Alaska Smart Communities Forum
April 30, 2019   8:00 a.m.-12:00 p.m.   BP Energy Center, Anchorage
Meeting Notes

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

Introductions (*)	Doug Miller

- Forum initiated 3 years ago with quarterly meetings.
- Overview of Alaska Smart Communities Forum and topics covered.

Land Records Overview & Projects (*)	Jeff Anderson/Jennifer Novy
	Municipality of Anchorage

- There are many portals for information on the "Maps" link on the Muni's website (https://moa-muniorg.hub.arcgis.com/), as well as downloadable data.
- Jennifer is available to answer any questions on the data/maps that have been made available on the website, 343-8187.
- Meetings set annually to coordinate construction plans by municipality/State/Utilities/etc., and mapped. Eliminates multiple trenches dug in the same area by coordinating scheduling all work in a specific area by all at the same time, saving citizen disruption/frustration.

Questions:
- Parcel mapping issues? Most issues were centralized to certain areas, like near Hiland Rd/Eagle River.
- Sharing of parcel data? What is available on the "Maps" link. Some data is not on the site, but is available; contact Jeff to request.
- Land Records falls where in Muni Org? Under Project Management, but they work with Planning, Public Works and other divisions within Muni. Responsible for maintaining Land Records; GDIC handles the infrastructure, ensures platform is the same across muni.
- Soild Data? PDF document of data; also available through an ArcGIS application.
- Parcel fabric matches supporting layers? Future project to clean up layers, like administrative/easement layers.

Coordinated Human Services Transportation Plan (*)	Ben Coleman
	Matanuska-Susitna Borough Planning Division

- MSB senior population is growing faster than the general population.
- Stakeholder involvement vital to plan for shared transportation.
- Planning Division worked with eTerra to identify software needs.

Questions:
- Workshop? Transitioned from larger stakeholder group (all providers, all riders), to 13 organizations who have committed to working through the phases to ensure data is good, identifying correct software for all groups, and budgeting/funding
- Stakeholders impacted differently – is there one that may be impacted negatively? He doesn't see how since the goal is to optimize and focus on rider needs; some may need to change their

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fees to see a profit margin. Goal is to offload some of the responsibility from Senior Services to other organizations since they offer rides based on donations only
- Uber? There is some, but not a lot in MSB.
- Mobile app? Looking at vendors, expecting to be mobile app, as well as a call center for those who woiuld not use a mobile app.
- WASI able to make ride for clients? That will be possible, to be a central coordinator for their clients. Two things wrapped in that – technology is not going to be all things to all people, but some things to all people. Some will want to keep the control, and that is understood. At this time, there is no formalized plan. Stakeholders are working through this dream, still working through the details to make this a reality. Stakeholders are the groups that already provide transportation services.

Statewide Security Operations Center (SOC) (*)	Mark Breunig, CISO
	State of Alaska

- CyberSecurity: Providing a level of protection of everyone – sometimes that is personally life saving for others.
- General resistence for change, even at the State level; everyone is used to operating in silos. Budget funding is forcing consolidation, pressing resistence. Cyber security effort is working to break down silos.
- China: active with attacks since 2006; attacks are becoming more sophisticated, especially toward local government; has a five-year plan to target PII, HIPAA, etc., targets of opportunity across the board, even targets (vendors/contractors) peripherally involved with local government.
- Warfare is changing. If countries can build through technology instead of weapons, it is more efficient and more damaging.
- Goal to have a team with both State and Municipality members that can collaborate and build security awareness and share services, and provide warning early to minimize security risks statewide.
- State Security Council currently has six members; more will be added in the future.
- Collaboration/roles at the local level to be documented/formalized so that local organizations know how to communicate/interact. Partnering with state hopeful through shared services.

Questions:
- What's the value to small villages? With involvement, visibility – sharing of cyber information, offering of services, training of cyber tools. Advantage to State is another data point to know whether that community is being hit by cyber attacks and share that attack structure with other communities.
- Is there a plan organizations currently doing this will collaborate? Yes. We do have to be careful with collaboration and understand the mandate of specific organizations. Example: FBI is after the bad guys-they are not concerned about the damage.

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- With Cybersecurity becoming more active and the need for data statewide, will there be an effort to be more proactive in the communities/services for residents, and how will it not be seen as "policing data"? In terms of awareness/education, yes. In no way should there be a perception that the state government will be entering private citizens' homes for information. The goal/emphasis will be to have the state more involved in awareness/education to citizens.
- Where to look for employment for those graduating with these skills? Internships possible. Talk to Mark regarding positions, as well as internships.
- State/local budgets tight – what type of support currently available? There is State budget, and although not nearly enough, it will require strategic efforts and partnering – the more partners, especially on the contract, the lower the costs will be for everyone.
- When is contract in place? Waiting on feedback/ratification.
- Until website is online, contact Mark by email.

Building Smarter Communities   Andrell Bower
                                             Performance & Analytics Dept / San Diego, CA

- Get it Done: Took citizen requests for nine different departments and consolidated them into one place; replaced six legacy systems, createdg one point of contact for citizens for multiple services. Besides providing ease to citizens, also created a gold mine of data delivery that helps to identify efficiencies/needs/waste to make performance and change management decisions to get ahead of issues before citizens begin to complain. Partnership with local college students to review data to explain density of potholes and predict current potholes.
- Data is from various organizations & platforms, extracts data and queries done to provide data for full region. Helps to provide aggregate data/analytics to give key policy makers and department leadership information to allocate resources/make better decisions.
- Airflow: workflow data management system to access city data sources. Source data becomes authoritative source for all data.
- Open Data Portal: acknowledgement that what is right for one city may not be right for another city – each city has to make their Portal what fits their city and their systems. They built their own data portal after using another source (Socrata) in the past.

Questions:
- How have they used technology to identify/gather data for homeless population? Struggling there like other government agencies. We have federal data for those who get services and provide funds to organizations to help provide services. They are still addressing how to help the homeless community, set up bridge shelters (those on the brink of being homeless, just need to help) by looking at intake process & outcomes; review of data was not what others thought were happening, but was helpful to make policy recommendations. City wants to engage landlords who will rent to homeless at a cost to the city; wrote a webscraper to for Craigslist to obtain a list of landlords that were possibilities to fill this need.   San Diego is still struggling with this issue. AirB&B & BYOB? – Not that she is aware of.

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- Any relationship of sharing data/applications/etc. with adjacent cities? Already do share GIS/spatial data with the rest of the region. Shared data with county-wide repository. Not a lot outside that, but a lot of talk about doing so; it's been difficult to set up due to whether state, county, city, special districts for non-GIS spatial data.
- Developed ways for limited English speaking users to access the data? Get It Done is working on a Spanish version, including email responses.
- What is front end platform for data warehouse & visualization/strategy & which icons take us to source data? Data warehouse is in infancy – a lot of time & effort spent in automation of system itself; currently using system "Snowflake" that takes CSV files and makes it viewable – currently internal only, not publicly. Trying to figure out how to provide the interface to the data.

Location Value Assessment	Kenny Kleewein
	Matanuska-Susitna Borough GIS Division

- Engagement through Esri internally to spatially empower divisions in sharing data with other departments.
- The most valuable output was consistent documentation for the 90+ requests identified in the meetings with divisions and best practices as apps have been built, no matter whether small or large.
- Priorities reviewed recently based on new direction from divisions and budget constraints.

Questions:
- What is vision for 2019? Leveraging portal & developing applications on that platform. Requests from departments come in through the ticketing system, which are paired to LVA requests. It's a continuous process of reviewing LVA requests.
- "My Elected Representative" is currently being reviewed by the Clerks, hoping to have this live to the public soon.
- GIS staff helps divisions in creating story maps related to GIS data to provide engagement to the public – latest project is related to the Census boundaries aligning to the Core Area Community Council Boundaries – ensuring all areas are within a Community Council.
- How to find links? From Borough Website / Property & Maps / Open Data Portal. Value is citizens are able to see projects near them, report issues, etc. Status of projects is current for citizen inquiry.
- Problem Reporter? The same requests for abandoned vehicles & illegal dump sites were being reported to Road Service, Solid Waste, Code Compliance. This app provided one central location to see citizen reports; has not gone 'public' yet because the Borough only has to one person to handle this work. The plan is to build this app to include bad dogs, potholes, etc.

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Announcements	Doug Miller

- Upcoming Conferences.
- Local Open Data Portals.
- Next Forum: August 13. Afternoon will be GIS Workshop, focusing on Emergency Management. Will possibly require pre-registration.
- Need commercial sponsors for future Forums to share costs for planning and catering.   If your organization can, or you who of an organizations that can financially sponsor, contact Doug.
- EricW: MSB has seen a huge return on investment from this Forum. If the return on investment from this Forum valuable to your organization, please share that with him and help publicize that return on investment.
- Any suggestions on how this can be more valuable to you, share your thoughts with Doug.