

Nevada County Information and General Services Agency

**2019
Annual
Report**



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Letter from the CIO

I am pleased to present the Information and General Services (IGS) Annual report for 2019. In reviewing all we have accomplished this year, it is clear that teamwork among IGS staff, and across the entire County organization is committed to extensive collaboration.

This year was a challenging year with weather and fire events, cybersecurity threats, rapidly changing technology, and increasing demand for services including, Library and Airport services, Wildfire preparedness and Facility improvements.



The measure of our work goes beyond the total budget of \$15,720,51, or the 8000 service requests handled, the 215 projects delivered, or our service of over 770,000 materials that Library patrons checked out. It can also be measured by the steadfast commitment to providing outstanding service to all County staff and constituents. IGS is fortunate to have such a well-rounded group of almost 90 professionals who enjoy their jobs and serve our community with passion, dedication, and innovation.

We completed a considerable number of very high value and impactful projects that benefited County staff, the public, and other local public agencies.

Just a few of the many IGS accomplishments include:

- Replacement of our 30-year-old legacy property tax system
- Launched a new Library Management System
- Upgraded our virtual server platform
- Numerous cybersecurity enhancements
- Replacement of our cybersecurity training and phishing platform
- Completion of phase II of the Airport Perimeter Fence
- Launched the Ready Nevada County Wildfire Prevention Campaign
- Supported a total of 250 local and regional fires suppression activities.

Many thanks to all the wonderful IGS and County employees across the organization for their commitment to collaboration, dedication, innovation, and drive that made 2019 another notable year of accomplishments in our shared pursuit to best serve Nevada County residents.

A handwritten signature in cursive script, reading "Steve J. Monaghan".

Steve Monaghan
Information and General Services Director

Our Mission

To provide an outstanding level of service, quality products and innovative solutions to those we serve. Through teamwork, professionalism and responsibility, we strive to meet and exceed the expectations of our customers, building an environment that promotes long-term relationships and creates value for our clients, our employees and the citizens of Nevada County.

There are Nine Business Units within IGS

The Information and General Services Department maintains vital infrastructure and related services to enable County employees to serve the citizens of Nevada County.



TECHNICAL
OPERATIONS



APPLICATIONS and GIS



ADMINISTRATION and
CABLE TV



CUSTOMER CARE and
CENTRAL SERVICES



LIBRARY



EMERGENCY
SERVICES



PURCHASING



AIRPORT

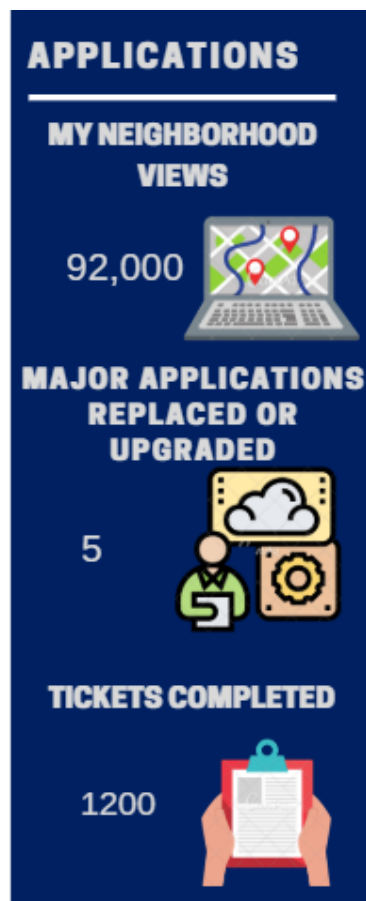


FACILITIES
MANAGEMENT

Applications Division Accomplishments

Property Tax System:

Nevada County migrated from a 30-year-old legacy property tax system to a modern system that handles the majority of the workflows in Assessor's office, and many additional functions in the Tax Collector's and Auditor's offices. This was a big lift for the IS department to assist with data migration and integration with other County systems that rely on property data. The new system offers improved efficiencies and requires less feed and caring from IS staff, thus saving on maintenance costs.



GIS Point in Time Count:

Homeless population is counted annually on a specific day. GIS worked with Placer County to configure and deploy a mobile ready solution to 14 field workers to collect homeless counts. The solution worked as designed for both Counties. Nevada County counted approximately 425 homeless people.

Recorder Technology Refresh:

The Clerk-Recorder launched a new system to manage recordation of documents. The solution includes e-recording for title companies, improved workflows, document management, and modern search tools.

Library Management System and PC Management Systems:

The Library launched a new Library Management System to track cataloging, circulation, items loaned, and more. Additionally, the library PC Management System was overhauled with simplified check-out and printing, as well as improved management of the PC hardware itself.

Technical Operations Division Accomplishments

Increased Overall Resiliency and Redundancy

There were several initiatives that increased the overall resiliency and redundancy to our hardware and network environment, including a 50% increase in Internet Service Provider capacity and failure tolerance. We replaced 25% of edge network switches. Added two new tools to provide better analysis of network usage and configuration management for network devices.

Upgraded the Virtual Server platform

for all County-hosted systems with over 60 TB of data with no unplanned downtime. Increased email archive capacity to ensure adherence to our retention policy.



Cybersecurity Enhancements

Cybersecurity has been a main focus during this year. We replaced our VPN solution for site-to-site services giving the County a more secure and reliable VPN environment. Implemented System Center to better manage security to the Desktop/Laptop environment. We deployed LAPS to update and randomize the local Administrator password on all desktop and laptop devices. Out of seven million email messages received, the system blocked over 1.6 million due to virus, bad email addresses or SPAM.

Customer and Public Facing Enhancements

Implemented Closed Captioning software and hardware for our Board meetings allowing real-time closed captioning on our broadcast and streaming meetings.

Implemented WICWise allowing participants in the WIC program to redeem benefits and access WIC authorized vendors.

Provided over 128 hours of service in support of PSPS events. Began rolling out Microsoft Teams to increase collaboration and productivity for our employees.

IGS Administration Division Accomplishments

Financial and Administrative Management

The IGS Administration team managed budgets totaling more than \$15.7 million for 12 budget units and provided administrative support for the many projects described in this Annual Report.

One of the completed projects is expanding the types of payments we accept for Veterans Hall rentals. We can now accept payments online or in person at the IGS office utilizing credit cards. The project team demonstrated flexibility and facilitated an atmosphere of teamwork. The team on-boarded several new staff members and provided opportunities for growth for one intern during the year and helped coordinate the co-location of OES into the Rood Center.



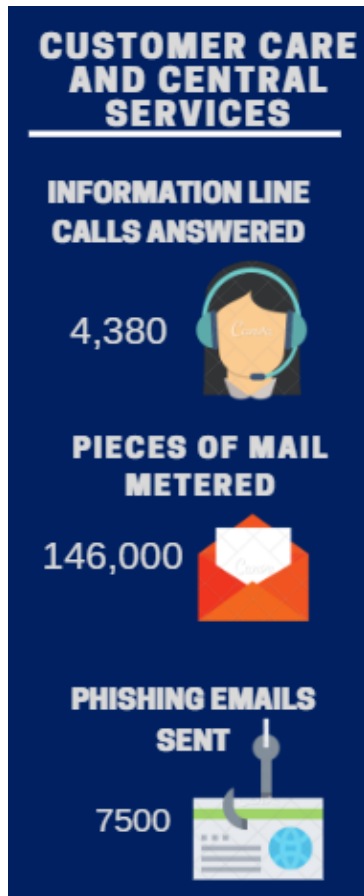
Process Improvement

The IGS Admin team updated several processes to improve efficiency and communication. We updated our tracking for employee driver's license and insurance from excel to NeoGov. This change allows staff to update their own information in their profiles increasing security around the sensitive information and the system generates reminders directly to staff saving Admin staff time in following up to obtain the information.

Training

To ensure continuity of operations and cross departmental support the Administration team started to cross train in other IGS Agency administrative support positions. By having staff trained in more than one department for administrative support we are better able to respond to departmental needs and offer coverage for time off. Additionally, staff has expanded their knowledge by attending several trainings which were offered through CSAC, Human Resources, USPS, and Cal OES.

Customer Care and Central Services Division Accomplishments



Cyber Security Awareness Program

Over 7,500 phish emails were sent to staff. Click rate decreased throughout the year from a high of 20% down to 1.3% during the last test. We migrated to a new integrated phishing and training program to include all temps, contractors and our partner agencies.



Internal Technology Training Classes

Conducted over 30 technology-training classes for County employees across various applications, training over 300 people.

Mail Streamlining Processes and Security

Worked with HHSA, the Post Office, and Social Services to arrange for Elections mail to go through a new more secure process. The mail room processed over 40,000 ballots for the four special elections in 2019. We worked with the Post Office to ensure no mail interruption.

This provided better customer service, faster problem resolution, and easier accounting.

Other IGS Accomplishments in 2019



Digital Counties

In October 2019, the Nevada County was recognized as a 1st place winner of the 2019 Digital Counties Survey award. Nevada County has been in the top 5 for the last 15- years.

Employee Awards:

- Beverly Glenn- Above and Beyond Employee of the Year
- Jenn Tamo - Rookie of the Year



Purchasing Division Accomplishments

Best Practices in Purchasing

In July 2019 the Board of Supervisor's adopted a new Purchasing Policy to establish the necessary rule set for our agency to align our commitment to community with industry best practices in public procurement. The Purchasing Team administered the Cobblestone Contract Management software program, trained most County staff in the new Purchasing Policy and worked with the vendor community to learn the new ePurchasing solicitation platform. Finally, Purchasing introduced the new Local Vendor Preference Application process which offers a local vendor preference of 5% to those who apply and qualify to receive the bid incentive.



Competitive Solicitations

Purchasing collaborated with many County Departments to develop Scope of Work and specifications for goods and services. Procured a variety of services and goods for our County including several road striping projects, Combie Road widening project, an upgrade to the security system in the Wayne Brown Correctional Facility, a new janitorial service provider to keep our County buildings sparkling and two building remodels including the Bost House-HVAC system, Sheriff's Property Unit. Also engineering designs for the Odyssey House and a new Penn Valley Library. The largest accomplishment for the Purchasing Team was recognizing a cost savings to our community of \$1,067,009.

Surplus News

With the assistance of a dedicated community volunteer, the Purchasing Team was able to repurpose many types of office furniture to new employees and workspaces. The Team hosted 10 open warehouse days, donating office furniture and equipment to our local non-profit and community schools.

Other Purchasing News

The Purchasing Division received new directional signs around the Eric Rood Center to help vendors easily identify where they need to go to submit Bids and Proposals. We also added more information to the MyNevadaCounty.com website offering more transparency and information to our vendor and tax payer communities.



Library Division Accomplishments

“Discover and Go”

Library card holders who are Nevada County residents can now get access to free or low-cost passes to more than 40 museums, science centers, zoos, theaters, and other cultural venues throughout Northern California and the San Francisco Bay Area. The online program, called Discover and Go, launched July 1st, 2019. This partnership between cultural venues and libraries was launched in 2011 to provide California library card-holders with discounted admission to cultural institutions in their own backyard.



New Technology

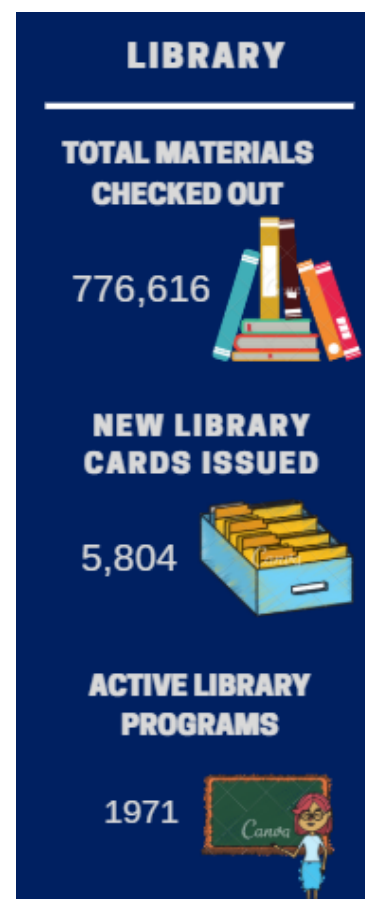
The Truckee Library started offering Oculus Rift virtual reality experiences and 3D MakerBot Replicator+ printer training to library patrons. The training covers the basics of how 3D printing works, how to operate the printer, and how to find or make designs for 3D objects. At the Madelyn Helling Library we implemented a new PC reservation system called Envisionware, a new printer and a new system for printing documents and scanning. Library patrons can reserve a PC the day of their visit through the Envisionware print release computer, or simply sit down at any available PC and log in. Additionally, patrons can now print from mobile devices via the PrinterOn App or via email with documents attached to the designated library printer.

Seed Swap

The Madelyn Helling Library announced their new Seed Library! The Seed Library is free to use and does not require a library card. Throughout the year the library held discussions on seed-saving including which ones are the easiest to save and how to collect seeds from plants that haven't cross-pollinated. Seeds were also collected from the public and placed in a separate box to ensure seed varieties aren't mixed before going back out to the public in the next year's Seed Swap.

StoryCorp and American Creed Community Conversations

The Library partnered with StoryCorps, a national nonprofit committed to recording the stories of everyday people, to record and preserve the stories of our community. Participants had 40 minutes of uninterrupted time to talk to each other about ties they have with another person and anything else that is meaningful to them. StoryCorps recorded the conversation and archived it at the Library of Congress. The Nevada County Community Library was selected by the American Library Association (ALA) in partnership with Citizen Film and the National Writing Project, as one of 50 libraries nationwide receiving a programming grant to host community conversations centered on American Creed. This program invited the public to listen to a brief story and then participate in discussion about connection, relationships, and the community.



Airport Division Accomplishments

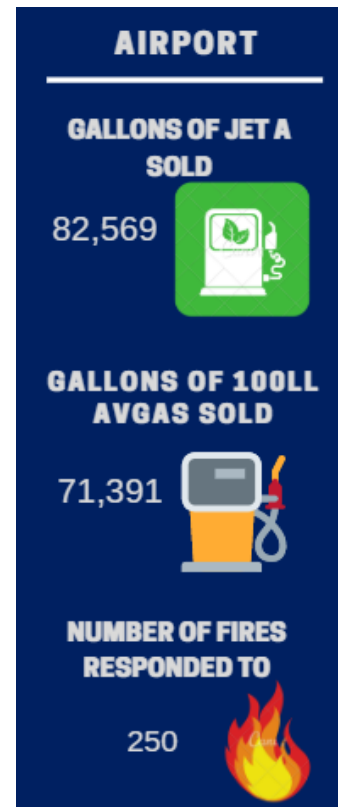
Airport Improvements

Completed two FAA grants with the completion of the new Airport Layout Plan and the completion of Phase II of the Airport Perimeter Fence. The Airport replaced a 28-year-old fuel truck with a much newer unit that was purchased from the Truckee-Tahoe Airport. The airport also received donations to purchase a new heavy duty zero-turn mower to take care of the grounds. Phase II of NID dirt relocation was completed by dumping approximately 15,000 cubic yards of soil which was removed from the NID reservoir located on the airport to gain more capacity. That soil was placed in a large gulch on the north side of runway 25. This partially filled in the gulch removing a potential hazard for aircraft in the event an aircraft malfunction. This project was beneficial to both parties and the final phase is scheduled to happen in spring of 2020.



Wildfire Suppression Support

The Nevada County Airport supported the Grass Valley Air Attack Base in the suppression of local and regional wildfires. We supported over 515 CalFIRE and US Forest Service flights. Additionally, we supported PG&E helicopter operations in mapping trees along power lines. Helicopters were also flying the power lines during the several Public Safety Power Shutoff (PSPS) events for high wind and fire conditions.



Emergency Services Division Accomplishments

Launched Ready Nevada County Campaign

The campaign involved wildfire prevention and emergency preparedness awareness campaign which included a new website and sent first-ever Ready Nevada County wildfire prevention and emergency preparedness mailer to all County residents.

Grants

Awarded \$3.5 million in grants and priority project funding from the Governor to complete the Ponderosa West Grass Valley Defense Zone. Of the 1,237 acres, 398 have been treated. Applied for 7 CAL FIRE Grants, 1 Homeland Security Grant, 1 Emergency Management Performance Grant, 1 Sierra Nevada Conservancy Forest Health and Watershed Grant.



Emergency Operations Center

Activated the Emergency Operations Center (EOC) for 12 days during the five Public Safety Power Shutoff events, the Dorsey Fire and South Yuba River plume incidents. OES coordinated with PG&E to provide a backup generator to energize the hospital and downtown Grass Valley. Recruited and trained 10 non-OES Nevada County staff to participate in a pilot program designed to increase EOC response capabilities during an emergency.

Fire Awareness

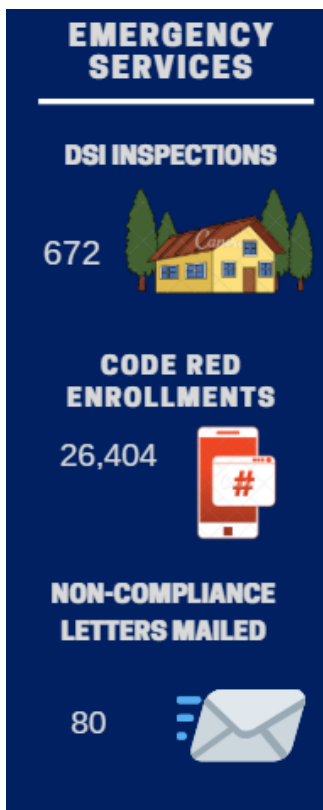
Facilitated quarterly Wildfire Prevention Stakeholder Meetings bringing together members of the community around key wildfire issues. Produced a four-part Wildfire Prevention Speaker Series with presentations from subject matter experts. Hosted a film screening of Wilder than Wild and an accompanying speaker panel. Organized the Truckee Wildfire Prevention and Preparedness Town Hall. Contracted with Fire Safe Council of Nevada County to certify 19 new Firewise USA communities. Participated in the Lake of the Pines and Lake Vera Purdon Wildland Urban Interface community fire drills coordinated by CAL FIRE.

Code Red

Launched first ever County-wide Code Red Emergency Alert test which called over 86,000 contacts, sent more than 24,000 text messages and more than 12,000 emails. Code Red residential enrollments increased from 17,014 to 26,604 and business enrollments from 210 to 344

Green Waste

Collected over one million pounds of green waste at six free residential green waste disposal sites throughout the Nevada County during weekends in the month of May.



Facilities Division Accomplishments

Helling Way Cross Walk Realignment

Facilities worked with an Engineer to design a new sidewalk and crosswalk alignment at the intersection of Maidu and Helling Way. This project had a total cost of \$23,000 for concrete sidewalk and drainage repairs. Pedestrians are more visible walking across this new alignment which met current standards for ADA.



County Roof Renovation Project

Facilities went out to bid and awarded over \$700,000 in roof renovation projects in 2019. These four individual projects provided new 20-year roofs for the following locations: ERAC, Nevada City Vets Hall, Animal Shelter and DA's. This was a total capital project budget of \$700,000.

County Property Vegetation Reduction Program

The County is aggressively establishing the model for vegetation reduction on County owned property. Staff, with the help of Cal-Fire prison crews, has cleared over 40 acres of County property. This ongoing project has an annual cost of \$30, 000. Benefit: these efforts help provide healthier and safer public property at the ERAC and other County owned properties.

Completed the Nevada County ADA Self-Evaluation and Transition Plan with Disability Access Consultants

This project included a study of all County facilities to identify any non-ADA compliant pathways and fixtures. This provided a detailed summary of all the deficiencies in order for staff to prioritize and implement a mitigation strategy. This study had a budget of \$78,000.

Nevada County Operations Center (NCOC) Project Ground Breaking and 65% Construction Completed

Broke ground on the new NCOC facility. At the end of 2019 the project is over 65% complete with pavement on site and the building fully enclosed. This new facility will allow Public Works and Transit to operate below the snow level in a new state of the art maintenance and operations center.



Partnerships & Community Outreach

Power Outages / Generator

During the month of October, the County suffered several power outages. With long lines at the gas pumps to fill gas containers for generators, the Nevada County Airport put out a notice that we could sell AVGAS for this purpose. We sold approximately 4,000 gallons of fuel for generators during that month.

Airshow

On July 20th, the Airport and the Golden Empire Flying Association hosted the semi-annual airshow. Over 3,000 spectators were in attendance. The event was a huge success for local vendors that provided services and over \$10,000 was added to the scholarship fund for young pilots interested in flying.



Lyman Gilmore School 6th Annual Flight Day

Lyman Gilmore School 6th Annual Flight Day. On May 29th local aircraft celebrated the name sake of Lyman Gilmore Middle School by performing a flyover. This event celebrates the namesake of Lyman Gilmore Middle School, and it teaches school-aged children about science and aviation through hands-on activities and demonstrations.

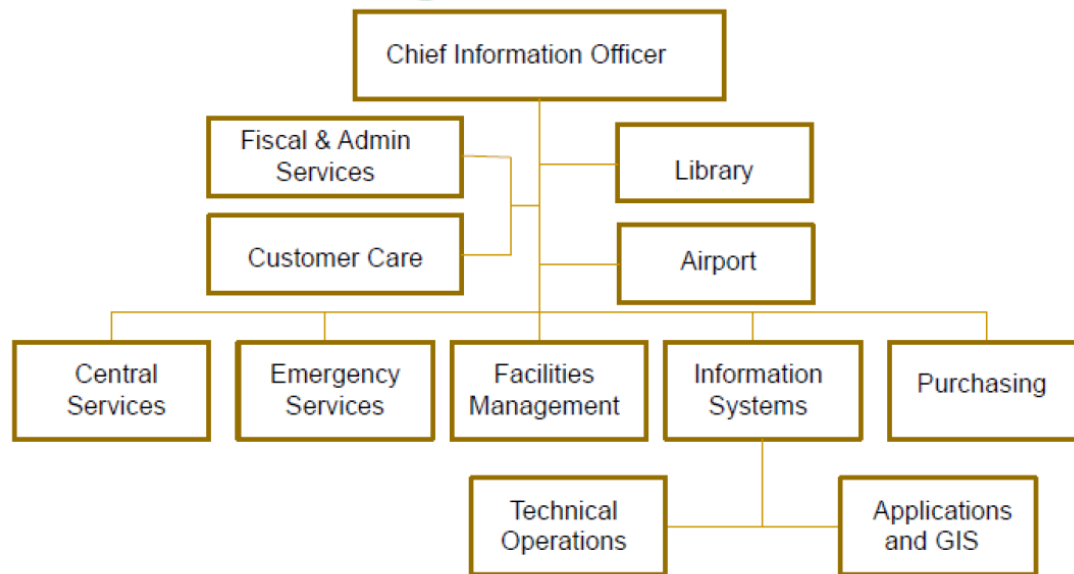
Conducted 16th annual Children's Health & Wildfire Safety Carnival

In coordination OES, the Gold County Kiwanis and Fire Safe Council of Nevada County conducted this event. Approximately 1000 people attended and nearly 50 vendors and organizations participated.



Office of Emergency Services Participated in the First Friday Art Walk, the Nevada County Fair, Thursday Night Market, Nevada County Building Fair, Free Green Waste Disposal volunteer opportunities, and Nevada County Insurance Town Hall, PSPS Aftermath Town Hall, Grass Valley Safe Trick or Treat

2020 IGS Management Team & Structure



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