

TICC 9-18-2025

Item No.2
Applications
Division
Overview

Presentations

CITY OF CUPERTINO

Applications Team

Enhancing municipal services through innovative
technology solutions



CUPERTINO

What does Applications do?

Application & Systems Management

Manage and support over 30+ key applications while building and maintaining dozens of critical integrations to ensure seamless operations.

Custom Solutions

Develop and deploy custom applications and workflows that are tailored to the specific needs of the business.

Innovation

Drive future growth by actively exploring and testing new technologies, such as AI, to identify opportunities for efficiency and improvement.



Supporting City Services



Resident Services

A broad range of services including permits and licenses, park and recreation programs, street sweeping notifications and inspections.



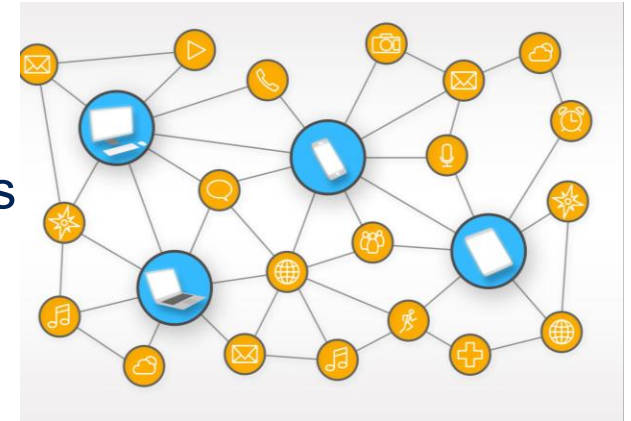
Community Engagement

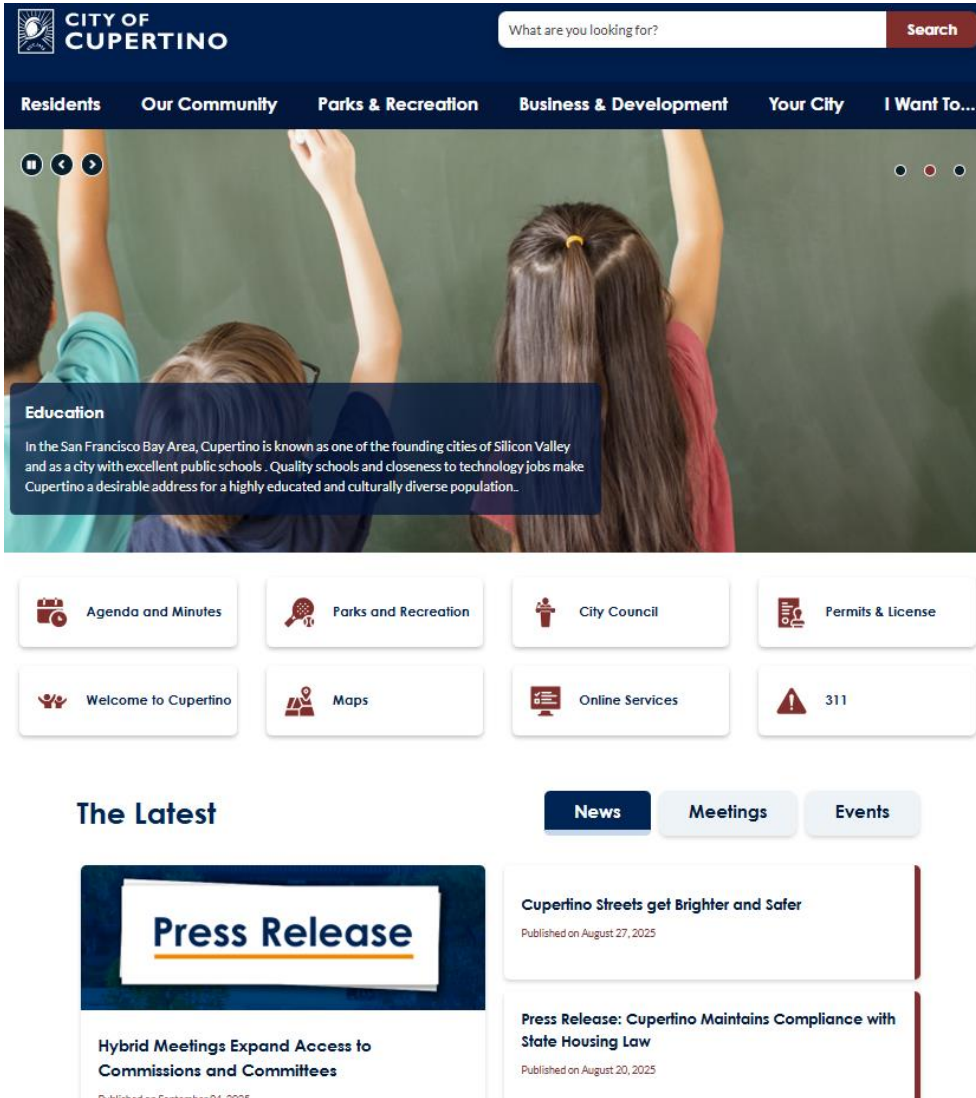
Tools that facilitate interaction with the city, such as the Cupertino 311 app, service requests, online records search, and access to city meetings.



Internal Operations

Support city staff in their daily tasks, like ERP, digital forms, and project management.





City Website

A Hub for Public Services

Our website is the central place for residents to access essential services, from paying bills and applying for permits to reporting issues.

Transparent Government

It provides a direct and accessible window into city government, with easy access to city council minutes, public records, and departmental information.

Engaging the Community

The site helps connect residents with local events, community programs, and opportunities for civic engagement.

Always Improving

We are committed to making the website more intuitive and user-friendly, with ongoing initiatives to simplify access to information.

Supporting City Services



Parks & Recreation



Public Works - 311



Communication



Reporting and Transparency



Supporting City Services



Parks & Recreation



Public Works - 311



Communication



Reporting and Transparency



Supporting City Services



Parks & Recreation



Public Works - 311



Communication



Reporting and Transparency



Supporting City Services



Parks & Recreation



Public Works - 311



Communication



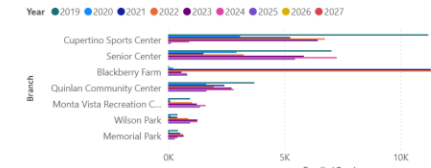
Reporting and Transparency

Activity Statistics

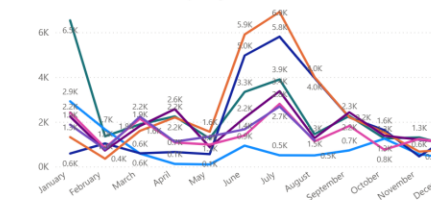
8/31/2025

Month Ending

Enrollment by Branch



Year Over Year Enrollment by Program Start Date



13K

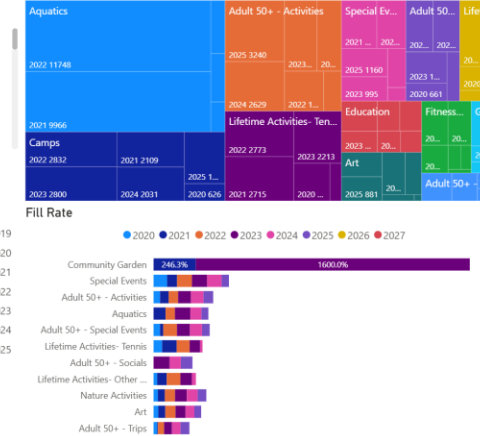
Enrolled YTD

12,803

Enrolled PYTD



Enrollment by Activity Category



311 Request Overview

Public Requests from the Last 30 Days

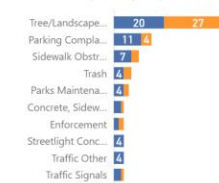
See More Data

Last Update: 9/11/2025 1:41:07 PM

Filter by Status Type

Closed Open

Requests by Request Status



Average Days to Close by Request Type

Request Type	Records	Days
Tree/Landscape Issue	47	2.80
Parking Complaint/Abandoned Vehicle	15	5.00
Sidewalk Obstruction	10	3.29
Trash	7	9.25

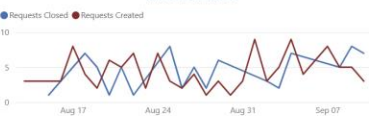
124 Requests Created

49 Open

75 Closed

3.04 Avg Days to Close

Tickets Created



Map of Service Requests



Date Created	Address	Request Type	Request Category	Status
9/10/2025 7:23:34 PM	993 Miller Ave, Cupertino, CA 95014	Traffic Signals		Received
9/10/2025 10:54:33 AM	19620 Stevens Creek Blvd, Cupertino, CA, 95014	Tree/Landscape Issue	Tree Concern Along Public Walkway, Tree/Landscape Issue on Public Property, Trim Tree	Received
9/10/2025 9:53:30 AM	21882 Lindy Ln, Cupertino, CA 95014	Trash	Trash Cans out in Public View over 24hrs	Closed
9/9/2025 5:07:22 PM	7537 Prospect Rd, Cupertino, CA, 95014	Tree/Landscape Issue	Tree Concern Along Public Walkway, Tree/Landscape Issue on Public Property, Trim Tree	Received
9/9/2025 5:13:08 PM	21251 Stevens	Property Use Concerns	Other	Closed

Permitting System Accela

- submit documents and track progress
- streamlines the workflow
- improves transparency



How it helps

For Residents

Convenient, 24/7 online access.

For Staff

Eliminates paper-based processes, automates workflows, and centralizes data.

For the City

Enables faster service delivery, cross-department collaboration, and data-decisions



Accela Dashboard

Custom Solutions for Accela - Signature Manager

Signature Manager V3

v 2.0.7

Automatically Send Forms for Signature & Generate Certificates

Record Custom Id:	BLD-2025-0038	<div>Module: Building</div> <div></div> <div>SCAN QR CODE</div>	<div>SEND PERMIT</div> <div>Upload Job Card</div> <div>Upload Inspection Report</div>
Permit Type:	Residential New		
Balance:	21094.2		
Contractor Email:	phuongd@cupertino.gov		
Applicant Email:	phuong.devries@_gmail.com		
Status:	Submitted		
Scope of Work:	New SFD		
Record Info		Custom Forms, Reports, & Certificates	
Required Forms		<div>SEND TO LASERFICHE</div>	Document Retention

Custom Solutions for Accela – Inspection Scheduler App

CITY OF CUPERTINO

Residents

Our Community

Parks & Recreation

Business & Development

Your City

I Want To...

Max Stops:

30

SUBMIT MAX STOPS #

Current Stops Count = 38

Scheduled Day:

2025-06-18

Zone:

Chose

Inspector:

Chose

Inspection Form

Inspection Reviewer

Search

Permit	Request Comment	Inspector Name	Address	Type	Scope of Work	Zone	Start Time	Actions
BLD-2025-1998	Remy Kim 4084440081 Remy Kim 4084440081 PERMITS@HOPTEAIR.COM Request Comment: AM window Please and Thank you	ATORREZ	22023 BAXLEY CT 95014-4744	FINAL MECHANICAL	REMOVE WHOLE HOUSE FAN AND INSTALL DUCTLESS MINI SPLIT SYSTEM	1	1:30 PM - 3:30 PM	<div></div>
BLD-2024-0472	Amit tsadok 8584304155 Amit tsadok 8584304155 tony@nuhomeremodeling.com Request Comment:	ANTHONYL	10135 LEBANON DR 95014-2640	ROUGH PLUMBING	REBUILD - ADDITION (1,556 SF); REMODEL (E) KITCHEN (215 SF); REMODEL (E) BATHROOMS (195 SF); REMODEL (E) OTHER (1472 SF); NEW GARAGE (423 SF); NEW FRONT AND REAR PORCHES (106 SF AND 327 SF); REMOVE EXISTING FIREPLACE; HEAT PUMP WATER HEATER; CENTRAL GAS FURNACE; CENTRAL PACKAGED AC; (N) AUTOMATIC SPRINKLER SYSTEM.	1	12:00 PM - 2:00 PM	<div></div>
BLD-2025-2125	NA NA NA NA LORUNDA@PERMITUSA.COM Request Comment: ALEX (408-786-4276) - INFO@ELECTRICIANSERVICETEAM.COM	ANTHONYL	10245 ANTHONY PL 95014-5946	FINAL BUILDING	INSTALL TESLA GEN 3 WALL CONNECTOR EV CHARGER (40A) IN GARAGE; NEW 50A CIRCUIT IN (E) MAIN ELECTRICAL PANEL (125A)	1	11:30 AM - 1:30 PM	<div></div>
BLD-2025-2199	FRANK CARDIA 4082530618 FRANK CARDIA 4082530618 OFFICE@CUPERTINOPLUMBING.COM Request Comment:	ATORREZ	11111 SANTA TERESA DR 95014-4726	UNDERGROUND WATER SERVICE	REPLACE WATER MAIN SERVICE FROM METER TO HOUSE	1	1:30 PM - 3:30 PM	<div></div>
BLD-2025-1998	NA NA NA NA PERMITS@HOPTEAIR.COM Request Comment:	ATORREZ	22023 BAXLEY CT 95014-4744	FINAL BUILDING	REMOVE WHOLE HOUSE FAN AND INSTALL DUCTLESS MINI SPLIT SYSTEM	1	-	<div></div>
BLD-2024-0472	NA NA NA NA tony@nuhomeremodeling.com Request Comment:	ANTHONYL	10135 LEBANON DR 95014-2640	INFORMATIONAL NOTE	REBUILD - ADDITION (1,556 SF); REMODEL (E) KITCHEN (215 SF); REMODEL (E) BATHROOMS (195 SF); REMODEL (E) OTHER (1472 SF); NEW GARAGE (423 SF); NEW FRONT AND REAR PORCHES (106 SF AND 327 SF); REMOVE EXISTING FIREPLACE; HEAT PUMP WATER HEATER; CENTRAL GAS FURNACE; CENTRAL PACKAGED AC; (N) AUTOMATIC SPRINKLER SYSTEM.	1	AM -	<div></div>
BLD-2025-0326	Ahmad Shamsoddini 6507590830 Ahmad Shamsoddini 6507590830 No Request Email or Primary LP Email on Record. Request Comment:	ATORREZ	7889 ROBINDELL WAY 95014-5075	ROUGH PLUMBING	NEW 362 SF JADU, CONSTRUCTED BY CONVERTING (E) 218 SF LIVING AREA AND ADDING 144 SF.	2	9:30 AM - 11:30 AM	<div></div>
BLD-2025-0326	Ahmad Shamsoddini 6507590830 Ahmad Shamsoddini 6507590830 No Request Email or Primary LP Email on Record. Request Comment:	ATORREZ	7889 ROBINDELL WAY 95014-5075	INSULATION	NEW 362 SF JADU, CONSTRUCTED BY CONVERTING (E) 218 SF LIVING AREA AND ADDING 144 SF.	2	9:30 AM - 11:30 AM	<div></div>
BLD-2025-0326	Ahmad Shamsoddini 6507590830 Ahmad Shamsoddini 6507590830 No Request Email or Primary LP Email on Record. Request Comment:	ATORREZ	7889 ROBINDELL WAY 95014-5075	ROUGH FRAME	NEW 362 SF JADU, CONSTRUCTED BY CONVERTING (E) 218 SF LIVING AREA AND ADDING 144 SF.	2	9:30 AM - 11:30 AM	<div></div>
BLD-2025-1456	NA NA NA NA MFIRSTMAN@TJH.COM Request Comment: GARIBAY - (350-201-3638) - DOARIBAY@TJH.COM V GARIBAY@TJH.COM - AM IF POSSIBLE	ATORREZ	1173 HUNTERSTON PL 95014-8598	FINAL BUILDING	DEMOLISH SFD (1190 SF); ATTACHED GARAGE (449 SF).	2	9:30 AM - 11:30 AM	<div></div>
B-2018-1894	NA NA NA NA wayne@ccoinc.com Request Comment:	SCCFD	10040 BUBB RD CUPERTINO, CA 95014-4132 95014-4132	FIRE DEPT - SPRINKLERS - FINAL	SILVAR - T.1 (9,626 SF) - INCLUDING OPEN OFFICE AREA, PRIVATE OFFICES, MEETING ROOMS, AND EMPLOYEE BREAK ROOMS - FINISH UPGRADES TO EXISTING BATHROOMS.	2	-	<div></div>
B-2018-1894	NA NA NA NA wayne@ccoinc.com Request Comment:	SCCFD	10040 BUBB RD CUPERTINO, CA 95014-4132 95014-4132	FIRE DEPT - ALARM FINAL	SILVAR - T.1 (9,626 SF) - INCLUDING OPEN OFFICE AREA, PRIVATE OFFICES, MEETING ROOMS, AND EMPLOYEE BREAK ROOMS - FINISH UPGRADES TO EXISTING BATHROOMS.	2	-	<div></div>

Assign Inspector:

Chose One

Assign Inspector

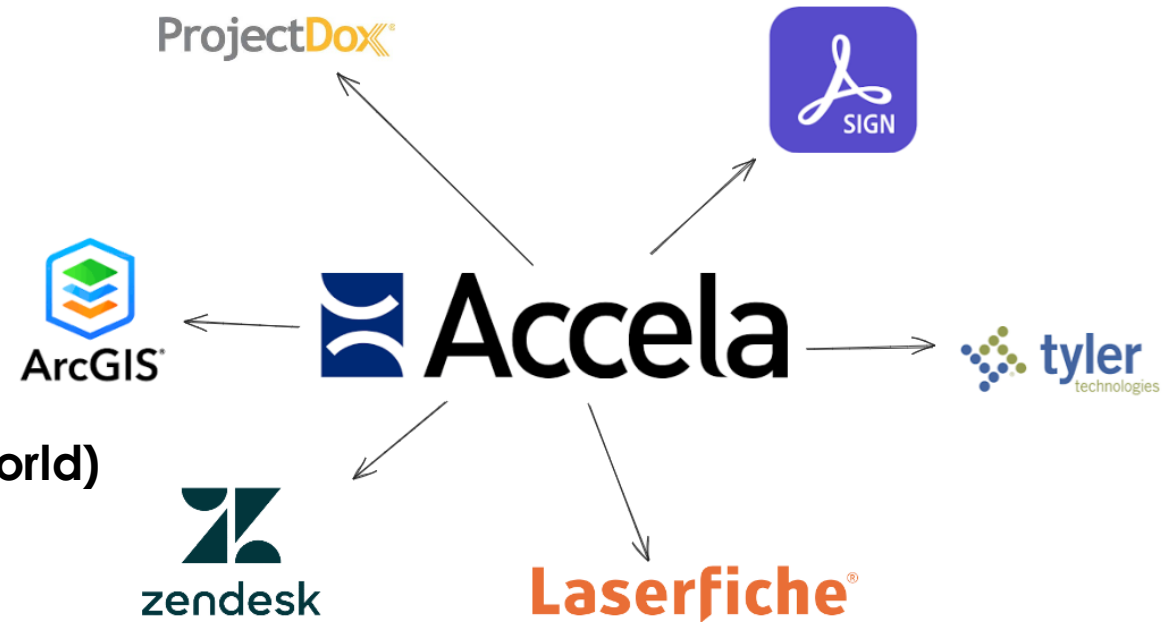
Excel

Map

Satellite

Our Custom Integrations : A Path to Efficiency and Automation

- Document Management System (Laserfiche)
- Electronic Plan Review (ProjectDox)
- Adobe Sign (Signature Manager)
- Financial Management System (Tyler New World)
- Geographic Information System (GIS)
- Zendesk



Cupertino AI

Past, Present, Future

Transforming City Governance with Artificial Intelligence



CUPERTINO

Past: Years of City Data

- Decades of resolutions, ordinances, agreements, and council records exist.
- Problems - Finding documents is difficult.
 - Complexity of legal documents
 - Document is long and unstructured
 - Poor OCR, noisy PDFs in pre 1980s docs
 - Traditional research is slow and often get irrelevant results
- Machine Learning solution - Smart search can finally unlock this legacy.
 - ML backed keywords full-text search (1st edition search tool)
 - <https://policysearch.cupertino.org/>



➤ Next: Current and future AI projects (DEMO)

Key Takeaways

Past

- AI transforms data retrieval from decades of records

Present

- AI enhances daily workflows, reporting, and decision-making

Future

- AI collaborates with humans and citizens, providing guidance and support

AI empowers, doesn't replace, humans.

Upcoming Projects

1. ERP Replacement
2. ACA Improvements
3. City Chatbot



Questions?

applications@cupertino.org



CUPERTINO

TICC 9-18-2025

Item No.4
Cybersecurity
Public
Awareness
Final Report

Presentations

Cupertino Cybersecurity Subcommittee Progress Report

Cybersecurity Event Subcommittee



CUPERTINO



CITY OF
CUPERTINO

CYBERSECURITY PUBLIC AWARENESS EVENT

Anyone can fall victim to cybercrimes. Join the City's panel presentation where cybersecurity experts will inform and educate you to avoid becoming a victim. After the presentation, attendees can ask questions during the Q&A. Due to the importance of this topic, this presentation will be recorded and made available on the City's website. Learn more at cupertino.gov/cybersecurityevent

CYBERSECURITY PANEL



BALARAM DONTI
Panel Moderator
TICC Commissioner



SUDEEP KUMAR
Co-Host
TICC Vice Chair



RAMESH GUPTA
CEO & Co-founder of
Identra.ai



DON HESTER
Cybersecurity Advisor, CISA,
Dept. of Homeland Security



ILAIY ELANGOVAN
Head of Cyber Security
Development at Visa



PRAVAT LALL
CEO & Founder of
SmartHeritage



TRUPTI SHIRALKAR
Advisory Board Member
Backslash Security

EVENT INFORMATION



Thursday, October 9



6 - 8 P.M.



Cupertino Community Hall,
10350 Torre Avenue

SCAN ME



THIS EVENT IS PRESENTED BY THE CITY OF CUPERTINO'S
TECHNOLOGY, INFORMATION, AND COMMUNICATIONS COMMISSION.

Event Flyer

Cupertino Cybersecurity Event

- Event Date & Location:

Cupertino Community Hall, October 9th, 2025, from 6 to 8 p.m.

- Event Organizers: Subcommittee: Vice Chair Kumar, Commissioner Donthi, Teri, Tommy, Marilyn

Event Overview

- **Description:** A community event aimed to provide cybersecurity education through panel discussion.
- **Objectives:** Equip Cupertino city residents with knowledge and tools to protect against cyber threats. Encourage students to engage in cybersecurity.
- **Target Audience:** Cupertino city residents, with online accessibility for broader participation.

Event Schedule

- 6 pm: Chair/Vice Chair TICC to kick off the special TICC meeting
- 6:05 pm: Opening Remarks
- 6:15 Cybersecurity Panel Discussion: Experts discussing latest threats and preventive measures
- 7:15 Q&A
- 7:45 – 8 pm: Adjournment of Cupertino Public Education Event

Panel Members

- Ramesh Gupta, CEO, **Indentra.AI** - Confirmed
- Pravat Lall, CEO, **SmartHeritance** - Confirmed
- Ilaiy Elangovan, Head of CyberSecurity Engineering, **VISA** –Confirmed
- Don Hester, Cybersecurity Advisor, **CISA, Department of Homeland Security**- Confirmed
- Trupti Shiralkar, Advisory Board Member, **Backslash Security**- Confirmed

- Moderator: Balaram Donthi, TICC Commissioner
- Co-host: Sudeep Kumar, Vice Chair

Volunteer Recruiting

- Adult volunteers:
 - Cupertino IT Staff
- Student volunteers:
 - Teen Commission

Training Questions Assignment

- **Training Questions Assignment**

Event flow

- Event set up:
 - Time: 5pm -6pm
 - Required forms
 - Liability Waiver for attending City Facility event
 - Volunteer: Form required for Volunteers
 - **Commissioners:**
 - Commissioner Donthi, Panel Moderator
 - Vice Chair Kumar, Co-Host
 - **Cupertino City IT Staff:**
 - Video: Panelists Audio/Visual checks
 - Tommy & Teri: Microphone Management and Crowd Control
 - Marilyn: Lobby Attending & Refreshment



Public Release Notice

Event Participation

- Expected Participation: Estimated about 100 in-person attendees
- Online Audience: Anticipated 50+ participants for panel Q&A and YouTube viewership

Marketing and Promotion

- Channels: City official PR, social media,
- Distributed at schools, local recreation centers, libraries, and local organizations
- Goal: Wide reach within Cupertino and surrounding communities

Event Program

- Panel Discussion: Knowledgeable cybersecurity professionals discuss trends, threats, and prevention methods.

Expected Impact and Outcomes

- Raising Awareness: Inform the community about the importance of cybersecurity.
- Preventing Scams: Provide knowledge to help residents avoid falling for scams.
- Self-Protection: Teach ways to protect oneself from cyber-attacks.

Questions?

Discussion?



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