



AGENDA
CITY COUNCIL WORK SESSION
October 05, 2020
6:00 PM
City Council Chambers – 1100 37th Street

OPTIONAL VIRTUAL MEETING PARTICIPATION

Please click on this URL to join virtually: <https://us02web.zoom.us/j/88955185670>
Or join by phone: 1-669-900-9128
Webinar ID: 889 5518 5670

- 1. COVID-19 Response Update (5 Minutes)**
James L. Becklenberg, City Manager
- 2. Neighborhood Services Division Update (15 Minutes)**
James L. Becklenberg, City Manager
Randy L. Ready, Assistant City Manager
Anne Best-Johnson, Community Development Director
Kyle Fehr, Neighborhood Services Manager
- 3. Discussion About Repeal and Replacement of Chapter 18.09 of the Municipal Code, the Sign Code, for Clarification and Refinement (15 Minutes)**
James L. Becklenberg, City Manager
Randy Ready, Assistant City Manager
Anne Best-Johnson, Community Development Director
- 4. 2020 Cybersecurity Update (15 Minutes)**
James L. Becklenberg, City Manager
Chris Bragg, Information Technology Director
- 5. Council Discussion**

CITY OF EVANS – MISSION STATEMENT
**“To deliver sustainable, citizen-driven services for the health, safety, and welfare of
the community**

CITY COUNCIL WORK SESSION REPORT

DATE: October 5, 2020
AGENDA ITEM: Work Session Item #1
SUBJECT: COVID-19 Response Update
NAME & TITLE: James L. Becklenberg, City Manager

ISSUE DESCRIPTION:

The City's response to the COVID-19 virus disaster continues, with continuous Emergency Operations Center (EOC) operations to monitor evolving conditions, coordinate with the Weld County Department of Public Health and Environment, and plan the City's operational response. The structure of the EOC, along with staffing roles, is attached to this report. Response strategies are consistent with the City's Emergency Operations Plan (EOP), which is intended to serve as a high-level guide for all emergencies.

In addition to the broader EOP, staff has developed specific responses to the pandemic conditions presented by COVID-19, which are shown in the attached "Pandemic Response Plan." At the March 17, 2020 staff described the "Operational Response Progression" and noted that at that time, the City was in Phase 3 response. At this time, the City remains in Phase 3, as most City services remain operational, due to capabilities for remote work and social distancing strategies.

At the work session, the City Manager will provide an update on local COVID-19 statistics and any significant COVID-19 operational issues and impacts since the September 15th work session.

FINANCIAL SUMMARY:

None

REQUESTING FROM CITY COUNCIL:

Discussion and questions about the City's COVID-19 response

ATTACHMENTS:

- None

CITY COUNCIL WORK SESSION REPORT

DATE: October 5, 2020
AGENDA ITEM: Work Session Item # 2
SUBJECT: Neighborhood Services Division Update
PRESENTED BY: James L. Becklenberg, City Manager
Randy L. Ready, Assistant City Manager
Anne Best-Johnson, Community Development Director
Kyle Fehr, Neighborhood Services Manager

ISSUE DESCRIPTION:

In the past year, the Neighborhood Services Division has implemented several goals identified in the 2019 and 2020 Work Plans including the following:

- Hiring and training a full time Code Enforcement Officer
- Developing the Neighborhood Party Trailer program
- Planning and managing City cleanup events

This year the Neighborhood Services update is a progress report presented through Story Maps. A link to this document can be found in the Attachments section of this memo.

This update includes statistical data on the code enforcement function of the division, while also highlighting other successes such as the Yard of the Month program, volunteer events, and activities associated with the Riverside Park Open Space Restoration GOCO grant award. The update concludes with a year-to-date review of the progress and efforts of the division through September 30, 2020.

Council feedback from this work session will be used to forecast activities to implement in 2021 as well as future division reporting.

FINANCIAL SUMMARY:

There are no financial implications involved with presenting these findings.

REQUESTING FROM CITY COUNCIL:

Discussion about the Neighborhood Services Progress Update and direction regarding future programs.

ATTACHMENTS:

- Neighborhood Services update Power Point presentation
- <https://storymaps.arcgis.com/stories/05f987d55e9549a89746d81717960c3a>



Neighborhood Services 2019/2020 Division Update

Kyle Fehr
Neighborhood Services Manager



Neighborhood Services Staff

- Kyle Fehr – Neighborhood Services Manager
 - September 2019
- Derrick Salazar – Code Enforcement Officer
 - January 2020
- Seasonal Code Enforcement Officer
 - Position not filled in 2020

Neighborhood Services Programs

- Yard of the Month Award
- City Cleanup Events
- Neighborhood Party Trailer
- Bike to Work Events
- Code Enforcement



Code Enforcement



Neighborhood Party Trailer



Yard of the Month



City Cleanup Events



Bike to Work Day



Shopping Cart Removal

Yard of the Month

- May-October
- Yard Sign
- \$50 gift card to
Happy Life Gardens
- Recognition on City Website



Nominate a Neighbor



City Cleanup Events

- Fall 2019
- Spring 2020 – Cancelled
- Fall 2020
- Program Structure
- Education and Alternatives



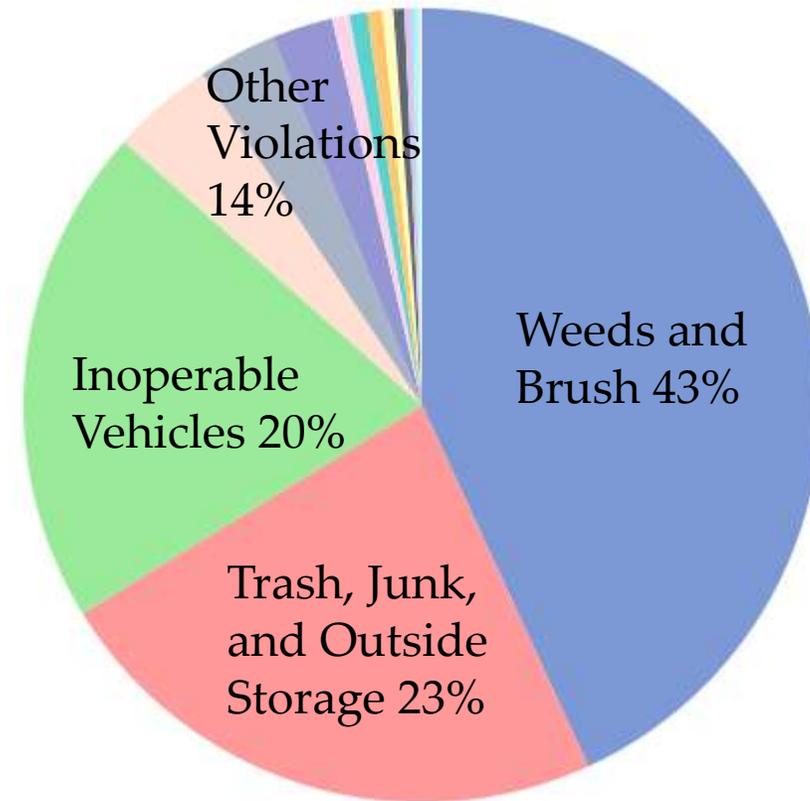
Neighborhood Party Trailer

- Completed May 2020
- Delayed due to Pandemic
- Free for Evans Residents
- Tables, chairs and coolers donated by Sam's Club



Code Enforcement

- 2019 Statistics
 - 1005 Cases Opened
 - 1131 Violations
 - 458 Penalty Citations
 - 205 Properties
 - >\$200k Special Assessments
 - 138 Properties
 - ~80% Voluntary Compliance Rate



Code Enforcement

- 2019 Violation Heat Map



Code Enforcement

- 2019 Penalty Citation Heat Map



Code Enforcement

- Increased Land Use Enforcement
- Industrial Park Improvements
- Code Revisions



Tuscany and Arrowhead

- Tract O Brush Removal (2019)
- Public Engagement (2020)



Riverside Park Open Space

- 2019 GOCO Grant \$47,400
- WCYCC (May-August 2020)
- Additional Work



Volunteer Events

- AmeriCorps VISTA
- United Way Good Neighbor
- Volunteers for Outdoor Colorado
- Non-Profit Partnerships
- Preliminary Adopt-A-Program



Right-of-Way Activities

- Abandoned Vehicles
- Shopping Carts
- Signs
- Debris
- Arc GIS Collector



The Year Ahead

- Cleanup Event Modifications
- Neighborhood Party Trailer
- Increased Land Use Compliance
- Explore additional
Neighborhood Services Programs



CITY COUNCIL WORK SESSION REPORT

DATE: October 5, 2020
AGENDA ITEM: Work Session Item #3
SUBJECT: Discussion About Repeal and Replacement of Chapter 18.09 of the Municipal Code, the Sign Code, for Clarification and Refinement
PRESENTED BY: James L. Becklenberg, City Manager
Randy Ready, Assistant City Manager
Anne Best Johnson, Community Development Director

ISSUE DESCRIPTION:

An update to the Sign Code in Chapter 18.09 of the Municipal Code is needed in order to clarify and refine it for use by applicants and staff. In addition, Judicial ruling related to free speech matters have prompted municipalities across the U.S. to update their municipal codes to ensure consistency with these rulings. Sign Codes can be difficult to use and there are many different definitions, interpretations, and technology changes to be reflected in a nimble Code. Planning Commission considered this topic of discussion at its work session on September 22, 2020 and is in agreement that a change to the Code is necessary.

The City of Evans' Sign Code will need to focus on refining the Code to address the following:

- Type of sign vs. the message conveyed
- Develop a Purpose and Intent Section
- Content-neutral sign types
- Provide signs exempt from permit
- Off-premise signs
- Temporary signs
- Murals/Art

The proposed organization of the new Sign Code is listed below:

- Purpose and Intent
- Definitions
- Legal Non-Conforming Signs
- Signs Prohibited in All Zone Districts
- Signs allowed in each Zone District/District Grouping
- Sign Allowance without a Permit
- Sign Permit Requirements
- Temporary Sign Allowance and Permitting Requirements
- Dimensional and Construction Standards for All Signs

FINANCIAL SUMMARY:

There is no financial implication to the proposed Code language change. There is a potential positive financial implication when the City has a Land Use Code that is clear and easy for both the applicant and staff to follow. Clear expectations, a transparent land use process, and Criteria for Approval are beneficial attributes in a Land Use Code.

REQUESTED FROM THE CITY COUNCIL:

Staff is seeking City Council comments and questions and direction about whether to return with a code amendment for consideration at a future city council meeting.

ATTACHMENTS:

- None

CITY COUNCIL WORK SESSION REPORT

DATE: October 5, 2020
AGENDA ITEM: Work Session Item # 4
SUBJECT: 2020 Cybersecurity Update
NAME & TITLE: James L. Becklenberg, City Manager
Chris Bragg, Information Technology Director

ISSUE DESCRIPTION:

The purpose of this work session item is for City Council to receive information on current cybersecurity threats, what systems and controls the City has in place to defend our network and protect our data, and to provide a brief look at what the IT industry sees coming in the future for improving organizational cyber defense.

Briefing will include a brief introduction to cybersecurity, a breakdown of major threats, an explanation of the City's main security components, an explanation of security results, a breakdown of awareness training, testing, and auditing, and a discussion of upcoming technologies and needs.

FINANCIAL SUMMARY:

N/A

REQUESTING FROM CITY COUNCIL:

Feedback and/or questions related to the City's current cybersecurity posture, technologies and methods used in providing cyber defense, or future technologies anticipated or needed.

ATTACHMENTS:

- 2020 Cyber Security Update Power Point presentation

CITY OF EVANS

2020 CYBERSECURITY UPDATE

CITY COUNCIL REVIEW

October 5, 2020

A grayscale photograph of a person's arm and hand using a laptop and a smartphone. The person is wearing a dark t-shirt. The laptop screen shows a dark interface with some text and graphics. The background is a blurred office environment with other laptops and papers.

AGENDA

- CYBERSECURITY INTRODUCTION
- WHAT ARE THE THREATS?
- WHAT ARE WE DOING?
- WHAT'S COMING NEXT?
- CLOSING



OCTOBER IS NATIONAL CYBERSECURITY MONTH



Do Your Part.
#BeCyberSmart



888

**IF YOU
CONNECT IT,
PROTECT IT.**



**DO YOUR PART.
#BECYBERSMART**



INTRODUCTION

WHAT IS CYBERSECURITY?

Cybersecurity is the art of protecting networks, computing devices, and data from unauthorized access or criminal use, and the practice of ensuring the confidentiality, integrity, and availability of necessary and valuable information.

Every aspect of our modern world relies on technology and the internet. Communication, entertainment, transportation, finance, medicine...

In business, the challenge faced by not only IT personnel, but all staff, is in developing, maintaining, and continually adapting the organization's cybersecurity posture.



WHAT ARE THE MAIN THREATS THAT WE FACE?

CYBERSECURITY
CONCERNS

MAJOR CONCERNS OF 2020

- **Phishing Attacks #1 Attack Vector**
 - 94% of cyber threats start in the Inbox
- **Targeted Ransomware Attacks**
 - Not an obscure threat, Colorado State and Municipal agencies have been hit
- **Malware Attacks (Computer & Mobile)**
 - EMOTET, banking trojans, Remote Access Tools (RAT's)
- **Fearware**
 - Exploiting a collective sense of fear and urgency in order to coax recipients into clicking on a malicious attachment or link
 - Think COVID-19 related scams
- **Social Engineering/Insider Threats**
 - 60%-65% of business cyber incidents come from trusted employees
 - 2 out of 3 insider security incidents are caused by negligence



WHAT ARE WE DOING TO COUNTER THESE THREATS?

SECURITY POSTURE & ACTIONS

- **Barracuda Firewall Appliances**
 - Replaced aging Fortigate appliance this year
 - More robust, modern security features
- **Barracuda Email Security**
 - Cloud based email firewall service
 - Blocking all email that originates outside the U.S.
 - All inbound email is scanned, scored, and evaluated prior to release
- **Sophos Cloud Security**
 - Endpoint protection includes antivirus, web filtering, application controls, and peripheral controls
 - Server protection includes lockdown monitoring, update management, and application controls
- **Network Monitoring**
 - Monitoring systems provide real time alerting to anomalies
 - Detailed logging for after incident review
- **Barracuda Backup Services**
 - Provides an on-premise backup server to secure all data
 - Locally stored data is continually replicated to the cloud
 - Ability to “spin-up” a failed server either locally or in the cloud from a backup
 - Provides rapid data recovery

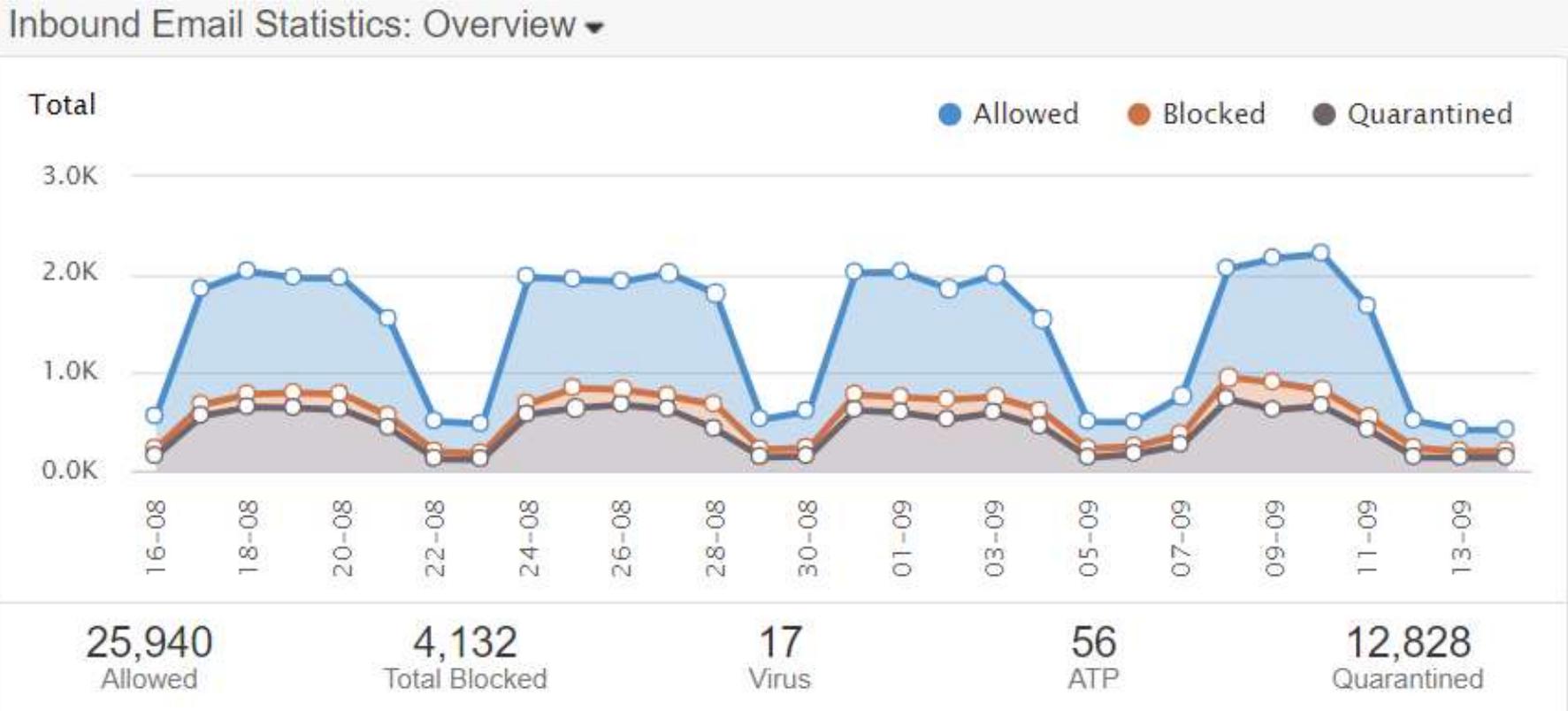
SECURITY SYSTEM RESULTS

- **Barracuda Firewall Appliances**
 - Regularly preventing unauthorized access to our network
 - Actively prevents “hacking” attempts
 - Actively scans and evaluates all inbound network packets for threats
- **Barracuda Email Security**
 - Roughly 40%-50% of all inbound email is prevented from reaching recipients (spam, phishing, malware, bulk)
 - On average, we see 50-60 advanced threats automatically stopped each month
- **Sophos Cloud Security**
 - Nearly 50,000 total detected threats blocked each month
 - Thousands of threats prevented each day
- **Network Monitoring**
 - Live monitoring capabilities
 - Intrusion detection monitoring and logging
- **Barracuda Backup Services**
 - Ability to recover deleted files/folders
 - Long term ability to recover data
 - In the event of ransomware, ability to recover from backup and not pay ransom to decrypt valuable data



BARRACUDA EMAIL STATISTICS

Period: August 15, 2020 – September 14, 2020



SOPHOS CLOUD STATISTICS

Period: August 15, 2020 – September 14, 2020





ASIDE FROM DEPLOYING TECHNOLOGY, WHAT ELSE IS BEING DONE?

SECURITY POSTURE & ACTIONS



OTHER SECURITY ACTIONS

- **End-User Cybersecurity Training**
 - Required web-based security awareness training
 - Most recent security training provided saw an 85% participation rate
 - Represents one of the most important aspects of our cybersecurity posture
- **Internal Phishing Tests**
 - IT conducts tracked phishing email tests periodically
 - Idea is to discover areas of improvement or need for further training
- **Cybersecurity Awareness**
 - IT distributes posters throughout the organization
 - These security posters promote awareness of common threats
- **Security Audits**
 - IT conducts internal audits using security software to locate and remedy known security concerns
 - IT is working with DHS/CISA on scheduling a third-party security audit and remediation report

A cyber attack on your organization, regardless of the size or type of your business, is never a matter of “if” one will occur, but of “when” one will occur.

ADMIRAL MICHAEL S. ROGERS

FORMER DIRECTOR OF THE NATIONAL SECURITY AGENCY

2019 NATIONAL CYBERSECURITY CONFERENCE, COLORADO SPRINGS



WHAT'S COMING NEXT?

LOOKING AHEAD

- **Artificial Intelligence (AI) / Machine Learning (ML)**
 - There is a growing need to incorporate AI into security platforms due to threats adapting and changing so rapidly that humans cannot keep up
 - We'll be looking at some security services next year that include AI/ML
- **Behavioral Analytics**
 - Security systems on computing devices and backend systems will constantly monitor user behaviors
 - These security controls will make automatic decisions regarding perceived abnormal behaviors and take immediate action
- **Multi-Factor Authentication (MFA)**
 - The password alone is dead, we must add another layer of verification
 - MFA will incorporate AI/ML elements, learning behavioral patterns, locations, etc. and requiring additional authentication when detected
- **Whole-Disk Encryption**
 - Protection against loss or theft of laptops
 - No data can be accessed without decryption key

SUMMARY

CYBERSECURITY IS IMPORTANT

Ensuring our security is the responsibility of everyone in the organization. Remain vigilant. Keep your training up-to-date.

THERE ARE MANY EVER-EVOLVING THREATS

Ransomware, malware, fearware, phishing, data compromise, bank fraud, etc.

OUR TECHNOLOGY IS SOUND

We have the best tools possible in-place to reduce our risk of cyber attack and to detect and eliminate threats.

OUR DEFENSES WILL CONTINUE TO EVOLVE

As the threat landscape continues to change, so much our ability to secure our technology resources and information.

THANK YOU



CHRIS BRAGG, IT DIRECTOR



(970) 475-1116



cbragg@evanscolorado.gov