



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

**SAN JOSE, CALIFORNIA**

**THURSDAY, AUGUST 4, 2022**

**COVID-19 NOTICE**

*Consistent with AB 361 and City of San Jose Resolution No. 80628, Committee Members may be teleconferencing from remote locations.*

The Smart Cities and Service Improvement meeting was held in a hybrid format, both in person in the Council Chambers and teleconferenced from remote locations. The meeting convened at 1:31 p.m.

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

Absent: Councilmembers - All present.

Staff: City Manager's Office, Rob Lloyd; Mayor's Office, Clayton Garner; City Attorney's Office, Neelam Naidu; City Clerk, Toni Taber; and City Clerk's Office, Yasmin Johnson.

**A. Call to Order and Roll Call**

**1. Implementation of AB 361 to Permit Members of the Smart Cities and Service Improvements Committee to Attend Smart Cities and Service Improvements Committee Meetings via Teleconference during the Governor's Proclaimed COVID State of Emergency.**

Public Comments: Blair Beekman and Paul Soto offered public comment regarding the item.

Action: Upon motion by Mayor Sam Liccardo, seconded by Vice Mayor Jones and carried unanimously, the Committee adopted findings to incorporate the Governor's proclaimed COVID state of emergency to permit members of the Smart Cities and Service Improvements Committee to attend public meetings by teleconference or otherwise electronically pursuant to Government Code Section 54953(e), because state or local officials have recommended measures to promote social distancing and/or meeting in person would present imminent risks to the health and safety, as further described in the staff memorandum. (5-0.)

**B. Review of Work Plan**

**1. Smart Cities and Service Improvements Committee Work Plan.**

Action: Upon motion by Mayor Sam Liccardo, seconded by Vice Mayor Chappie Jones and carried unanimously, the Smart Cities and Service Improvements Committee Work Plan for the period of August through December 2022, setting its meeting schedule on the first Thursday of each month at 1:30 p.m. in the City Council Chambers, and the draft Smart Cities and Service Improvements Committee Work Plan for the period of January through June 2023 were accepted. (5-0.)

**C. Consent Calendar**

None presented.

**D. Reports to Committee**

**1. Innovation and Technology Project Management Status Report.**

Deputy City Manager, Rob Lloyd; Chief Information Officer, Khaled Tawfik; and Products-Projects Manager, Shirley Duong offered the presentation and responded to questions.

Public Comments: Paul Soto, Blair Beekman, and Chris Giangreco offered public testimony regarding the item.

Action: Upon motion by Vice Mayor Chappie Jones, seconded by Councilmember Pam Foley and carried unanimously, the Committee accepted the status report on innovation and technology project management, highlighting impacts on City project success, resolution of audit recommendations, status reporting, and effectiveness of verification and validation processes. (5-0.)

**2. San José 311 and Service Delivery Status Report.**

Deputy City Manager, Rob Lloyd; Chief Information Officer, Khaled Tawfik; and SJ311 Products-Projects Manager, German Sedano offered the presentation and responded to questions.

Public Comments: Paul Soto, Mollie McCloud, Blair Beekman, Chris Giangreco, and Christine Fitzgerald offered public comment regarding the item.

Action: Upon motion by Mayor Sam Liccardo, seconded by David Cohen and carried unanimously, the Committee accepted the status report on San José 311 and service delivery improvements, including service additions, performance to goals, and the impacts of accessibility and equity upgrades. (5-0.)

- **Open Forum**

1. Blair Beekman addressed law enforcement campaigns, data collection, and public oversight.
2. Mollie McLeod spoke to social media accessibility and disability standards.
3. Paul Soto spoke to how data is collected, processed, implemented, and the ethics of the information acquired.
4. Chris spoke to municipal services, the 311 application, and the effects it has on businesses and citizens.

- **Adjournment**

Councilmember Matt Mahan adjourned the Committee meeting at 3:29 p.m.

*Matt Mahan*

Matt Mahan (Aug 23, 2022 11:55 PDT)

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Councilmember Matt Mahan, Chair  
Smart Cities and Service Improvements Committee

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