



# Government Emergency Management Working Group Meeting

April 27, 2021 @ 2:00PM

## Summary

### Attendees:

Name	Title	Representing
Liza Massey	CIO	Marin County
Michael Frank	CEo	MGSA
Dimitry Laptiv	Project Coordinator	San Anselmo Public Works
Rebecca Woodbury	Volunteer	Digital Marin Project
Jeff Daniel	Project Manager	Marin County
Nina Bell	Admin 2	Marin County
Jessica McCloud	Director of Digital Service and Open Government	City of San Rafael
Dave Jeffries	Deputy Executive Officer	MERA
Shawn Mooney	Civic Design Manager	City of San Rafael
Dave Varella	Emergency Services Coordinator	Marin Sheriff Office of Emergency Services
Quinn Gardner	Emergency Manager	City of San Rafael
Carly Clackmar	Town Clerk	Town of San Anselmo
Alex Holm	Sargent	San Rafael Police Dept

### Location:

Zoom

### Agenda:

- I. Overview of Process
  - i. Past
  - ii. Present
  - iii. Future
- II. GEM Outreach Comments & Draft Needs Assessment
- III. Working Group Input and Discussion
- IV. Questions and Answers

### Notes:

1. Most significant needs
  - a. Gaps in devices

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- b. How do we make things mobile friendly- without making assumptions on what devices people will be accessing information on?
- c. There is a lack of monthly meetings for technology leadership
- d. Increasing collaboration on innovation should be a main goal. Open source software, collaborative software could help prevent reinventing the wheel or starting from scratch
- e. Combining IT with city managers and assistant city managers- a lot of IT folks are more on the ground than looking for new innovative technologies.
- f. Chief Privacy Officers or Privacy Teams- Policies, Cameras, there are some opportunities to figure out these procedures.
- g. We have to look at where the best practices come from. Why doesn't the rest of government have the policies books like police and fire do?
- h. Short term need- if records are digitized, it could be helpful for a Countywide solution that could include a discount, so people don't go on a hunt and have to try things on their own. What are the legal requirements vs. what's usually done?

### Recording

This meeting was recorded and can be viewed at <https://youtu.be/lglo1TM26cE>.

Slide Deck

Slide 1




DIGITAL  MARIN

Government / Emergency Operations Working Group (GEM)  
Meeting #2  
April 27, 2021

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**Quick Introductions**

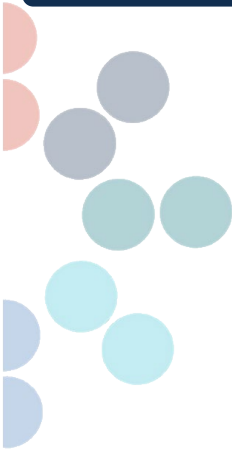
- I. Name
- II. Current title(s)
- III. Organization or affiliations



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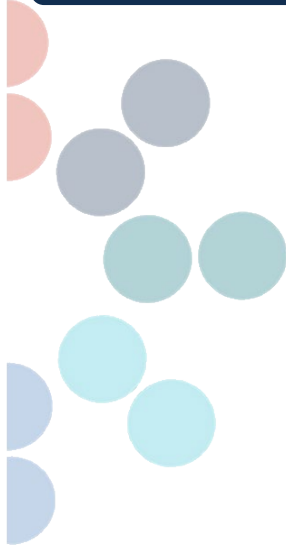
## Purpose of Today's Meeting



*To review the input received during GEM's outreach and for the Working Group to provide its input, thoughts, and suggestions regarding the summary of needs prior to the development of a draft needs assessment document.*

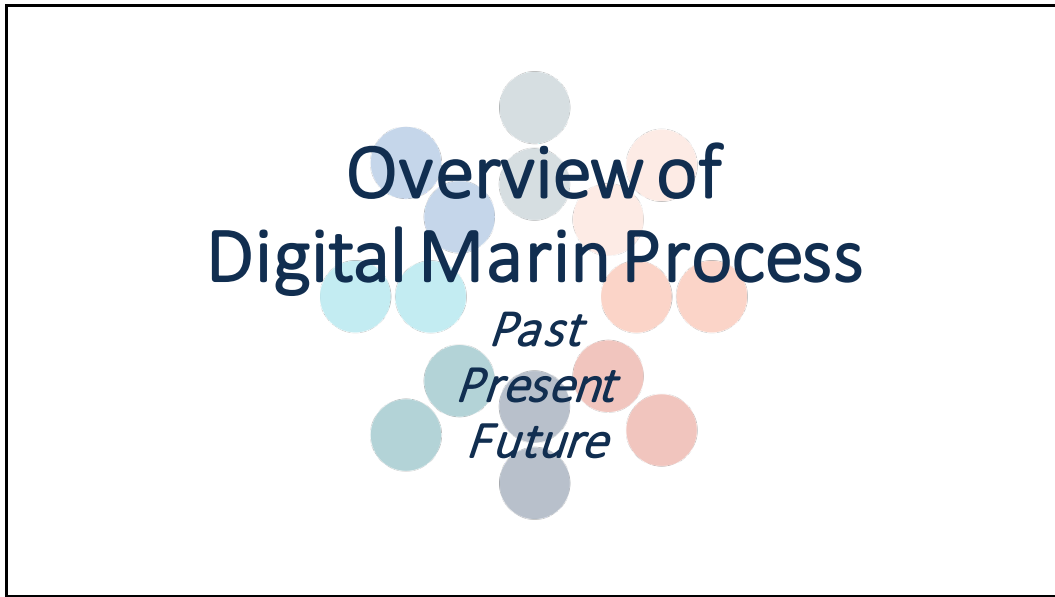
Slide 4

## Agenda

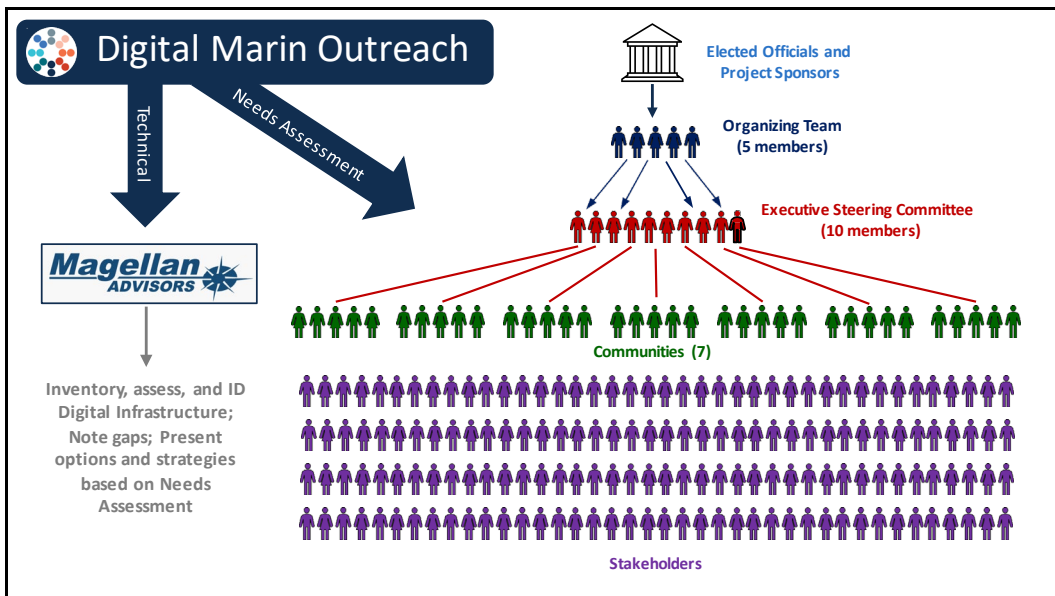


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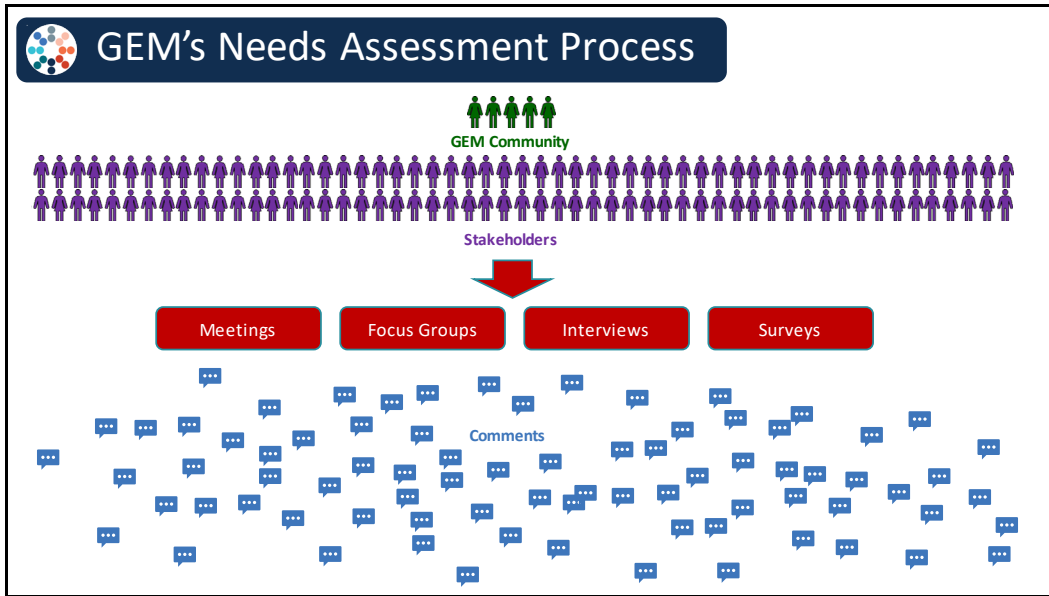


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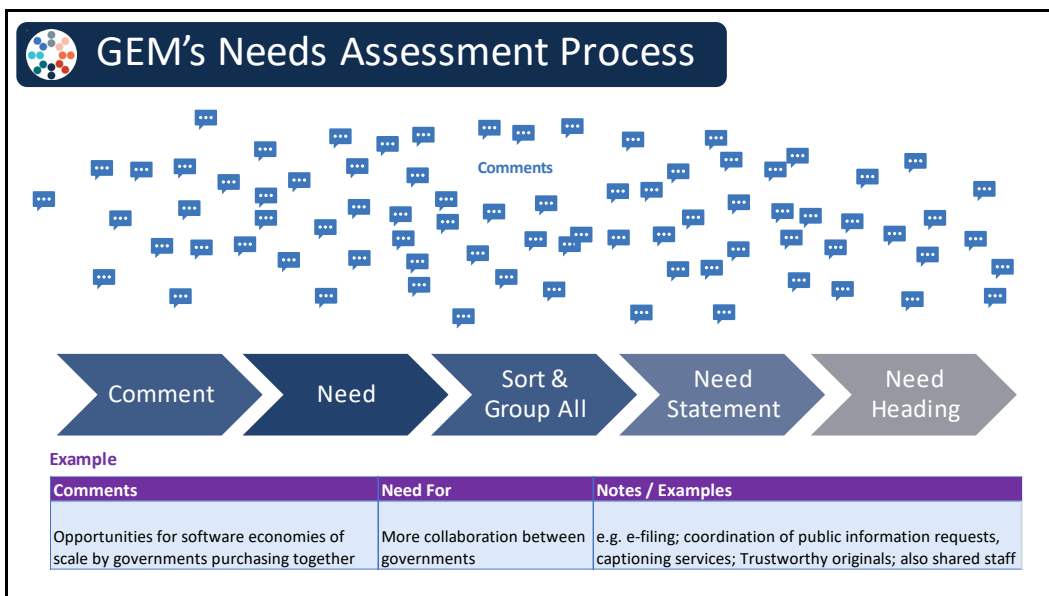


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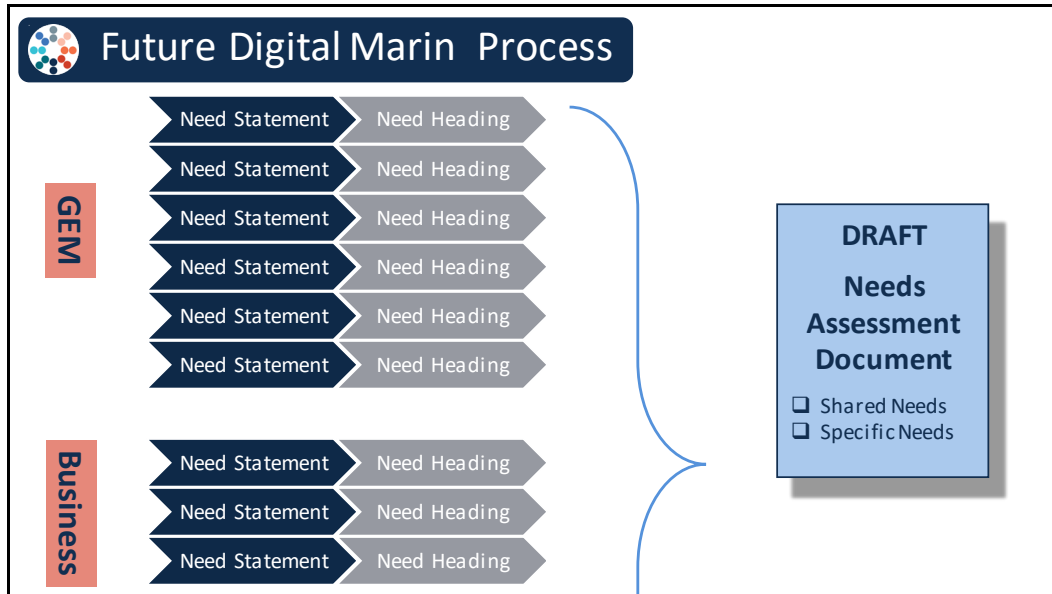
Rebecca  
Slide 7



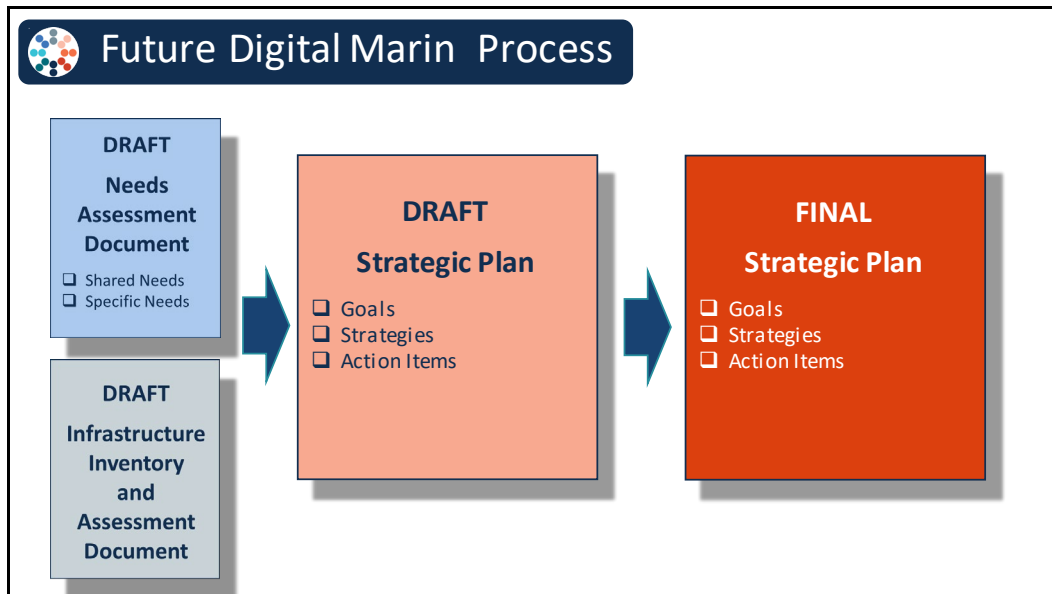
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Rebecca  
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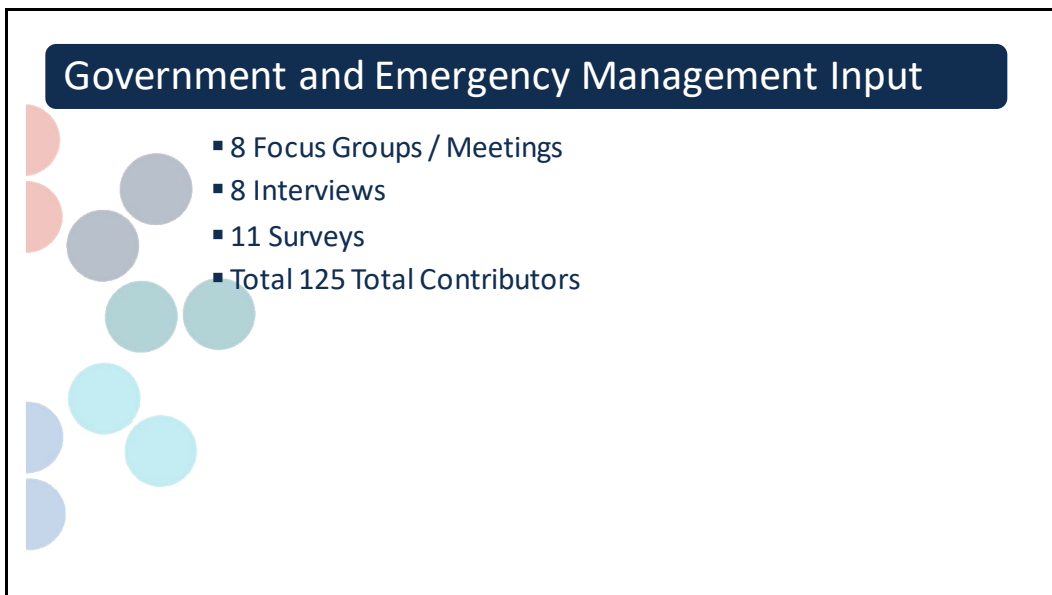
Liza  
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Lisa  
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Michael  
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NOTE: Mention PW/Planning/Building/Transportation and Utilities as separate Working Group

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## Working Group Meeting

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## Government & Emergency Management

### 6 Most Significant Needs (draft)

- High Speed Internet Everywhere!
- Digital Interconnectivity
- Leadership and Collaboration
- Digital Training
- More Resources
- Resiliency

Mention Draft marks

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## High Speed Internet Everywhere!

*There is a need for universally accessible, reliable, consistent high-speed internet throughout Marin County*

### Summary

- Wireless "dead zones" hinder emergency response efforts and make inspections less efficient.
- Without internet, low-income, isolated, and maritime communities can get left out or be required to go to greater lengths (in-person, use library computers, by phone).
- As more services move online, access to the internet makes it increasingly critical to access cross-sector services and participate in local government.
- Bandwidth issues cause interruptions and inefficiencies.

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## High Speed Internet Everywhere! (2)

Comments	Need For	Notes / Examples
Internet, high speed internet, and cell dead and unreliable zones in County	High speed internet access throughout the County	Reliable links need to EOC; All Fire stations need HS broadband
Not everyone has access to internet and high speed internet other than phone; digital equity	Universal high speed internet access	Courts; digital equity; anchor outs; Access needed during an emergency;
Internet service is sometimes inconsistent	Consistent high speed internet access	Zoom issues with Court; As info moved to cloud, need to access it;
Increasing importance of on-line participation in democracy and access to services	Universal high speed internet access	Many jurisdictions will move towards a hybrid Zoom public meeting
Need more Wi-Fi spots to assist various communities	Universal high speed internet access	low income, marine, downtown area, parks

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## Digital Interconnectivity

*There is a need for increased software and network interconnectivity between departments and agencies in order to increase data sharing, create efficiencies, streamline processes, and improve customer services*

Summary

- When systems don't integrate or connect, people create workarounds. Workarounds often create security risks and inefficiencies.
- Increased data sharing could lead to better transparency and reporting around shared goals.
- Software and shared systems' standardization could lead to efficiencies and better customer experience.

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## Digital Interconnectivity (2)

Comments	Need For	Notes / Examples
Too many systems do not speak to one another	Network and software interconnectivity	Law enforcement agencies have different systems; Fire and PD dispatch;
When systems do not talk to each other, users create workarounds that create security issues	Network and software interconnectivity	
Opportunities for records digitization and streamlining	Records digitization and process improvements	public information requests; electronic discovery
Lots of opportunities for software standardization and streamlining	Process improvements and use of similar systems across jurisdictions	Permit/planning; govent consortium for software;
Transparency and stats about public business; many opportunities for new data sharing options	Data sharing by various agencies	Prosecutions and race questions; PG&E and utilities for climate change data;
What do the future of public meetings look like with a hybrid model?	Software tool that supports e-comment and easier management of meetings	

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## Leadership and Collaboration

*There is a need for increased collaboration and coordination between governments and departments and high-level cross-agency leadership*

Summary

- So many government agencies with little to no IT coordination or Marin-wide IT leadership.
- Smaller agencies report challenges with high level IT strategic leadership, sourcing cost-effective IT services, and third-party vendor evaluation.
- Cooperative software systems could result in lower administrative and vendor costs, increased sharing of knowledge and staffing resources.

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Comments	Need For	Notes / Examples
City is consolidating IT assets and outsourcing IT functions	IT leadership in many smaller organizations	
Lack of countywide coordination	Countywide coordination	Lack of coordination; New laws and websites; 12 different law enforcement agencies all with different reports; Everyone creating emergency portal; Capital projects coord through technology; We are excited for future collaboration with Digital Marin. Our County is small enough that we should have greater coordination between agencies on these IT decisions and be able to leverage our collective efforts for new initiatives, streamlined services, and cooperative procurements.
Opportunities for software economies of scale by governments purchasing together	More collaboration between governments	e.g. e-filing; coordination of public information requests, captioning services; Trustworthy originals; also shared staff
Need to be able to evaluate new tech competently	Competent folks to proactively evaluate new technology	
5G resident concerns are slowing Marin's access to high speed internet	Strategy needed countywide to address 5G concerns, or develop alternative options with funding	
Internet of things opportunities		Street maintenance-hole covers, parking meters, flood control

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## 

There is a need for significant ongoing and just-in-time community digital training in software and home technology

Summary

- When residents and employees don't know how to use devices and online services, they can get left behind. This also creates customer service inefficiencies.
- Employees need training so software is used to its full potential and they don't have to create workarounds.
- Can create real safety issues if residents can't access disaster communications.


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## Digital Training (2)

Comments	Need For	Notes / Examples
Public lack of knowledge on use of software	Digital literacy and just-in-time training; Tech support	
Not just software, but how to set up wifi networks in home	Public hardware (Wi-Fi, etc.) education	Lower income neighborhoods
Lack of knowledge about how to use the internet		Often seniors
Need internal departmental training on technology; Most employees don't fully utilize the capabilities of the software	Agency internal technology training	

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## More Resources

*There is a need for more financial and staff resources*

Summary

- Agencies (especially smaller ones) cited not having enough funding to buy software and improve/upgrade technology.
- Agencies cited limited staffing available to implement new processes or systems. Smaller agencies also have limited in-house technology expertise.
- Past broadband efforts have failed or struggled due to lack of resources.

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## More Resources (2)

Comments	Need For	Notes / Examples
Initiatives stalled due to money	More funding	We submitted a grant application to CalOES for solar powered/battery back up emergency signs and cell phone chargers, but it was not funded, so no further plans.
Initiatives stalled due to staff capacity	More staff capacity	

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## Resiliency

*There is a need for redundancy and resiliency in all digital infrastructure*

Summary

- Outages and inconsistent cell services hinder internal communication and emergency response during disasters.
- This also hinders external communication with the public and a reliance on imperfect and inefficient modes of communication.

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 **Resiliency (2)**

Comments	Need For	Notes / Examples
MERA radio has better reception than cell	Need redundancy of cell/internet/radio systems	
Lack of internet service during PSPSs was a major safety and communication concern in previous years.	Backup power for cell and internet in County	
Cell service and power grids are not dependable everywhere.	Need redundancy of cell/internet/radio systems	

DRAFT

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## Input and Discussion

*Do the needs sound right to you?  
Is anything missing?*

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## GEM 6 Most Significant Needs (draft)

**High Speed Internet Everywhere!** - There is a need for universally accessible, reliable, consistent high-speed internet throughout Marin County

**Digital Interconnectivity** - There is a need for increased software and network interconnectivity between departments and agencies in order to increase data sharing, create efficiencies, streamline processes, and improve customer services

**Leadership and Collaboration** - There is a need for increased collaboration and coordination between governments and departments and high-level cross-agency leadership

**Digital Training** - There is a need for significant ongoing and just-in-time community digital training in software and home technology

**More Resources** - There is a need for more financial and staff resources

**Resiliency** - There is a need for redundancy and resiliency in all digital infrastructure

Mention Draft marks – Ask Broadly

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## Immediate and Short-Term Needs

- Provide leadership to assist in the transition most government agencies are undertaking to develop hybrid in person and online meetings
- Identify low-hanging fruit for shared software
- Create a monthly meeting for agency IT leaders to share challenges and discuss opportunities for collaboration
- Aggressive pursuit of grant and stimulus monies
- Need for county-wide technology related policies (e.g. cameras, privacy, facial recognition, etc.)
- Other short-term needs?



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