

# Smart Cities and Service Improvements Committee

Rob Lloyd, Chief Information Officer

Michael Foster, Division Manager, City Portfolio Products Projects Office

April 1, 2021

# Today's Agenda

- (d) 1 – Smart City Roadmap Update
- (d) 2 – Digital Inclusion Status Report
- (d) 3 – Small Cell and 5G Update Report

Smart Cities and Service Improvements Committee  
April 1, 2021

# **(d) 1 – Smart City Roadmap Update**

Smart Cities and Service Improvements Committee

April 1, 2021

Michael Foster, Division Manager, Information Technology

# Smart City Roadmap 3.0 Response to COVID-19 + Major IT Projects

## February 2021

User-Friendly Government	Development Services Transformation	Privacy Strategy	San Jose 911/311 Transition	Data Strategy	GIS Strategic Plan	SJ311 Virtual Agent
Smart Mobility	Transportation Events Tracking (E-tracker)/ Verizon Traffic Data Services					
Smart Infrastructure	Small Cell Permitting Deployment and Process Improvements	LED Smart Controllers	Building Energy Usage Monitoring			
Safe City	FirstNet Deployment					
IT Roadmap	Cybersecurity Work Plan	IT Infrastructure Modernization	Business Tax System Assessment	Business Process Automation	Drive to Digital/Powered by People 2.0	SJ 311 + Service Delivery
Equity	Digital Inclusion Program Fund	Access Eastside	Community Wi-Fi at Libraries and Community Centers/Parks	SJ Access Hotspots Distribution Program w/ AT&T	Automatic Translations in SJ311	
Climate Smart						
Small Wonders	Multilingual Emergency Management Tools	Transportation Data Platform	Real-Time Interpretation for Limited/ non-English Speakers			

Higher ————— Relative Priority of Projects —————> Lower

**Legend | Project Status**

On Track

Issues with Schedule, Budget, or Scope

At Risk, Corrective Actions Needed

On Hold

Completed

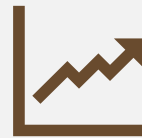
# New Format Introduction



Transition to new City  
Roadmap



Report on status within this  
new context



Structure to maximize  
investments

San José City Roadmap | FY 2021-2022 | Approved by Council on March 16, 2021

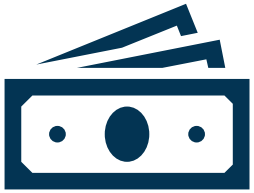
Legend:

COVID-19 Response

Enterprise Initiatives

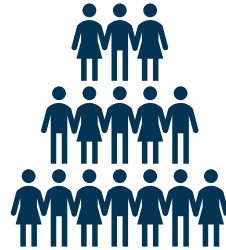
Enterprise Priority	Project							Strategy		Policy
Emergency Management + Preparedness <i>C+ER: Community + Economic Recovery</i>	Vaccination Taskforce	<i>C+ER</i> Food + Necessities Distribution	<i>C+ER</i> Digital Equity							Soft-Story Building Earthquake Retrofit Policy
Creating Housing + Preventing Homelessness <i>C+ER: Community + Economic Recovery</i>	<i>C+ER</i> Rental Assistance	Emergency Housing Construction + Operation	Sheltering + Enhanced Encampment Services							Encampment Management + Safe Relocation Policy
Safe, Vibrant, + Inclusive Neighborhoods + Public Life <i>C+ER: Community + Economic Recovery</i>	<i>C+ER</i> Re-Employment + Workforce Development	<i>C+ER</i> Small Business Recovery	<i>C+ER</i> Child Care Learning Pods	Police Reforms Work Plan	San José 311 + Service Delivery	Encampment Waste Pick-Up BeautifySJ	Vision Zero Traffic Safety	Equity Strategy Development	Neighborhood Services Access Strategy	Build Back Better + Recovery Taskforce + Al Fresco Forever
The Future of Downtown	Google Development							BART + High-Speed Rail Strategy		
Building the San José of Tomorrow: Private Development Services	Align Zoning with General Plan	Development Services Transformation	Major Real Estate Development Projects							
Smart, Sustainable, + Reliable City: 21 <sup>st</sup> Century Infrastructure	Pavement, Fire, EOC, Transit Capital Improvements	Regional Wastewater Facility Capital Improvements	Electrical Service for Major Development					Climate Smart American Cities Climate Challenge		
Enterprise Priority Foundational	Project							Strategy		Policy
Strategic Fiscal Positioning + Resource Deployment	Federal + State Stimulus Advocacy	Secure City Cybersecurity	Procurement Improvement	Pension Obligation Bond Analysis				Budgeting for Equity	City Roadmap Budgeting, Accountability, + Performance	
Powered by People	Continuity of City Services	Workplace Safety	Employee Health + Wellness	Drive to Digital				Effective Teams	Bargaining Unit Contract Negotiations	

# Optimizing IT Investments



Greater  
Than  
\$500,000

OR



Involves  
More Than  
1 Dept.

OR



Greater  
than 1 Year  
in Execution

OR



High Profile  
or Sensitive  
to the City

+ support and train others on their initiatives throughout the City

# San José City Roadmap | FY 2021-2022 | Approved by Council on March 16, 2021

Legend:

COVID-19 Response

Enterprise Initiatives

Enterprise Priority	Project								Strategy		Policy
Emergency Management + Preparedness <i>C+ER: Community + Economic Recovery</i>	Vaccination Taskforce	<i>C+ER</i> Food + Necessities Distribution	<i>C+ER</i> Digital Equity								Soft-Story Building Earthquake Retrofit Policy
Creating Housing + Preventing Homelessness <i>C+ER: Community + Economic Recovery</i>	<i>C+ER</i> Rental Assistance	Emergency Housing Construction + Operation	Sheltering + Enhanced Encampment Services								North San José Strategy
Safe, Vibrant, + Inclusive Neighborhoods + Public Life <i>C+ER: Community + Economic Recovery</i>	<i>C+ER</i> Re-Employment + Workforce Development	<i>C+ER</i> Small Business Recovery	<i>C+ER</i> Child Care Learning Pods	Police Reforms Work Plan	San José 311 + Service Delivery	Encampment Waste Pick-Up BeautifySJ	Vision Zero Traffic Safety	Equity Strategy Development	Neighborhood Services Access Strategy	Build Back Better + Recovery Taskforce + Al Fresco Forever	
The Future of Downtown	Google Development							BART + High-Speed Rail Strategy			
Building the San José of Tomorrow: Private Development Services	Align Zoning with General Plan										
Smart, Sustainable, + Reliable City: 21 <sup>st</sup> Century Infrastructure	Pavement, Fire, EOC, Transit Capital Improvements	Regional Wastewater Facility Capital Improvements	Electrical Service for Major Development	Climate Smart American Cities Climate Challenge				Lowering PG&E Above Market Costs for Clean Energy			
Enterprise Priority Foundational	Project										
Strategic Fiscal Positioning + Resource Deployment	Federal + State Stimulus Advocacy	Secure City Cybersecurity	Procurement Improvement	Pension Obligation Bond Analysis					Budgeting for Equity	City Roadmap Budgeting, Accountability, + Performance	
Powered by People	Continuity of City Services	Workplace Safety	Employee Health + Wellness	Drive to Digital							



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Legend:

COVID-19 Response

Enterprise Initiatives

Enterprise Priority	Project							Strategy		Policy
Emergency Management + Preparedness <i>C+ER: Community + Economic Recovery</i>	Vaccination Taskforce	<i>C+ER</i> Food + Necessities Distribution	<i>C+ER</i> Digital Equity							Soft-Story Building Earthquake Retrofit Policy
Creating Housing + Preventing Homelessness <i>C+ER: Community + Economic Recovery</i>	<i>C+ER</i> Rental Assistance	Emergency Housing Construction + Operation	Sheltering + Enhanced Encampment Services					North San José Strategy		Encampment Management + Safe Relocation Policy
Safe, Vibrant, + Inclusive Neighborhoods + Public Life <i>C+ER: Community + Economic Recovery</i>	<i>C+ER</i> Re-Employment + Workforce Development	<i>C+ER</i> Small Business Recovery	<i>C+ER</i> Child Care Learning Pods	Police Reforms Work Plan	<i>C+ER</i> San José 311 + Service Delivery	Encampment Waste Pick-Up BeautifySJ	<i>C+ER</i> Vision Zero Traffic Safety	Equity Strategy Development	Neighborhood Services Access Strategy	Build Back Better + Recovery Taskforce + Al Fresco Forever
The Future of Downtown	Google Development									
Building the San José of Tomorrow: Private Development Services	Align Zoning with General Plan	<i>C+ER</i> Development Services Transformation	Major Real Estate Development Projects							
Smart, Sustainable, + Reliable City: 21 <sup>st</sup> Century Infrastructure	Pavement, Fire, EOC, Transit Capital Improvements	<i>C+ER</i> Regional Wastewater Facility Capital Improvements	Electrical Service for Major Development	Climate Smart American Cities Climate Challenge				Lowering PG&E Above Market Costs for Clean Energy		
Enterprise Priority Foundational	Project							Strategy		Policy
Strategic Fiscal Positioning + Resource Deployment	Federal + State Stimulus Advocacy	<i>C+ER</i> Secure City Cybersecurity	<i>C+ER</i> Procurement Improvement	Pension Obligation Bond Analysis				Budgeting for Equity	City Roadmap Budgeting, Accountability, + Performance	
Powered by People	<i>C+ER</i> Continuity of City Services	Workplace Safety	Employee Health + Wellness	<i>C+ER</i> Drive to Digital	<i>C+ER</i> Effective Teams	Bargaining Unit Contract Negotiations		<i>C+ER</i> City Workforce Diversity + Skill Building		

**San José City Roadmap | FY 2021-2022** | Approved by Council on March 16, 2021

**Legend:**  COVID-19 Response  Enterprise Initiatives

Enterprise Priority	Project						
<b>Emergency Management + Preparedness</b> <i>C+ER: Community + Economic Recovery</i>	Vaccination Taskforce	<i>C+ER</i> Food + Necessities Distribution	<i>C+ER</i> Digital Equity				
<b>Creating Housing + Preventing Homelessness</b> <i>C+ER: Community + Economic Recovery</i>	<i>C+ER</i> Rental Assistance	Emergency Housing Construction + Operation	Sheltering + Enhanced Encampment Services				
<b>Safe, Vibrant, + Inclusive Neighborhoods + Public Life</b> <i>C+ER: Community + Economic Recovery</i>	<i>C+ER</i> Re-Employment + Workforce Development	<i>C+ER</i> Small Business Recovery	<i>C+ER</i> Child Care Learning Pods	Police Reforms Work Plan	<i>C+ER</i> San José 311 + Service Delivery	Encampment Waste Pick-Up BeautifySJ	<i>C+ER</i> Vision Zero Traffic Safety
<b>The Future of Downtown</b>	Google Development						
<b>Building the San José of Tomorrow: Private Development Services</b>	Align Zoning with General Plan	Development Services Transformation	Major Real Estate Development Projects				
<b>Smart, Sustainable, + Reliable City: 21<sup>st</sup> Century Infrastructure</b>	Pavement, Fire, EOC, Transit Capital Improvements	Regional Wastewater Facility Capital Improvements	Electrical Service for Major Development	Climate Smart American Cities Climate Challenge			
Enterprise Priority Foundational	Project						
<b>Strategic Fiscal Positioning + Resource Deployment</b>	Federal + State Stimulus Advocacy	Secure City Cybersecurity	Procurement Improvement	Pension Obligation Bond Analysis			
<b>Powered by People</b>	Continuity of City Services	Workplace Safety	Employee Health + Wellness	Drive to Digital	Effective Teams	Bargaining Unit Contract Negotiations	

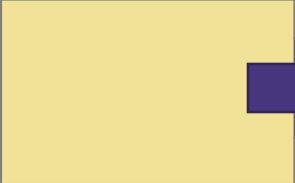


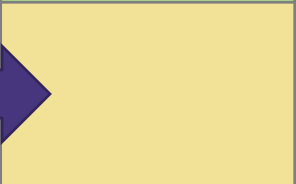
Core Technology Projects	
Innovation & Pilots	



Enterprise Priority	Project				
Emergency Management + Preparedness <i>C+ER: Community + Economic Recovery</i>	Access Eastside	Community Wi-Fi at Libraries and Community Centers	FirstNet Deployment	Community Wi-Fi @AT&T Sponsored Comm Centers	SJ Access Hotspots Distribution Program w/ AT&T
Creating Housing + Preventing Homelessness <i>C+ER: Community + Economic Recovery</i>	Rent Registry	Project Doorway	Loan Management System		
Safe, Vibrant, + Inclusive Neighborhoods + Public Life <i>C+ER: Community + Economic Recovery</i>	San José 311 + Service Delivery	Violent Crime Mitigation System	Transportation Events Tracking/ Verizon Traffic Data Services		
The Future of Downtown	Facebook Terragraph 2.0	Parking Citation Mgmt & Permitting Mgmt System			
Building the San José of Tomorrow: Private Development Services	Development Services Transformation				
Smart, Sustainable, + Reliable City: 21 <sup>st</sup> Century Infrastructure	LED Smart Controllers	Building Energy Usage Monitoring			
Enterprise Priority Foundational	Project				
Strategic Fiscal Positioning + Resource Deployment	Telcom Expense Management	Cybersecurity Work Plan	Business Tax System Assessment		
Powered by People	Business Process Automation	Drive to Digital OneCity Workplace			

Core Technology Projects	
Copier/Printer Replacement	GIS Strategic Plan
IT Strategic Plan	Windows 10
Citywide Product Projects Dashboard	City Open Data Environment
Technology Management & Deployments Policy	Mobile Communication & Devices Policy
Web Governance & Digital Services Policy	
Innovation & Pilots	
Multilingual Emergency Management Tools	Transportation Data Platform (UrbanLogiq)
Real-Time Interpretation for Limited/ non-English Speakers	

## SMART CITY ROADMAP – RED & YELLOW STATUS CHANGES

Project Name	February Status	April Status	Issue	Corrective Course of Action
<b>LED Smart Controllers</b>			Past schedule slippage	April RFP
<b>Building Energy Usage Monitoring</b>			Delayed	Need to add USPTO energy monitoring

## SMART CITY ROADMAP – NET NEW PROJECTS

Project Name	Current Status	Summary	Next Steps
<b>Community Wi-Fi</b>		7 Additional @AT&T Sponsored Community Centers	Live Late April
<b>Housing Projects</b>		Rent Registry Update Project Doorway HoLMS Update	Project Doorway w/San Mateo County, single point of access
<b>Violent Crime Mitigation System</b>		Pilot in the Cadillac/Winchester Neighborhood	Implementation of pilot with V5
<b>Facebook Terragraph 2.0</b>		High speed public Wi-Fi in the downtown area	Installing newer hardware for truly fast Wi-Fi
<b>Telcom Expense Management</b>		Save money & time, integrated billing	Switch over complete by 4/1

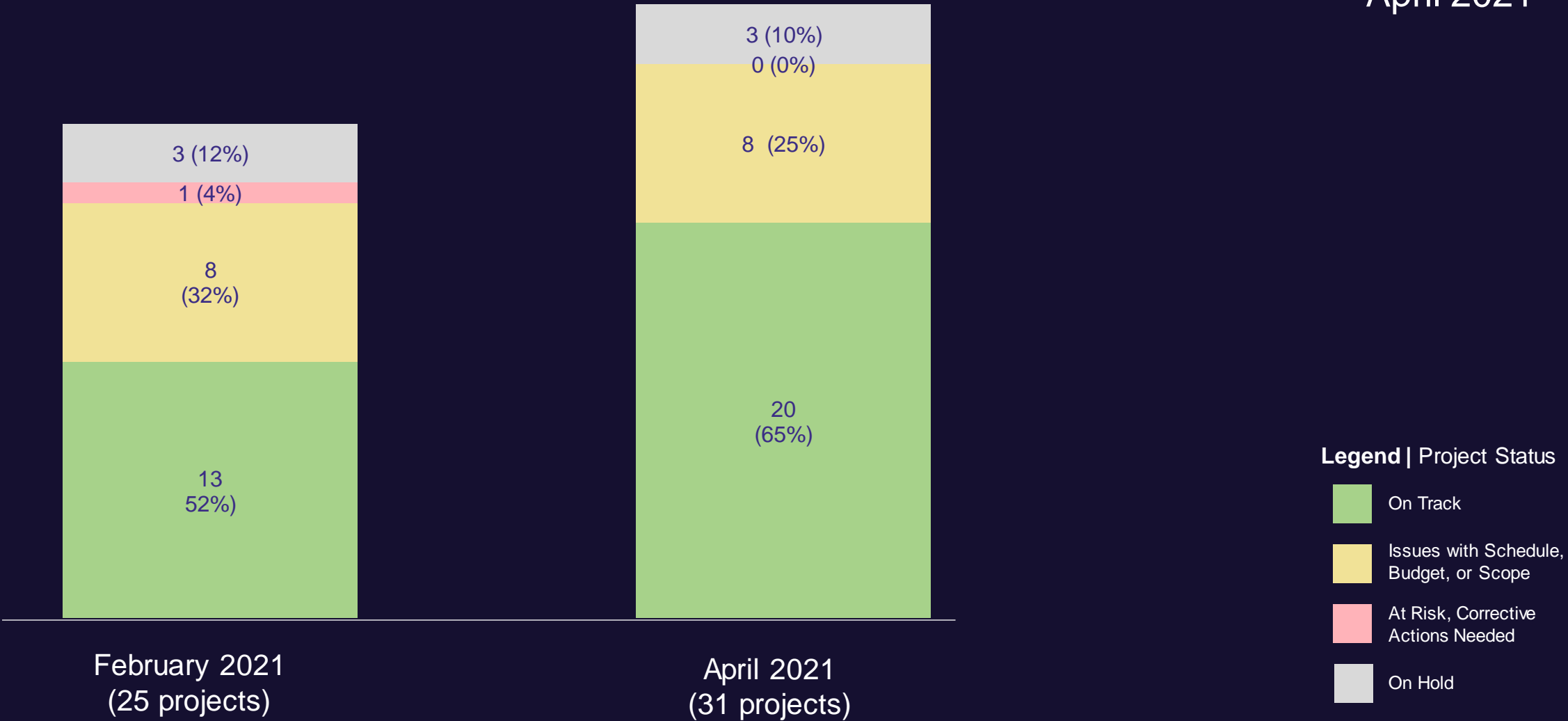
## SMART CITY ROADMAP – RECENTLY COMPLETED PROJECTS

Project Name	Final Status	Summary	Deployment Date
<b>San Jose 911/311 Transition</b>	★	Separate 311 calls to Customer Contact Center	Completed Jan 2021 Live to Contact Center 3/11/2020
<b>SJ 311 Virtual Agent</b>	★	Ability to relieve 311 operators for simple requests automatically	Completed Jan 2021
<b>Small Cell Permitting Deployment and Process Improvements</b>	★	Improvements to process	Completed March 2021
<b>IT Infrastructure Modernization</b>	★	Moving to hyperconverged infrastructure for space, power and cost savings	Complete Oct 2020 Utility Billing application moved Feb 2021
<b>Language Translations in SJ 311</b>	★	Enables residents to write to 311 in Spanish or Vietnamese w/auto translate	Completed & Live Nov 2020
<b>SJ311 Recycle +</b>	★	Added Residential Garbage & Recycling Services to 311 Apps	Live early March 2021

# SMART CITY ROADMAP

## Capacity/Velocity

April 2021



# What's Next?

**C3PO Center of Excellence**  
Public group

[+ New](#) [Edit in grid view](#) [Share](#) [Export to Excel](#) [Power Apps](#) [Automate](#) [All Items\\*](#)

### Citywide Project Dashboard Status

Title	Planning	Governance	Resourced	Schedule	Goals Met	Goals Unmet
ESUHSD - Access East Side	Green	Green	Yellow	Green	3 of 8 East Side Union High School District's Community Live - James Melton, and Yerba Buena	Remaining 5 East Side Union High School Districts planned through September 2022
Community Wi-Fi Libraries & Comm...	Green	Green				Tracking Metrics
SJ311 Recycle +						Metrics Tracking
FirstNet Deployment				Green	3061 / 3926 FirstNet Devices	865 FirstNet Devices scheduled
Development Services Trans			Yellow	Yellow	Fire Electronic Plan Review, SJEPlans upgraded w/expanded features, Fire Dept Digital Inspection Form, 3 New Online Permit Types, Permit Center Virtual Appts	SJPermits 2.1.0 Development Incomplete, Buildir Division Permit Sys Configuration Chai Incomplete
Facebook / Terragraph Project	Green	Green	Green	Green	Identified Strategic Corridors/Location of	Implementation (Scheduled compl

**UNDER CONSTRUCTION!**



# How do we know?



Regular Training & Engagement with Departments



Validate with Procurement Prioritization Board



Validate through the Budget Process

# **(d) 2 – Digital Inclusion Status Report**

Smart Cities and Service Improvements Committee

February 4, 2021