

TECHNOLOGY, INFORMATION & COMMUNICATIONS COMMISSION

Regular Meeting

March 4, 2020 7:00 p.m.

Conference Room A, City Hall

**APPROVED MINUTES**

**CALL MEETING TO ORDER**

Chair Mohanty called the meeting to order at 7:04 pm

**ROLL CALL**

Commissioners Present: Prabir Mohanty, Naidu Bollineni, Mukesh Garg, Rajaram Soundararajan

Commissioners Absent: Eliza Du, Ph. D.,

Staff Present Bill Mitchell, Staff Liaison

Speakers: Raj Abhyanker, Hiago President  
Mark Noack, Project Manager  
Sarah Carpenter, Project Manager

**APPROVAL OF MINUTES**

- 1. Subject: Approve Minutes from the February 5, regular meeting.**

Commissioner Bollineni made a motion to approve the Minutes as amended.

Commissioners Garga second the Motion.

Motion passed 4-1-0.

**ORAL COMMUNICATIONS**

This portion of the meeting is reserved for persons wishing to address the commission on any matter not on the agenda. Speakers are limited to three (3) minutes a person. In most cases, state law will prohibit the commission from making any decisions with respect to a matter not listed on the agenda.

- A. Ilango Ganga, Bicycle & Pedestrian Commissioner**
- B. Kerry Cunningham, Cupertino Resident**
- C. Casey, Cupertino Resident**

The Commission reordered the Agenda to hear New Business item no. 8 first:

**NEW BUSINESS**

- 8. Discuss Cellular coverage in the Foothill region.**

Cupertino resident Kerry Cunningham spoke regarding the poor cellular coverage in the region. He further expressed that as a result he often gets strangers knocking at the door requesting to use his landline telephone.

Cupertino resident Casey additionally stated that he also gets hikers that got lost on the trail as a result of poor satellite coverage.

The Commission decided to further investigate the matter. The City will investigate the cellular coverage and report back at the next Commission meeting.

Commissioner Soundararajan made a Motion to further investigate the poor cellular and satellite coverage in the Foothill region. Commissioner Bollineni second the motion. Motion passed 4-1-0.

#### **6. Subject: Receive Presentation on Public Speaker Cards Application**

Raj Abhyanker, President at Hiago, Inc., presented a PowerPoint on Public Speaker Cards Application.

Mr. Abhyanker illustrated the time constraints Public City Meetings public speakers encounter when speaking on Agenda items. Mr. Abhyanker provided his background.

He highlighted eight key features Hiago offers:

1. Real time agendas
2. Pre-hearing email management
3. Hiago kiosk – digitize speaker cards
4. Queue speakers
5. Ability to submit comments remotely
6. Feedback loop on City action s
7. Collect rich data analytics
8. Neighbor education platform

The Commission and Staff Liaison Mr. Mitchell discussed the key features the application offers.

Commissioner Bollineni made a motion to recommend the Public Speaker Card application to the City Council. Commissioner Garg second the motion. Motion passed 4-1-0.

The PowerPoint is attached as part of the Record.

## **WRITTEN COMMUNICATIONS**

- 2. Subject: Receive Comcast's Notice of changing in pricing for Gaiam TV Fit & yoga, Gaia, and Docurama.**

The Commission received and Filed the letter.

- 3. Subject: Review Letter from AT&T dated February 13, 2020.**

The Commission received and Filed the Letter.

## **OLD BUSINESS**

- 4. Subject: Work Plan Update**

Staff Liaison Mitchell provided an update on the City Work Program. He mentioned that at the February 24 Council Meeting the 5G Education item was not accepted as part of the Program but was well received by Council.

The Commission and Staff Liaison Mr. Mitchell discussed Traffic System and proposed inviting Traffic Manager Stillman to present at a future Commission meeting.

Chair Mohanty made a motion to request a Traffic Signal Presentation from Traffic Manager David Stillman.

Motion passed 4-1-0.

- 5. Subcommittee Report**

The Commission and Staff Liaison Mr. Mitchell discussed 5G Education the Subcommittee is planning to provide to the Public.

Mr. Mitchell stated he reached out to National Aeronautics and Space Administration (NASA), to request a presentation.

The Commission identified points of interest below that should be addressed by a Subject Matter Expert during the Presentation:

- Radiofrequency Radiation
- Health issues

## **NEW BUSINESS**

- 7. Elect and Appoint Commission Chair and Vice Chair positions**

The Commission elected to maintain current Chair and Vice Chair positions.

Commissioner Bollineni made a motion to appoint current Chairperson Mohanty as the Commission Chair. Commissioner Garg second the Motion.  
Motion passed 4-1-0.

Commissioner Bollineni made a motion to appoint current Vice Chairperson Soundararajan as the Commission Vice Chair. Commissioner Garg second the Motion.  
Motion passed 4-1-0.

#### **STAFF AND COMMISSION REPORTS**

##### **9. Subject: Commissioner Report from the Mayor's Meeting**

Commissioner Bollineni provided general comments from the Mayor's meeting.

##### **10. Subject: Review Action Items List**

The Commission reviewed the Action items List.

##### **11. Subject: Review Activities Calendar.**

The Commission reviewed the Activities Calendar.

##### **12. Commissioner Updates**

#### **ADJOURNMENT**

Commissioner Garg made a motion to adjourn at 9:31 pm. Commissioner Soundararajan seconded the motion.  
The motion passed 4-1-0.

SUBMITTED BY:

*/s/ Marilyn Monreal*

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Marilyn Monreal, Recording Secretary

APPROVED BY:

*/s/ Prabir Mohanty*

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Prabir Mohanty, Chair

**Attachment A: Hiago PowerPoint Presentation**



Giving Voice to Every Resident



# What Hiago can do for Cupertino

**Hiago, Inc.** 1580 West El Camino Real Ste 10 | Mountain View CA 94040

[mircea@hiago.com](mailto:mircea@hiago.com) | Mircea Voskerician, Chief Executive Officer

# The Problem



Cities are ***overwhelmed*** with information from neighbors.

- ❖ **Silent** majority, **Vocal** minority.
- ❖ **Social pressure & time constraints** make residents hesitant to share their views.

# Introducing Hiago



- ❖ We're an early stage startup, launched in January 2020 with the goal to provide a **platform for increased neighborhood engagement** so that the voice of every resident counts.





# Our Goal



- ❖ Identify a **Partner City** that allows us to build a first version of our product in exchange for **free technology\*** and implementation.

\* free license for 12 to 18 months.



# Our Team



CUPERTINO



**Mircea  
Voskerician**

Chief Executive Officer  
Cupertino resident, real estate  
developer, engineer with extensive  
experience with local governments



**Raj  
Abhyanker**

President  
Started Fatdoor.com 2006 (sold to  
Google) Restarted as Nextdoor.com  
with funding from Google.



**Mark  
Noack**

Project Manager, former journalist at  
Mountain View Voice



**Sarah  
Carpenter**

Project Manager, former journalist at  
Oakland Post

# Key Features



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1. Real-time agendas
2. Pre-hearing email management
3. Hiago kiosk - Digitize speaker cards
4. Queue speakers
5. Submit comments remotely
6. Feedback loop on city actions
7. Collect rich data analytics
8. Neighbor education platform





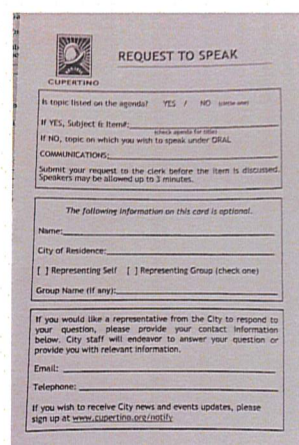
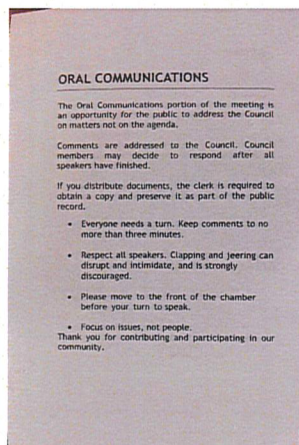
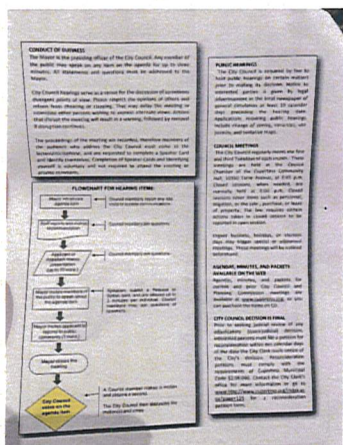
# #1 Real Time Agendas

Neighbors use phones:

- ❖ Auto-show agendas - GPS / time
- ❖ Upvote comments
- ❖ Agenda items
- ❖ Simplify distribution of agendas



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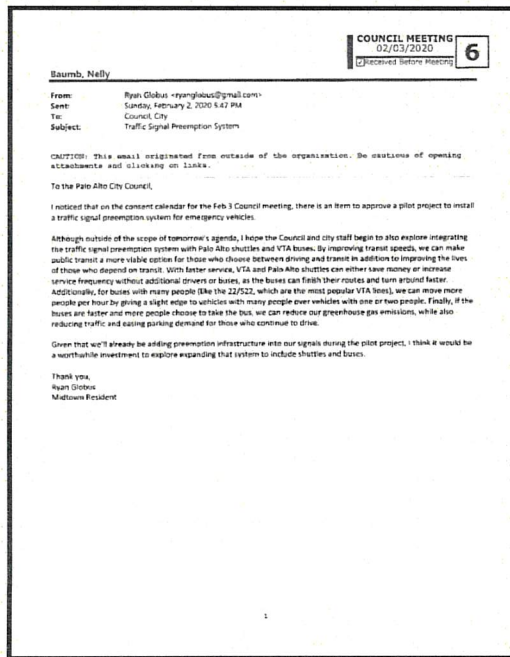




# #2 Pre-Hearing email management



## Email Management System



Meeting Type :

City Council ▼

Relevant Meeting date :

February 3, 2020 ▼

Relevant Agenda Item :

#6 - Transit / VTA ▼

Tags: [Add Tag](#), [Suggested Tags](#)

prev



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Save



# #3 Hiago Kiosk



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Hiago is a **community engagement platform** placed at strategic locations at City Hall and other locations to collect input on issues of public concern.

Self-service kiosks that help cities educate residents in their jurisdiction and collect public comments. Both indoor and outdoor versions are available.





# Digitize speaker cards



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## The Hiago kiosks:

- Digitize speaker cards
- Simplify public input
- Organize pre-hearing emails for key points
- Multi-lingual support



City of Cupertino  
Regart Creek Trail Walkshop  
COMMENT CARD

A top issue is security/privacy for those of us who back up to the creek. A large wall like the one between E. Estates & Creekside Park would seem to be a real requirement in order to make this plan feasible. Opening the gates to allow public access presents a real security concern for us. Please don't discount this concern. Right now, anyone back there is a trespasser, so they kind of call attention to themselves. The opening of the gates, allowing public egress will provide ample opportunity (perhaps 24/7) for ill-intended mischief-makers or criminals to pick a time to invade. Please don't introduce a solution that makes us live in fear.

Name (optional): [redacted] Email (optional): [redacted] and become vulnerable.

- The crossing at Blaney is very problematic from a safety standpoint, particularly for those cars making a right turn from LaMar. Traffic on Blaney may end up being

being very severely impacted, especially during school migration hours, if a stop light kind of solution is implemented. It seems that to make the crossing of Blaney safe, the trade off will be nightmarish traffic on Blaney.

- Will the city assume responsibility for lawsuits when a serious accident happens?

- how do all the...

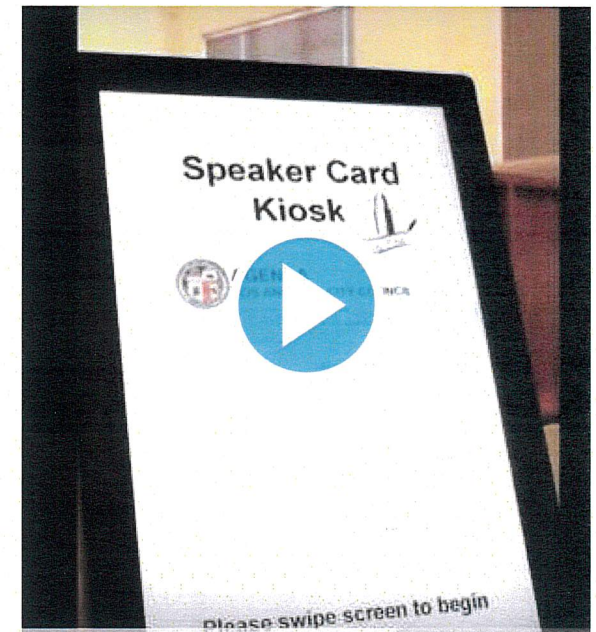


# #4 Queue speakers



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Hiago provides seamless queues for public meetings and integrates with Granicus, saving time for city staff and public.






# Queue speakers





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**#1**  
**Vallco project**

5 people in wait


1. Mircea V. 


2. Rudy M. 


3. Lipo C. 

4. Raj A. 

Prerecorded public comments:


  
3


  
3


  
5


**#3**  
**Bicycle Lanes**

4 people in wait


1. Mircea V. 


2. Rudy M. 


3. Lipo C. 

4. Raj A. 

Prerecorded public comments:


  
2


  
6


  
8


**#4**  
**Community Policing**

12 people in wait


1. Mircea V. 


2. Rudy M. 


3. Lipo C. 

4. Raj A. 

Prerecorded public comments:

  
5

  
3

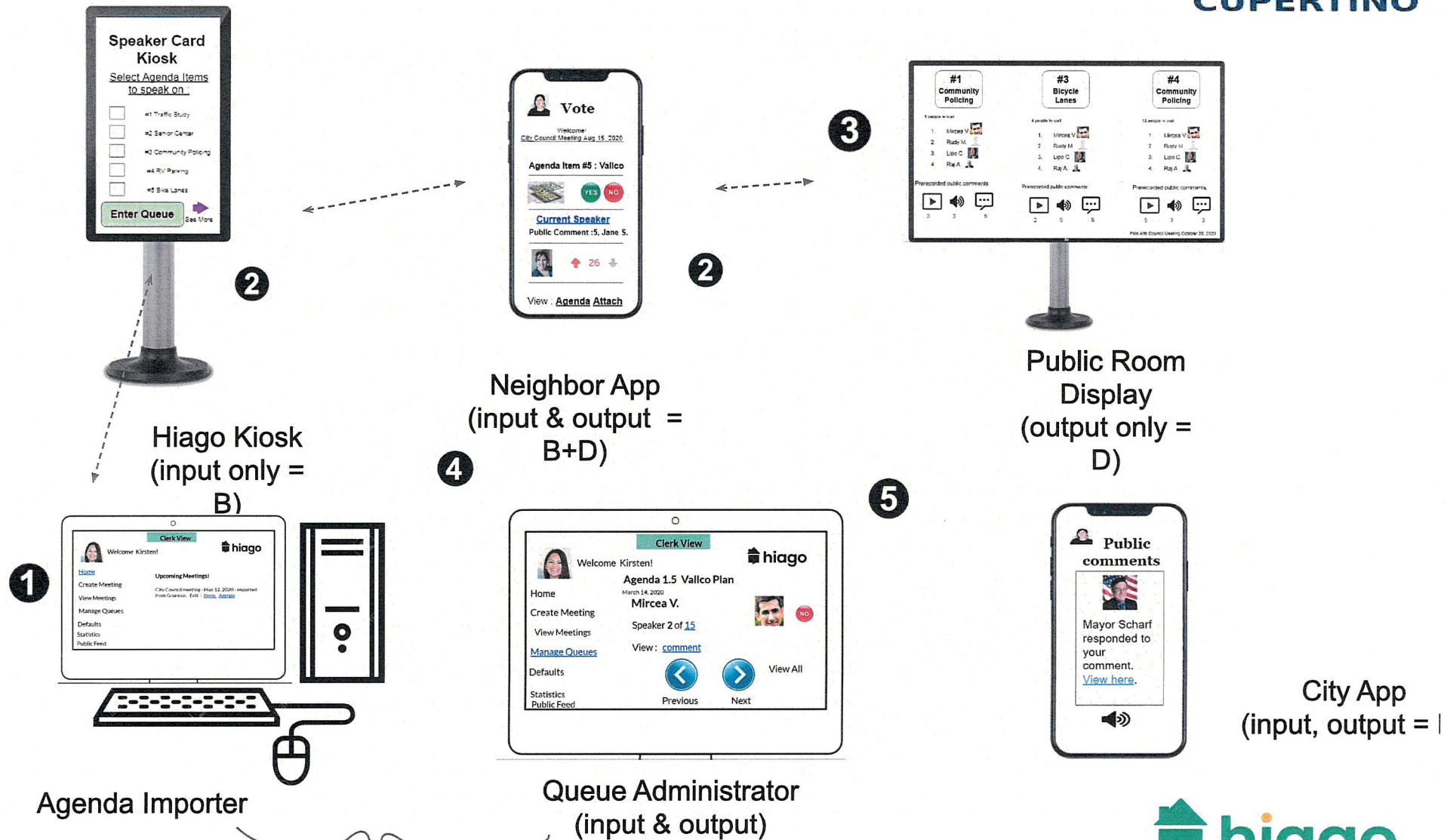
  
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Cupertino Council Meeting October 28, 2020

# Hiago System



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Used by City Clerk

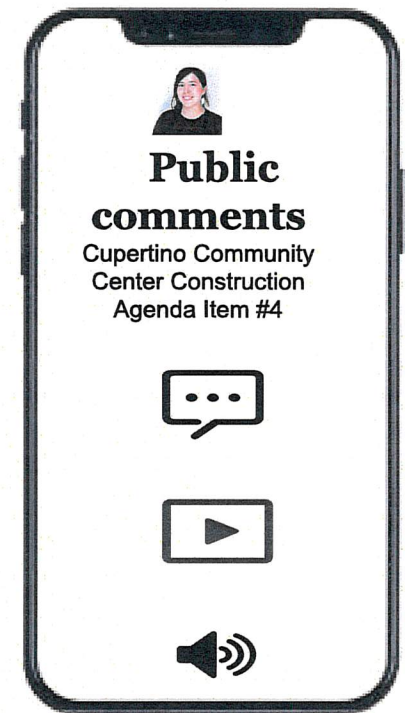


# #5 Remote Submission



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Residents can use their smartphones to submit comments **where** and **when** they want, without social peer pressure.





# #6 Feedback Loop



Facilitate interaction between city officials and residents to **provide two-way feedback** to public comments.



# #7 Rich analytics



Hiago can deliver **better insight into public opinion**, using a data analytics suite to better understand responses, demographics, qualitative insights, and overall sentiment.





# #8 Educate Neighbors

- Display current news / issues
- Portals for users to access more information.
- Enable open and convenient access to information.



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# How kiosk will educate...



Should the the Senior Center be rebuilt?

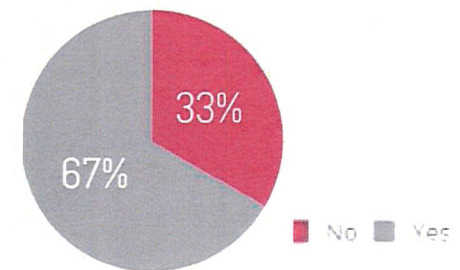


[Learn more](#)

Do you want the Lehigh Quarry to remain open?



Vote Summaries





# Integration



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Hiago integrates with Granicus and other agenda management systems to ensure agenda items are synced with kiosks and mobile applications without manual effort.



# What we need



Pilot cities to Partner with us at no cost to **digitize the public hearing process** to ensure that **every voice counts.**



# Timeline

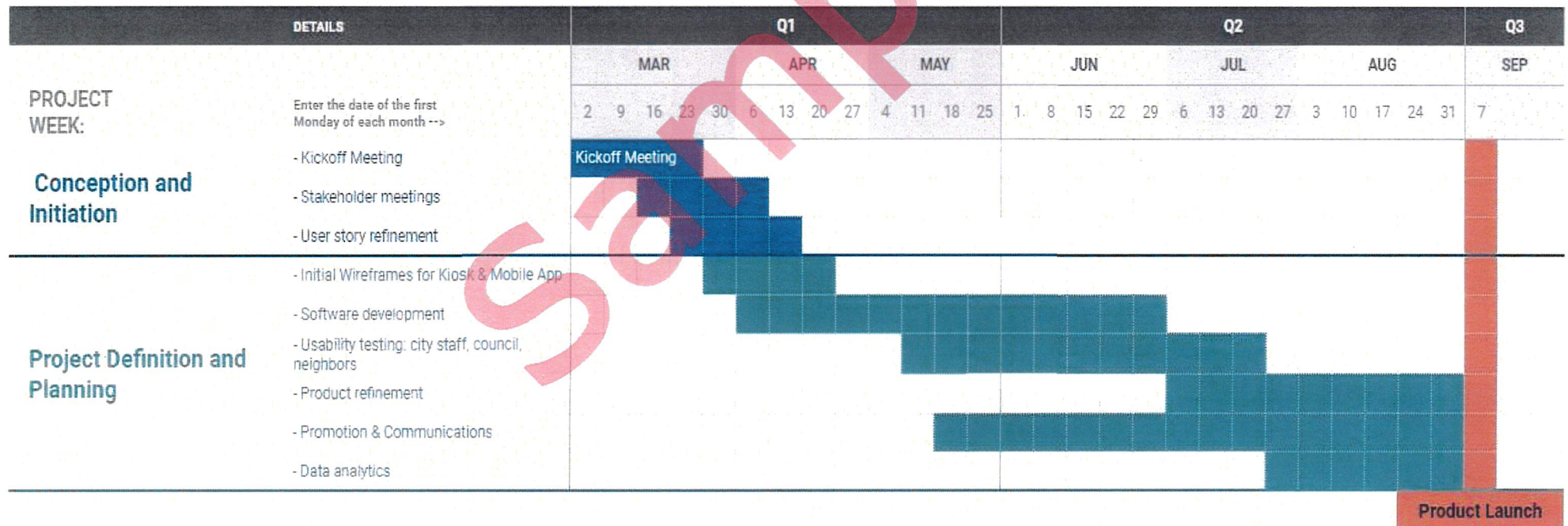


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## Hiago Cupertino Timeline

PROJECT TITLE Hiago Cupertino  
PROJECT MANAGER Mircea Voskercian, Sarah Carpenter

COMPANY NAME Hiago, Inc.  
DATE 3/1/20







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# Thoughts?

**Hiago, Inc.** 1580 West El Camino Real Ste 10 | Mountain View CA 94040

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