



City of Long Beach Department of Technology & Innovation

COVID-19 Response, Planning, Resiliency and Recovery

May 27, 2020

A nighttime photograph of a city skyline with various buildings and palm trees, their lights reflecting in a body of water in the foreground. A semi-transparent white banner is overlaid across the middle of the image.

COVID-19 Response and Planning

CORONAVIRUS DISEASE 2019

COVID-19

Key Dates for Long Beach

1/22 – Health Dept monitoring of outbreak

2/26 – Started prep for COVID response

3/4 – Local Emergency declared, IMT activated

3/9 – First COVID Case in Long Beach

3/13 – EOC activated, TID DOC activated

3/16– Closure of City Facilities, employees started to telework

3/19 – Safer at Home Order

3/25 - First City Employees test positive

4/10 – Safer order expanded and extended

5/8 – Started reopening

COVID-19 CASES

1,605

LONG BEACH

94,558

CALIFORNIA

1,662,414

UNITED STATES

Keeping City Employees Safe & Informed

- Work from home where possible
- Physical Spacing onsite
- Rotating Shifts onsite
- Web conference / Phone calls
- Home-office tech support
- PPE and cleaning onsite
- Important Employee Messaging



EMPLOYEE COMMUNICATIONS



FAQS & GUIDANCE



EMPLOYEE HEALTH BENEFITS



WORKING FROM HOME



CITY HEALTH UPDATES



CDC UPDATES

TID Response

- Activated TID DOC virtually:
 - Rolled out Remote Tech securely (Laptops, VPN, MiFis, WebEx, Unified Inbox, Soft Phones, Office 365, Teams, WVD)
 - Provided/Supported tech infrastructure & equipment for IMT, EOC, JIC, DOCs
 - Support critical systems and enable New Applications/E-Business
 - Support City's data needs for response and planning (dashboards, GIS, Zencity, etc.)
- Focused Communication & Support

[Communication](#)

[TID - Work From Home Toolkit](#)

[Cisco Unified Messaging](#)

[Unified Messaging - 2](#)

[Cisco Webex Rollout](#)

[Cisco Webex - 2](#)

[Cisco Webex Tips & Tricks](#)

[Cisco Webex Tips - Types of Meetings](#)

[Cisco Webex for Public Meetings](#)

[Cisco Webex for your phone](#)

[Cisco Webex - Schedule a Meeting without a host](#)

[Employee Email](#)

[Forward Your Calls](#)

[How to schedule Webex conference calls from your browser](#)

[Opening a Shared Inbox in Office 365](#)

[How to Answer your Office Phone at Home](#)

Example Cyber Awareness Email

Weekly Cyber Tips for Working from Home - Phishing Emails and Social Media

While working remotely, be cautious when opening emails that reference the coronavirus. You should also be cautious when using social media platforms to ensure that you are engaging with legitimate people and not imposters.

How to protect yourself (and the City):

Here are some tips to help you recognize malicious emails and avoid becoming a victim of fraud, identity theft, and exposure to malware:

- Be especially cautious with emails claiming to be from experts saying that they have information about the virus. For the most up-to-date information about the coronavirus, visit the City's webpage that specifically addresses the virus: www.longbeach.gov/COVID19
- Exercise caution before opening emails, clicking links, visiting websites, or making donations to coronavirus relief efforts
- Watch for a sense of urgency in the message. If the message is demanding immediate action, consider that it may be a phishing message.
- Never respond to requests for personal information when they ask for your name, phone number, social security number, credit card, login credentials, etc.
- Messages with spelling and/or grammatical errors are often indicators of phishing. Legitimate emails rarely have these types of mistakes.
- Hover over any embedded links or buttons in the message to examine the web address that appears. This can provide a clue to where the link will take you.
- Watch out for unexpected attachments. If you are not expecting an email with an attachment, check with the sender (if you actually know the sender).
- Do not visit untrusted or unfamiliar websites to view an event or information regarding the coronavirus. Malicious websites often imitate legitimate websites, but the URL may use a variation in spelling or a different domain (e.g., .com vs .org).
- To protect your own social media accounts, consider enabling and using Multifactor Authentication (MFA) on the social media platform. This means that you are using two types of authentication to verify your identity before logging in to the site and provides an extra layer of security.

If any City employee has been a victim of this type of social engineering technique, please contact the TID Help Desk at 562-570-6100 immediately.

For more information on cyber security, check out <http://lbnet/cybersecurity/>

COVID-19 Dashboard



LONG BEACH UPDATES

Source: City of Long Beach Department of Health and Human Services

Dashboard updated on 05/26/2020, data accurate as of 12:01 AM 05/26/2020

The below information reflects data currently available at the time this report is generated. Information is subject to change over time and as new data becomes available.

Main Page

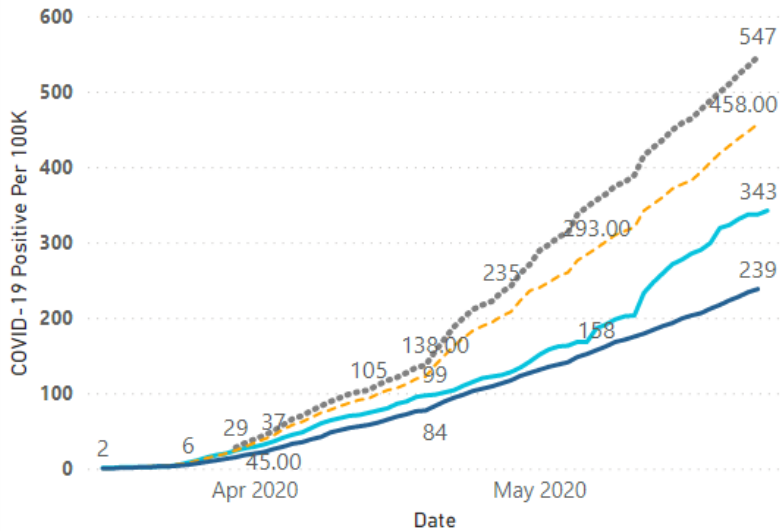
Cases

Hospitalizations

Deaths

Number of COVID-19 Cases per 100k

City of Long Beach City of Los Angeles Los Angeles County State of California



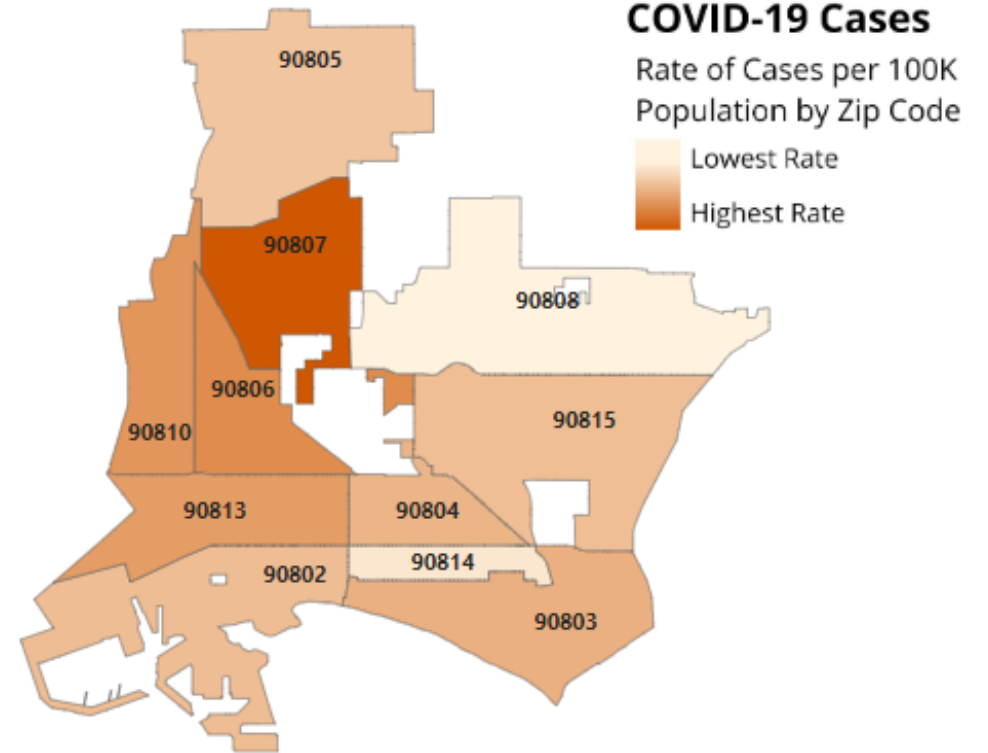
COVID-19 Cases by Age


Age Group	Count	Percent
0-9	28	1.74%
10-19	46	2.87%
20-29	236	14.70%
30-39	301	18.75%
40-49	235	14.64%
50-59	259	16.14%
60-69	235	14.64%
70-79	139	8.66%
80-89	81	5.05%
90+	45	2.80%

COVID-19 Cases by Gender

Gender	Count	Percent
Male	794	49%
Female	811	51%

Rate of Cases per 100K Population by Zip Code



A nighttime photograph of a city skyline with several illuminated buildings and palm trees. The lights are reflected in a body of water in the foreground. A semi-transparent white box is overlaid on the left side of the image, containing the title text.

COVID-19 Resiliency and Recovery through Technology

Governor's Six Key Indicators for Reopening

1. The ability to monitor and protect our communities through *testing, contact tracing, isolating*, and supporting those who are positive or exposed;
2. The ability to prevent infection in people who are *at risk* for more severe COVID-19;
3. The ability of the hospital and health systems to handle *surges*;
4. The ability to *develop therapeutics* to meet the demand;
5. The ability for businesses, schools, and child care facilities to support *physical distancing*; and
6. The ability to determine when to reinstitute certain *measures*, such as the stay-at-home orders, if necessary.

California's Resiliency Roadmap



Technology will play a critical role in supporting Long Beach's reopening efforts in a **data-informed, equitable,** and **safe** manner.

Long Beach Resiliency Framework

Quarantine &
Isolation Expansion

Early Childhood /
Youth Capacity

Older Adults

Business Practices

Public Spaces

Mental Health &
Wellness

Woven throughout: Metrics & **Technology**

Ex: Contact tracing
apps

Ex: Hotspot and device
loan program

Ex: Websites for
small businesses,
digital City services

Ex: Public Wi-Fi

Ex: Telehealth apps

Technology Principles for Resiliency

- 1. Digital Inclusion** – Consider that Long Beach residents, workers, business owners and students without access and use of Internet and/or computers will have difficulty accessing City communications, services, and programs. Have a plan in place for how we will inform the greater Long Beach community affected by the digital divide about new resiliency programs.
- 2. Data** – Consider what systems are required to collect data to measure the success of our programs. Read the Monitoring & Evaluation section of the [Equity Toolkit](#) for examples. Consider what systems we may need to store data, and integrations needed between systems. Also consider how we can publicly share any data collected.
- 3. Adaptive** – Technologies should be consistent with the Governor's reopening strategy and provide both immediate short-term and long-term broader benefits for reopening.

Technology Principles for Resiliency

- 4. Relation to Public Health and Safety** – Use of technology should be directly related to improving public health, mental health, safety, and wellbeing of Long Beach residents, and should be used expressly for that purpose.
- 5. Privacy by Design** – Any technology used must respect the privacy of users, particularly when using highly sensitive data such as healthcare data. Use of technology should be voluntary for the public and adhere to notice and consent.
- 6. Responsiveness** - Technologies to support COVID-19 mitigation should not be stand-alone measures but should supplement a comprehensive approach. They should draw upon the existing expertise, needs, and requirements of the Health Department and general public.

We are seeking your input! Do you have recommendations for...

1. Technology resources the City can leverage to support COVID-19 resiliency and reopening efforts?
2. Ideas for related technology programs or strategies?
3. Grant opportunities for technology to aid in City's resiliency efforts?

For more information, please contact:

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Or send ideas to us via an online form:

<https://bit.ly/3boPHhx>

