

## PUBLIC SAFETY, FINANCE, AND STRATEGIC SUPPORT COMMITTEE

March 26, 2026

**Subject: Innovation and Technology Projects Status Report**

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**APPENDIX A**  
**PMO Completed Projects**  
 March 2025 – March 2026

|    | Projects  | Description   |
|----|---|---|
| 1  | Automate Bereavement Form                           | Automated the bereavement and leave-of-absence workflow for reproductive loss, enabling HR to track, monitor, and audit submitted and approved leave requests.  |
| 2  | Business Tax System                                 | A system with software, processes, and workflows the City uses to manage the collection of taxes from businesses operating within the city and may cover things like registration, filing, payment, auditing, and compliance tracking.  |
| 3  | Community Wi-Fi Study                               | A proof-of-concept initiative conducted in the Yerba Buena Community Wi-Fi Attendance Area to assess the technical feasibility and cost-effectiveness of delivering free, high-speed internet access to community residents.  |
| 4  | CRM for Council and Mayor                           | The CRM allows the Mayor, Councilmembers, and their staff to manage communications with constituents in a centralized location. Previously, each district office varied widely in its use of technology to manage customer interactions – ranging from Excel sheets to disparate CRM tools.   |
| 5  | eFile System Replacement                            | The current, Granicus/SouthTech Systems Inc, eDisclosure system has reached end of life. This project replaced the legacy system with a City Clerk's Office approved, secure, and accessible web-based Electronic Filing System from Pasadena Consulting Group that supports Form 700, Campaign Finance Forms, Lobbyist Registration, and related disclosure requirements, while enabling electronic filing, validation, redacted public posting, search functionality, and reporting for filers and City staffs (i.e., CCO administrators, department liaisons, etc.)  |
| 6  | Emergency Operations Center (EOC) IT Infrastructure | A technology infrastructure initiative equipping the City's newly built Emergency Operations Center with the computing tools and systems needed to effectively manage emergencies and support the City's emergency management priorities.   |
| 7  | OneCity Workplace                                   | A centralized intranet designed to connect employees with the people, information, and systems they need to do their jobs effectively. By streamlining access to resources, the intranet reduces time spent searching for information and improves overall service delivery across the organization.  |
| 8  | Rent Registry 7.0                                   | This annual project updates the Rent Registry in order to make the registration process faster and clearer for owners and tenants of rent-stabilized properties, while enhancing database reporting and streamlining operations for the functional team.  |
| 9  | Road Safety Conditions Pilot                        | Use cameras on City vehicles to explore artificial intelligence to proactively detect issues such as potholes, illegal dumping, and blocked sidewalks. It then streamlines issue-based detection to the appropriate department/staff through the San José 311 service, so staff can provide more equitable services across neighborhoods.   |
| 10 | SJ Training Portal                                  | A learning management system (LMS) software platform that allows the City to create, deliver, and track training or educational content for their City employees.   |
| 11 | SJ311- Service Enhancements                         | <ol style="list-style-type: none"> <li>1. Vehicle Concerns – Updated reporting data to include where and how long a vehicle has been parked on City streets.</li> <li>2. Streetlight Outage - Updated to provide users with repair timelines caused by copper wire theft, access to DOT's incident map, and the ability for the system to identify consecutive outages.</li> <li>3. Re-open Requests Pilot - This pilot allows residents to re-open a request if the issue was closed without being resolved. Additionally, the map pin accuracy has been improved, allowing residents to drop location pins anywhere for more precise reporting.</li> <li>4. Migration of the Triage Hub – Established a dedicated environment for SJ311 operations, improving system governance and the ability to support additional City services and departments.</li> </ol> |