

Your residents are experiencing a service delivery revolution

But does that revolution include your local government?

amazon

Introduces Prime offering free two day shipping



Steve Jobs Unveils the iPhone



Offers on demand streaming music of your choice



U B E R
Summon and pay for a ride using an app

airbnb

Hits one Million nights booked allowing anyone to stay anywhere

facebook

Over one Billion people are connected and sharing their lives



Alexa let's you use natural language voice commands

2005

2007

2009

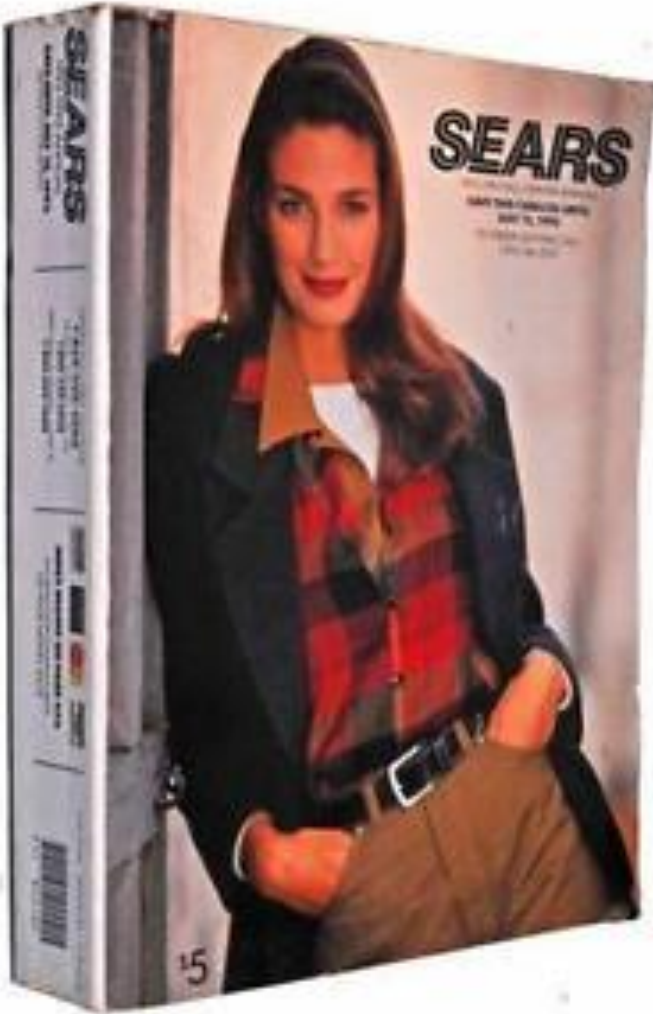
2011

2013

2015

2017

Local Government must innovate or be left behind...



Mail Order Catalogue

Simplification



One Click



Unlock a whole new
way to stay*

Now open your door with SPG Keyless™, only on the SPG® app.*



Optimization

Data is the fuel for digitalization

**Please rate our
service today**

HAPPY^{OR}NOT[®]
www.happy-or-not.com



DATA



PATTERNS

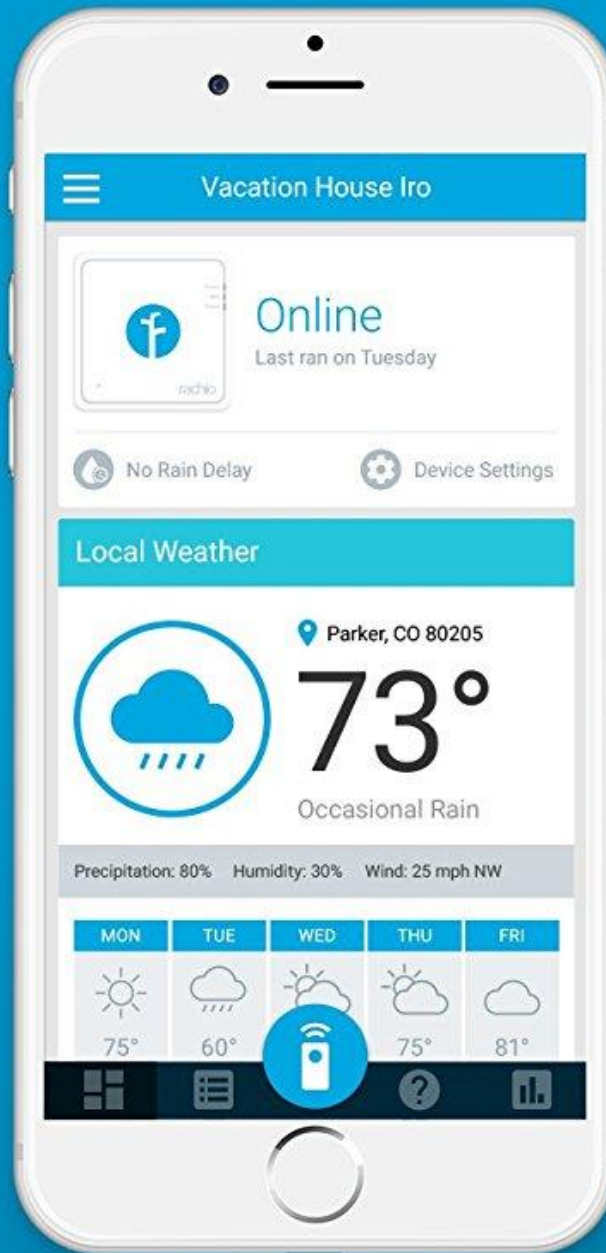
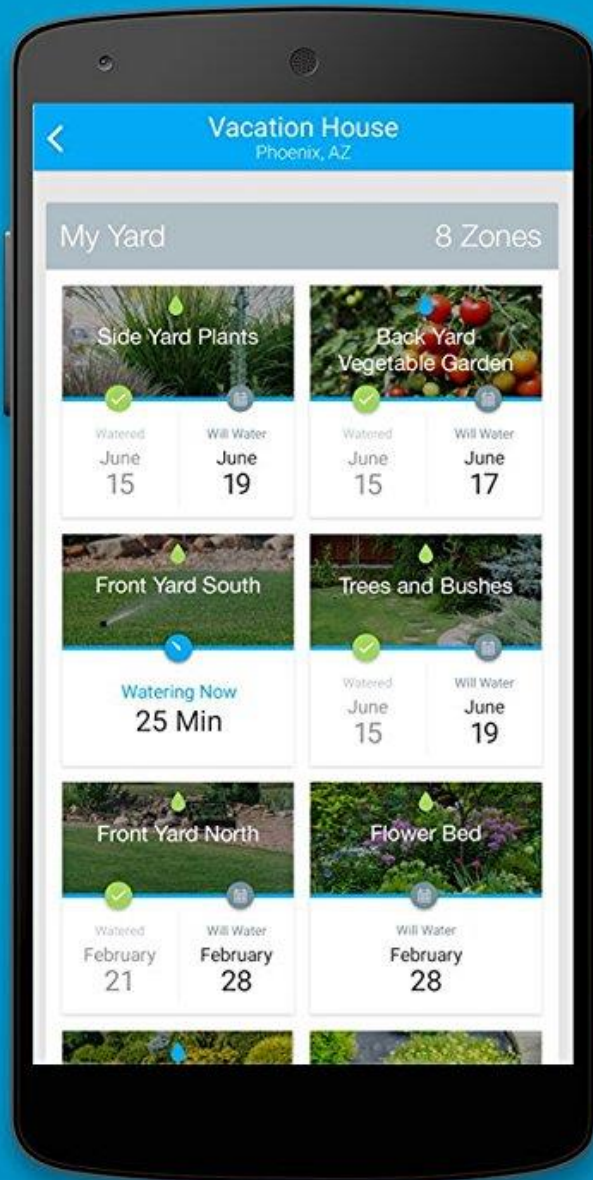


INSIGHTS



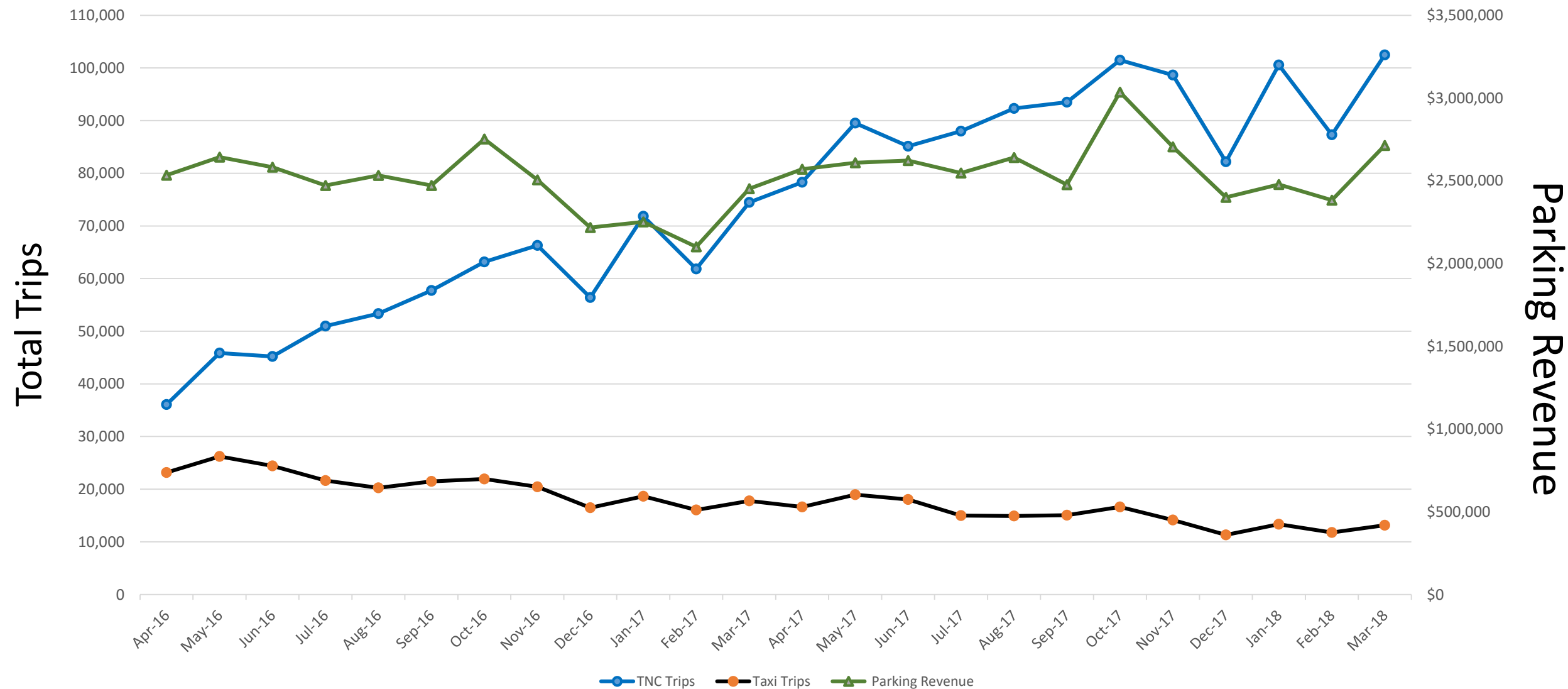
ACTION





Disruption is Disruptive

Ride Hailing wins. Big Time.



Santa Cruz To Limit Airbnb And Other Vacation Rentals To 450 Citywide

By Devin Fehely April 12, 2018 at 5:15 pm Filed Under: [Airbnb](#), [California Coastal Commission](#), [Santa Cruz](#), [Vacation Rentals](#)



SANTA CRUZ (KPIX 5) – It could soon get harder, and more expensive, to find a vacation rental in Santa Cruz.

“Here in Santa Cruz, we are undoubtedly in a housing crisis,” said Santa Cruz planning director Lee Butler. “There’s an affordability issue. And there’s a lack of supply.”

Watch & Listen LIVE



FOLLOW US



MOST VIEWED

- 1 Patient Dies Following Ambulance Crash In San Leandro; 4 Others Hurt [👁](#)
- 2 San Francisco Mayoral Candidates Address Safety On Public Transit [👁](#)
- 3 Man And Woman Found Dead Inside Petaluma Home [👁](#)
- 4 CBD Oil Hailed A Miracle Drug For Children With Severe Epilepsy [👁](#)
- 5 Early Morning Earthquakes Rattle Palm Springs [👁](#)
- 6 Male Prof Says He Won't Apologize for Lingerie Joke at S.F. Hotel [👁](#)



Just In...

Shining a light on corporate spending in our elections

OPINION — 59S AGO

The attack on our clean cars is the biggest scandal at EPA

OPINION — 1M AGO

When you vote in the midterms cast a ballot for a veteran

OPINION — 15M 59S AGO

Avenatti challenges Giuliani to face-to-face discussion on live TV

BLOG BRIEFING ROOM

Waze is sending California drivers toward fires

BY ALI BRELAND - 12/07/17 05:27 PM EST

18 COMMENTS

123 SHARES



© Getty Images

Google's popular navigation app, Waze, is directing some drivers into neighborhoods where wildfires in Southern California have forced road

1 **Melania Trump 'Be Best' pamphlet...**

736 SHARES

2 **GOP nightmare looms in West...**

651 SHARES


3 **Trump chided Hannity over Giuliani...**

591 SHARES

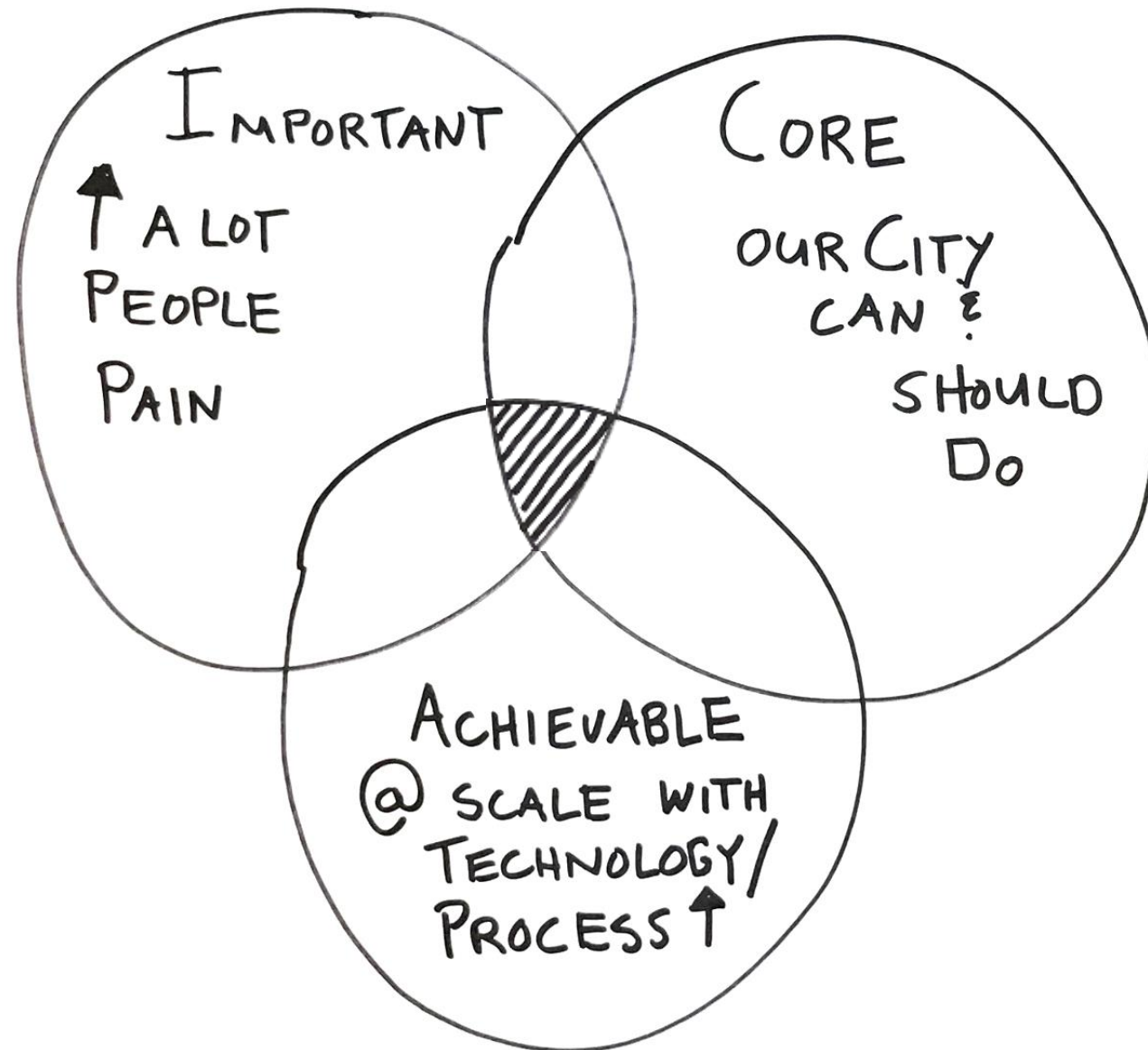
4 **The Hill's Morning Report** —...

AS SHARED SCOOTERS INVADE, CITIES MUST DECIDE WHOSE VEHICLES BELONG WHERE



LimeBike's shared, electric scooters are now available for rent in San Francisco, creating a fresh headache for city officials dealing with a bevy of new transportation options appearing on their streets.  LIMEBIKE

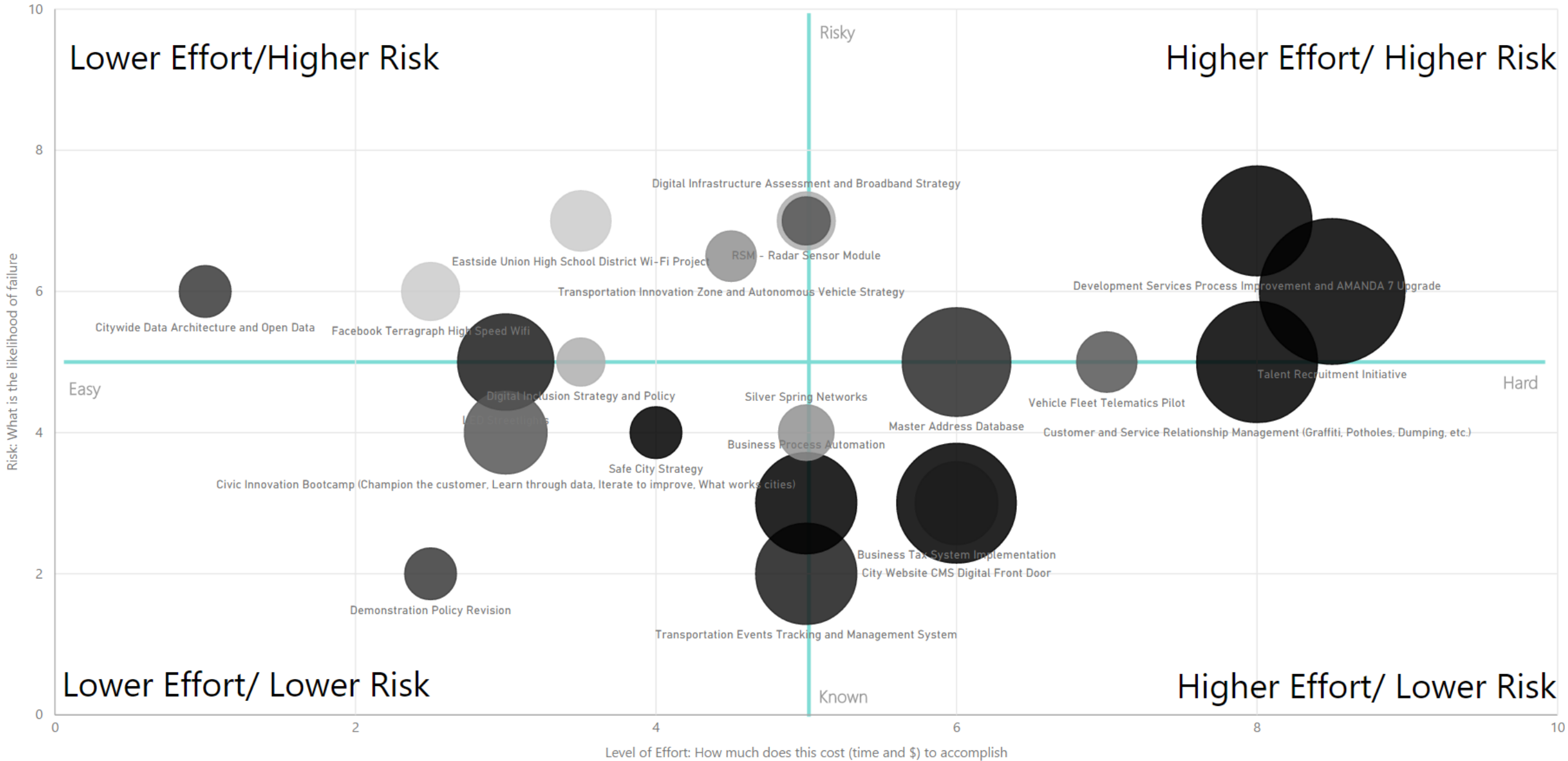
What we work on



Innovation Projects

Projects by Level of Impact, Effort, Risk, and Connection to Core

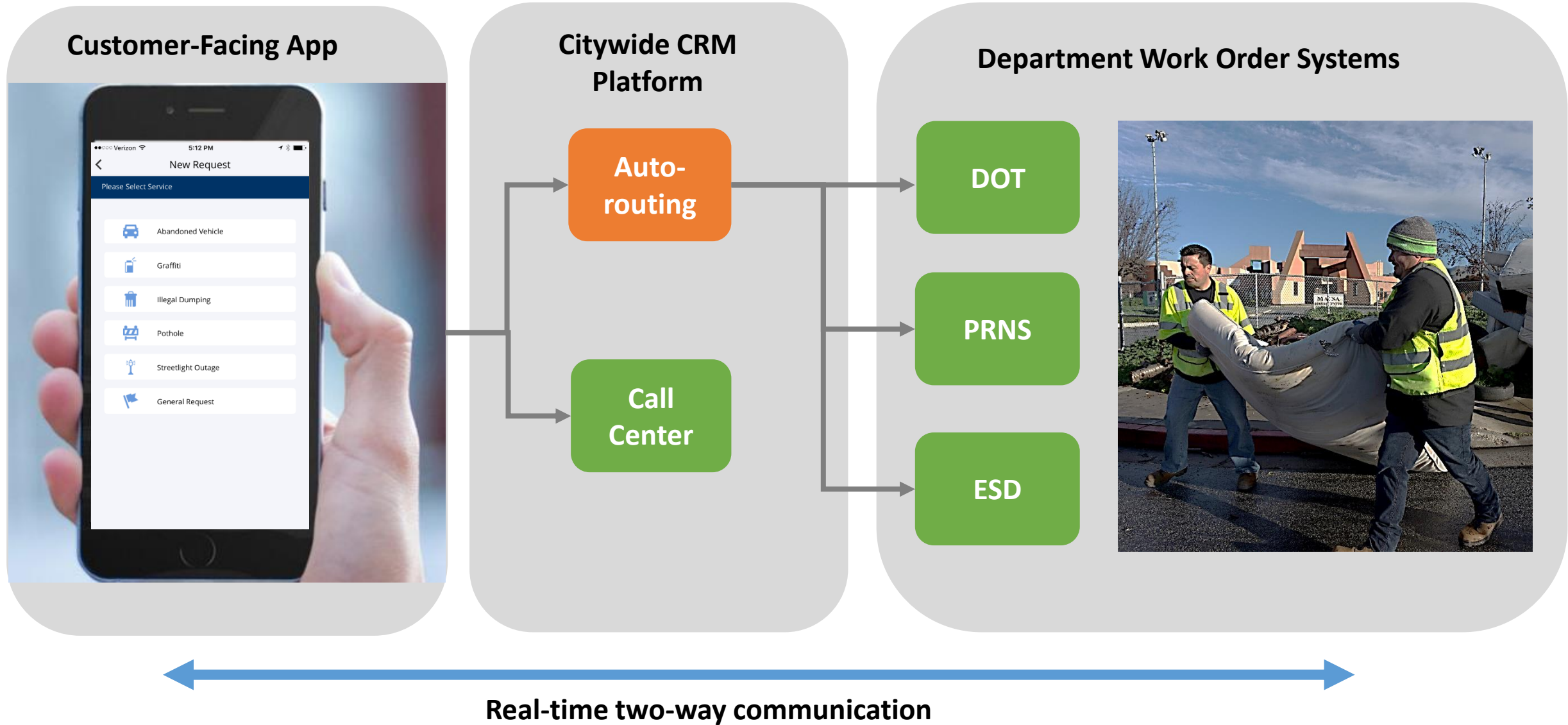
Larger size = Greater impact to San Jose citizens
Darker color = Greater connection to Core Mission of City



Innovation Roadmap Projects

Process Improvement	Talent Recruitment Initiative	Development Services			
Digital Front Door	My San Jose	Website Redesign			
Smart City Infrastructure	Digital Inclusion & Broadband Strategy	LED streetlights/ anyCOMM pilot	IoT Strategy		
Demo Projects	Facebook Terragraph WiFi	Access Eastside	Silver Spring Networks	Demonstration Policy	
IT Brilliant at the Basics	Citywide Data Architecture	Business Process Automation	Business Tax System	Integrated Permitting System	
Transportation	Autonomous Vehicle RFI	Transportation Events Tracking	Radar Sensor Module Strategy	Vehicle Fleet Telematics	
Safe City	Safe City Strategy	Emergency Mgmt Tech/Data			
Innovation Support	Innovators Network				
PRIORITIZATION	Non-Negotiable Citywide Implementation	Highly Desirable Strategic Investments	Desirable Dept Investments	Demonstration Projects	Emerging Projects

Disrupting our OWN services





SOUTHERN

ADAM

Vehicle ID	Beat Assignment	Parking Space
1748	6A10	314
3388	61A1	289
3326	61A2	288
3242	61A3/66A3	290
3248	61A5	214
3397	62A4/61A4	292

TOM

Vehicle ID	Beat Assignment	Parking Space
3323	61T0	312
3263	61T1	281
3305	61T2	202
3310	61T3	203
3331	61T4	204
3385	61T5	205

X-RAY

Vehicle ID	Beat Assignment	Parking Space
3234	6X10	315
1729	61X1	262
3304	61X2	263
1714	61X3	264
3251	61X4	265
3261	61X5	266
3253	61X9/66X1	267

YELLOW

Vehicle ID	Beat Assignment	Parking Space
3405	6Y10	308
3359	61Y1	268
3400	61Y2	249
3362	61Y3	248
3350	61Y4	250
3296	61Y5/61Y9	251
3344	66Y3	421

FOOTHILL

CHARLES

Vehicle ID	Beat Assignment	Parking Space
3300	6C10	316
3243	61C1	241
3351	61C2	404
3302	61C3	400
3325	61C4	401
3247	61C5	442
3273	61C6	441

MARY

Vehicle ID	Beat Assignment	Parking Space
3297	6M10	336
3309	61M1	209
3368	61M2	210
3256	61M3	211
3281	61M4	212
3322	61M5	213

PAUL

Vehicle ID	Beat Assignment	Parking Space
3404	61P2	224
3328	61P3	226
3339	61P4	220
3254	61P5	223
3290	61P6	225
3286	62P1	238

WILLIAM

Vehicle ID	Beat Assignment	Parking Space
1649	6W10	341
1707	61W1	257
3314	61W2	258
3270	61W3	259
1725	61W4	260
3312	66W4/66W1	261

WESTERN

FRANK

Vehicle ID	Beat Assignment	Parking Space
3419	6F10	338
3399	61F1	286
3282	61F2	414
3280	61F3	411
3269	61F4	415
3287	62F5/61F5	413

LINCOLN

Vehicle ID	Beat Assignment	Parking Space
3280	6L10	317
3267	61L1	243
3250	61L2	242
3332	61L3	405
3291	61L4	244
3283	61L5	208
3272	61L6	207

NORA

Vehicle ID	Beat Assignment	Parking Space
3376	6N10	342
3398	61N1	219
3390	61N2	215
3293	61N3	228
3396	61N4	218
3317	61N5	217
3402	61N6	216

SAM

Vehicle ID	Beat Assignment	Parking Space
3299	6S10	311
3301	61S1	235
3407	61S2	236
3324	61S3	237
1665	61S4	227
3274	61S5	239
3391	61S6	240

CENTRAL

EDWARD

Vehicle ID	Beat Assignment	Parking Space
3425	6E10	337
3258	61E1	424
3387	61E2	423
3394	61E3	422
3306	61E4	425
3285	66E3	287

KING

Vehicle ID	Beat Assignment	Parking Space
3383	6K10	321
3315	61K1	406
3245	61K2	410
3244	61K3	412
3237	61K4	409
3408	61K5	408
3329	61K6	407

ROBERT

Vehicle ID	Beat Assignment	Parking Space
3384	6R10	310
3289	61R1	234
3318	61R2	229
1692	61R3/62R3	230
3341	61R4	291
3345	61R5	233
3319	66R1/66R3	231

VICTOR

Vehicle ID	Beat Assignment	Parking Space
3266	6V10	313
3249	61V1	253
3260	61V2/66V2	254
3257	61V3	255
3292	61V4	252
1773	66V3	256

POOL \$ - AVAILABLE

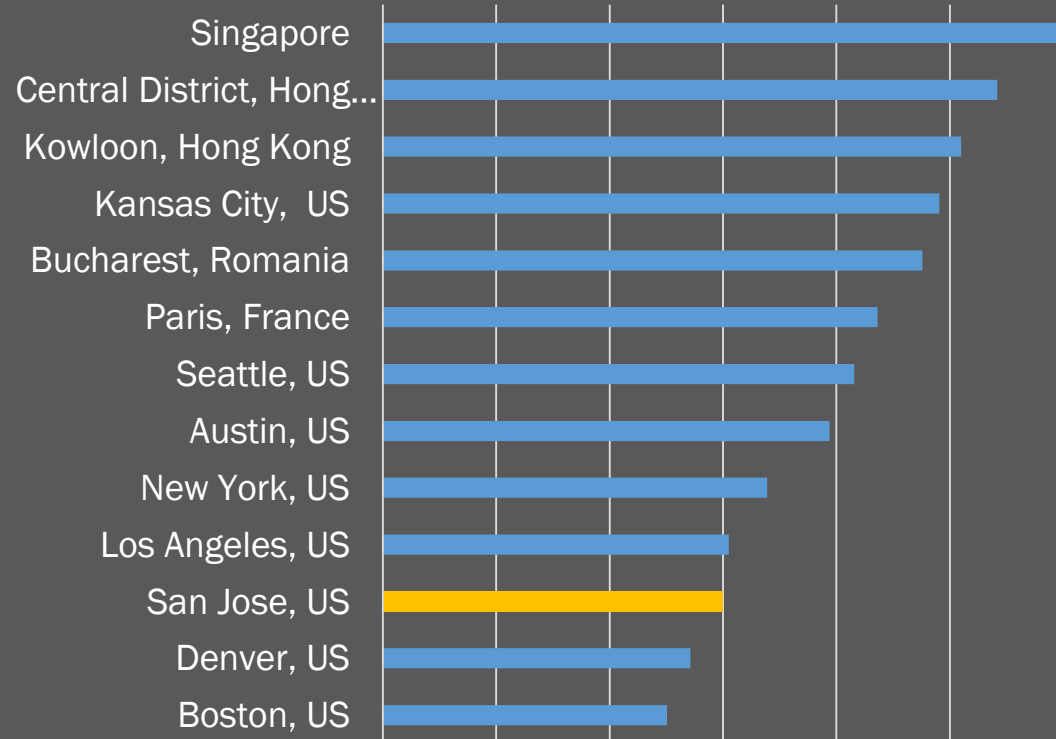
Vehicle ID	Beat Assignment	Parking Space
1582	FL10	427
1640	FL10	426
1672	LPR	566
1889	POOL	556
1711	POOL	557
1774	POOL	558

Available (Green)
Not Available (Red)
Out in the Field (White)

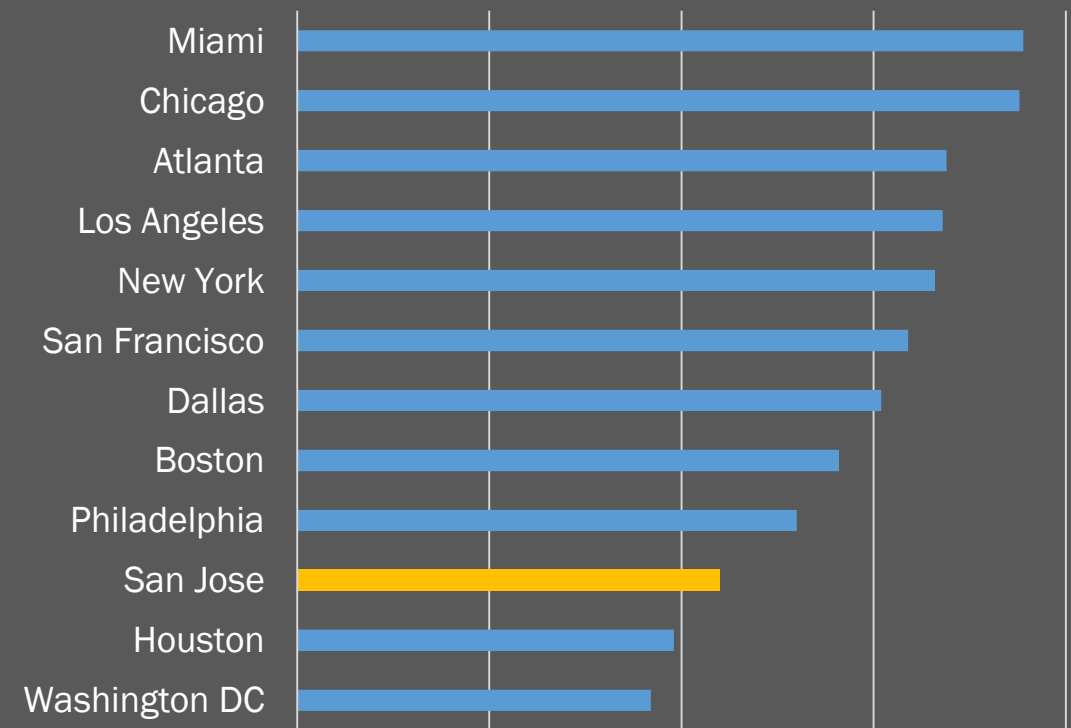
Vehicle ID
Beat Assignment
Pool Type
Parking Space
Sergeant Vehicle

San Jose lags behind our brand in connectivity

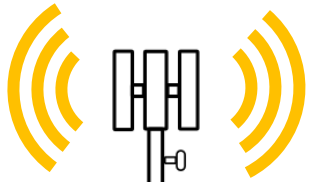
Average residential wireline
download speeds (mbps)



Average mobile
download speeds (mbps)



The Digital future requires connectivity first



Emerging landscape for voice and DATA

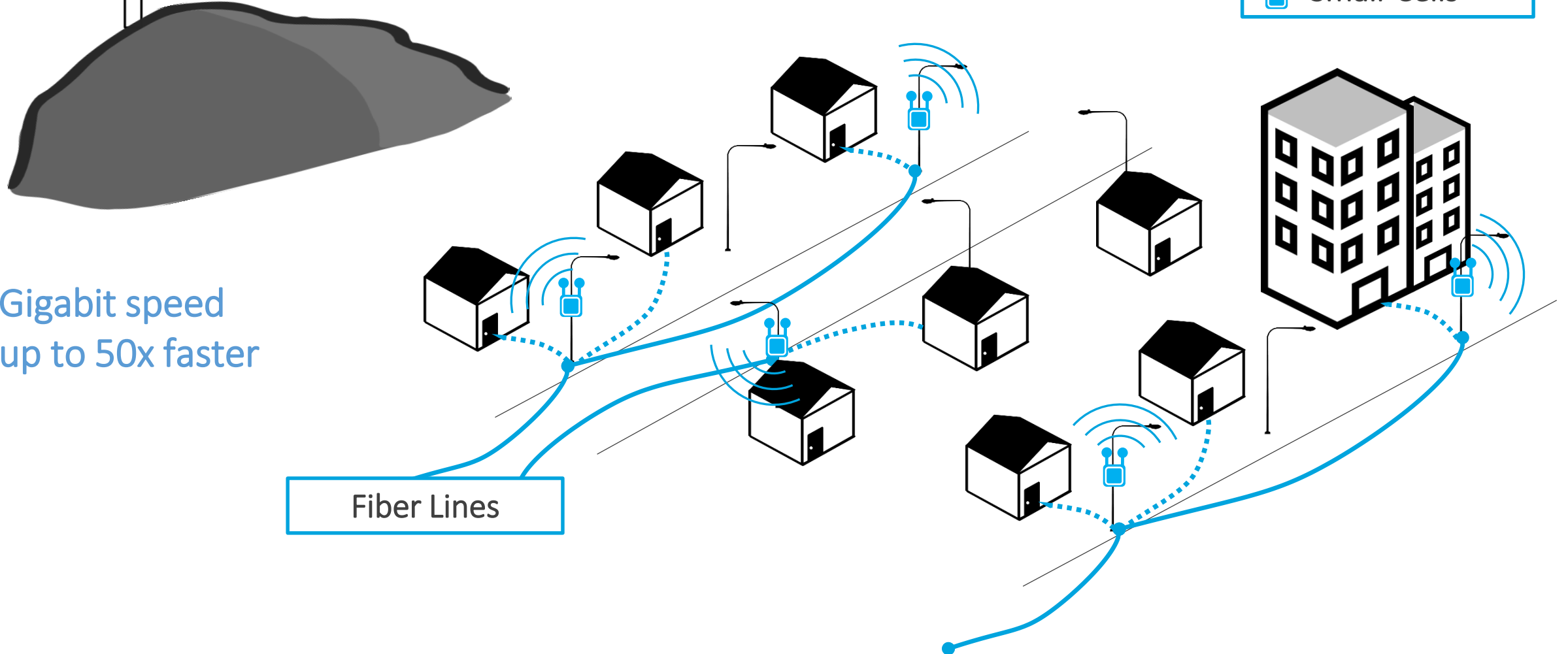
Effective in Dense Urban, Urban, and Suburban

Cell towers: carry all mobile voice & some data

 Small-Cells

Gigabit speed
up to 50x faster

Fiber Lines



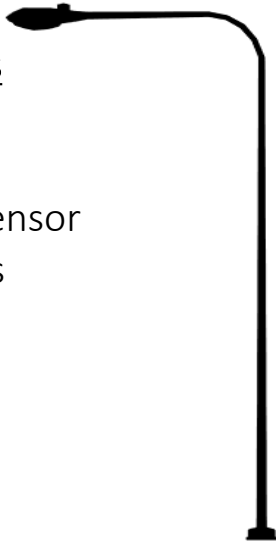
Are streetlights the platform for smart cities?

STREETLIGHT

Light/Safety

Properties

- Height
- Power
- Light Sensor
- Lumens
- Density

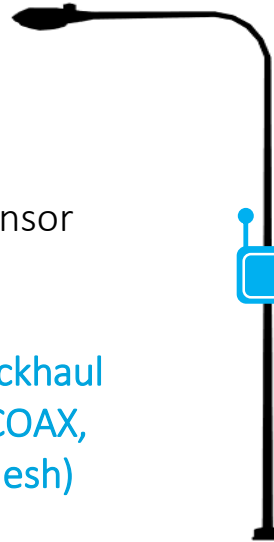


SMALL CELLS

Broadband Digital Infrastructure

Properties

- Height
- Power
- Light Sensor
- Lumens
- Density
- Data Backhaul (Fiber, COAX, Radio mesh)

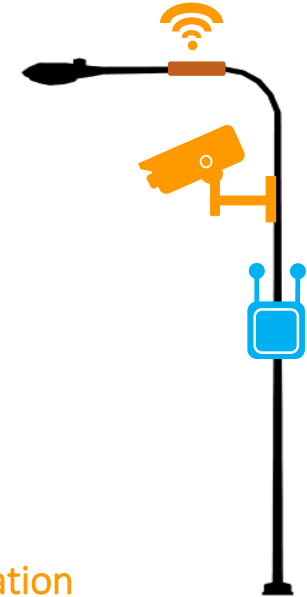


INTERNET OF THINGS

Smart Cities

Properties

- Height
- Power
- Light Sensor
- Lumens
- Density
- Data Backhaul
- Sensors
- Cameras
- 2-way Communication
- Banner Advertising



Maturity:

Mature

Emerging

Extremely Immature

Possible Action:

Proceed w/ LED Light Replacement Only

Re-examine in Broadband Strategy

Seek to Understand with Knight IoT Grant

Every institution... has to keep getting more AGILE,
is has to be willing to experiment quickly and learn
from mistakes.

Thomas L. Friedman
Thank you for Being Late

What should City Managers be paying attention to?

How do our people, process and technology need to change?

How might we collaborate on solutions?