



MINUTES OF THE SMART CITIES AND SERVICE IMPROVEMENTS COMMITTEE

SAN JOSE, CALIFORNIA

THURSDAY, JUNE 3, 2021

Consistent with the California Governor's Executive Order No. N-29-20, Resolution No. 79450 from the City of San José and the Santa Clara County Health Officer's March 16, 2020 Shelter in Place Order, the City Council meeting was not physically open to the public. Public comments were accepted via eComment, email, by phone/Webinar or online.

The Council meeting was teleconferenced from remote locations and convened at 1:30 p.m.

Present: Councilmembers - Mahan, Cohen, Jones, Liccardo, Foley.

Absent: Councilmembers - All present.

Staff: City Manager's Office, Kip Harkness; Mayor's Office, Jordan Sun; City Attorney's Office, Neelam Naidu; City Clerk's Office, Toni Taber; and City Clerk's Office, Yasmin Johnson.

B. Review of Work Plan

None presented.

C. Consent Calendar

None presented.

D. Reports to Committee

1. 2021-2023 Information Technology Strategic Plan Report

Public Comments: (1) Blair Beekman addressed public safety concerns regarding technology, the new Information Technology (I.T) Advisory Board, and cyber security. (2) Victor Sin asked a question regarding slide 6 of the presentation on police reform and technology uses.

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D.1 (Cont'd.)

Chief Information Officer, Information Technology Department, Rob Lloyd and Assistant Chief Information Officer, Information Technology Department, Jerry Driessen offered the presentation and responded to questions.

Action: Upon motion by Vice Mayor Chappie Jones, seconded by Mayor Sam Liccardo and carried unanimously, the Committee accepted the report on the City's proposed 2021-2023 Information Technology Strategic Plan and referred the report to City Council for adoption and consideration in the future budget processes. (5-0.)

2. Smart City Roadmap Update. (Information Technology/Civic Innovation)

Public Comments: (1) Caller 'User 1' spoke to addressing concerns with specific Committee members. (2) Victor Sin addressed slide 4 of the presentation. (3) Blair Beekman spoke to ideas of natural disaster preparedness such as earthquakes and natural fires.

Division Manager, Information Technology Department, Michael Foster offered the presentation and responded to questions.

Action: Upon motion by Mayor Sam Liccardo, seconded by Councilmember Pam Foley and carried unanimously, the Committee accepted the verbal update on project highlights for Smart City Roadmap and City technology initiatives. (5-0.)

3. City Digital Services Status Report. (Human Resources/City Manager - Communications/Information Technology)

Public Comments: (1) Caller 'User 1' addressed SJ311 cellphone application issues and spoke highly of San José's 311 department employees. (2) Blair Beekman addressed page 6 of the memorandum regarding internal and external factors.

Chief Information Officer, Information Technology Department, Rob Lloyd; Assistant Chief Information Officer, Information Technology Department, Jerry Driessen; Senior Executive Analyst, Matthew Opsal; Assistant Director, Human Resources, Kelli Parmley; and Senior Executive Analyst, Trevor Gould offered the presentation and responded to questions.

Chair, Matt Mahan left the meeting at 4:08 p.m. and the remainder of the meeting was chaired by the Vice Chair, David Cohen. Vice Mayor Chappie Jones left the meeting at 4:12 p.m.

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D.3 (Cont'd.)

Action: Upon motion by Councilmember Pam Foley, seconded by Mayor Sam Liccardo and carried unanimously, the Committee accepted the status report on the City's transition to coordinated service delivery across in-person, online, mobile, and phone, and assistive mode, including Powered by People and prioritized initiatives, which also includes digital services roadmap, key metrics, successes to date, a resource plan, and statuses. (3-0-2. Absent: Jones, Mahan)

- **Open Forum**

1. Blair Beekman spoke to open public policy ideas, reimagining equity, mental health, and human services ideas.

- **Adjournment**

Councilmember David Cohen adjourned the Committee meeting at 4:17 p.m.

Approved at the 8/3/21 Council Meeting

Councilmember Matt Mahan, Chair
Smart Cities and Service Improvements Committee

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