



**MINUTES OF THE
SMART CITIES AND SERVICE IMPROVEMENTS COMMITTEE**

SAN JOSE, CALIFORNIA

THURSDAY, NOVEMBER 4, 2021

COVID-19 NOTICE

Consistent with AB 361 and City of San Jose Resolution Nos. 79485, 80237 and 80266, this meeting will not be physically open to the public and the (Board/Commission/Committee) Members will be teleconferencing from remote locations.

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

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

Absent: Councilmembers - Foley.

Staff: Information Technology, Rob Lloyd; Mayor's Office, Jordan Sun; City Attorney's Office, Neelam Naidu; City Clerk, 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. FirstNet Program Status Report. (Information Technology/City Manager - Civic Innovation)

Public Comments: Caller 'User_1' thanked the staff for focusing on disaster related issues.

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D.1 (Cont'd.)

Assistant to the City Manager, City Manager's Office, Abigail Shull; Products-Projects Manager, Information Technology, Ashish Lakhiani; and Alert and Warning Coordinator, Office of Emergency Management, Daniel Tucker offered the presentation and responded to questions.

Action: Upon motion by Vice Mayor Chappie Jones, seconded by Councilmember David Cohen and carried unanimously, the Committee accepted the status report on the FirstNet Program, which includes the status of implementation, milestones, billing, challenges, and next steps. (4-0-1. Absent: Foley)

2. Development Services Transformation Status Report. (Planning, Building and Code Enforcement/Fire/Public Works/Information Technology)

Public Comments: Caller 'User_1' thanked the staff for the presentation and asked a question regarding the presentation.

Director, Planning, Building and Code Enforcement, Christopher Burton; and Chief of Staff, Planning, Building and Code Enforcement, Alex Powell offered the presentation and responded to questions.

Action: Upon motion by Vice Mayor Chappie Jones, seconded by Councilmember David Cohen and carried unanimously, the Committee accepted the status report on Development Services Transformation efforts, which includes initiatives to ease customer experience and improve the effectiveness of Development Services Partners (Planning, Building, Public Works, and Fire) processes, such as impact metrics, operationalization of new workflows and technologies, and work with stakeholders. (4-0-1. Absent: Foley)

3. Housing Department Technologies Status Report. (Housing/Information Technology)

Deputy Director, Housing Department, Rachel VanderVeen; Products-Projects Manager, Information Technology Department, Dhruv Hemmady; and Information Systems Analyst, Housing Department, Fereshteh Zakeri offered the presentation and responded to questions.

Action: Upon motion by Councilmember David Cohen, seconded by Vice Mayor Chappie Jones and carried unanimously, the Committee accepted the verbal report on Housing Department technologies, which includes initiatives using technology and data to support affordable housing availability, rent registry, impact measures, and housing insecurity research for policy development. (4-0-1. Absent: Foley)

- **Open Forum**

None presented.

- **Adjournment**

Councilmember Matt Mahan adjourned the Committee meeting at 3:28 p.m.

Approved at the 11/30/21 Council Meeting

Councilmember Matt Mahan, Chair
Smart Cities and Service Improvements Committee

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