

Alaska Smart Communities Forum
April 30, 2019 8:30 a.m.-10:00 a.m. Videoconference
Meeting Notes

Slide presentations (*) and links from presenters are posted on the Alaska Smart Communities Forum (<https://akscf.matsugov.us>).

COVID-19 Challenges (*)

- EricW/MSB: Public Meetings issue with providing opportunity with citizen comment requirements; the Borough has been working through telephonic issues, reaching out to partners to discuss possible technologies, etc., to allow for this. Working with others to continue to address issues and make improvements to the public process.
- Bill Smith State CIO: Biggest to address is mechanics of working from home. Never contemplated having 15000 employees working from home – hardware/access/etc. met & now trying to optimize it & change things that they don't want long-term. Partnering with Microsoft to train staff on the advanced features of Teams.

Anchorage Response to COVID (*)

Brendan Babb/Tina Miller
babbbj@muni.org / MillerCS@muni.org
Municipality of Anchorage

Brendan:

- Received award from FAST Company for world changing applications for SNAP Help with Food Bank of Alaska. Allows people across the state to use it without client needing to talk to any person, creating efficiencies. <https://www.fastcompany.com/90403496/this-new-program-lets-people-text-to-access-government-food-aid>
- 4X as many people using SNAP since COVID due to layoffs. Have made changes to address the major uptick in service. <http://www.muni.org/Departments/Mayor/PressReleases/Pages/Anchorage-i-Team-and-Food-Bank-of-Alaskas-SNAP-text-service-named-as-a-finalist.aspx>
- Have been doing data tracking of census filing.
- Working on PPE & 3D printing of masks with designs with high school students. Have had 210 orders and have had people volunteer their 3D printers. Encouraging medical professionals to get sized for N95 alternate masks at Alaska Club West on Monday or Tuesday next week. <https://www.alaskacovid19ppe.com/>
- Working with Code for America with filing taxes, allowing filing online with human support. Can work statewide. <https://www.getyourrefund.org/?s=ak>
- Shelter tracker, including calls. Dashboard updated daily showing occupancy overview. Collaborating with Anchorage Health, UAA, GIS & IT Team. Muni has open sourced the Shelter Count back end and front end where you can automate calling shelters, a shelter can text in or call in. <https://github.com/codeforanchorage/shelter-caller-back-end>

Tina:

- They have created dashboards that the PIOs can fully manage.
- First resources included a dashboard so that local business could share whether they were opened or closed. Second was child care providers. Added testing sites. Added State data,

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scripting it to only pull Municipality data. Created dashboard for Shelter Occupancy using that Muni's shelter tracker. First step for Mass Isolation was collaborating with Muni's I-Team & EOC Team that was managing those facilities & determined which platform to have the data come in. Partnered with ASHNA to build Hospital Prepared Dashboard based on information shareable that would not present a HIPAA violation. Partner Agencies listed. Internal facing dashboards show more epidemiology info so that Muni can see whether changes in mandates are required. Partnerships for data are important; all dashboards stood up with her staff of 3.

Questions:

- How are you able to disaggregate the data? The data was great, information was there, but certain fields were missing, or pulling out averages didn't exist; they import data & manipulate using FME Safe that aggregates data to give the data they wanted.

Mat-Su COVID Response Dashboard (*)

Eric Wyatt/Kenny Kleewein

Eric.wyatt@matsugov.us / kenneth.kleewein@matsugov.us

Matanuska-Susitna Borough

Eric Wyatt

- MSB had the same situation regarding working from home. Prior was 6-8 people VPN; infrastructure was built to accommodate that. Had to build infrastructure; now we have an average 80 people VPNs. Worked to get many set up with laptops, VPN/MFA, as well as an update by MTA. Huge shout out to IT staff who helped to make this happen. MTA also provided free wifi in parking lots at 4 locations to the community to assist with social distancing.
- Changes in cyber security attack surface has been discussion with many employees working from home. Gartner hosted a CSO Security Meeting with many to discuss changes.
- Teams rolled out, but no real "use" until COVID.
- Press conferences streaming; challenges with FB interruptions, pauses, etc. Closed captioning does not seem interrupted. Looking for other options.
- Jack & family 3D printing shields for responders.
- Network and relationships developed through Smart Communities has allowed for partnering to help address the issues COVID identified; this Forum has proven its ROI. Network also through CIO Council.

Kenny Kleewein

- First dashboard was published for public facilities; added businesses as the second layer. Added additional dashboards based on requests by Borough officials, and included FAQs that the PIO could keep current.

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- Currently working with a Team that is identify the economic impact on the Borough to help formulate a plan for using COVID funds to help businesses recover.
- Working with EOC to update dashboards with real-time data.

Questions:

- Are there examples that Denali Borough or other Boroughs can leverage what MSB has done? Kenny: Terri Morganson has been helpful with keeping us up to date on Esri tools being developed. It's gotten a lot easier as Esri has developed their tools to stand up a hub page to disseminate info for their borough/city.

New Solutions for COVID-19 Tracking (*)

Terri Morganson/Chris Marsh
tmorganson@esri.com / cmarsh@esri.com
Esri

- Disaster Response Program by Esri assists municipalities to identify partners with data that can be requested, as well as how to present the data in a way that allows leadership to make decisions. Esri offered users with limited licenses greater access to help them share the data they needed and to provide software they may not have had; depending on what is selected, dashboards are automatically created, assists on identifying data, how to do analysis, etc. Esri is continually adding to this, adding examples that have been built by other Esri users, as well as training and articles to understand how to use the products to manage COVID data locally.
- Living Atlas Data: example shared was cell phone data that shows crowd trends (example: WalMart customers & where they went during a certain time).
- Economic Impact & Recovery Hub being identified to provide additional tools for Esri customers. (example: Fairbanks, Cobb County GA)

Announcements

- Leslie Jones/DNR: BP is sharing at no cost their real-time COVID-19 dashboard/that show near real-time information for workers that travel. Please share with those businesses who may need this type of platform.