



# City of Larkspur

---

400 Magnolia Avenue, Larkspur, California 94939  
Telephone: (415) 927-5110 Fax: (415) 927-5022  
Website: [www.cityoflarkspur.org](http://www.cityoflarkspur.org)

July 15, 2020

Lucy Dilworth, Foreperson  
Marin County Civil Grand Jury  
3501 Civic Center Drive, Room #275  
San Rafael, CA 94903

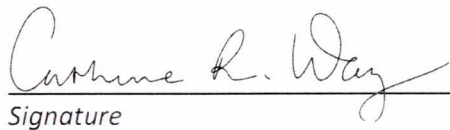
Foreperson Dilworth:

At its regular meeting on July 15, 2020, the City Council reviewed the report "Cyberattacks: A Growing Threat to Marin Government, dated May 11, 2020. The report calls for a response from the City of Larkspur to findings 3, 4, 5, 6, 7, 8, 9 and 10 (F3, F4, F5, F6, F7, F8, F9, F10) and recommendations 4, 5, 6, 7, 8, and 9 (R3, R4, R5, R6, R7, R8, R9).

Please see the attached for the response from the City.

Should the members of the Grand Jury require any additional information, please contact City Manager Dan Schwarz at 415-927-5110 or [dschwarz@cityoflarkspur.org](mailto:dschwarz@cityoflarkspur.org).

Catherine Way  
Mayor, Larkspur

  
\_\_\_\_\_  
Signature

07/15/2020  
\_\_\_\_\_  
Date

## RESPONSE TO GRAND JURY REPORT FORM

**Report Title:** "CYBERATTACKS: A GROWING THREAT TO MARIN GOVERNMENT"

**Report Date:** May 11, 2020

**Agenda Date:** July 15, 2020

**Response by:** Catherine Way

**Title:** Mayor, City of Larkspur

### FINDINGS:

- We agree with the findings numbered **F7, F8**
- We disagree wholly or partially with the findings numbered **F3, F4, F5, F6, F9, and F10**

### RECOMMENDATIONS:

- Recommendations numbered **N/A** have been implemented.
- Recommendations numbered **R4, R5, R6, and R9** have not yet been implemented, but will be implemented in the future.
- Recommendations numbered **N/A** have been partially implemented, and remaining parts will be implemented in the future.
- Recommendations numbered **R7, R8** have been partially implemented, other parts will be implemented in the future, and parts require further analysis.
- Recommendations numbered **N/A** will not be implemented because they are not warranted or are not reasonable.

## FINDINGS AND RESPONSES

***F3. Transparency is lacking regarding cybersecurity because past breaches have not been publicly disclosed, and city and town councils have not facilitated public discussion of cybersecurity issues.***

Disagree. The City of Larkspur has not experienced a security breach that would require public disclosure. The City of Larkspur will not comment on findings concerning other cities and towns. Therefore, the City of Larkspur cannot agree with the portions of the finding concerning other municipalities.

***F4. Most elected officials in Marin's cities and towns are not sufficiently engaged in ensuring robust cybersecurity policies and procedures are in place.***

Disagree. This is a general statement concerning most elected officials in Marin cities and towns. The City of Larkspur will not comment on the findings asserting practices of other cities and towns. Therefore, the City of Larkspur cannot agree with the portions of the finding concerning other municipalities.

***F5. County and municipal officials and managers have been generally unaware of breaches that have occurred outside their own agencies in Marin and therefore have not felt the need to collaborate on measures to improve cybersecurity.***

Disagree partially. The City of Larkspur has not consistently been made aware of breaches outside of our agency. However, issues of cybersecurity have been discussed by the Marin Managers Association.

***F6. Municipalities have been lax in following FBI guidance that cybersecurity breaches be reported to federal law enforcement.***

Disagree. The City of Larkspur has not experienced a cybersecurity breach that would have been required to be reported to federal law enforcement. The City of Larkspur will not comment on findings concerning other cities and towns. Therefore, the City of Larkspur cannot agree with the portions of the finding concerning other municipalities.

***F7. Marin's cities and towns have not made a concerted effort to standardize around a common set of best practices with respect to cybersecurity.***

Agree. The City of Larkspur agrees more can be done to share cybersecurity best practices. While the strategy and approach to cybersecurity in Marin cities and towns have not been standardized amongst all jurisdictions, most of the cities and towns utilizing the MIDAS network share the network security protocols in place for MIDAS. The City of Larkspur will work with the recently formed Marin Information Security Collaboration (MISC) between Marin County regional agencies to develop and share best practices for cybersecurity.

***F8. The Marin County Council of Mayors & Councilmembers has not made cybersecurity a priority, which has minimized the awareness and engagement of elected officials in cybersecurity matters.***

Agree. However, individual Councils and/or Councilmembers may be aware and engaged in cybersecurity. The City of Larkspur will not comment on the findings asserting practices of other

cities and towns. Therefore, the City of Larkspur cannot agree with the portions of the finding concerning other municipalities.

***F9. The Marin Managers Association has not done enough to facilitate the sharing of cybersecurity information and resources among its members.***

Disagree. In December 2019, the City of San Rafael made a presentation to the Marin Managers Association about a recent overhaul of IT service delivery model, including cybersecurity. Their presentation included a consultant they hired to conduct an assessment of their service model and the president of the company who manages their cybersecurity.

***F10. Various low-cost best practices exist that could, if implemented, significantly improve the cybersecurity posture of Marin's cities and towns.***

Agree partially. Agree as it relates to the City of Larkspur. The City of Larkspur will not comment on the findings asserting practices of other cities and towns. Therefore, the City of Larkspur cannot agree with the portions of the finding concerning other municipalities.

***R4. Starting in fiscal year 2020–2021, the county board of supervisors and the city and town councils should request their managers report, at least annually, regarding their cybersecurity profile and any measures being taken to improve it.***

This recommendation will be implemented in the future. The City of Larkspur is in the process of implementing a 5-Year Technology Master Plan and will report progress in implementing the plan (including cybersecurity measures) as part of the mid-year FY 2020-21 budget review. This report will be presented in January or February of 2021.

***R5. Starting in fiscal year 2020–2021, the county, cities, and towns should convene periodic discussions, at least annually, in a public forum such as a board or council meeting, regarding the importance of good cybersecurity practices for our government, residents, and other organizations.***

This recommendation will be implemented in the future. Starting in October 2020, the County of Marin will host an NCSAM event that is open to members of the public to facilitate a discussion on cybersecurity. As a member of the recently formed Marin Information Security Collaboration (MISC), Larkspur will help promote this event to our residents and organizations.

***R6. The county and each city and town should adopt a policy to report to federal law enforcement any cybersecurity intrusion that results in financial fraud or unauthorized disclosure of information and make that intrusion public.***

This recommendation will be implemented in the future.

The City of Larkspur has not had any recent cybersecurity breaches, financial fraud, or unauthorized disclosure of information that have required the reporting to federal law enforcement. If the City were to become victim to any of the above attacks staff would work closely with all law enforcement personnel, including federal law enforcement, as required to properly respond to the threat.

The County of Marin has access to existing security policy templates that have been developed in collaboration with the California Counties Information Services Director's Association (CCISDA)

Information Security Council (ISC). These templates will be shared with the members of the recently formed Marin Information Security Collaboration (MISC) and will be considered for updates to the City's own security policies.

***R7. Within 180 days of the date of this report, cities and towns should implement the first four practices described in the Best Practices section of this report, regarding mandatory user training, email flagging and filtering, password management, and backup.***

These recommendations have been implemented: Daily backup, email flagging and filtering.

These recommendations have been partially implemented and require further analysis: Employee training and password management. Employees receive examples of recent phishing attempts and fraudulent emails on a regular basis. Best practices regarding sending sensitive information has been discussed at staff meetings and all hands meetings.

Password management, including two-factor authentication, is used for some programs.

As of July 2020, the City of Larkspur has engaged a new managed IT provider. The City of Larkspur will discuss additional staff training and formalized password management practices with its IT services provider within 180 days of this report. This may require further analysis or be implemented immediately once discussed.

***R8. In fiscal year 2020–2021, cities and towns should complete an analysis of the feasibility of implementing the remainder of the practices described in the Best Practices section of this report.***

These recommendations have been implemented: Automated malware detection and removal, firewalls, and monitoring systems.

These recommendations have been partially implemented and require further analysis: Use of expert resources and hardware and patching.

These recommendations require further analysis: Management of mobile devices, documentation, vulnerability assessments.

Staff will need to further study recommendations requiring further analysis to determine if resources can be allocated to complete these tasks in Fiscal Year 2020-21. As of July 2020, the City of Larkspur has engaged a new managed IT provider. The City will discuss these tasks with the provider for feasibility.

***R9. In fiscal year 2020–2021, cities and towns should, through the Marin Managers Association, complete an analysis of the feasibility of contracting with a cybersecurity expert to be available to cities and towns on a shared basis, in order to raise the overall level of cybersecurity in Marin's cities and towns.***

This recommendation will be implemented in the future. The Larkspur City Manager will work with the Marin Managers Association to add the consideration of hiring a cybersecurity firm to the list of potential shared services that is currently in development.

2020 JUL 22 P 2:00

MARIN COUNTY  
COUNSEL'S OFFICE