



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

SAN JOSE, CALIFORNIA

THURSDAY, MARCH 3, 2022

COVID-19 NOTICE

Consistent with AB 361 and City of San Jose Resolution Nos. 79485, 80237, 80266, 80290, 80323, 80343, and 80363, 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, Cohen

Absent: Councilmembers - Liccardo.

Staff: Information Technology, Rob Lloyd; Mayor's Office, Jordan Sun; City Attorney's Office, Neelam Naidu; and City Clerk's Office, Grace Turner.

B. Review of Work Plan

- 1. Lease and Asset Management System Status Report. (Economic Development and Cultural Affairs/ Information Technology/ Finance) – DEFFERED TO APRIL 7, 2022**
- 2. City Roadmap: Development Services Transformation Status Report. (Planning, Building and Code Enforcement/ Fire/ Public Works/ Information Technology) MOVED TO MARCH 3, 2022 FROM APRIL 7, 2022.**

C. Consent Calendar

None presented.

D. Reports to Committee

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

Division Manager, ITD, Michael Foster offered the presentation and responded to questions.

Public Comments: Call-In User_1 provided public comment.

Action: Upon motion by Councilmember Pam Foley, seconded by Vice Mayor Chappie Jones and carried unanimously, the Committee accepted the verbal status report on innovation and technology projects, highlighting condition of efforts, initiatives at risk along with mitigation steps, and completed projects. (4-0-1. Absent: Liccardo.)

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

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

Public Comments: Call-In User_1 provided public comment.

Action: Upon motion by Vice Mayor Chappie Jones, seconded by Councilmember David Cohen and carried unanimously, the Committee accepted the verbal status report on Development Services Transformation direction as part of the approved City Roadmap for 2021-2022, based on Committee input, sharing updated priorities and resident experience improvements, and timelines. (4-0-1. Absent: Liccardo.)

3. Productivity Software Usability Status Report. (Information Technology)

Products-Projects Manager, Information Technology Department, Ashish Lakhiani; Enterprise Projects Lead, Information Technology Department, Amanda Le; and Deputy CIO, Information Technology Department, Ed Kim, offered the presentation and responded to questions.

Public Comments: Blair Beekman provided public comment.

Action: Upon motion by Councilmember Pam Foley, seconded by Vice Mayor Chappie Jones and carried unanimously, the Committee accepted the status report on Microsoft usability for Citywide productivity and collaboration improvements. (4-0-1. Absent: Liccardo.)

- **Open Forum**

1. Call-In User_1 spoke on their experience with the San Jose Police Department customer service and using the term, “customer.”
2. Blair Beekman spoke on good practices with Artificial Intelligence, the peace talks between Belarus and Russia, and their experiences listening to Berkeley City Council meetings.
3. Jill Borders expressed their concern over the lack of civic engagement due to the complexity of the government using the news release of the Bay Area 2050 plan as an example.

- **Adjournment**

Councilmember Matt Mahan adjourned the Committee meeting at 3:03 p.m.

DRAFT

Councilmember Matt Mahan, Chair
Smart Cities and Service Improvements Committee