smart City Manager
Kip Harkness, Deputy City Manager
Keshav Gupta, Internet of Things (IoT) Lead
Ian Aaron, Chief Executive Officer, Ubicquia

AGENDA

- Smart City Roadmap Update
- Internet of Things (IoT) Strategy Update

(d) 1. Smart City Roadmap Update

Rajani Nair, Smart City Manager

PRIORITIZED SMART CITY ROADMAP 2.0 MARCH 2019

THEMES ALPHABETIZED

Theme	Projects (HIGHEST → LOWEST priority)
User-Friendly Government	Integrated Permitting System · Privacy Strategy · City Website · My San Jose · Digital Services Strategy · Data Strategy · Start Up in Residence (STiR) program · Master Address Database Integration
Smart Mobility	Autonomous Vehicle – First and Last Mile · Transportation Events Tracking (E-tracker)
Smart Infrastructure	Small Cell permitting and deployment · Small Cell Permitting and Process Improvements · Facebook Terragraph Wi-Fi · IoT Reference Architecture
Safe City	Safe City Strategy · FirstNet Evaluation and Migration · Silicon Valley Regional Communication System · Fire Station Alerting System · Fire Department Business Intelligence
IT Roadmap	Cybersecurity Work Plan · IT Infrastructure Modernization · City Open Data Environment · Business Tax · Products Management-Projects Execution · Business Tax Amnesty Solution · Advanced Cybersecurity Products and Service RFP · Cybersecurity Policy · Community Engagement through Data · IT Staff Skill-Up and Engagement
Equity	Digital Inclusion Program Fund · Community Wi-Fi Strategy · Rent Registry (Apartment Rent Ordinance) · Access Eastside · Joint/School Issued Library Cards · Data Migration Tool
Climate Smart	EV Strategy · Greenhouse Gas Emissions Report and Dashboard · Residential Housing Natural Gas Elimination Roadmap

LEGEND – PROJECT STATUS
- ON TRACK (green)
- ISSUES WITH SCHEDULE, BUDGET OR SCOPE (yellow)
- AT RISK, CORRECTIVE ACTIONS NEEDED (magenta)

HIGHEST → RELATIVE PRIORITY OF PROJECTS FROM HIGH TO LOW → LOWEST

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PRIORITIZED SMART CITY ROADMAP 2.0 MAY 2019

Category							
User-Friendly Government	Integrated Permitting System	Privacy Strategy	City Website	My San Jose	Digital Services Strategy	Data Strategy	Start Up in Residence (STIR) program	Spatial Data Integration (SDI)
Smart Mobility	Autonomous Vehicle – First and Last Mile	Transportation Events Tracking (E-tracker)						
Smart Infrastructure	Small Cell Permitting and Deployment	Small Cell Permitting and Process Improvements	Facebook Terragraph Wi-Fi	IoT Reference Architecture				
Safe City	Safe City Strategy	FirstNet Evaluation and Migration	Silicon Valley Regional Communication System	Fire Station Alerting System	Fire Department Business Intelligence			
IT Roadmap	Cybersecurity Work Plan	IT Infrastructure Modernization	City Open Data Environment	Business Tax System	Products Management-Projects Execution	Business Tax Amnesty Solution	Advanced Cybersecurity Products and Service RFP	Cybersecurity Policy	Community Engagement through Data	IT Staff Skill-Up and Engagement
Equity	Digital Inclusion Program Fund	Community Wi-Fi Strategy	Rent Registry (Apartment Rent Ordinance)	Access Eastside	Joint/School Issued Library Cards	Data Migration Tool		
Climate Smart	EV Strategy	Greenhouse Gas Emissions Report and Dashboard	Residential Housing Natural Gas Elimination Roadmap					

LEGEND – PROJECT STATUS

- 🟩 ON TRACK
- 🟨 ISSUES WITH SCHEDULE, BUDGET OR SCOPE
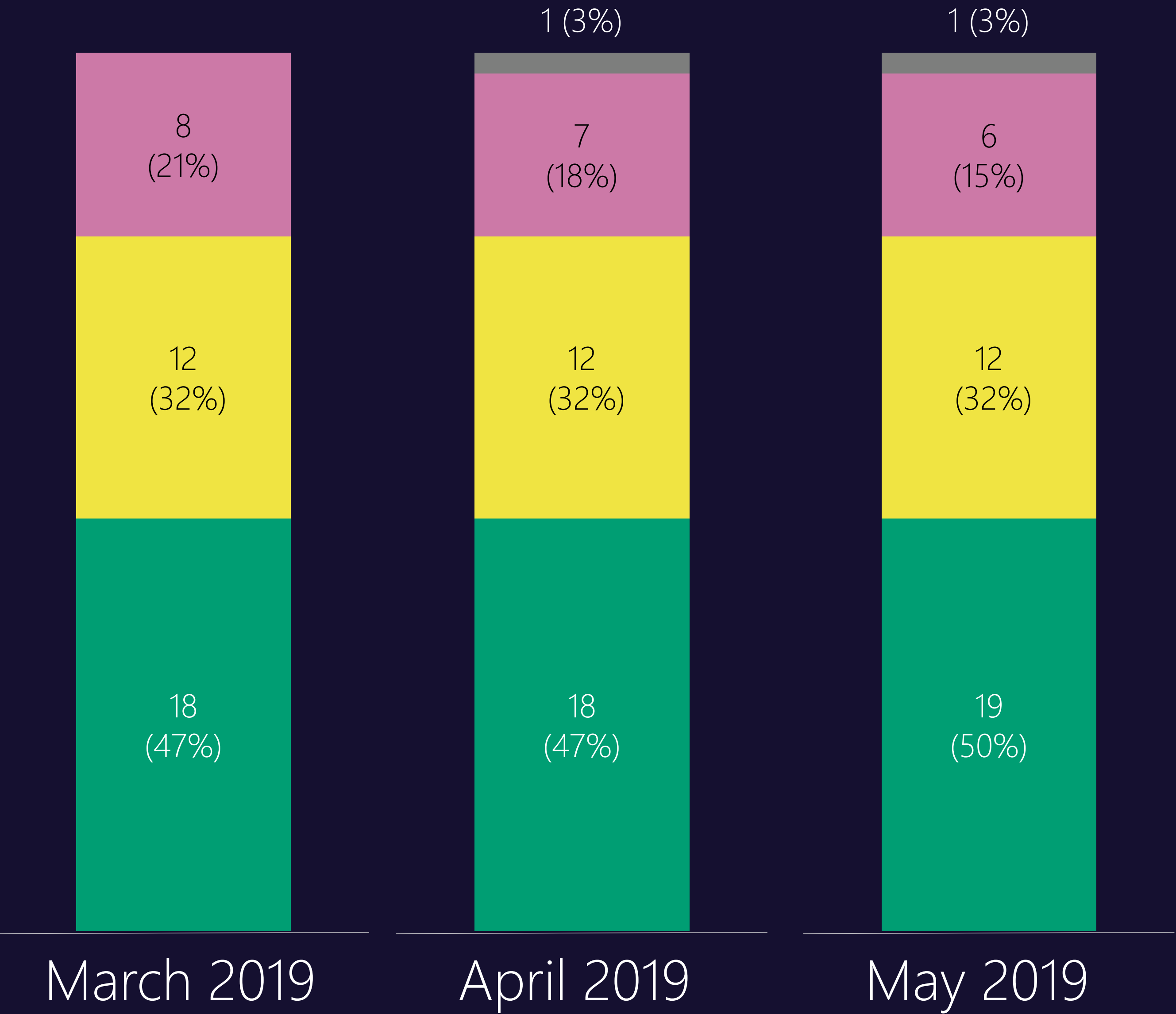- 🟪 AT RISK, CORRECTIVE ACTIONS NEEDED
- ⬜ ON HOLD

HIGHEST — RELATIVE PRIORITY OF PROJECTS FROM HIGH TO LOW — LOWEST

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SMART CITY ROADMAP 2.0 - RED STATUS DETAIL

Indicates changes from last SCSIC meeting

Integrated Permitting System

Issues	Resolution Approach	Action items for May

▪ Delayed by over two years:
  ▪ Lack of coordination across several siloed teams (internal and external) for implementation
  ▪ Lack of technology infrastructure readiness
	▪ Re-prioritization and re-scoping of remaining contract targeted for April 2019 to Ad Hoc Committee
	▪ Team reset, new project governance and new operating model implemented
		▪ Update to Council June
		
		Look ahead: Integrated Permitting System team will report to Smart Cities Service Improvement Committee in June 2019

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SMART CITY ROADMAP 2.0 - RED STATUS DETAIL

My San Jose

Issues	Resolution Approach	Action Items for May

▪ Ramping up the MSJ 2.0 effort required several months to establish governance, team structure, and shared vision
▪ As a result, the Request for Proposal (RFP) is delayed, originally targeted for Q4 2018 release
▪ Procurement backlog adds more uncertainty into RFP timeline
▪ Key personnel departed from the City
	▪ Focus immediate efforts on usability improvements in My San Jose 1.X and back-end process improvements with service teams
	(SEE BELOW) Update schedule based on current outlook:
	    ▪ RFP release in Q2 2019
	    ▪ RFP award in Q3/Q4 2019
	    ▪ Target go-live for MSJ 2.0 in Q2 2020
	▪ Previous outlook is no longer valid due to existing procurement backlog and team pivot to City website launch
		▪ Hire My San Jose Product-Project Manager
		
		▪ Seek Council approval to amend contract amount with AST for ongoing support for 1.X apps
		
		Look ahead: My San Jose team will report to Smart Cities and Service Improvements Committee in June 2019

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SMART CITY ROADMAP 2.0 - RED STATUS DETAIL

Data Strategy

Resolution Approach	Resolution Approach	Action Items for May
▪ Staff hiring behind schedule – two unsuccessful recruitments due to competitive market challenges	▪ On-boarding Chief Data Officer Fuse Fellow in May 2019	▪ On boarding FUSE Fellow staff on May 6
		Look ahead: Report to Smart Cities and Service Improvements Committee in Spring 2020

SMART CITY ROADMAP 2.0 – RED STATUS DETAIL

Indicates changes from last SCSIC meeting

IT Infrastructure Modernization

Issues	Resolution Approach	Action Items for May
▪ Purchasing backlog causing significant delays ▪ Original goal: Award and execution of contract by October 2018 and completion of implementation by June 2019 ▪ Awarded by City Council in late-December 2018 ▪ Contract remains in-process with Purchasing as of March 4, 2019	▪ Initiative with Finance and Civic Innovation to resolve the backlog of contracts and procurements in queue ▪ IT staff is awaiting project initiation as soon as the contract is finalized. Preparation work identified is complete as of March 2019	▪ Finance to finalize terms and conditions with stakeholders (IT, CAO and vendors) ▪ ITD Plan and Initiate project kick-off Look ahead: Report to Smart Cities and Service Improvements Committee in Fall 2020

Advanced Cybersecurity RFP/Policy

Issues	Resolution Approach	Action Items for May
▪ Cybersecurity products and services RFP is delayed by 6 months; In purchasing queue ▪ Cybersecurity policy has undergone 20 cycles of review with City departments; Delayed by 7 months ▪ Hiring of qualified cybersecurity professional delayed some activities	▪ Initiative with Finance and Civic Innovation to resolve the backlog of contracts and procurements in queue; Cybersecurity is prioritized as a top-3 item ▪ Cybersecurity Office pivoted to Perimeter Security and Disaster Recovery/Business Resumption efforts in interim ▪ Set approach to finalize Cybersecurity Policy between ITD, HR/OER and City Auditor by March 2019	▪ RFP: Support Purchasing Division in finalization of RFP for release in May ▪ Policy: IT finalized last draft; Meet with Auditor and OER to proceed with adoption and signature (DONE) Look ahead: Report to Smart Cities and Service Improvements Committee in Spring 2020

SMART CITY ROADMAP 2.0 – RED STATUS DETAIL

Access Eastside

Issues	Resolution Approach	Action Items for May
▪ Eighteen months behind schedule for Wi-Fi activation for Overfelt and Yerba Buena high school attendance areas ▪ Estimated cost for installation has nearly doubled from the funding amount available from the East Side Union High School District (ESUHSD)	▪ Technical assessment and educational performance evaluation underway ▪ Community Wi-Fi activated for James Lick attendance area in March 2019 ▪ Targeting June 2019 to discuss next steps with ESUHSD	▪ Continuing to work with SVTP and Paypal to provide technical evaluation of Wi-FI ▪ City approved James Lick HS approach for educational outcomes evaluation ▪ City to meet with ESUHSD to discuss next steps on Friday, May 3, 2019 Look ahead: Report to Smart Cities and Service Improvements Committee in Fall 2019

Business Tax System

Issues	Resolution Approach	Action Items for May
▪ Delayed by 2 years	▪ Shifted focus to Business Tax Amnesty project due to revenue importance ▪ Will develop a new RFP in late 2019 with increased focus on vendor qualifications, scope accuracy and testing processes	▪ Agreed to put project on hold until Business Tax Amnesty project is completed ▪ Memorialize lessons learned between Finance and IT for future RFP (DONE) ▪ Anticipated new RFP release date is Q1 CY2020 with recommendation to Council late CY2020 Look ahead: Report to SCSIC TBD once project is initiated

INITIATING HIGH PRIORITY PROJECTS

User-Friendly Government	Procurement Improvement and Readiness Program	Development Services Transformation				
Smart Mobility	Autonomous Vehicle – Network Safety	Emerging Mobility Strategy	Geofence E-Scooters	Verizon Traffic Data Services Pilot		
Smart Infrastructure	Vehicle Fleet Telematics – Verizon Connect	AT&T Community Wi-Fi at Community Centers/Parks	Macro Towers Deployment	Building Energy Usage Monitoring	Irrigation Sensor Connectivity - CalSense	
Safe City	Smart Digital Infrastructure Nodes – AT&T pilot	Fusion/Data Collection Center	Dual Network Connectivity of Fire Apparatus (Coverage)	Verizon Intersection Safety Analytics	Police Department Business Intelligence	Text to 911 (sub project to Next Gen 911) / EOC Damage Assessment GIS tools and capabilities
IT Roadmap						
Equity	DAHLIA Affordable Housing Portal	AT&T Tech for Good Pilot	Verizon STEM			
Climate Smart						

Requirements for Executing High Priority Projects:

✓ Approved budget

✓ Dedicated team of staff

✓ Signed contract

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User-Friendly Government	Cloud Based Event Planning Tracking System	FB Live/Box or You Tube	STIR Street Banner Online Reservation & Asset Management Platform
Smart Mobility			
Smart Infrastructure	STIR Compliance Management Tool		
Safe City	STIR Disaster Response Platform		
IT Roadmap			
Equity	Unleash Your Geek #3 - Homelessness	2020 Census Technology Conversation	Community Wi-Fi & Educational Performance Access Eastside	STIR Affordable Housing Compliance System
Climate Smart			

SMALL WONDERS APRIL 2019

LEGEND – PROJECT STATUS

ON TRACK

ISSUES WITH SCHEDULE, BUDGET OR SCOPE

AT RISK, CORRECTIVE ACTIONS NEEDED

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MAYOR'S SMALL WONDER CHALLENGES

Themes	Future-proof topics/challenges
User-friendly Government	❑ What are some technology solutions to improve voting rate and census efficiency? ❑ What are the language-friendly text-based message tools to send emergency alert, community meeting invite, food stamp reminder etc. to low income group? ❑ How to use chatbox to increase civic engagement and transparency?
Smart Mobility	❑ How can <u>delivery robots</u> deliver food and products to the vulnerable groups and deliver from local SMEs at a reasonable price? ❑ What are the <u>drones</u> solution for crash reconstruction, disaster monitoring & response?
Smart Infrastructure	❑ What IoT devices can <u>make parks safer</u>? ❑ How can IoT devices make <u>traffic management</u> more efficient?
Safe City	❑ How can the city <u>monitor and enforce e-scooter speed</u> to ensure sidewalk safety? ❑ How to <u>crowd source crime and safety events</u> in neighborhoods?
Equity	❑ What is a mobile application/mobile-friendly website application that helps <u>homeless</u> individuals locate and apply to affordable housing and other social services? ❑ How to design a employee (homeless) – employer matching program? ❑ What is an application that builds empathy b/w non-homeless and homeless individuals?
Climate Smart	❑ How to turn <u>hard-to-recycle plastics</u> into renewable chemicals? ❑ How to provide <u>real-time energy consumption data</u> to residents?

VICTORY LIST

CENTRAL EMERGENCY VEHICLE PRE-EMPTION
REDUCING EMERGENCY RESPONSE TIME

URBANLOGIQ
DATA DRIVEN MOBILITY PLANNING

VOTE FOR ROB, RESISTANCE IS FUTILE

Fuse Fellows – virtual introductions

Questions?

(d) 1. Smart City Roadmap Update

Rajani Nair, Smart City Manager