

Today's Agenda

- (d) 1 - Smart City Roadmap Statue Update
- (d) 1 - Affordable Housing Compliance System
- (d) 2 - Rent Registry Update
- (d) 3 - Community Wi-Fi Strategy Update

Smart Cities and Service Improvements Committee
November 7, 2019

Dolan Beckel, Director, Civic Innovation

Kip Harkness, Deputy City Manager

Rajani Nair, Smart City Manager

Jacky Morales-Ferrand, Director, Housing Department

(d) 1 - Smart City Roadmap Update

Smart Cities and Service Improvements Committee
November 7, 2019

Rajani Nair, Smart City Manager, Civic Innovation

Jacky Morales-Ferrand, Director, Housing Department

Kristine Kane, Development Specialist, Housing Department

Rohan Mathur, Founder and CEO, Substructure Technologies

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							

PRIORITIZED SMART CITY ROADMAP 2.0

MARCH 2019

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)	
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	PRIORITIZED SMART ROADMAP NOVEMBER 2019			
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
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	LEGEND – PROJECT STATUS			
						ON TRACK		AT RISK, COORDINATING ACTIONS NEEDED	
						ISSUES WITH SCHEDULE, SUBJECT TO CORRECTION		ON HOLD	

PRIORITIZED SMART CITY ROADMAP 2.0

NOVEMBER 2019

LEGEND – PROJECT STATUS

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

HIGHEST

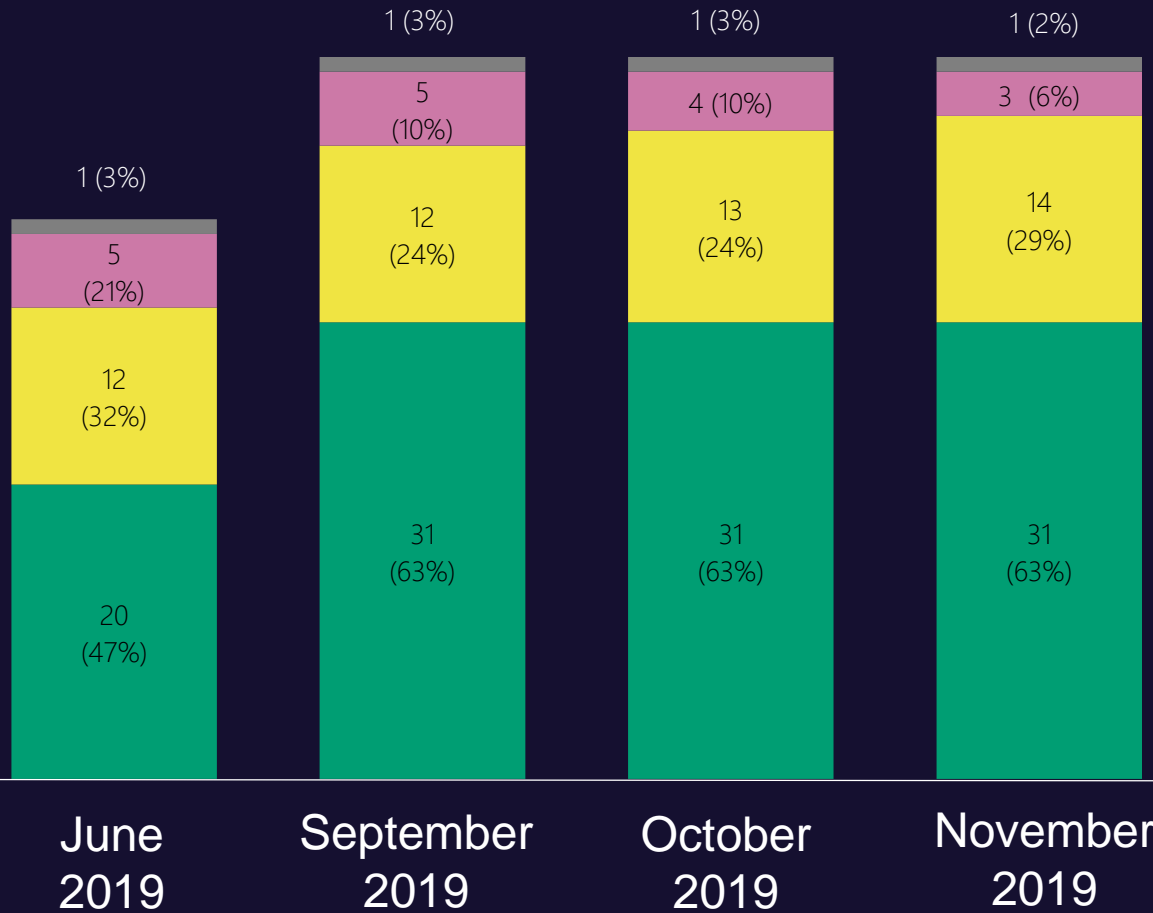
RELATIVE PRIORITY OF PROJECTS FROM HIGH TO LOW

LOWEST

SMART CITY ROADMAP 2.0

PERFORMANCE

NOVEMBER 2019



MONTHLY SUMMARY OF STATUS CHANGES

- Autonomous Vehicle – First and Last Mile – Yellow to Green
- Safe City Strategy – Green to Yellow
- Access Eastside – Red to Yellow

LEGEND – PROJECT STATUS

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

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	9 months
Data Strategy	Hired Data Analytics lead and organizing internal staffing. Finalized and signed statement of work with John Hopkins GovEx for data analytics community engagement capacity building and continuing to work towards Bloomberg What Works Cities certification.	8 months
IT Infrastructure Modernization	Completed 3 of 4 contracts with vendors. Finalizing 4 th contract with vendor	9 months

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)	
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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				

PRIORITIZED SMART ROADMAP NOVEMBER 2023

LEGEND – PROJECT STATUS

ON TRACK	AT RISK, COMPLETION DATE ACTIONS NEEDED
ISSUES WITH SCHEDULE, RISK OF DELAY	ON HOLD

PRIORITIZED SMART CITY ROADMAP 2.0

NOVEMBER 2019

LEGEND – PROJECT STATUS



ON TRACK



ISSUES WITH SCHEDULE, BUDGET OR SCOPE



AT RISK, CORRECTIVE ACTIONS NEEDED



ON HOLD

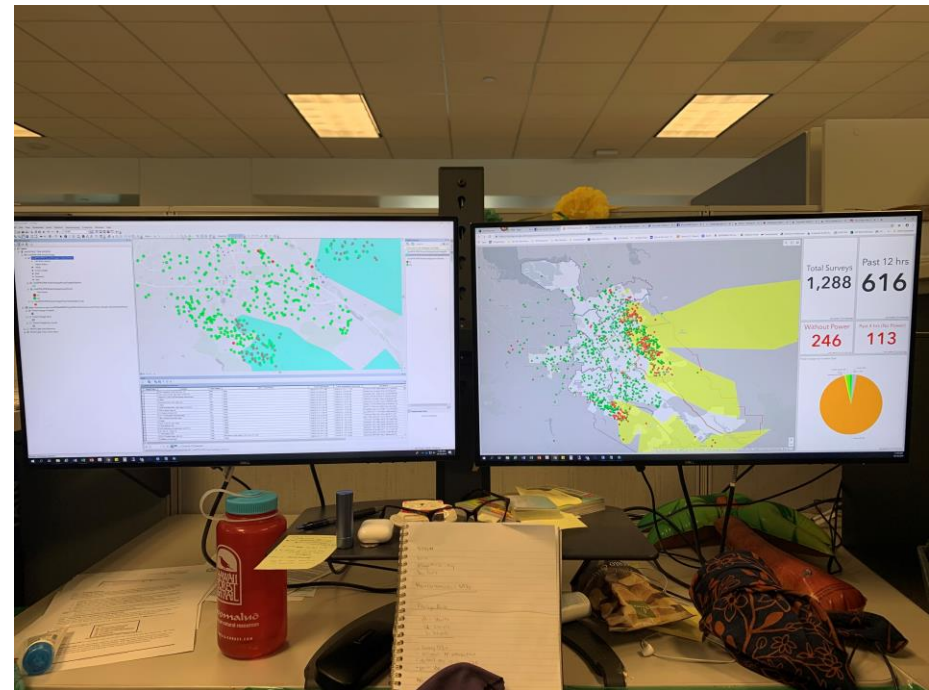
HIGHEST

RELATIVE PRIORITY OF PROJECTS FROM HIGH TO LOW

LOWEST

SMART CITY ROADMAP 2.0 – GREEN PROJECT SPOTLIGHT

Spatial Data Integration (SDI)



Geographic Information System (GIS) Center of Excellence

SMALL WONDERS – NOVEMBER 2019

Theme	Operational Efficiency	Community Benefit/Unleash Your Geek
User-Friendly Government		Multilingual Tools for Emergency Management (Social Media/Texting/Door to Door)
		Interpretation 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	Neighbors by Ring	
Equity	STIR Affordable Housing Compliance System	Homeless Available Shelter Access Platform
	Section 8 Housing Discrimination Reporting Tool	
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) 1 - Small Wonders Start-up in Residence (STIR) Affordable Housing Compliance System

Smart Cities and Service Improvements Committee
November 7, 2019

Jacky Morales-Ferrand, Director, Housing

Kristine Kane, Development Specialist, Housing

Rohan Mathur, Founder and CEO, Substructure Technologies

The Team

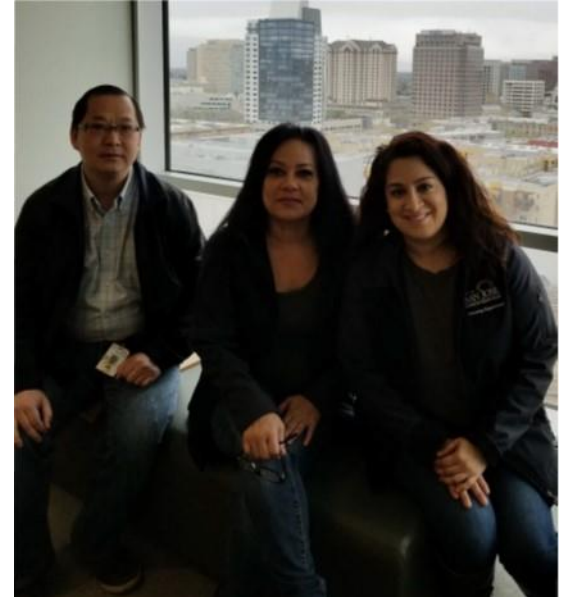
Substructure Technologies

- Rohan Mathur, Kelsey Willard, Britney Lyons, and Josh Ullman
- A team of engineers, designers and researchers based in Austin, Texas



City of San José Housing Department

- Multifamily Asset Management Team
 - Kristine Kane and Lorena Lopez
- System Application Programmer
 - Bryan Tran



**Product
Feedback**



ROEM®

Our Story

The Multifamily Asset Management Team ensures that the City of San José's affordable housing properties are compliant with the terms of the loan or grant provided by the Housing Department and set rent and income limits.



The Challenge

A platform-based solution to automate rent roll compliance processes that are currently buried in Excel

Unit Base Category Tables		Unit Base Category Tables				
ACS GR1	Occupancy Assessor	ACS GR1	TEAC	TEAC	4636E	4636E
	7242					
1	971	\$2,411	\$2,411	0	0.11	8.1
2	972	\$2,610	\$2,610	0	0.12	8.2
3	975	\$4,540	\$340	0	0.015	8.1
4	980	\$448	\$448	0	0.02	8.2
5	983	\$453	\$453	0	0.025	8.3
6	985	\$340	\$340	0	0.025	8.2
7	988	\$0.5	\$0.5	0	0.03	8.1
8	989	\$0.7	\$0.7	0	0.04	8.2
9	991	\$1,242	\$1,242	0	0.048	8.1
10	989	\$1,104	\$1,104	0	0.048	8.2
11	989	\$1,200	\$1,200	0	0.048	8.1
12	989	\$1,200	\$1,200	0	0.048	8.2
13	989	\$1,854	\$1,854	0	0.048	8.1
14	989	\$2,19	\$2,19	0	0.048	8.1
15	989	\$2,542	\$2,542	0	0.1	8.1
16	989	\$2,028	\$2,028	0	0.12	8.1
17	989	\$334	\$334	0	0.125	8.1
18	989	\$448	\$448	0	0.125	8.1
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70	989	\$501	\$501	0	0.125	8.1

The Benefits

Compliance

- Efficiency gains for entry, analytics and reporting
- Accuracy and data integrity
- Protocols/Compliance Audit (city, state, federal)

Analytics

- Housing staff will use this portal to provide accurate analytics to all City departments for analysis and strategic decision-making

Reporting

- Reporting to help determine who we are currently serving and can help make production and future planning decisions

Demo

Welcome

Please sign in to continue

User Name

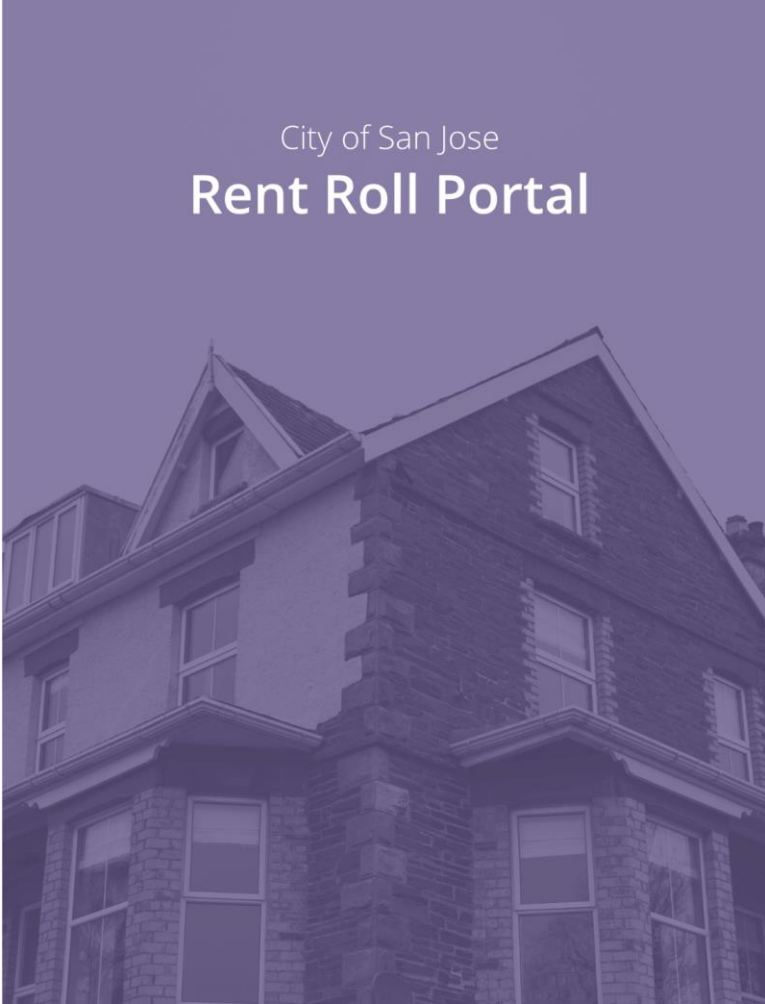
Password

[Forgot Password](#)

[Sign In](#)

City of San Jose

Rent Roll Portal



Rohan Mathur, CEO of Substructure Technologies

Lessons Learned

The result is more time dedicated to the protection, production and preservation of affordable housing units

- Automating manual tasks creates huge time savings on behalf of borrows and City staff
- Data must be treated as a business investment
- Collecting the right data is means to make decisions and improve processes

Through the Startup in Residence (STIR) program, the City successfully piloted a scalable solution in under one year with a \$50k investment.

Next Steps

Build



Design, develop and deploy the platform with Substructure Technologies

Test



Proof-of-Concept approved after successful platform testing

Iterate



City staff is uploading 2019 rent roll data; Substructure adding advanced features and reporting tools

Launch



May 2020 expected completion date with borrowers to begin uploading their data by August 2020

- (d) 1 - Smart City Roadmap Update
- (d) 1 - Affordable Housing Compliance System

Smart Cities and Service Improvements Committee
November 7, 2019

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Appendix – Red and Yellow Status Details

- My San Jose
- Data Strategy
- Information Technology Infrastructure Modernization

SMART CITY ROADMAP 2.0 - RED STATUS DETAIL

LEGEND

Indicates changes from last SCSIC meeting

My San Jose		
Issues	Resolution Approach	Team Action Items – Nov.
<ul style="list-style-type: none"> Ramping up the My San Jose (MSJ) 2.0 effort required several months to establish governance, team structure, and shared vision Request for Proposal (RFP) was in procurement backlog for 6 months due to staffing challenges and increased workload Key personnel departed from the City in March 2019 	<ul style="list-style-type: none"> Onboarded replacement IT Product-Project Manager by June 2019 Explore interim solution for language translation in My San Jose 1.X platform RFP is now actively in queue with Purchasing and is currently being reviewed 	<p>Staff finalizing 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 – Nov.
<ul style="list-style-type: none"> Two unsuccessful recruitments due to competitive market challenges Fuse Fellow program was unable to provide successful resources 	<ul style="list-style-type: none"> Based on previous challenges on external recruitments, currently identifying internal candidates to lead and grow a centralized data analytics team. Finalized and signed 	Onboarding new Data lead by mid November Finalized and signed statement of work with John Hopkins GovEx
		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 – Nov.
<ul style="list-style-type: none"> Original goal: Award and execution of contract by October 2018 and completion of implementation by June 2019 Protest was received Awarded by City Council in late-December 2018 Contract remains in-process with Purchasing (4-5 agreements) 	<ul style="list-style-type: none"> Finance is working to complete all four contracts for City Open Data Environment project by September 2019 	Currently contract in review with Finance and vendor
		Council Action Items
		NONE
		Look ahead: TBD