

(d) 2 – Smart City Roadmap Update

Smart Cities and Service Improvements Committee

June 3, 2021

Michael Foster, Division Manager, Information Technology

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

Legend:

COVID-19 Response

Enterprise Initiatives




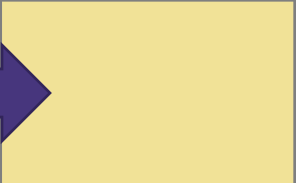
Enterprise Priority	Project						Strategy		Policy		
COVID-19 Pandemic: Community + Economic Recovery	Housing Stabilization	Re-Employment + Workforce Development	Small Business Recovery	Food + Necessities Distribution	Digital Equity	Child Care Learning Pods			Build Back Better + Recovery Taskforce		
Emergency Management + Preparedness	Vaccination Taskforce								Soft-Story Building Earthquake Retrofit Policy		
Creating Housing + Preventing Homelessness	Emergency Housing Construction + Operation										Sheltering + Enhanced Encampment Services
Safe, Vibrant, + Inclusive Neighborhoods + Public Life	Police Reforms Work Plan						San José 311 + Service Delivery	Encampment Waste Pick-Up BeautifySJ			Vision Zero Traffic Safety
Building the San José of Tomorrow with a Downtown for Everyone	Align Zoning with General Plan						Development Services Transformation	Google Development	Major Real Estate Development Projects		
Smart, Sustainable, + Reliable City: 21 st 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						Strategy		Policy		
Strategic Fiscal Positioning + Resource Deployment	Federal + State Recovery 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	Safe Workplace	Employee Health + Wellness	Drive to Digital			Effective Teams	City Workforce Diversity + Skill Building			

Enterprise Priority	Project					
Emergency Management + Preparedness	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	Rent Registry	Project Doorway	Loan Management System			
Safe, Vibrant, + Inclusive Neighborhoods + Public Life	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 st 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	

Enterprise Priority	Project				Core Technology Projects	
Emergency Management + Preparedness	Access Eastside	FirstNet Deployment	SJ Access Hotspots Distribution Program w/ AT&T		Copier/Printer Replacement	Airport WiFi Upgrade
Creating Housing + Preventing Homelessness	Rent Registry	Project Doorway	Loan Management System		IT Strategic Plan	
Safe, Vibrant, + Inclusive Neighborhoods + Public Life	San José 311 + Service Delivery	Violent Crime Mitigation System	Transportation Events Tracking/ Verizon Traffic Data Services		Citywide Product Projects Dashboard	City Open Data Environment
The Future of Downtown	Facebook Terragraph 2.0	Parking Citation Mgmt & Permitting Mgmt System			Technology Management & Deployments Policy	Mobile Communication & Devices Policy
Building the San José of Tomorrow: Private Development Services	Development Services Transformation				Web Governance & Digital Services Policy	
Smart, Sustainable, + Reliable City: 21 st Century Infrastructure	LED Smart Controllers	Building Energy Usage Monitoring				
Enterprise Priority Foundational	Project				Innovation & Pilots	
Strategic Fiscal Positioning + Resource Deployment	Telcom Expense Management	Cybersecurity Work Plan	Business Tax System Assessment		Multilingual Emergency Management Tools	Transportation Data Platform (UrbanLogiq)
Powered by People	Business Process Automation	Drive to Digital OneCity Workplace			Real-Time Interpretation for Limited/ Non-English Speakers	

SMART CITY ROADMAP – RED & YELLOW STATUS CHANGES

Project Name	April Status	June Status	Issue	Corrective Course of Action
FirstNet Deployment			Fleet installation delays FY20-21 shortfall	Fleet installations timeline accepted Using City reserve to address shortfall
City Open Data Environment			Scope and Schedule issues due to COVID & loss of data officer	Hiring underway for data Get adoption of the environment picking up

SMART CITY ROADMAP – NET NEW PROJECTS

Project Name	Current Status	Summary	Next Steps
SJ311 Accessibility Assessment		Assess the Accessibility of 311 resources for all levels of disabilities	Launched 5/24 Partnership w/Pacific ADA Center

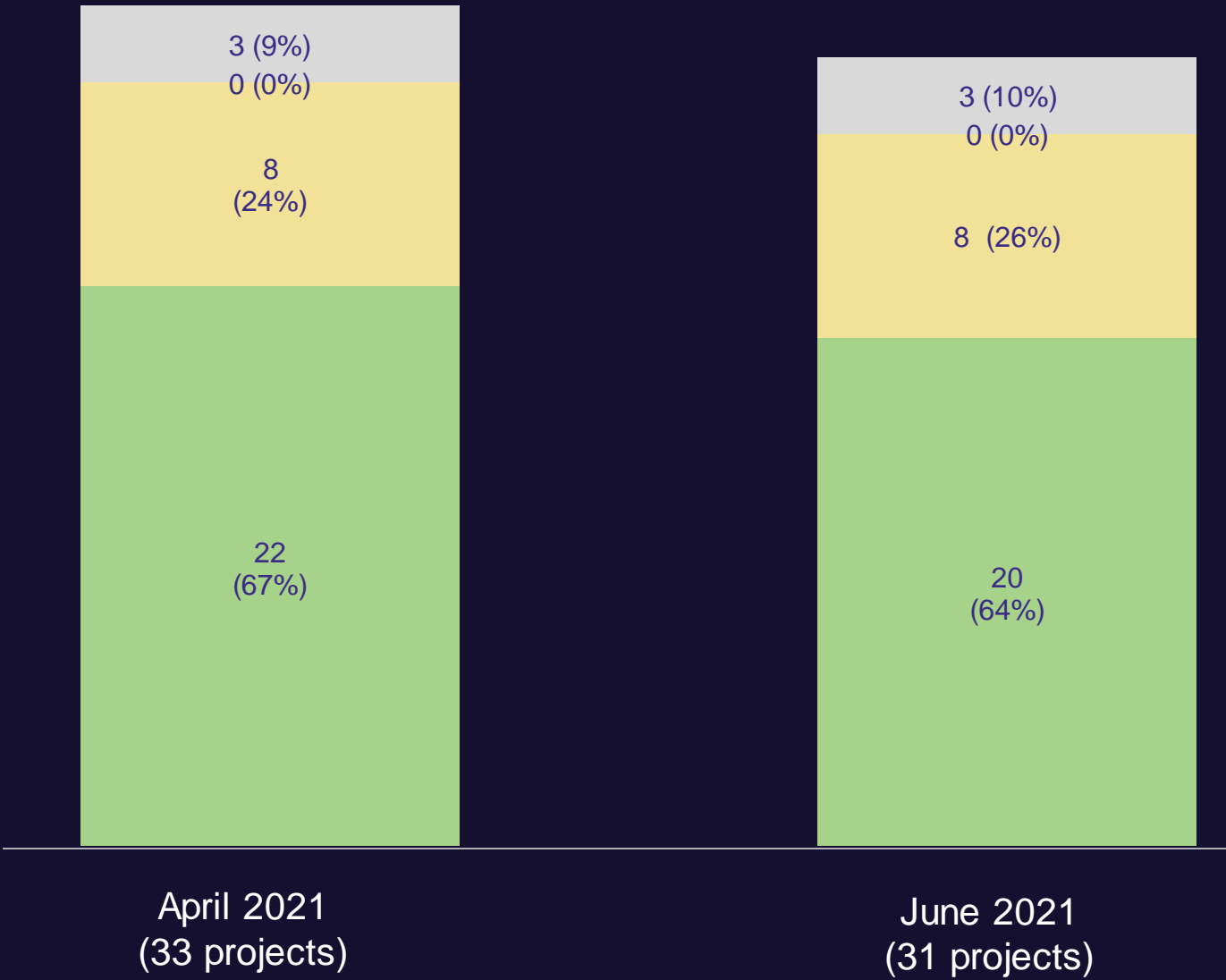
SMART CITY ROADMAP – RECENTLY COMPLETED PROJECTS

Project Name	Final Status	Summary	Deployment Date
Community Wi-Fi at Libraries and Community Centers	★	9 City Libraries 8 PRNS Community Centers	Completed January 2021
AT&T Wi-Fi Sponsored Community Centers	★	7 Additional @AT&T Sponsored Community Centers	Completed April 24, 2021
GIS Strategic Plan	★	Overall City Geographic Information Systems Strategy	Matt Loesch presented to Council in April meeting
Windows 10 Migration	★	Upgrade all PC's to Windows 10 operating system.	Completed March 2021 (70 devices received exemptions, to be upgraded in the next year)

SMART CITY ROADMAP

Capacity/Velocity

June 2021



Legend | Project Status

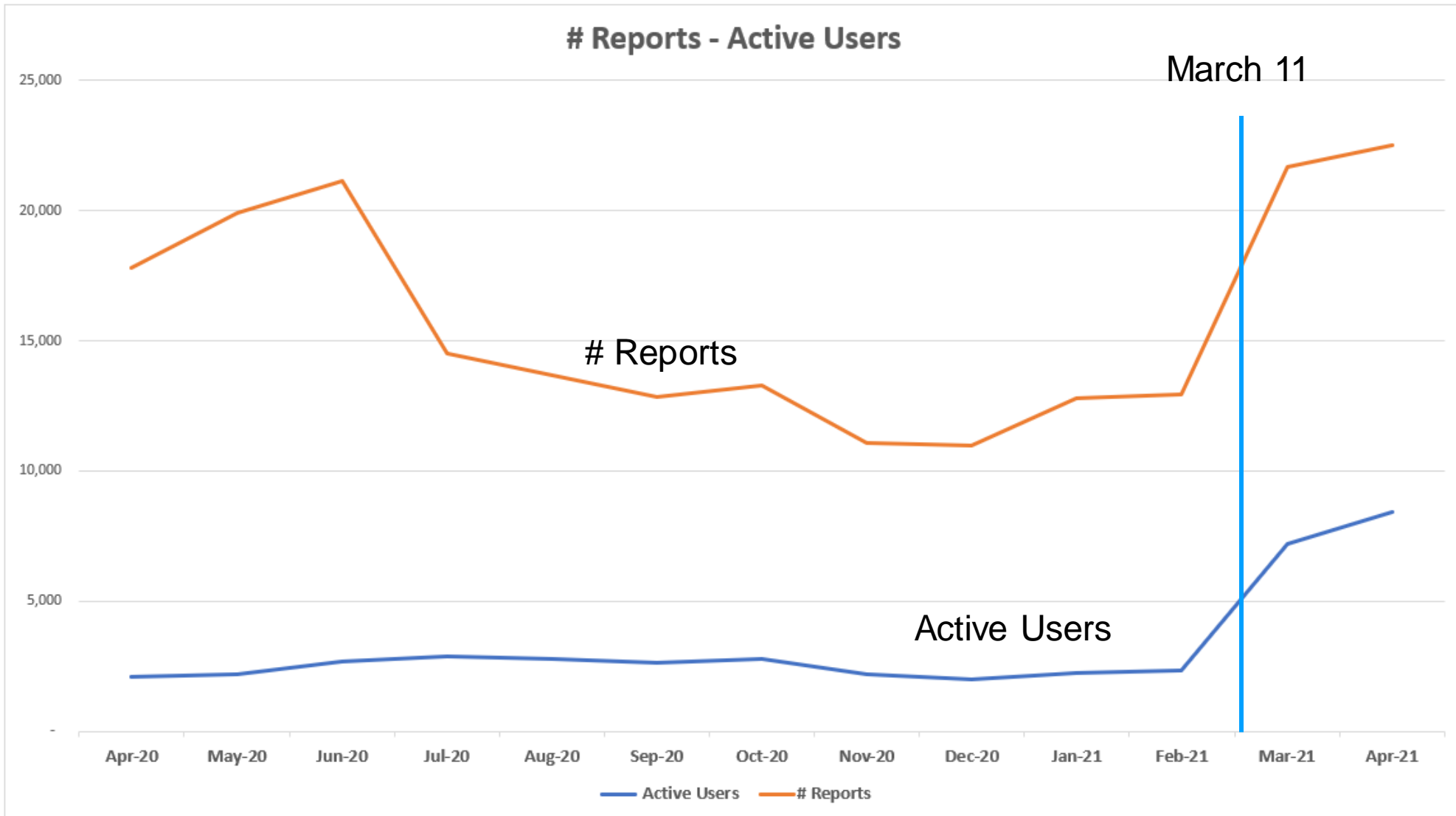
- On Track
- Issues with Schedule, Budget, or Scope
- At Risk, Corrective Actions Needed
- On Hold

SMART CITY ROADMAP – Validation & Verification

Project Name	Launch Date	Key Goals & Objectives	Impact/Value Created
SJ 311 Recycle+	Soft Launch March 2 nd Promo March 10 th	Enable direct in-app requests that previously required a phone call to SJ311 or the hauler	# Reports February = 12k # Reports March = 21k # Reports April = 22k Jumped to #2 requested service
Business Process Automation	SimpliGov launched April 2020	Automate manual and paper-based business processes, saving time, effort and paper	Saved an average of 82% time for forms that went from paper to digital
FirstNet Rollout	Pilot 11/19. All Devices (minus fleet) distributed	AT&T FirstNet phones can be 'uplifted' in real-time to have priority on their network during emergencies	Phone & Tablet rollout ~4k devices Only Fleet installations continuing on regular vehicle schedules



SJ311 – Total Reports and Active Users



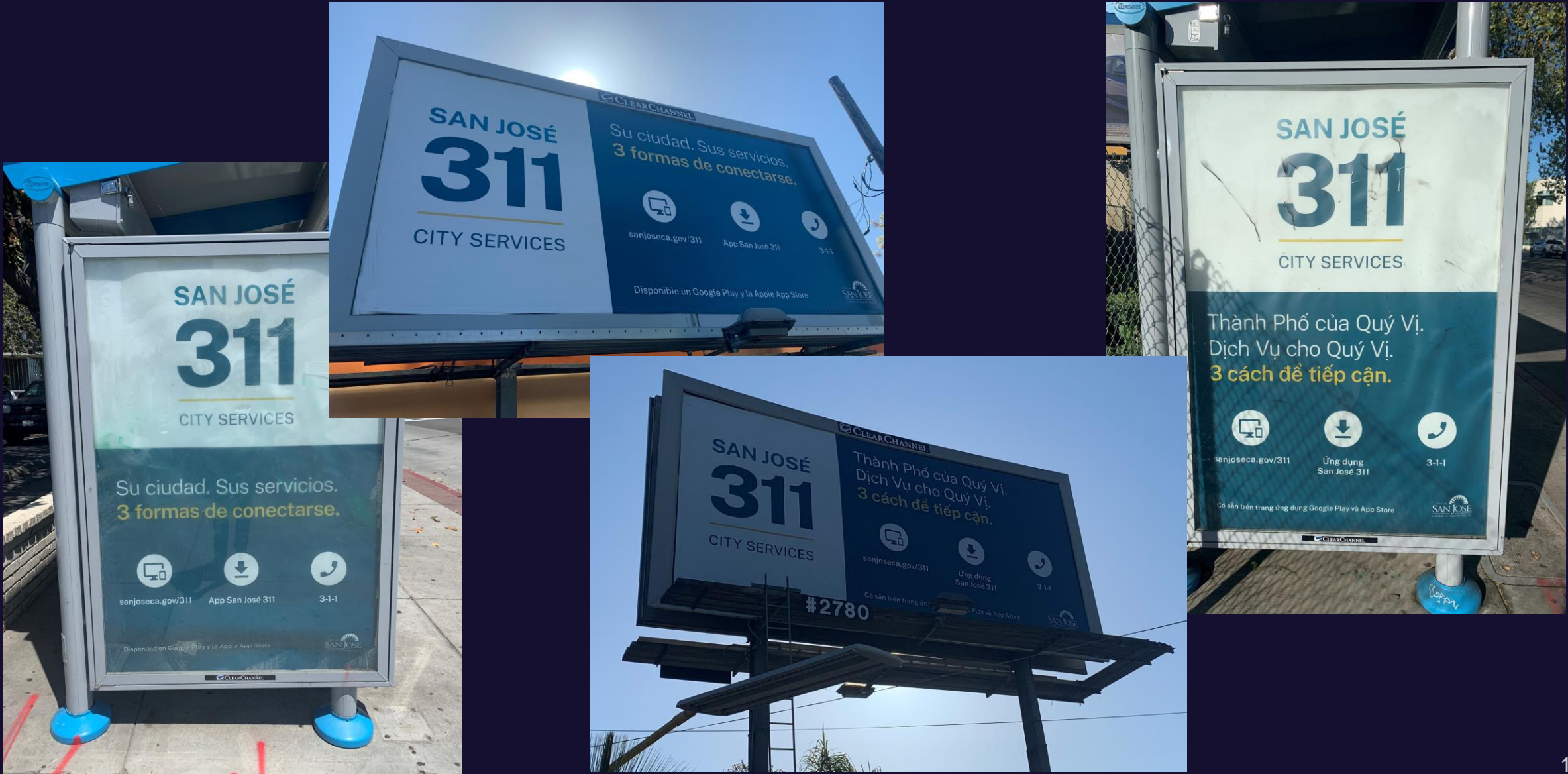
□ Last 12 months:

- 205,084 reports
- 42,465 Active Users

□ Currently:

- 84,000 Registered Users
- **3,000 New Users since March 2021**

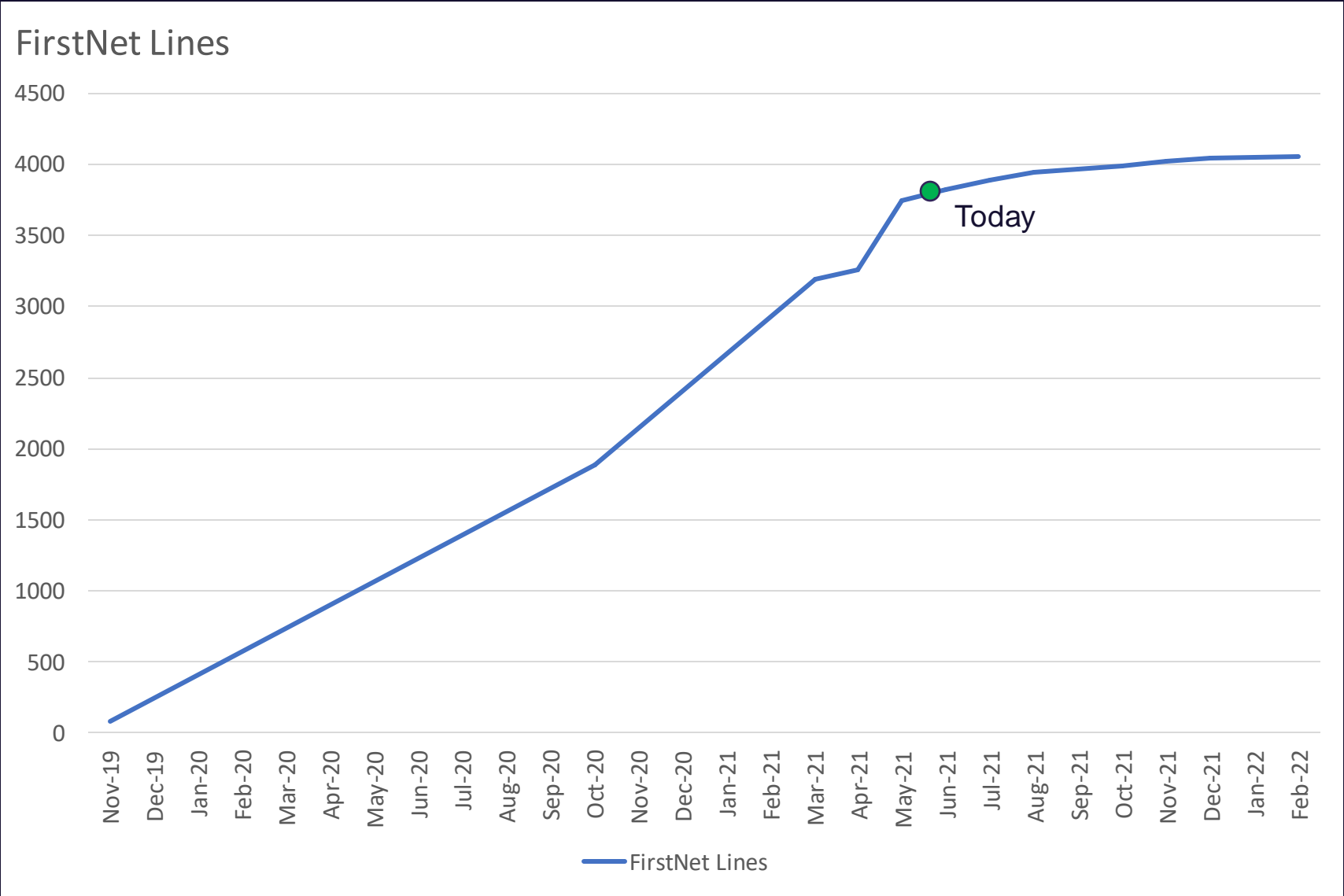
SJ311 Promotions (March 11th, 2021 – National 311 Day)



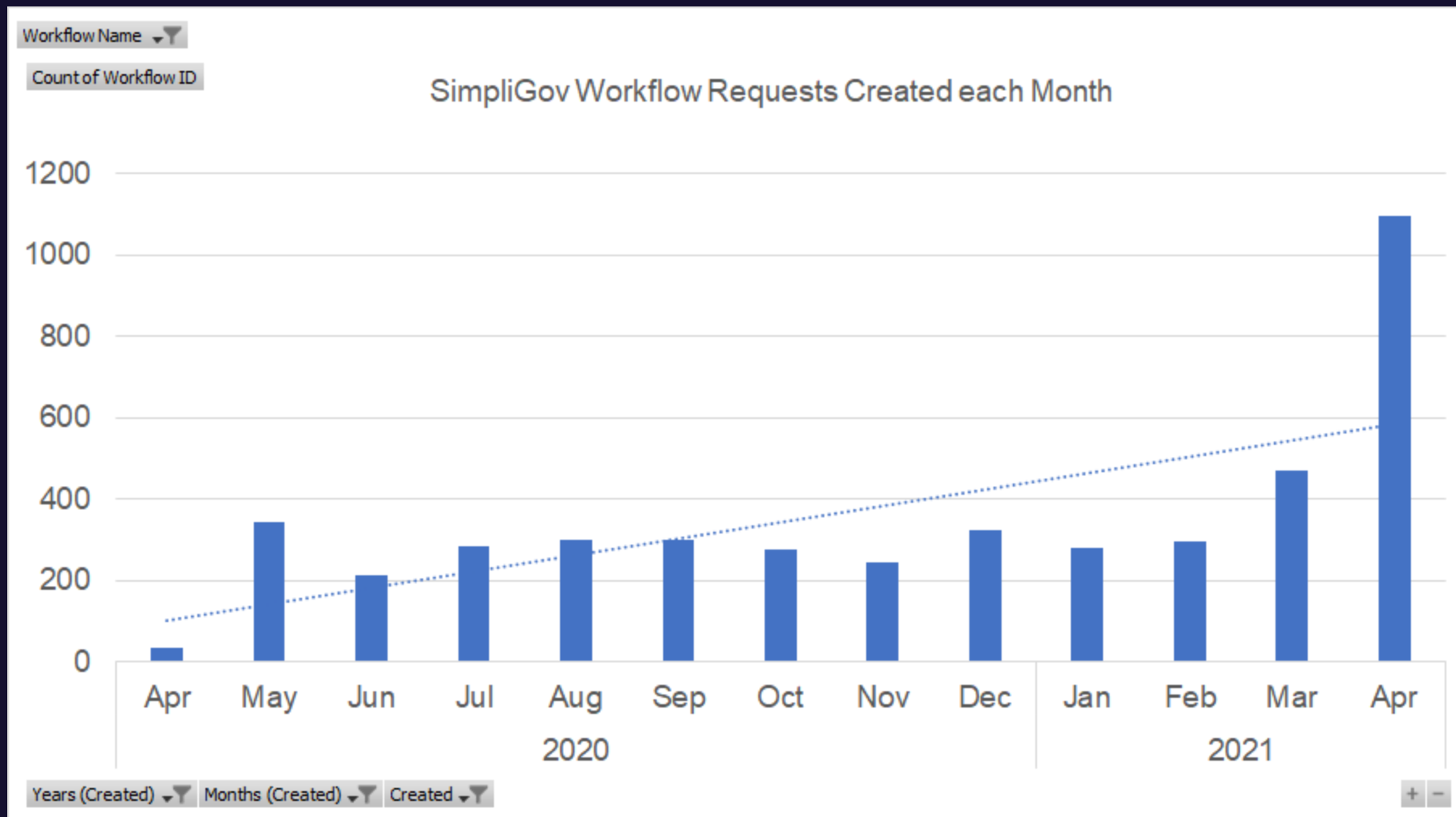
FirstNet in Daily Use



FirstNet Adoption at The City of San José Over Time



BPA – Business Process Automation = Paper to Digital Transformation



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	Green	Green	Community Wi-Fi Libraries & Comm...	Tracking Metrics
SJ311 Recycle +	Green	Green	Green	Green	311 Service, Connection Schedules	Metrics Tracking
FirstNet Deployment	Green	Green	Green	Green	3061 / 3926 FirstNet Devices	865 FirstNet Devices scheduled
Development Services Trans	Green	Green	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

How do we know?



Regular Training & Engagement with Departments



Validate with Procurement Prioritization Board



Validate through the Budget Process

(d) 3 – City Digital Services Status Report

Smart Cities and Service Improvements Committee

June 3, 2021