



Memorandum

TO: HONORABLE MAYOR
AND CITY COUNCIL

FROM: Rob Lloyd

SUBJECT: SAN JOSE 311 REPORT AND
DIGITAL STRATEGY ROADMAP

DATE: December 14, 2020

Approved

Date

12/21/20

RECOMMENDATION

Accept the report on the implementation of San Jose 311 and the refreshed Digital Strategy Roadmap, detailing SJ311 status, direction on digital services, and approaches to the addition of new services via online, mobile app, voice, virtual agent, and chat service channels.

OUTCOME

Provide an update on the status of San Jose 311, including strategies and a roadmap for future digital services.

EXECUTIVE SUMMARY

The current fireworks reporting and enforcement process, along with the web and mobile tools used to support it, remain frustrating to the public. To enable a fulfilling experience for residents, the City must develop a process that successfully connects information from public reporting, staff response, and citation actions into positive outcomes. The Fire Department, the Planning, Building, and Code Enforcement Department, the City Attorney's Office, and the Information Technology Department will assemble a work team to design that process as a joint effort. Once the process is in place, automating it through inclusion in San Jose 311 online, mobile, voice, and chat channels can be costed and implemented in a way that technology adds value. The departments will return to the Smart Cities and Services Improvements Committee by mid-2021 with its work and will coordinate funding needs within the City's budget process.

BACKGROUND

At the October 27, 2020, City Council Meeting, a memo from Mayor Liccardo and Councilmember Perez directed the City Manager to, “evaluate the suitability and feasibility for the existing fireworks reporting tool to be integrated into the San Jose 311 Application; and to return to Council before the end of 2020 with a list of recommended next applications to be included in the next San Jose 311 application upgrade with a description of any additional resources required.”

History of the San Jose 311 web portal and mobile application

San Jose 311 (formerly My San Jose) was a major step toward realizing the San Jose Smart City Vision by using a multi-channel digital platform to empower residents and help the City become more responsive to the needs of the community. It was the tip of the spear for the City’s digital strategy to meet San Jose’s Smart City early objectives, involving re-engineering City processes, making services more accessible and responsive through technology, and resourcing service delivery based on the data trends that surface through integrated service delivery.

My San Jose

In [November 2016](#),¹ Council approved agreements with Applications Software Technology, LLC, (AST) and Oracle America, Inc., (Oracle) for a stakeholder relationship management/customer relationship management (SRM/CRM) software solution. These contracts were awarded as the result of a competitive Request for Proposal (RFP) process that was conducted pursuant to the City’s purchasing practices and municipal code.

The My San Jose web portal, mobile application (“app”), direct chat service, data dashboard, and SRM/CRM system implemented in the City Customer Contact Center were all launched in July 2017 and have been widely used since. Six service report types were originally released: abandoned vehicles; graffiti abatement; potholes; streetlight outages; illegal dumping; and general/other requests. The initial services were selected because of the significance of community impact, volume of service requests, and readiness of the operating departments to support the digital offering of these services from technical and staffing support perspectives. Unique to the City of San Jose, the services released in My San Jose directly integrated with work systems in City departments to maximize response and minimize duplication of efforts.

In its first year, My San Jose helped the City manage approximately 165,000 service requests from the web portal and mobile channels. During the 2019-2020 fiscal year, the City received more than 211,000 service requests from over 39,000 active users through the web portal and mobile app. After the initial launch, improvements were made to fine-tune mobile app performance, address data synchronization and reporting needs, and improve usability of the app. The experiences of My San Jose validated to departments how critical it is that City processes must be effective in delivering a successful outcome to the public and staff before it is ready for

¹ November 15, 2016 Council Memo:

https://sanjose.granicus.com/MetaViewer.php?view_id=&event_id=2658&meta_id=600801

automation through digital technologies. Automating flawed processes and failing to adjust resources where demands are high only produces faster and more frustration.

As directed in the [Mayor's March Budget Message for Fiscal Year 2018-2019](#)² and as approved by the City Council, the 2018-2019 Adopted Operating Budget allocated \$1.5 million for improvements as follows:

- Multi-language support, increased scalability for new services, and improved usability;
- Data analytics;
- Back-end process improvements; and
- Digital Services inventory and roadmap.

By mid-2019, the Information Technology Department had released eight version updates to My San Jose based on departmental requests and user experience work led by the Civic Innovation team.

In [May 2019](#),³ Council authorized contract expenditures of \$65,000 for supplemental technical support, issue resolution, and development services for new features and enhancements through the first amendment to the City's contract with AST. The success of My San Jose in improving the City's responsiveness and reducing duplicate requests from the public was noted on many levels. These contract work supported a continued increase of users and reporting, as well as implementing enhancements and preparing the platform to add new services. As a result, City staff executed and managed work orders to improve the usability and functionality. These improvements included:

- Implementation of San Jose 311/SJ311 branding to absorb City service calls previously handled by the Police and Fire Departments 9-1-1 Public Safety Answering Point (PSAP) into the ITD City Customer Contact Center, which has allowed PSAP staff to focus on emergency calls;
- Improved communication and feedback regarding the status of service requests;
- Improved user, workflow, and portal interfaces to make them more intuitive;
- Improved dashboards and reports to improve service delivery;
- Remediation of data integration errors related for graffiti, illegal dumping, and abandoned vehicles;
- Better case communications to customers when requests were marked resolved and closed because the City could not take action (for example, when a reported illegal dumping location was not in the City's jurisdiction);
- Simplification of templates, content, and labels to make them easier to understand; and
- Improved iconography.

² Mayor's March Budget Message for Fiscal Year 2018-2019:

<https://sanjose.legistar.com/View.ashx?M=F&ID=5871791&GUID=6F17A191-243C-4D63-B703-E73DA09C1042>

³ May 14, 2019 Council Memo: <http://sanjose.legistar.com/gateway.aspx?M=F&ID=7762815c-ab3e-4096-9c14-c8ea2541041e.pdf>

My San Jose Web & Mobile App Timeline



San Jose 311

In March 2020, the 9-1-1 and 3-1-1 Audit Recommendations Status report⁴ was presented to the Public Safety, Finance and Strategic Support Committee. This report updated City Council on work to resolve findings published by the City of San Jose City Auditor⁵ and then the Santa Clara County Civil Grand Jury⁶, regarding non-emergency call handling, the need for the City to meet national emergency call handling thresholds, and work improvements in the Public Safety Answering Point (PSAP). City Council had directed the City to prioritize these efforts in September 2019 due to the impacts of call response times on life and safety in the San Jose community.

The Information Technology, Police, and Fire departments partnered with Google.org to redesign non-emergency call handling processes and hired Mission Critical Partners to provide PSAP-specific expertise in those improvements. The work culminated in the founding of National 311 Day each March 11th, made the City Customer Contact Center the unified 3-1-1 center for the City, and rebranded the *My San Jose* mobile application and web portal to *San Jose 311*. This work aligned with the omnichannel (call center, virtual agent, chat, website, mobile app) approach for responding efficiently to resident requests. At that time, product management duties were transitioned back to ITD from Civic Innovation to execute the 311 project and changes.

⁴ 9-1-1 and 3-1-1 Audit Recommendations Status Report www.sanjoseca.gov/home/showdocument?id=55404

⁵ City Auditor's Report on 9-1-1 and 3-1-1: <https://www.sanjoseca.gov/home/showdocument?id=38067>

⁶ Santa Clara County Civil Grand Jury Report on 9-1-1 and 3-1-1: <https://sanjose.legistar.com/View.ashx?M=F&ID=7697052&GUID=FB2DFBB3-2965-4D88-89EF-26ADF671820D>

On April 21, 2020, Council approved the Second Amendment to the Agreement with AST⁷ to add features to the *San Jose 311* web portal and mobile application⁸ to achieve several outcomes including:

- Enhance the City's responsiveness and resident engagement for up to 200,000 City residents by adding Spanish and Vietnamese language support;
- Deliver more efficient and effective services by adding Recycle Plus to the San José 311 platform; and
- Improve the accuracy, security, scalability, and reliability of the platform through architectural remediations.

These actions refreshed the foundations of SJ311 and will add the first new services to the platform, which were prioritized and funded in coordination with the City budget process.

ANALYSIS

Recent and current work

The progress made with the 9-1-1 to 3-1-1 call transition, the rebranding of the *San Jose 311* web portal and mobile application, the implementation of chatbot and virtual agent services, the refresh of the SJ311 technology platform and architecture, addition of language translation (Spanish and Vietnamese), and addition of Recycle Plus slowed during the City's COVID-19 response, but efforts did not stop. City staff continued to execute established plans and made substantial progress.

⁷ <https://sanjose.legistar.com/LegislationDetail.aspx?ID=4412809&GUID=90CA3F50-7F1A-49E2-91BD-E89E95785BCA>

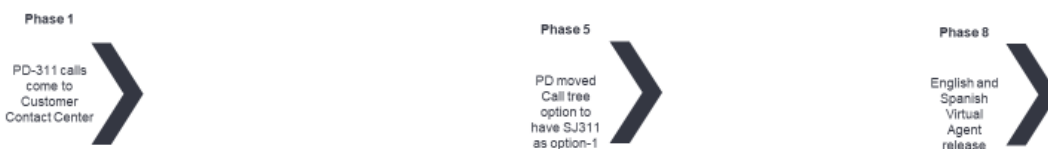
⁸ It was originally envisioned that these mobile app and website improvements would be delivered through a new procurement. However, staff conducted extensive analysis of the costs, benefits, and risks over time and concluded that residents of San José would be best served by building upon the existing platform instead.

SJ 311 Web & Mobile App and Call Center Improvements Timeline

San Jose 311 Web and Mobile App :



Call Center



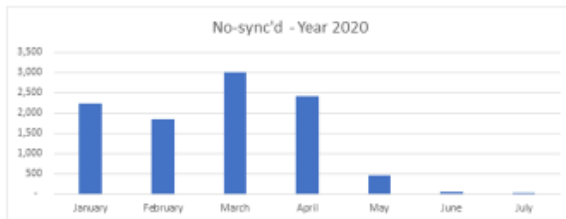
San Jose 311 platform architecture

On April 23, 2020, the City, AST, and Oracle completed re-platforming of the San Jose 311 mobile app and web portal to improve the accuracy, security, scalability, and reliability of the platform through architectural updates and upgrades. Prior to addressing these architectural issues, data integration/synchronization issues were impacting approximately one-quarter of all graffiti, illegal dumping, and abandoned vehicle requests. These data integration issues required significant manual intervention by staff. The re-platforming also strengthened the security posture of the application, increased the flexibility for adding new services to the app, and increased the flexibility to change messaging within the app without changing any code (a feature used in COVID-19 response).

On June 12, 2020, an enhancement was successfully made to the app to add a CAPTCHA to submittals, which is a program to filter out potential false/computer 'bot' generated reports. Prior to this change, as many as 8,000 to 9,000 false reports were sent to the mobile app each month requiring significant manual cleansing effort by staff.

SJ311 Improvements

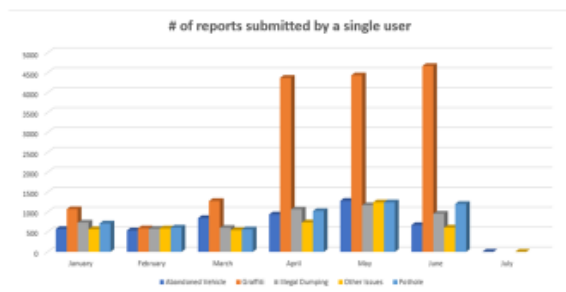
Impact of Cure Plan



2020 Month	No-sync'd	%
January	2,233	22%
February	1,856	18%
March	3,010	30%
April	2,425	24%
May	465	5%
June	43	0%
Grand Total	10,032	100%

- Address Data sync issues, strengthen security, provide flexibility to add new services.
- SJ311 now, utilizes Oracle standard security procedures instead of Vendor custom developed.
- SJ 311 team started adding Recycle Plus service on August 17th.

Impact of CAPTCHA implementation



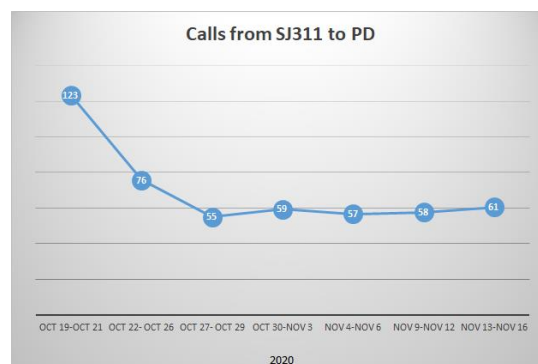
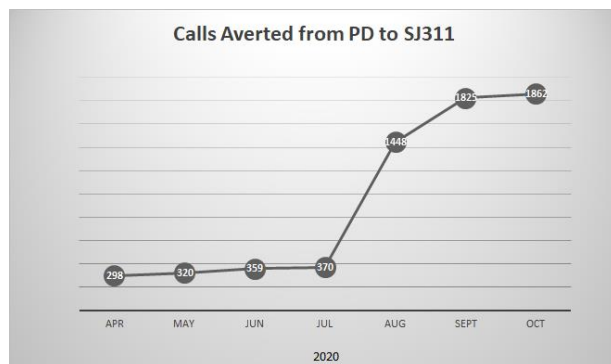
Month Service	Abandoned Vehicle	Graffiti	Illegal Dumping	Other Issues	Pothole	Total
January	573	1072	733	570	711	3,659
February	538	590	577	588	608	2,901
March	847	1276	601	545	561	3,830
April	940	4369	1066	738	1024	8,137
May	1281	4432	1170	1242	1243	9,368
June	672	4667	957	607	1201	8,104
July	3	1	0	0	0	4
Total	4,854	16,406	5,104	4,291	5,348	36,003

- CAPTCHA prevents Users from login tickets with a bot.

The architectural improvements increased the integrity of the online portal and mobile app, paving the way for adding new services and language translation. However, a setback occurred as the 'remember me' functionality was lost due to a security requirement, meaning users had to log-in every time they wanted to report an issue. On September 29, 2020, the City worked with AST and Oracle to create a solution, so they no longer had to log-in every time they reported an issue. The San Jose 311 team also implemented a practice of involving super users from the community to test app functions and features prior to release.

Diverting non-emergency 3-1-1 related calls from the Police Department

On August 11, 2020, the Police Department changed their call tree to divert 3-1-1 related calls to the San Jose 311 Customer Contact Center. On October 22, 2020, SJ 311 call tree options were similarly changed, decreasing the number of calls sent from SJ 311 to the PSAP. Over three months into the change, the two actions together appear to be saving the Police Department from answering around 2,000 3-1-1 related calls each month, aiding the PSAP in meeting call response thresholds.



Updated Frequently Asked Questions

On September 17, 2020, the San Jose 311 Team completed updates to all 546 Frequently Asked Questions (FAQs) on the City's sanjoseca.gov/311 database. These FAQs allow residents, businesses, and employees to consistent and accurate answers to the City's most common inquiries 24 hours a day. The database also helps drive chat and virtual agent services. SJ 311's information maintenance schedule was accelerated to review and update the FAQs on at least a quarterly basis to keep content current heading forward.

Machine Learning Language Translation in San Jose 311 website and mobile application

On November 20, 2020, AST and the City implemented cutting-edge machine learning technology into the San Jose 311 web portal and mobile application providing the functionality to:

- Dynamically translate Spanish or Vietnamese input from the resident into English so that it is understandable by City staff; and
- Dynamically translate content sent from the City to the resident from English into Spanish or Vietnamese based on the resident's preference.

The quality of the language translation exceeded ITD benchmarks of 80% accuracy based on evaluations performed by human translators. This also far exceeds the quality of common translation tools used by the large majority of websites.

Spanish and Vietnamese Translation evaluation

Spanish and Vietnamese Translation Quality Evaluation Results

Deployed on November 20th 2020

Translation direction	Free Google Translate	AutoML	Notes
English to Spanish	66%	98%	
Spanish to English	62%	88%	
English to Vietnamese	37%	88%	
Vietnamese to English	44%	66%	Google Machine Translation model will continue to be trained on a regular basis.

Implementation of the virtual agent for the San Jose 3-1-1 call center

In December 2020, a telephony-based Virtual Agent currently in soft-launch will go live, allowing residents of the City of San José to self-service requests by voice, including assistance with scheduling junk pickups and reporting abandoned vehicles. This channel option was recommended from the City's Google.org partnership as a high-impact investment for having several advantages for residents, including reduced transfers and hold times; decreased time to resolution; access to help 24x7; higher customer satisfaction if executed properly; and greater multilingual accessibility options. The City's virtual agent is also expected to offset some call load impacts from the recent transition of non-emergency calls from the 9-1-1 PSAP staff to the San Jose 3-1-1 Customer Contact Center.

Planned work for the next six to nine months

Recycle Plus

The Environmental Services Department (ESD) provides residential garbage and recycling services (also called "Recycle Plus" services) to all 320,000 households in San José-- both single-family and multi-family dwellings. These services are provided through four contracted service providers: California Waste Solutions, Garden City Sanitation, Inc., Green Team of San José, and Green Waste Recovery. The service provider for residences is determined by the types of services and service district areas.

In [January 2019](#),⁹ City Council heard Item 7.1, which prioritized overall customer satisfaction terms in the Recycle Plus Residential Solid Waste Agreements with the service providers. The new terms included a requirement to implement online self-help features to report issues or request services by July 1, 2021.

⁹ January 15, 2019 Council Memo:

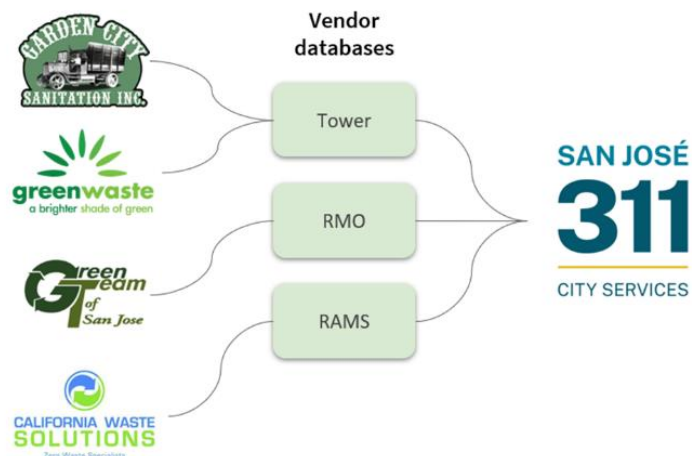
<https://sanjose.legistar.com/LegislationDetail.aspx?ID=3770325&GUID=E29F5D32-9B16-42F9-815A-7CCEBB68F4CF&Options=ID|Text|&Search=18-1706>

With development already underway, in March 2021, the San Jose 311 team plans to add the first major new service option to the web portal and mobile app since the launch of My San Jose in 2017. The team is currently working with AST to build Recycle Plus functionality into San Jose 311 to provide self-service for approximately 12,000-15,000 service requests received by the service providers every month. Phase 1 Recycle Plus functionality added to San Jose 311 will include:

- Request a junk pickup;
- Request a cart for garbage/recycling/yard trimming;
- Report a missed pickup; and
- Start a new service

The addition of this functionality requires a significant amount of effort due to the complexity of the solid waste service provider ecosystem.

It's a complex ecosystem



Expand machine learning language translation

While early data shows very promising results from adding machine learning language translation to the San Jose 311 website and mobile app, the team will continue to monitor and refine the tool to optimize Spanish and Vietnamese translation. “Machine Learning Training” allows translation services to approach 90% accuracy over time, as it learns terminology and context. While Recycle Plus will consume most of the capacity from the two-person team through March 2021, ITD is researching and planning to expand the number of languages dynamically translated and available to the City’s residents. Initial plans are to add Mandarin and Hindi and then continue to expand the number of languages based on the most common languages spoken in San Jose. The team will also explore integration of the machine learning translation tool with the City’s chatbot, the City’s website homepage, and other resident facing technologies.

Maintaining trust with San Jose 311 users and aligning service expectations

Lessons learned from the history of San Jose 311 web portal and mobile app are that expectations for immediate response increase when services are offered digitally. Setting clear service targets that are consistently met increases customer satisfaction. Conversely, customer satisfaction declines when service targets are vaguely communicated and/or are missed. We also know that offering services digitally requires adjustments to people, process, and technology. Improving access to and then automating service request routing without considering implications on resources, redesign of processes, and continuous improvement required consistently *strains* operational staff and *frustrates* residents.

As the City continues to respond to community needs and priorities related to COVID-19, service levels are likely to be taxed and require adjustment. As an example, changes to the service delivery approach for abandoned vehicles caused significant frustration for San Jose 311 users that were expressed to the City. The San Jose 311 team and Executive Steering Committee will continue to work to transform service delivery and align messaging to best meet the needs of City residents and neighborhoods. The Department of Transportation is already determining what is needed to optimize their response to abandoned vehicles and align that response with the San Jose 311 tools.

Analysis of integrating fireworks reporting into San Jose 311

The Fire Department, Planning Building and Code Enforcement, the Mayor's Office of Technology and Innovation, and the Information Technology Department, evaluated the suitability and feasibility for the existing fireworks reporting process to be integrated into the San Jose 311 mobile application and online portal. The evaluation made three conclusions:

1. The current fireworks reporting process must be improved and deliver a satisfactory outcome for the public and staff to be ready to scale with SJ311 technology. The major obstacle for current fireworks reporting is related to service design and response, particularly around whether citation issuance can be supported from legal and enforcement perspectives. To maintain resident's trust in the SJ311 platform, the service delivery benchmark requires at least 80% of requests entered must be resolved within a set service level timeframe. Customer trust erodes when service targets are not met, leading to abandoning the service, complaining it is broken, and directly calling or emailing Council District Offices and City departments. Fireworks reporting should not be added to San Jose 311 until service levels and response levels can achieve high fulfillment standards.
2. Based on current priorities, staff available, funding, and contract commitments for Language Translation and Recycle Plus, those new services should be completed before SJ311 can address fireworks reporting. Projecting project timelines and potential investment required from the City budget process, the soonest a project could begin would be in mid-2021.
3. The Fire Department, Planning Building and Code Enforcement, and the Information Technology Department can work with Fire-IT staff to examine making interim changes to the existing reporting tool around an improved process.

Planning for San Jose 311 service delivery expansion

In addition to Language Translation, Recycle Plus, and Fireworks Reporting, a comprehensive list of City services that have high traffic and business value benefitting from integration with San Jose 311 digital channels (chatbot, website, virtual agent, business process automation tools, etc.) is being developed, but has not yet been finalized. Over the past three years, candidate services have been cataloged from City staff and Council. The 2020 pandemic accelerated the importance of transitioning some of those services to digital channels near-term, pending necessary process improvement work and budget prioritization. The San Jose 311/Digital Services team is developing a plan for the City's digital strategy, which will be presented at the Smart Cities and Service Improvements Committee by June 2021. The update will include:

1. Work with San Jose 311 Executive Committee and service owners to evaluate the current provisional list to determine if there are any immediate candidates for inclusion in San Jose 311 after Recycle Plus is delivered. Determine budget/resource availability to support necessary work with the Budget Office.
2. Work with the City Manager's Office to modify and expand current policies and governance to apply more broadly to all digital service channels.
3. Work with Harvard Business School Community Partners to create a unifying vision and roadmap for the City's Digital Strategy and survey the community to learn which services are most in need to be digitized from the community's perspective.

Redesigning policies and governance

Work is underway to reframe the current Web Governance policy and structure into a Website and Digital Strategy Governance policy and structure. The current policy is limited in that the focus is on standards for static content for only the website and while it does establish governance, roles responsibilities are narrowly defined and unclear. Proposed changes to the policy and governance structure will expand the City's view of digital services to include: website; chatbots; virtual agents; business process automation tools; San Jose 311 calls; San Jose 311 app/web portal; and, internal tools to support our staff and streamline service delivery.

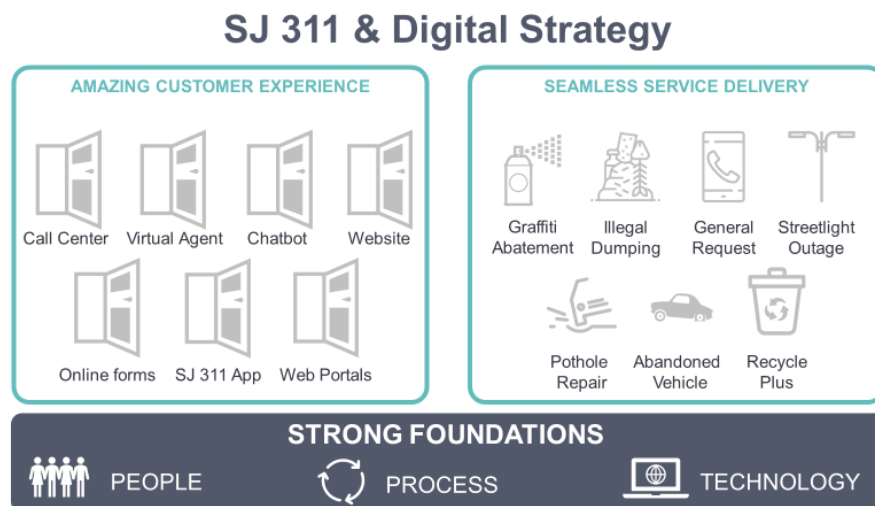
Establishing a long term omnichannel digital strategy and roadmap

Partnership with Harvard Business School Community Partners (HBSCP)

As stated previously, a comprehensive list of city services that are highest traffic and highest value for inclusion in San Jose 311 or one of our other digital channels (chatbot, website, virtual agent, Business Process Automation tools, etc.) has not yet been established. As the City plans for the future of City service delivery through and beyond COVID-19, we need a clear vision and strategy around digital services. The City has engaged HBSCP to help determine how the City might develop a digital-first organizational mindset that improves city services for the public, with speed and reduced cost, and in a way that causes re-engineering of City processes needing refresh. This work will help the City build a view of the City's digital transformation based on the needs of our customers (residents, businesses, partners etc.) and will include:

- Development of a view of the current state and determine existing areas of opportunity;
- Development of an understanding of digital strategies from other U.S. and international cities;
- Gathering direct citizen feedback; and,
- Creating an initial vision for how City of San Jose can deliver services with a digital first mindset.

The work with HBSCP is on schedule to be completed by the end of January 2021. This work will help the City shape our strategy and direction related to digital services and create a roadmap and resource plan for getting there. It will also help align our service levels and foundations of people, process and technology with the most appropriate channel for optimizing City service delivery for our communities so that we have amazing customer experience behind every door.



Estimating resources for the short, mid and long term

With the growing demands of a remote workforce, now is the time to align the City’s internal and external digital strategies, policies, technologies, and teams into a Unified Digital Strategy. Connecting the work of HBSCP and Powered by People 2.0 will help us create a joint, multi-department effort that moves us beyond past digital approaches that have focused on the simple push of information via the City website, intranet, and social media channels. Working with the Powered by People 2.0 Team, Finance, and OER/HR, the strategy that meets the need of our “new normal” is to merge San Jose 311 technologies, website, portal, staffing, key software, and security into a coherent digital services portfolio and technology stack.



Funding and staff resources will be needed to support the following efforts:

- Setting and measuring objectives, key results, and customer service expectations to support our digital services vision and strategy;
- Scaling additional services into the San Jose 311 web portal, application and virtual agent through our partner AST and additional staff resources;
- Redesigning service delivery and business processes to be more efficient and effective and reorganizing around the new processes and technology automation;
- Addressing operational staff and resource needs arising from new service level expectations as supported by service level data;
- Creating an ongoing outreach campaign to educate our customers on where to go for which services;
- Building upon the redesign of sanjoseca.gov to address uncompleted work such as integrating and redesigning the user interface of third-party applications and improving secure access to internal applications and data resources;
- Optimizing technologies and skillsets for content management, search, business process automation, language translation, text messaging, chatbot, virtual agent, and staff productivity;
- Replacing the City's existing intranet with a modernized approach/platform for keeping our staff informed, engaged and productive;
- Extending our business process automation platform and development team to include citizen focused forms and transactional workflows; and
- Extending Auto Machine Learning language translation to digital service platforms (website, chatbots, virtual agents) across the City.

As the economic impact from the COVID-19 continues throughout the remainder of this fiscal year and into the next, the City's resources will continue to be significantly constrained. With the expectation that the General Fund will likely experience ongoing shortfalls in the upcoming budget development cycle, identifying new funding will be difficult. The strategic allocation – and reallocation – of existing resources will be critical to moving forward the efforts listed above and would need to take place during the 2021-2022 Proposed Budget development process in consideration of other high-priority needs across the community and organization.

CONCLUSION

The Administration greatly appreciates the ongoing commitment to improving San Jose 311 and service delivery across the City. The San Jose 3-1-1 Customer Contact Center, website, mobile app, and the people these channels serve will benefit from the focus and continual improvement through a unified digital services strategy.

Based on established priorities, current resource levels, and the need for process improvements to fireworks reporting, more work is required before fireworks reporting is ready for scale through San Jose 311. Furthermore, fireworks reporting should only be added to San Jose 311 when the responsible staff teams and process(es) can fulfill a standard of at least 80% of cases submitted satisfactorily for the customer. As process improvements are made to ready fireworks reporting for San Jose 311, the Fire Department, the Planning, Building and Code Enforcement Department, the City Attorney's Office, and the Information Technology Department will work together through the Fire-IT team to make interim updates to the current mobile and online tools if possible.

The San Jose 311 team will continue planned work to deliver language translation, a virtual agent, and Recycle Plus through early-2021. The SJ311 and Digital Services teams are working with Harvard Business School Community Partners to plan the City's long-term digital strategy and direction and create a roadmap and resource plan for getting there. The work will be presented at the Smart Cities and Service Improvements Committee by June 2021. Fireworks reporting will be included in those work planning efforts pending process re-engineering and identification of resources in the 2021-2022 City Budget Process to support the Digital Services work plan presented to Council committee.

EVALUATION AND FOLLOW-UP

The Information Technology Department will report progress to the Smart Cities and Services Improvements Committee by Fall 2021, as well as coordinate any funding needs with the City Budget Office for the annual budget process.

CLIMATE SMART SAN JOSE

The recommendation in this memo has no effect on Climate Smart San José energy, water, or mobility goals.

PUBLIC OUTREACH

This memorandum will be posted on the City's website for the January 5, 2021, City Council meeting. In addition, the City has engaged with over two dozen Spanish- and Vietnamese-speaking residents in user research and usability testing. Further usability testing will be conducted in the future as the City evaluates each phase of the implementation.

COORDINATION

This memorandum has been coordinated with the City Manager's Office of Civic Innovation and Digital Strategy, City Manager's Budget Office, Fire Department, Police Department, Department of Transportation, Environment Services Department and the Emergency Operations Center Beautify San Jose Branch.

COMMISSION RECOMMENDATION/INPUT

No commission recommendation or input is associated with this action.

CEQA

Not a Project, File No. PP17-009, Staff Reports, Assessments, Annual Reports, and Informational Memos that involve no approvals of any City action. (Information Technology)

/s/
ROB LLOYD
CHIEF INFORMATION OFFICER
Information Technology Department

For questions, please contact Jerry Driessen, Assistant Chief Information Officer, at (408) 793-6910.