

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

PRIORITIZED SMART CITY ROADMAP 2.0

MARCH 2019

THEMES ALPHABETIZED

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

HIGHEST

RELATIVE PRIORITY OF PROJECTS FROM HIGH TO LOW

LOWEST

PRIORITIZED SMART CITY ROADMAP 2.0

NOVEMBER 2019

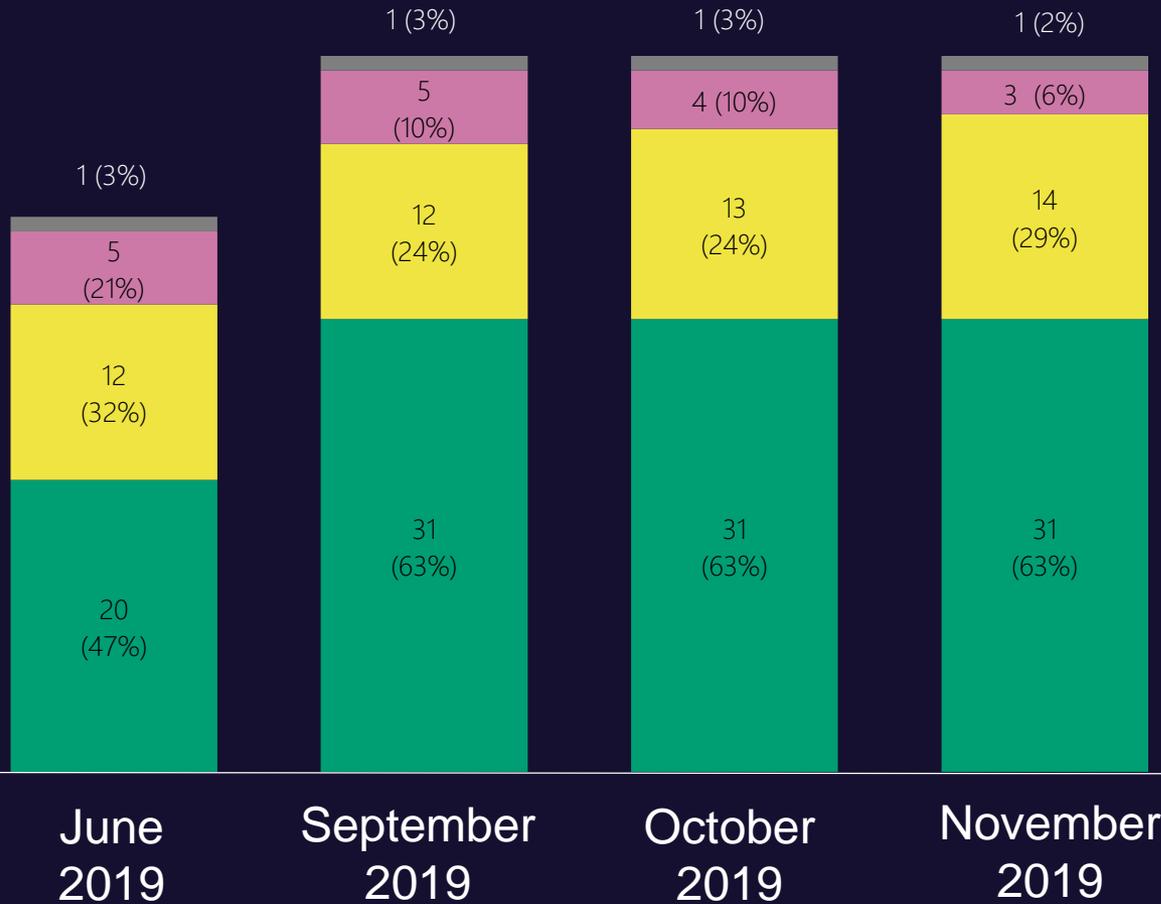
User-Friendly Government	Integrated Permitting/ Development Transformation	Privacy Strategy	City Website	My San Jose	Digital Services Strategy	Data Strategy	Start Up in Residence (STIR) program	Spatial Data Integration (SDI)	
Smart Mobility	Autonomous Vehicle – First and Last Mile	Transportation Events Tracking (E-tracker)	Verizon Traffic Data Services Pilot	Access and Mobility Plan	Micro-mobility sidewalk and data pilots				
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				

LEGEND – PROJECT STATUS

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



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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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

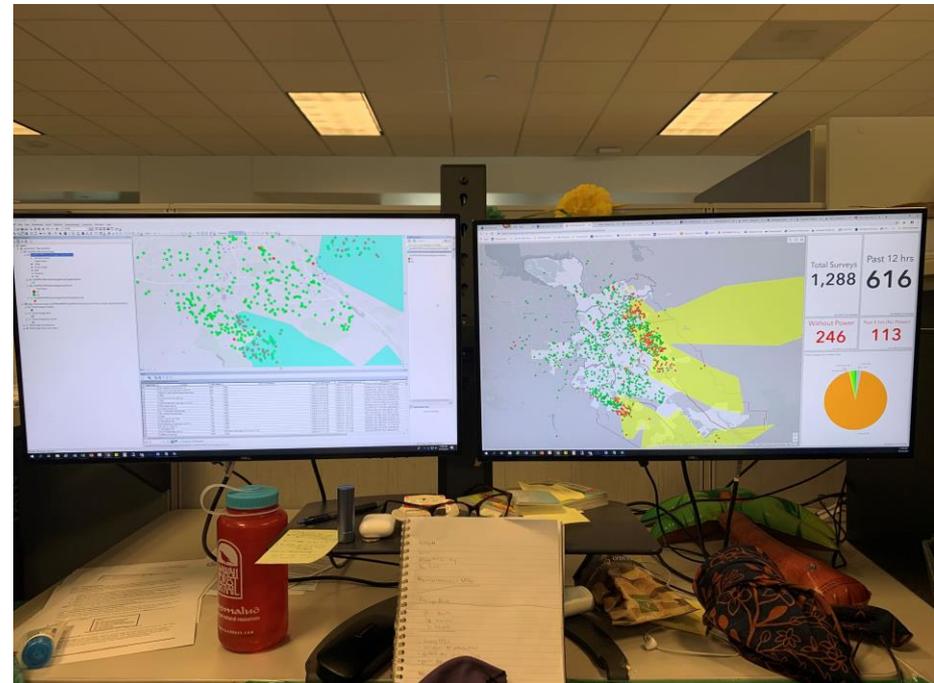


RELATIVE PRIORITY OF PROJECTS FROM HIGH TO LOW

LOWEST

SMART CITY ROADMAP 2.0 – 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

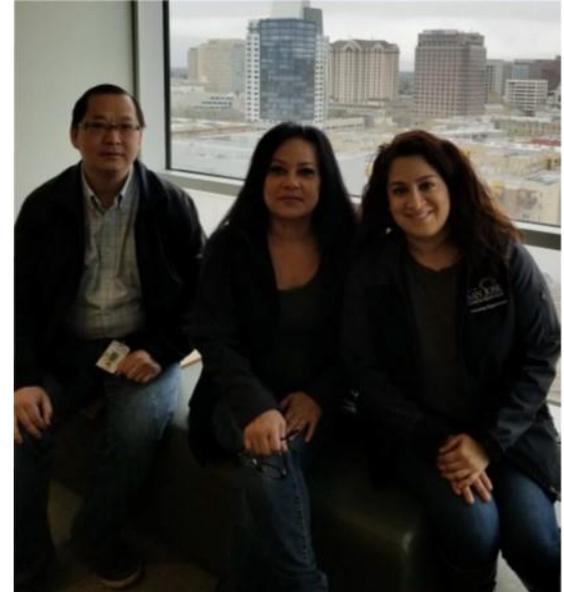
Substructure Technologies

- 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

The screenshot shows a detailed Excel spreadsheet with multiple columns and rows. The data is organized into sections, with a prominent 'Current' section and an 'ANALYSIS' section. The spreadsheet includes various numerical values, dates, and text descriptions, likely representing financial or operational data. The interface shows standard Excel menus and toolbars.

Unit	Category	Occupancy	Assessment	REG CHG	TENANT	TENANT	TENANT	REG CHG	REG CHG	REG CHG
1	011	\$2,418	\$2,418	0	0	0	0	0	0	0
2	012	\$2,238	\$2,238	0	0	0	0	0	0	0
3	013	\$340	\$340	0	0	0	0	0	0	0
4	020	\$485	\$485	0	0	0	0	0	0	0
5	021	\$502	\$502	0	0	0	0	0	0	0
6	022	\$530	\$530	0	0	0	0	0	0	0
7	023	\$515	\$515	0	0	0	0	0	0	0
8	024	\$501	\$501	0	0	0	0	0	0	0
9	025	\$1,247	\$1,247	0	0	0	0	0	0	0
10	026	\$1,154	\$1,154	0	0	0	0	0	0	0
11	027	\$1,233	\$1,233	0	0	0	0	0	0	0
12	028	\$1,357	\$1,357	0	0	0	0	0	0	0
13	029	\$1,554	\$1,554	0	0	0	0	0	0	0
14	030	\$2,191	\$2,191	0	0	0	0	0	0	0
15	031	\$2,754	\$2,754	0	0	0	0	0	0	0
16	032	\$3,233	\$3,233	0	0	0	0	0	0	0
17	033	\$380	\$380	0	0	0	0	0	0	0
18	034	\$532	\$532	0	0	0	0	0	0	0
19	035	\$585	\$585	0	0	0	0	0	0	0
20	036	\$740	\$740	2	2	2	2	2	2	2
21	037	\$901	\$901	0	0	0	0	0	0	0
22	038	\$1,254	\$1,254	0	0	0	0	0	0	0
23	039	\$1,197	\$1,197	0	0	0	0	0	0	0
24	040	\$1,333	\$1,333	0	0	0	0	0	0	0
25	041	\$1,452	\$1,452	0	0	0	0	0	0	0
26	042	\$1,536	\$1,536	11	11	11	11	11	11	11
27	043	\$1,833	\$1,833	0	0	0	0	0	0	0
28	044	\$2,554	\$2,554	0	0	0	0	0	0	0
29	045	\$3,233	\$3,233	0	0	0	0	0	0	0
30	046	\$3,331	\$3,331	0	0	0	0	0	0	0
31	047	\$440	\$440	0	0	0	0	0	0	0
32	048	\$585	\$585	0	0	0	0	0	0	0
33	049	\$1,247	\$1,247	0	0	0	0	0	0	0
34	050	\$1,347	\$1,347	0	0	0	0	0	0	0
35	051	\$1,436	\$1,436	8	8	8	8	8	8	8
36	052	\$1,840	\$1,840	20	20	20	20	20	20	20
37	053	\$1,756	\$1,756	0	0	0	0	0	0	0
38	054	\$2,120	\$2,120	0	0	0	0	0	0	0
39	055	\$2,813	\$2,813	0	0	0	0	0	0	0
40	056	\$3,442	\$3,581	0	0	0	0	0	0	0
41	057	\$3,756	\$3,756	0	0	0	0	0	0	0
42	058	\$480	\$500	0	0	0	0	0	0	0
43	059	\$585	\$590	0	0	0	0	0	0	0
44	060	\$651	\$665	0	0	0	0	0	0	0
45	061	\$668	\$1,238	1	1	1	1	1	1	1
46	062	\$1,154	\$1,211	0	0	0	0	0	0	0
47	063	\$1,233	\$1,334	0	0	0	0	0	0	0
48	064	\$1,436	\$1,535	0	0	0	0	0	0	0
49	065	\$1,833	\$1,724	0	0	0	0	0	0	0
50	066	\$1,820	\$1,902	0	0	0	0	0	0	0
51	067	\$1,995	\$2,275	0	0	0	0	0	0	0
52	068	\$2,331	\$2,430	0	0	0	0	0	0	0
53	069	\$3,130	\$3,335	0	0	0	0	0	0	0
54	070	\$3,718	\$3,904	0	0	0	0	0	0	0
55	071	\$4,556	\$4,530	0	0	0	0	0	0	0
56	072	\$538	\$575	0	0	0	0	0	0	0
57	073	\$119	\$172	0	0	0	0	0	0	0
58	074	\$380	\$394	0	0	0	0	0	0	0
59	075	\$1,979	\$1,158	1	1	1	1	1	1	1
60	076	\$1,554	\$1,545	0	0	0	0	0	0	0
61	077	\$1,432	\$1,543	0	0	0	0	0	0	0
62	078	\$1,817	\$1,736	0	0	0	0	0	0	0
63	079	\$1,756	\$1,929	1	2	2	2	2	2	2
64	080	\$1,878	\$2,122	2	2	2	2	2	2	2
65	081	\$2,156	\$2,315	0	0	0	0	0	0	0
66	082	\$2,551	\$2,740	0	0	0	0	0	0	0
67	083	\$3,183	\$3,621	0	0	0	0	0	0	0
68	084	\$1,313	\$1,413	0	0	0	0	0	0	0

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Page 3

Table 1: Occupancy Assesment

Unit	Category	Occupancy	Assessment
1	011	\$2,418	\$2,418
2	012	\$2,238	\$2,238
3	013	\$340	\$340
4	020	\$485	\$485
5	021	\$502	\$502
6	022	\$530	\$530
7	023	\$515	\$515
8	024	\$501	\$501
9	025	\$1,247	\$1,247
10	026	\$1,154	\$1,154
11	027	\$1,233	\$1,233
12	028	\$1,357	\$1,357
13	029	\$1,554	\$1,554
14	030	\$2,191	\$2,191
15	031	\$2,754	\$2,754
16	032	\$3,233	\$3,233
17	033	\$380	\$380
18	034	\$532	\$532
19	035	\$585	\$585
20	036	\$740	\$740
21	037	\$901	\$901
22	038	\$1,254	\$1,254
23	039	\$1,197	\$1,197
24	040	\$1,333	\$1,333
25	041	\$1,452	\$1,452
26	042	\$1,536	\$1,536
27	043	\$1,833	\$1,833
28	044	\$2,554	\$2,554
29	045	\$3,233	\$3,233
30	046	\$3,331	\$3,331
31	047	\$440	\$440
32	048	\$585	\$585
33	049	\$1,247	\$1,247
34	050	\$1,347	\$1,347
35	051	\$1,436	\$1,436
36	052	\$1,840	\$1,840
37	053	\$1,756	\$1,756
38	054	\$2,120	\$2,120
39	055	\$2,813	\$2,813
40	056	\$3,442	\$3,581
41	057	\$3,756	\$3,756
42	058	\$480	\$500
43	059	\$585	\$590
44	060	\$651	\$665
45	061	\$668	\$1,238
46	062	\$1,154	\$1,211
47	063	\$1,233	\$1,334
48	064	\$1,436	\$1,535
49	065	\$1,833	\$1,724
50	066	\$1,820	\$1,902
51	067	\$1,995	\$2,275
52	068	\$2,331	\$2,430
53	069	\$3,130	\$3,335
54	070	\$3,718	\$3,904
55	071	\$4,556	\$4,530
56	072	\$538	\$575
57	073	\$119	\$172
58	074	\$380	\$394
59	075	\$1,979	\$1,158
60	076	\$1,554	\$1,545
61	077	\$1,432	\$1,543
62	078	\$1,817	\$1,736
63	079	\$1,756	\$1,929
64	080	\$1,878	\$2,122
65	081	\$2,156	\$2,315
66	082	\$2,551	\$2,740
67	083	\$3,183	\$3,621
68	084	\$1,313	\$1,413

Table 2: Vacancy Move In/Active

Unit	Category	Vacancy	Move In	Active
1	011	0	0	0
2	012	0	0	0
3	013	0	0	0
4	020	0	0	0
5	021	0	0	0
6	022	0	0	0
7	023	0	0	0
8	024	0	0	0
9	025	0	0	0
10	026	0	0	0
11	027	0	0	0
12	028	0	0	0
13	029	0	0	0
14	030	0	0	0
15	031	0	0	0
16	032	0	0	0
17	033	0	0	0
18	034	0	0	0
19	035	0	0	0
20	036	0	0	0
21	037	0	0	0
22	038	0	0	0
23	039	0	0	0
24	040	0	0	0
25	041	0	0	0
26	042	0	0	0
27	043	0	0	0
28	044	0	0	0
29	045	0	0	0
30	046	0	0	0
31	047	0	0	0
32	048	0	0	0
33	049	0	0	0
34	050	0	0	0
35	051	0	0	0
36	052	0	0	0
37	053	0	0	0
38	054	0	0	0
39	055	0	0	0
40	056	0	0	0
41	057	0	0	0
42	058	0	0	0
43	059	0	0	0
44	060	0	0	0
45	061	0	0	0
46	062	0	0	0
47	063	0	0	0
48	064	0	0	0
49	065	0	0	0
50	066	0	0	0
51	067	0	0	0
52	068	0	0	0
53	069	0	0	0
54	070	0	0	0
55	071	0	0	0
56	072	0	0	0
57	073	0	0	0
58	074	0	0	0
59	075	0	0	0
60	076	0	0	0
61	077	0	0	0
62	078	0	0	0
63	079	0	0	0
64	080	0	0	0
65	081	0	0	0
66	082	0	0	0
67	083	0	0	0
68	084	0	0	0

Table 3: Affordability Requirements

Unit	Category	Affordability	Requirements
1	011	0	0
2	012	0	0
3	013	0	0
4	020	0	0
5	021	0	0
6	022	0	0
7	023	0	0
8	024	0	0
9	025	0	0
10	026	0	0
11	027	0	0
12	028	0	0
13	029	0	0
14	030	0	0
15	031	0	0
16	032	0	0
17	033	0	0
18	034	0	0
19	035	0	0
20	036	0	0
21	037	0	0
22	038	0	0
23	039	0	0
24	040	0	0
25	041	0	0
26	042	0	0
27	043	0	0
28	044	0	0
29	045	0	0
30	046	0	0
3			

The Benefits

Compliance

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

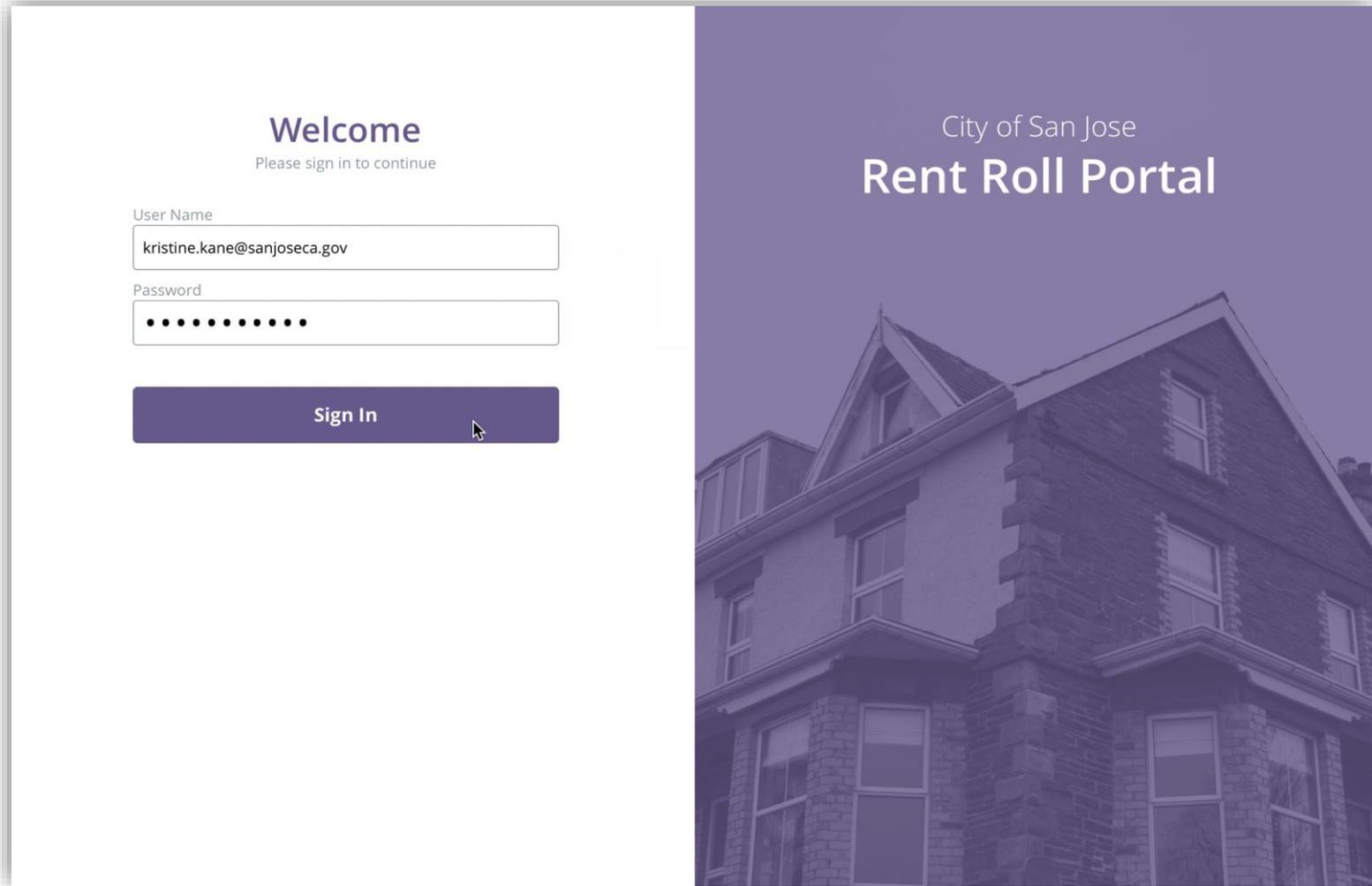
Analytics

- 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



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

Rajani Nair, Smart City Manager, Civic Innovation

Dolan Beckel, Director, Civic Innovation

Kip Harkness, Deputy City Manager

Jacky Morales-Ferrand, Director, Housing

Kristine Kane, Development Specialist, Housing

Rohan Mathur, Founding and CEO, Substructure Technologies

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>
		<p>Council Action Items</p>
		<p>NONE</p>
		<p>Look ahead: TBD</p>

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