

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

SAN JOSE, CALIFORNIA

THURSDAY, DECEMBER 2, 2021

COVID-19 NOTICE

Consistent with AB 361 and City of San Jose Resolution Nos. 79485, 80237, 80266 and 80290 this meeting will not be physically open to the public and the Smart Cities and Service Improvements 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, Jones, Foley, Liccardo.

Absent: Councilmembers - Cohen.

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. Innovation and Technology Projects Status Report. (Information Technology)

Chief Information Officer, Rob Lloyd; Division Manager, Information Technology Department, Michael Foster; Product-Project Manager, ITD C3PO, Dhruv Hemmady; City Clerk, Toni Taber; and Deputy Director, Public Works, Walter Lin offered the presentation and responded to questions.

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D.1 (Cont'd.)

Public Comments: (1) Blair Beekman spoke to surveillance technology issues. (2) Paul Soto spoke to the language being used to describe technology and the ways the language is being ethically used. (3) Jill Borders spoke to the notices of developments throughout the City and suggested putting a QR Code on the notices to show the project number and corresponding documents.

Action: Upon motion by Councilmember Pam Foley, seconded by Mayor Sam Liccardo and carried unanimously, the Committee accepted the verbal status report on innovation and technology projects, highlighting overall status, initiatives at risk and mitigations, and completed projects. (4-0-1. Absent: Cohen)

2. Digital Public Participation Status Report. (City Clerk/City Manager - Communications/Public Works/Information Technology)

City Clerk, Toni Taber; Deputy Director, Public Works, Walter Lin; Director, Administration Policy & Intergovernmental Relations, Sarah Zarate; and Products Projects Manager, Information Technology, Dhruv Hemmady offered the presentation and responded to questions.

Public Comments: (1) Tessa Woodmansee spoke to how digital democracies function with hybrid meeting issues. (2) Paul Soto addressed his Spanish speaking community concerns regarding the digital divide and hybrid meetings. (3) Blair Beekman spoke to public Zoom accessibility and thanked Craig Jutson for fixing and addressing his concerns with the video feeds. (4) Mollie Mcleod thanked the staff for allowing her to provide input regarding the survey to including people with disabilities and accessibilities. (5) Jill Borders thanked the City staff for all their efforts on this item.

Action: Upon motion by Vice Mayor Chappie Jones, seconded by Mayor Sam Liccardo and carried unanimously, the Committee accepted the status report on digital public participation, which includes the City's use of streaming services to support public engagement, agenda management and access, and meeting management tools. (4-0-1. Absent: Cohen)

3. City Roadmap: San José 311 and Service Delivery Status Report. (City Manager - Communications/Information Technology)

Assistant Chief Information Officer, Jerry Driessen; San José 311 Program Manager, Kia O'Hara; and San José 311 Products Projects Manager, German Sedano offered the presentation and responded to questions.

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D.3 (Cont'd.)

Public Comments: (1) Paul Soto spoke to the learning curve for people in the City and the democratic system. (2) Blair Beekman thanked the San José 311 staff for the improvements made, reimagining issues, and the search browser improvements needed on the City website. (3) Tessa Woodmansee addressed her frustrations with San José 311 issues and the reporting of street infrastructures concerns.

The Committee thanked Assistant Chief Information Officer, Jerry Driessen for his all his efforts and work with the City and wished him the best of luck on his new endeavors.

Action: Upon motion by Councilmember Pam Foley, seconded by Vice Mayor Chappie Jones and carried unanimously, the Committee accepted the status report on San José 311 and Service Delivery as part of the approved City Roadmap for 2021-2022, which includes coordinated service delivery improvements across in-person, online, mobile, phone, and assistive channels, service additions in development based on input received, and impact metrics. (4-0-1. Absent: Cohen)

- **Open Forum**

1. Tessa Woodmansee spoke on fossil fuels and the climate issues.
2. Paul Soto addressed the Cities transparency.
3. Blair Beekman spoke to the City Roadmap and thanked the staff for the work they've been doing.

- **Adjournment**

Councilmember Matt Mahan adjourned the Committee meeting at 3:43 p.m.

Approved at the 1/25/22 Council Meeting

Councilmember Matt Mahan, Chair
Smart Cities and Service Improvements Committee

MM/yj:scsicmin/12-2-21