INNOVATE 2020 UPDATE

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Remote customer support kiosks providing electronic customer assistance and guest services:

- Remote customer check in
- Virtual customer support
- Environmental Health Services has successfully implemented ALICE for remote services

Satellite-based high speed broadband that facilitates access in remote locations:

- Starlink is an emerging company in this market
- Reliable internet access
- Applications include public Wi-Fi in remote locations, access for remote County functions such as public safety and infrastructure

Portable health units can be utilized by Emergency Medical Services (EMS):

- In-field diagnosis by a doctor or nurse facilitated by EMS staff to divert care from emergency rooms as needed

- Redirection of EMS assets and patients in order to lower cost of service

- County Fire is currently working on a pilot of this technology

School remote health technology utilizes a set of tools that can connect a school nurse's office to a doctor for diagnosis and treatment:
- Decreases amount of time student is not in the classroom
- Can catch communicable illnesses early

CivicReady is a mass notification system that allows local governments to communicate emergency notifications, urgent notifications, warnings, or routine communications via text message, e-mail, or phone call

Information Services Department and Public Works are simulating use cases with the CivicReady platform such as:

- Send notification to the public informing of any road detours or closures, to detour motorists and help mitigate traffic and congestion in a specific area
- Send notification to the public informing of a boil alert for contaminated water or water shutoff due to non-payment

Drones can assist Departments in performing tasks in innovative ways:

- Performing aerial surveys for public works projects

- Performing aerial reconnaissance to track and map fire activity

- Taking aerial video and photos for events, promotional and tourism efforts, inspections, and documentation of assets

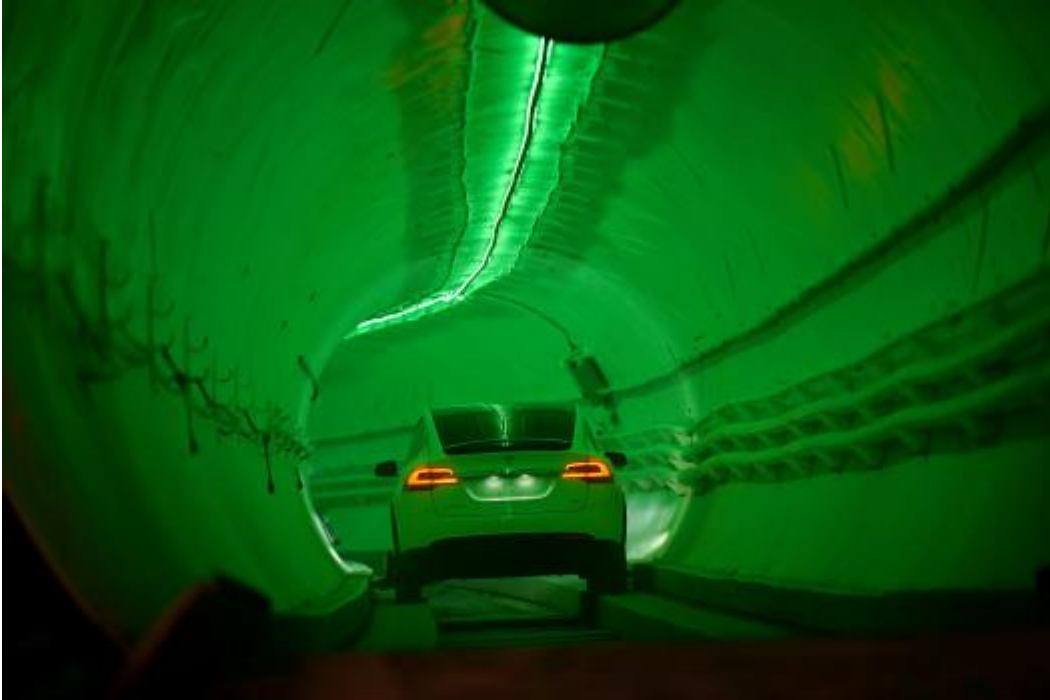Staff are assessing coordinated drone services across Departments

Autonomous Emergency Response Stations that can detect natural disasters and notify staff:
- Wildfire and earthquake detection
- Self-supported solar units with communication

Touchless temperature readers that can allow the public to check their own temperature:
- No-touch temperature reading
- No staff interaction required
- Currently available through County Purchasing Department

The Boring Co.
Ontario Airport Loop

High-speed tunnel linking Rancho Cucamonga Metrolink station with Ontario International Airport. Passengers would travel underground in cars or vans to and from the airport.

- Seek comments and input from the Board

- Continue to research the application of these and other technologies with County Departments

- Determine effectiveness, efficiencies and savings that these and other technologies can provide

Questions?