

AGENDA

City/County Manager's Technical Advisory Committee

Thursday, May 6, 2021

10:00 AM

MEETING ACCESSIBLE VIA ZOOM AT: <https://gosbcta.zoom.us/j/99449186334>

Teleconference

Dial: 1-669-900-6833

Meeting ID: 994 4918 6334

**This meeting is being conducted in accordance with Governor Newsom's
Executive Order N-29-20**

Call to Order

Attendance

Council of Governments

1. **Update on the Emergency Communication Nurse System (ECNS) pilot - Monique Reza-Arellano, SBCOG; Leslie Parham EMS Nurse; Leigh Overton, SB County Fire; and Dan Munsey County Fire Chief**

The Emergency Nurse Communication System was implemented in December 2020 in an effort to reduce overuse of 911 Emergency System and wait times in Emergency Rooms (ERs). This is a report on preliminary data collected and a look at potential next steps.

Attachment No. 1: Pg. 5

2. **How to Maintain Trust in Times of Uncertainty - Professor. Stephen Gilliland, Claremont Graduate University**

Receive a presentation from Professor Gilliland, Claremont Graduate University, on maintaining trust in times of uncertainty.

Attachment No. 1: Pg. 12

3. **SBCTA/SBCOG Equity Ad Hoc Committee Update – Monique Reza-Arellano, SBCOG**

Receive an update on the Regional Equity Study and a review of the draft scope of work.

Attachment No. 1: Pg. 18

4. **City/County Conference Update – Ray Casey, City of Yucaipa**

Receive an update on planning for the 2021 City/County Conference.

Transportation

5. SBCTA Transit & Rail Project Update: West Valley Connector, Redlands Passenger Rail, & ONT Loop – Carrie Schindler, SBCTA

Receive a project update on the West Valley Connector, Redlands Passenger Rail & Ontario International Airport (ONT) Loop.

Public Comment

Brief comments from the General Public

ADJOURNMENT

The next scheduled meeting of the City/County Manager's
Technical Advisory Committee is June 3, 2021

Meeting Procedures and Rules of Conduct During COVID-19 'Stay in Place' Orders

Meeting Procedures - The Ralph M. Brown Act is the state law which guarantees the public's right to participate in meetings of local legislative bodies. These rules have been adopted by the Board of Directors in accordance with the Brown Act, Government Code 54950 et seq., and shall apply at all meetings of the Board of Directors and Policy Committees. California Governor Gavin Newsom has issued Executive Order (N-29-20) waiving portions of the Brown Act requirements during the COVID-19 State of Emergency.

Accessibility – During the COVID-19 crisis, meetings are being held virtually using web-based or telephone technologies. If accessibility assistance is needed in order to participate in the public meeting, requests should be made through the Clerk of the Board at least three (3) business days prior to the Board meeting. The Clerk can be reached by phone at (909) 884-8276 or via email at clerkoftheboard@gosbcta.com.

Agendas – All agendas are posted at www.gosbcta.com/board/meetings-agendas/ at least 72 hours in advance of the meeting. Staff reports related to agenda items may be reviewed online at that web address.

Agenda Actions – Items listed on both the "Consent Calendar" and "Discussion" contain recommended actions. The Board of Directors will generally consider items in the order listed on the agenda. However, items may be considered in any order. New agenda items can be added and action taken by two-thirds vote of the Board of Directors or unanimous vote of members present as provided in the Ralph M. Brown Act Government Code Sec. 54954.2(b).

Closed Session Agenda Items – Consideration of closed session items excludes members of the public. These items include issues related to personnel, pending litigation, labor negotiations and real estate negotiations. Prior to each closed session, the Chair will announce the subject matter of the closed session. If action is taken in closed session, the Chair may report the action to the public at the conclusion of the closed session.

Public Testimony on an Item – Public Comment may be submitted in writing to the Clerk of the Board via email at clerkoftheboard@gosbcta.com. Written comments must acknowledge the Agenda Item number, and specify whether the commenter wishes the comment be included with the minutes or read into the record. Comments read into the record will be read for three minutes; if three minutes pass and there is comment still unread, the time will not be extended and the remaining comment will not be read. Public Comment must be submitted no later than 5:00 pm the day before the meeting. Members of the public are afforded an opportunity to speak on any listed item. Individuals wishing to address the Board of Directors or Policy Committee Members should indicate their request when Public Comment is called for during the meeting. This request to speak can be achieved by either using the 'Raise Hand' feature in Zoom platform or by verbally stating interest when the Chair calls for Public Comment. When recognized by the Chair, speakers should be prepared to announce their name for the record. In the interest of facilitating the business of the Board, speakers are limited to three (3) minutes on each item. Additionally, a twelve (12) minute limitation is established for the total amount of time any one individual may address the Board at any one meeting. The Chair or a majority of the Board may establish a different time limit as appropriate, and parties to agenda items shall not be subject to the time limitations. Members of the public requesting information be distributed to the Board of Directors must provide such information electronically to the Clerk of the Board via email at clerkoftheboard@gosbcta.com no later than 5:00 pm the day before the meeting. The Consent Calendar is considered a single item, thus the three (3) minute rule applies. Consent Calendar items can be pulled at Board member request and will be brought up individually at the specified time in the agenda allowing further public comment on those items.

Agenda Times – The Board is concerned that discussion take place in a timely and efficient manner. Agendas may be prepared with estimated times for categorical areas and certain topics to be discussed. These times may vary according to the length of presentation and amount of resulting discussion on agenda items.

Public Comment – At the end of the agenda, an opportunity is also provided for members of the public to speak on any subject within the Board's authority. Matters raised under "Public Comment" may not be acted upon at that meeting. "Public Testimony on an Item" still applies.

Disruptive or Prohibited Conduct – If any meeting of the Board is willfully disrupted by a person or by a group of persons so as to render the orderly conduct of the meeting impossible, the Chair may recess the meeting or order the person, group or groups of person willfully disrupting the meeting to be removed from the virtual meeting. Disruptive or prohibited conduct includes without limitation: addressing the Board without first being recognized, not addressing the subject before the Board, repetitiously addressing the same subject, posting profane or rude content in the virtual meeting environment, or otherwise preventing the Board from conducting its meeting in an orderly manner. Your cooperation is appreciated!

ECNS Preliminary Report

CONFIRE
SBCOG



- Study Commissioned in partnership with
 - CONFIRE
 - County Fire Chiefs Association
 - IEHP
- ECNS Goal is to enhance service delivery by triaging 911 calls to determine the level of care and the appropriate response necessary to ensure the patient gets to the right care at the right place in the right amount of time.



Emergency Communications Nurse System



- Implementation Process
- CONFIRE/REMSA Team
- Data Collection has begun

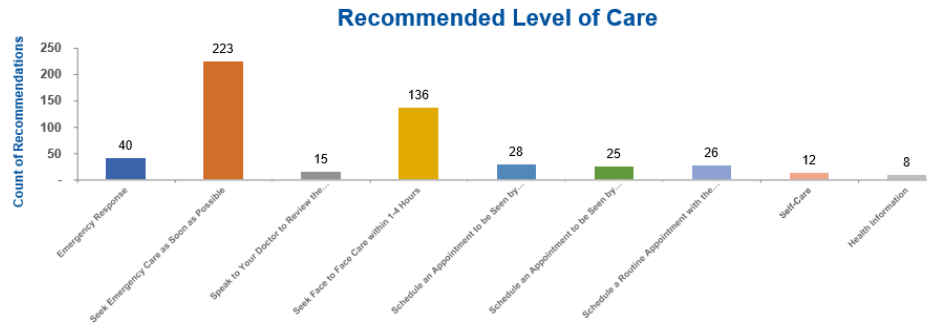


ECNS Implementation



Recommended Level of Care

- January 2021 - March 2021
- 1,226 Total Tracked Records Started
- 513 Protocols Completed (42%)



Recommended Level of Care

Recommended Level of Care	Count	% of Completed Protocols
Emergency Response	40	8%
Seek Emergency Care as Soon as Possible	223	43%
Speak to Your Doctor to Review the Symptoms	15	3%
Seek Face to Face Care within 1-4 Hours	136	27%
Schedule an Appointment to be Seen by the Doctor within the Next 12 Hours (same day)	28	5%
Schedule an Appointment to be Seen by the Doctor within the Next 1-3 Days	25	5%
Schedule a Routine Appointment with the Doctor	26	5%
Self-Care	12	2%
Health Information	8	2%
Total	513	100%



Recommended Level of Care

- ECNS trending toward meeting goals of program
 - Decrease in number of dispatched EMS ambulances
 - Keeping 911 ambulances for higher acuity patients
 - Reducing emergency department wait times
 - Providing low acuity patients to the correct care point
- Call volume
 - Increasing/decreasing?
 - 44% of calls that reach a recommended level of care that does not require ambulance or ED get sent an ambulance anyway because of lack of transportation.
- Evolving continuous improvement
 - Stakeholder concerns
 - Rate payer and emerging funding opportunities
 - Lessons learned



ECNS Summary

- Program Concerns
 - Public Outreach
 - Public Education Campaign
- Lessons *Learning*
 - Need for alternate transportation models
 - Need for telehealth in the ECNS system

ECNS Lessons *Learning*

- Short-Term Funding
 - Confire Agencies
 - Seeking Grants
 - Advocacy Activities
- Long-Term Funding
 - Future ET3 (CMS)
 - Rate Payers (cost avoidance)



ECNS Funding

- Partner Advocacy Fact Sheet
- State and Federal Legislators
- ET-3 Grant
- CA Health Care Foundation
- Sustainability in *Cost-Avoidance*
 - Health Care Providers

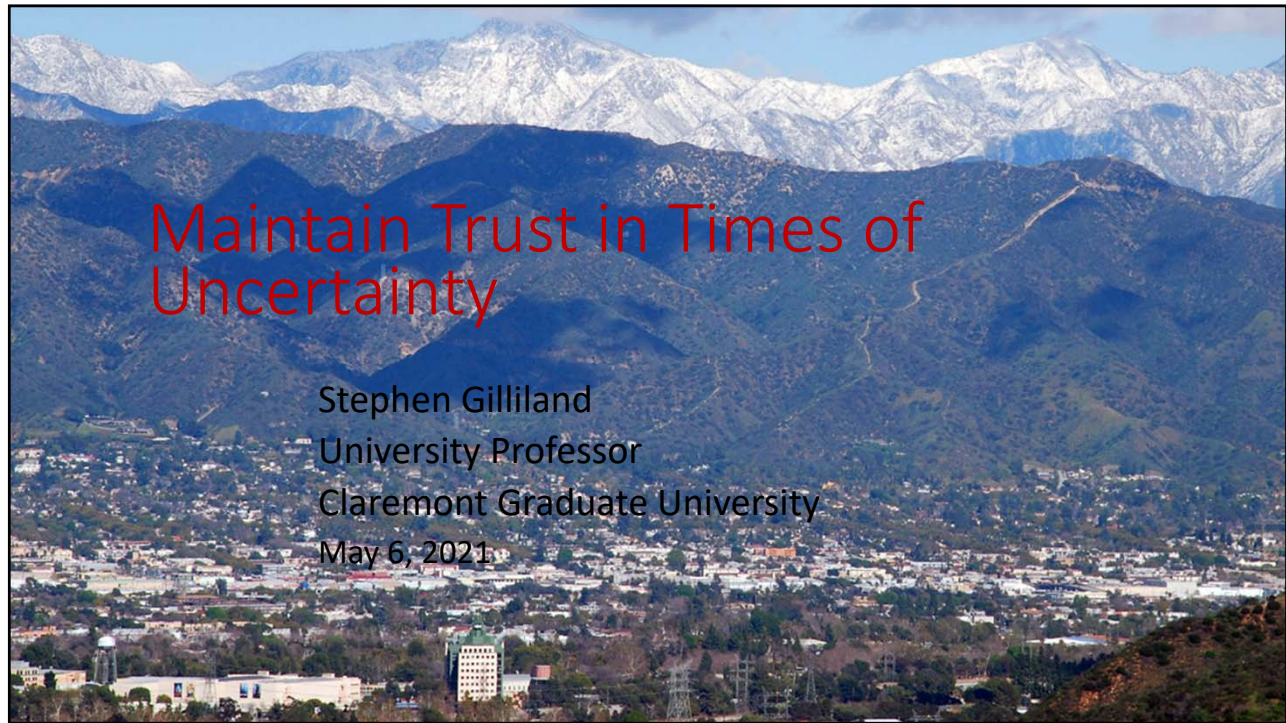


ECNS Advocacy Efforts

Questions?



ECNS Q&A



So much Uncertainty



Uncertainty Produces Stress and Burnout

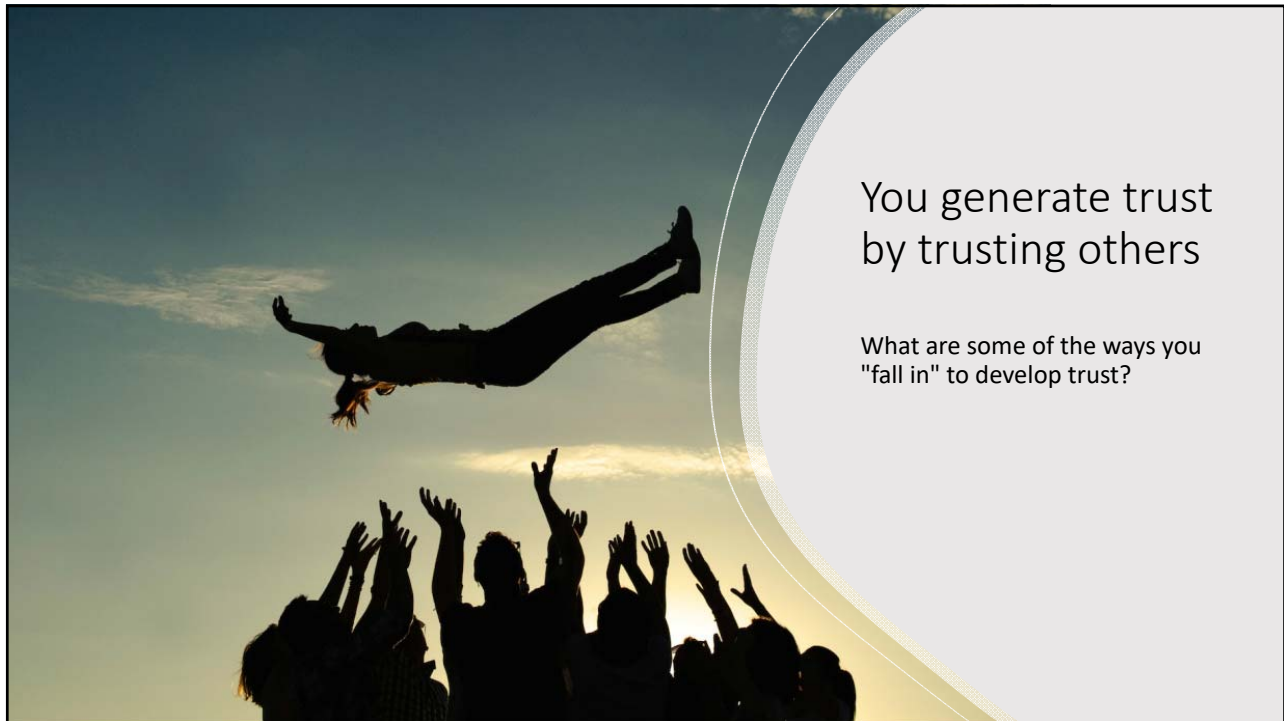


 Claremont Graduate University

Trust Can Provide Relief from Uncertainty



 Claremont Graduate University





Ask for help and show you are listening

Why is it so difficult to ask for help as a leader?

Foster personal connections

- Highlight an uncommon commonality
- Similarity builds trust, especially when rare



Showing genuine concern



How are you doing?

How is your family?

Do you have what
you need to get
your work done?

 Claremont Graduate University

Walk the talk and Examine your leadership shadow



How do people see
you?

Who provides your
leadership mirror?

 Claremont Graduate University

 Claremont Graduate University

Public Sector Leadership

MA in Leadership

Customized in-person or online leadership programs



Contact:
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Stephen.Gilliland@cgu.edu

 Claremont Graduate University

Attachment No. 1 to Agenda Item No. 3 - DRAFT Regional Equity Study Scope of Work

Regional Equity Study Scope of Work

Background

As the San Bernardino Council of Governments (SBCOG), has the unique opportunity to engage all twenty-four city and town jurisdictions and the five county supervisorial districts, as there is no other official forum in this area which affords the opportunity.

Study Purpose

SBCOG envisions the Region-wide study as the starting point for determining communities within jurisdictions that are affected by inequities. By drilling down to the Census Tract level and identifying disadvantaged communities demographically and geospatially, SBCOG can better understand the specific challenges faced by the specific disadvantaged communities. In understanding the challenges, SBCOG can better provide recommendations and options regarding policy intervention to address the challenges.

Definitions

Disadvantaged Community: Disadvantaged communities refers to the areas throughout California which most suffer from a combination of economic, health, and environmental burdens. These burdens include poverty, high unemployment, air and water pollution, presence of hazardous wastes as well as high incidence of asthma and heart disease. One way that the state identifies these areas is by collecting and analyzing information from communities all over the state. CalEnviroScreen, an analytical tool created by the California Environmental Protection Agency (CalEPA), combines different types of census tract-specific information into a score to determine which communities are the most burdened or "disadvantaged."

Other indicators used by federal, state, and local agencies:

- Population on free lunch program
- Poverty rate
- Population composition (race, marital status, age, and ability to speak English)
- Personal Disruption (unemployment status, educational attainment, poverty and marital status)

Senate Bill (SB) 1000: In an effort to address the inequitable distribution of pollution and associated health effects in low-income communities and communities of color, the Legislature passed and Governor Brown signed SB 1000 in 2016, requiring local governments to identify environmental justice communities (called "disadvantaged communities") in their jurisdictions and address environmental justice in their general plans. This new law has several purposes, including to facilitate transparency and public engagement in local governments' planning and decision making processes, reduce harmful pollutants and the associated health risks in environmental justice communities, and promote equitable access to health-inducing benefits, such as healthy food options, housing, public facilities, and recreation.

Scope of Work

1. Geospatial Baseline GIS study report and map of Disadvantaged Communities (DAC) County-wide.

Baseline geographic information system (GIS) study to exhibit existing condition for all census tracts in Disadvantaged Communities and report of areas, demographics, and any other data necessary to create a community profile. Define Communities and justify definition and boundaries by smallest geographical area possible, which may include parcel level, census block, or by zip code.

1.1 Data Gathering: *Team to review and utilize existing data for communities located in Disadvantaged Communities located in all incorporated jurisdictions, in the County of San Bernardino including the jurisdiction of the unincorporated County. Data sets and GIS sets will include but not be limited to the following, and the consultant will provide additional data sources as necessary:*

- United States (US) Census Bureau Data and Reports
- SBCOG/San Bernardino County Transportation Authority (SBCTA) GIS Data and Reports
- Southern California Associated Governments (SCAG) Data and Reports
- Omnitrans GIS Data and Reports
- Victor Valley Transit (VVTa) GIS Data and Reports
- City GIS Data and Reports
- County GIS Data and Reports
 - Department of Public Health
 - Department of Planning
 - Department of Mental Health
- Water Agency GIS Data and Reports
- State of CA GIS Data and Reports
 - Department of Education
 - Free/Reduced Meal
 - Voter Registration
 - Department of Justice
 - Office of Statewide Health Planning
 - Office of Environmental Health Hazard Assessment
 - CalEPA
 - CalEnviroScreen
 - Department of Public Health
 - Healthy Places Index
- Federal Departments GIS Data and Reports
 - Department of Housing and Urban Development
 - Health and Human Services
 - Department of Agriculture
 - Environmental Protection Agency
- California Highway Patrol (CHP) GIS Data and Reports
- San Bernardino County Fire GIS Data and Reports

1.2 Demographics Study: Study to create community profiles illustrating existing condition of the built environment within Disadvantaged communities. Goal: Analysis to be as granular as the data and analyses allow. The goal is to relay facts of the existing condition.

1.3 Disadvantaged Communities Survey: Create and administer a survey with the goal of providing a narrative/history of the area which will provide context/meaning to demographic findings.

Deliverables for Section 1:

1.1: Report of Data Gathered, sources, and uses.

1.2: GIS map of community profiles, and report of each community, including demographics, built environment condition, access to education, health, jobs, transportation, transit, water, clean air, open space, etc., as discussed in item 2 of the scope of work.

1.3: Surveys as best suited for multiple communities in multiple languages and administered through various media. Written summary report and story maps.

2. Identify Barriers to Equity within the Built-Environment Faced by Disadvantaged Communities.

Identify specific challenges for communities in regard to barriers to equity within the existing built-environment. Define appropriate access to built-environment amenities. Through a geospatial study and report, discuss challenges and consequences of limited or no access to amenities such as grocery stores, transit lines, transit stops, and broadband availability. *Keep in mind the analysis must focus on the built-environment.* Consultant must provide methodology and include additional data sets as needed and as available.

Areas to be studied as data is available:

- Built-Environment amenities to be reported and mapped:
 - Transportation – SBCTA, OmniTrans, Victor Valley Transit (VVTA)
 - Health Equity
 - Public Safety Response Times
 - Housing
 - Water
 - Sewer
 - Food Deserts
 - Electricity/Access to AC
 - Internet Access – difficult to find
 - Open Space
 - Sidewalks – inventory exists
 - Community/Recreation Centers
 - Child Care
 - Facilities
 - After School Programming
 - Access to Higher Education – potentially a broadband issue

- Access to Health Care/Telehealth included
- Library Services
- PTAs/School District Facilities
- Healthy Communities

2.1 Create GIS Data Sets for each above-listed amenity and how they relate to each disadvantaged community.

2.2 Create Final Report discussing findings of all analysis with respect to disadvantaged communities, their geospatial make up, and the issues that intersect and create barriers to equity within the built environment.

Deliverables for Section 2:

2.1: GIS Data Sets, layers, and story maps for each amenity in relation to identified disadvantaged communities to be used on web, by local agencies, and for public consumption.

2.2: Report of Report of Amenities in the built-environment in relation to disadvantaged communities. Report to include information on barriers to equity specific to each amenity as it concerns each DAC. Final Report can include digital/interactive format where appropriate.

3. Creation of the eStudy

Rather than being a typical hardcopy study with map layers, the Regional Equity Study is to be predominantly an eStudy. For SBCOG, the eStudy is something similar to a standalone website, where the contents of the Study can be viewed using an array of digital devices and follows design standards so that the Study content is visually appealing, interactive, and meets web accessibility requirements (WCAG 2.0).

Deliverables for Section 3:

- A public-facing dashboard that displays easy-to-understand data gathered in the data collection and analysis noted above. The main data gathering consists of aerial interpretation, GIS data analysis, site visits, surveys, and interviews.
- Write-up/story texts associated with any analysis or displayed dashboard data.