

# **(d) 2. Smart City Roadmap Update**

Smart Cities and Service Improvements Committee  
October 3, 2019

Rajani Nair, Smart City Manager, Civic Innovation  
Aurelia Bailey, Senior Executive Analyst, Office of Emergency Management  
Fred Tran, Interim Program Manager, Housing  
Ken Nuss, Vice President, Gruntify, North America Sales  
Dolan Beckel, Director, Civic Innovation  
Kip Harkness, Deputy City Manager

THEMES ALPHABETIZED

# PRIORITIZED SMART CITY ROADMAP 2.0 MARCH 2019

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

ISSUES WITH SCHEDULE, BUDGET OR SCOPE

AT RISK, CORRECTIVE ACTIONS NEEDED

LEGEND – PROJECT STATUS

- ON TRACK
- ISSUES WITH SCHEDULE, BUDGET OR SCOPE
- AT RISK, CORRECTIVE ACTIONS NEEDED

HIGHEST  RELATIVE PRIORITY OF PROJECTS FROM HIGH TO LOW  LOWEST

User-Friendly Government	Integrated Permitting/ Development Transformation	Privacy Strategy	City Website	My San Jose	Digital Services Strategy	Data Strategy	Start Up in Residence (STIR) program	Spatial Data Integration (SDI)	PRIORITIZED SMART ROADMAP OCTOBER 2019	
Smart Mobility	Autonomous Vehicle – First and Last Mile	Transportation Events Tracking (E-tracker)	Verizon Traffic Data Services Pilot	Access and Mobility Plan	Micro-mobility sidewalk and data pilots					
Smart Infrastructure	Small Cell Permitting Deployment and Process Improvements	LED Smart Controllers	IoT Reference Architecture	Irrigation Sensor Connectivity - CalSense	Facebook Terragraph Wi-Fi	AT&T Community Wi-Fi at Community Centers/Parks				
Safe City	Safe City Strategy	FirstNet Evaluation and Migration	Silicon Valley Regional Communication System	Text to 911 (sub project to Next Gen 911)	Fire Station Alerting System	Fire Department Business Intelligence	EOC Damage Assessment GIS tools and capabilities	Verizon Intersection Safety Analytics	Smart Digital Infrastructure Nodes – AT&T pilot	
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	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	DAHLIA Affordable Housing Portal	AT&T Tech for Good Pilot	Verizon STEM		
Climate Smart	EV Strategy	Greenhouse Climate Smart Engagement	Gas Emissions Report and Dashboard	Climate Smart Dashboard	Residential Housing Natural Gas Elimination Roadmap					

ON TRACK

ISSUES WITH SCHEDULE, ACTION PLAN

AT RISK, COORDINATING ACTIONS NEEDED

ISSUES WITH BUDGET

LEGEND – PROJECT STATUS

## PRIORITIZED SMART CITY ROADMAP 2.0 OCTOBER 2019

### LEGEND – PROJECT STATUS

	ON TRACK		AT RISK, CORRECTIVE ACTIONS NEEDED
	ISSUES WITH SCHEDULE, BUDGET OR SCOPE		ISSUES WITH SCHEDULE, BUDGET OR SCOPE

HIGHEST

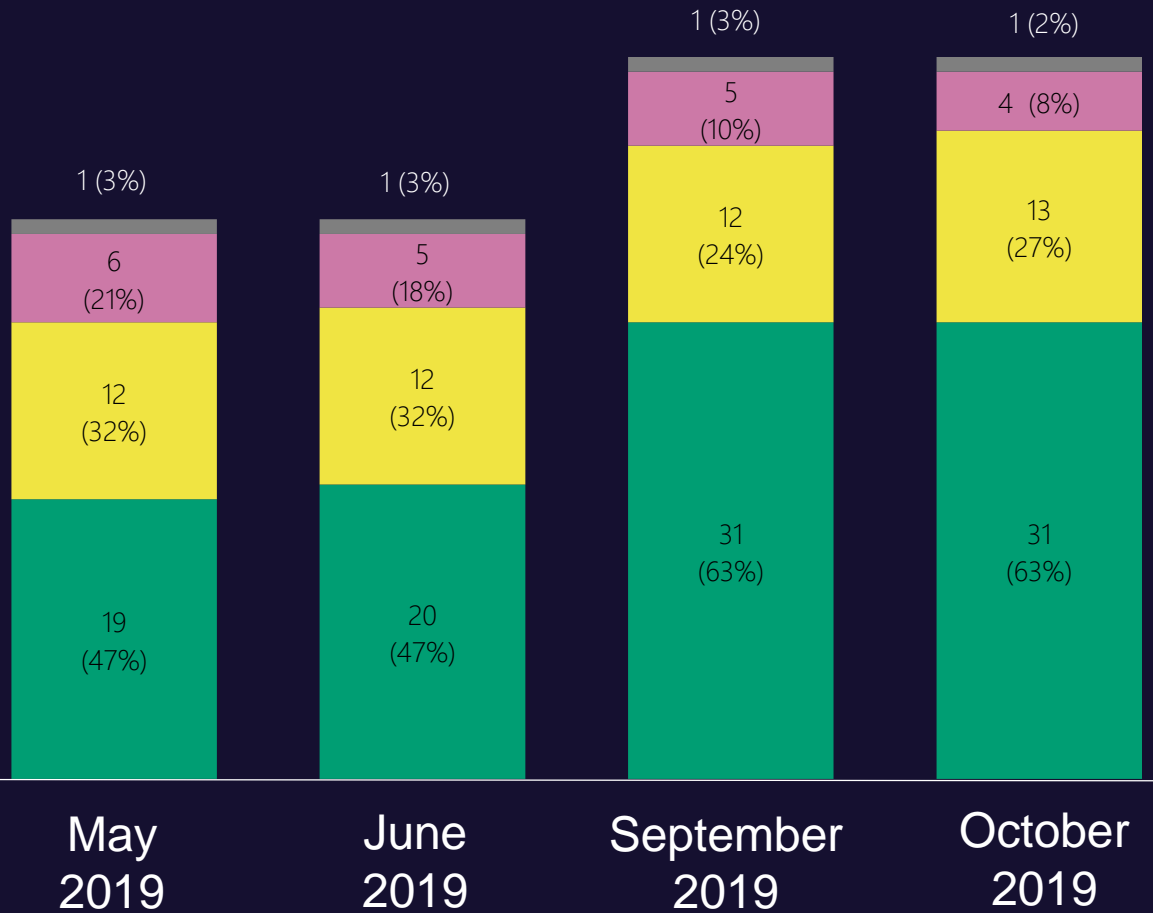
RELATIVE PRIORITY OF PROJECTS FROM HIGH TO LOW

LOWEST

# SMART CITY ROADMAP 2.0

## PERFORMANCE

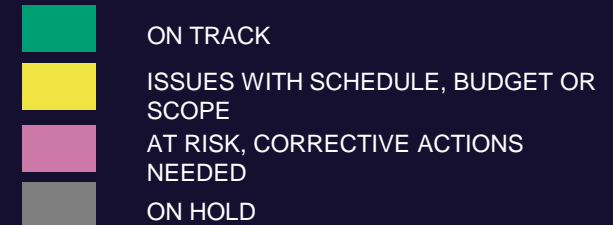
### OCTOBER 2019



#### MONTHLY SUMMARY OF STATUS CHANGES

□ City Open Data Environment – Red to Yellow

#### LEGEND – PROJECT STATUS



## SMART CITY ROADMAP 2.0 – RED STATUS SUMMARY

Project Name	Corrective Course of Action - next milestone to date	Duration of Red Status (since March 2019)
My San Jose	Seeking issuance of RFP for 2.0 and pursuing change orders (includes language translation) for 1.x for council approval by end of year	8 months
Data Strategy	Organizing internal staffing and hiring Data Analytics Lead. Finalizing statement of work with John Hopkins GovEx for data analytics community engagement capacity building – part of Bloomberg What Works Cities certification.	7 months
IT Infrastructure Modernization	Completed 3 of 4 contracts with vendors. Finalizing 4 <sup>th</sup> contract with vendor	8 months
Access Eastside	Targeting Council Agenda on October 22, 2019	8 months

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						ISSUES WITH SCHEDULE, BUDGET OR SCOPE		ISSUES WITH SCHEDULE, BUDGET OR SCOPE	

HIGHEST

RELATIVE PRIORITY OF PROJECTS FROM HIGH TO LOW

LOWEST

# **SMART CITY ROADMAP 2.0 – GREEN PROJECT SPOTLIGHT**

Text to 911 (sub project to Next Gen 911)

# 9-1-1

**Call If You Can.  
Text If You Can't.**

User-Friendly Government	Integrated Permitting/ Development Transformation	Privacy Strategy	City Website	My San Jose	Digital Services Strategy	Data Strategy	Start Up in Residence (STIR) program	Spatial Data Integration (SDI)	PRIORITIZED SMART ROADMAP OCTOBER 2019	
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LEGEND – PROJECT STATUS

ON TRACK

ISSUES WITH SCHEDULE, ACTION REQUIRED

AT RISK, COORDINATION ACTIONS NEEDED

ISSUES WITH BUDGET

## PRIORITIZED SMART CITY ROADMAP 2.0 OCTOBER 2019

### LEGEND – PROJECT STATUS

ON TRACK	AT RISK, CORRECTIVE ACTIONS NEEDED
ISSUES WITH SCHEDULE, BUDGET OR SCOPE	ISSUES WITH SCHEDULE, BUDGET OR SCOPE

HIGHEST

RELATIVE PRIORITY OF PROJECTS FROM HIGH TO LOW

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# SMART CITY ROADMAP 2.0 – GREEN PROJECT SPOTLIGHT

## Joint/School Issued Library Cards



# SMALL WONDERS – OCTOBER 2019

Theme	2018 Operational Efficiency	2019 Operational Efficiency	2019 Community Benefit/Unleash Your Geek
User-Friendly Government			Multilingual and Accessible Social Media/Texting Tools Emergency Management
			Translation Tools to Improve Communication with Non English Speaking Residents
Smart Mobility			UAV/UAS Solution for Disaster Monitoring and Search and Rescue Response
Smart Infrastructure			
Safe City	STIR Disaster Response Platform		
Equity	STIR Affordable Housing Compliance System		Mobile Application/Mobile-Friendly Website Application that Helps Homeless Individuals Locate other Social Services
		Use Technology to Scan Websites that Discriminate Section 8 or Voucher Tenants and Create Reporting Tool	
		Automation of Affordable Homeownership Pricing and Household Qualification Process	
Climate Smart			Change Behavior to Encourage Sorting of Cleaned Recyclables

## LEGEND – PROJECT STATUS



ON TRACK



ISSUES WITH SCHEDULE,  
BUDGET OR SCOPE



AT RISK, CORRECTIVE  
ACTIONS NEEDED



INITIATING SMALL  
WONDERS CHALLENGE

# **(d)2 Small Wonders - STIR Disaster (Fire) Response Platform**

Smart Cities and Service Improvements Committee  
October 3, 2019

Aurelia Bailey, Senior Executive Analyst, City Manager's Office, Office  
of Emergency Management

Fred Tran, Interim Program Manager, Housing Department

Ken Nuss, Vice President, Gruntify, North America Sales

# Agenda

- The Team
- Our Story
- The Challenge
- The Solution
- Our Lessons Learned
- Next Steps

# The Team

## City Lead Staff

Lead: Aurelia Bailey, City Manager's Office,  
Office of Emergency Management  
Fred Tran, Housing Department



## City Team Members:

Reginald Williams, Fire Department

Marc Garcia, Planning, **Building** and Code Enforcement Department

Mollie McLeod, Planning, Building and **Code Enforcement** Department

Jay McAmis, City Manager's Office, Office of Emergency Management

## Gruntify Team

Ken Nuss and Jeff Portwain

# Our Story



# The Challenges

- Housing Department had a manual communication process between departments
- No centralized access point for every stakeholder/department to receive live updates
- Housing Department had outdated relocation policies:
  - Owner's obligations
  - Tenant rights
- Paper based forms



# The Solution

- Cloud based solution on Microsoft Azure platform that offers 24/7 access to all stakeholders from any device or computer
- Automated push notifications programmed with conditional logic specific to each department's requirements
- Mobile and desktop dashboard to centralize all fire incidents within the City





# Our Lessons Learned

- Multiple departments such as Fire, Building, Code, and Office of Emergency is one team
- Need to review outdated City policy that includes conflicting Building and Housing code sections therefore prevents delay in delivering resources to displaced tenants
- Lack of coordination from a single department to oversee the process

# Next steps

- Adopt and install app/site
- Test app with City team (Fire, PBCE, Housing and OEM) and American Red Cross for a minimum of 1 year and reassess viability of the solution
- Train additional Staff and consider possible expansion City-wide
- Expand app for external coordination with volunteers and donations



# Demo Video

Gold  
Microsoft Partner



presents

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# Appendix – Red and Yellow Status Details

- My San Jose
- Data Strategy
- Information Technology Infrastructure Modernization
- Access Eastside
- City Open Data Environment

# SMART CITY ROADMAP 2.0 - RED STATUS DETAIL

## LEGEND

Indicates changes from last SCSIC meeting

My San Jose		
Issues	Resolution Approach	Team Action Items – Oct.
<ul style="list-style-type: none"> <li>Ramping up the My San Jose (MSJ) 2.0 effort required several months to establish governance, team structure, and shared vision</li> <li>Request for Proposal (RFP) was in procurement backlog for 6 months due to staffing challenges and increased workload</li> <li>Key personnel departed from the City in March 2019</li> </ul>	<ul style="list-style-type: none"> <li>Onboarded replacement IT Product-Project Manager by June 2019</li> <li>Explore interim solution for language translation in My San Jose 1.X platform</li> <li>RFP is now actively in queue with Purchasing and is currently being reviewed</li> </ul>	<p>Staff pursuing recommendations on interim language translation for change orders on My San Jose 1.X</p> <p>Continue to collaborate with Finance to execute RFP for 2.0</p>
		Council Action Items
		NONE
		Look ahead: TBD

# SMART CITY ROADMAP 2.0 - RED STATUS DETAIL

## LEGEND

Indicates changes from last SCSIC meeting

Data Strategy		
Issues	Resolution Approach	Team Action Items – Oct.
<ul style="list-style-type: none"> <li>Two unsuccessful recruitments due to competitive market challenges</li> <li>Fuse Fellow program was unable to provide successful resources</li> </ul>	<ul style="list-style-type: none"> <li>Based on previous challenges on external recruitments, currently identifying internal candidates to lead and grow a centralized data analytics team.</li> </ul>	Organizing internal staffing and seeking to hire new Data Manager
		Council Action Items
		NONE
		<u>Look ahead:</u> Report to Smart Cities and Service Improvements Committee April 2020

# SMART CITY ROADMAP 2.0 - RED STATUS DETAIL

## LEGEND

Indicates changes from last SCSIC meeting

Information Technology Infrastructure Modernization		
Issues	Resolution Approach	Team Action Items – Oct.
<ul style="list-style-type: none"> <li>Original goal: Award and execution of contract by October 2018 and completion of implementation by June 2019</li> <li>Protest was received</li> <li>Awarded by City Council in late-December 2018</li> <li>Contract remains in-process with Purchasing (4-5 agreements)</li> </ul>	<ul style="list-style-type: none"> <li>Finance is working to complete all four contracts for City Open Data Environment project by September 2019</li> </ul>	Currently contract in review with Finance and vendor
		Council Action Items
		NONE
		Look ahead: TBD



# SMART CITY ROADMAP 2.0 - RED STATUS DETAIL

LEGEND

Indicates changes from last SCSIC meeting

Access Eastside		
Issues	Resolution Approach	Team Action Items – Oct.
<ul style="list-style-type: none"> <li>Over 2 years behind schedule for Wi-Fi activation for Overfelt and Yerba Buena high school attendance areas</li> </ul>	<ul style="list-style-type: none"> <li>Community Wi-Fi activated for James Lick attendance area in March 2019</li> <li>City and ESHUSD met on May 15, 2019 and agreed to proceed with next phase – Overfelt High School (funded by ESUHSD for design, installation and 3-year maintenance)</li> <li>ESHUSD completed educational performance evaluation in Spring 2019</li> <li>Technical assessment with SVTP/PayPal and Smartwave to be completed by Fall 2019</li> </ul>	<p>Reviewing technical capabilities report for James Lick and coordinating with ESUHSD and City staff to present findings</p>
		<p>Council Action Items</p>
		<p>Seek Council's approval in October 2019 for SmartWAVE to install Wi-Fi at Overfelt HS attendance area</p>
		<p><u>Look ahead:</u></p>

**LEGEND** Indicates changes from last SCSIC meeting

## SMART CITY ROADMAP 2.0 - YELLOW STATUS DETAIL

City Open Data Environment		
Issues	Resolution Approach	Team Action Items – Oct
<ul style="list-style-type: none"><li>Original goal: Award and execute contract in December 2018; Data environment open for use and populated by core foundation sets by departments by May 31, 2019</li><li>Awarded in January 2019;</li><li>Contract remains in-process</li></ul>	<ul style="list-style-type: none"><li>Finance finalized the terms and conditions for the contract</li></ul>	Information Technology staff mobilized for execution
		Council Action Items
		<ul style="list-style-type: none"><li>NONE</li></ul>
		<u>Look ahead:</u> TBD