

MEETING MINTUES

Information Technology Advisory Committee

(ITAC)

Wednesday 7:30 pm

June 28, 2017

Arlington County Courthouse Building

Room 311

Arlington County, VA 22201

In attendance:

Chair: Frank Jazzo

ITAC Members Present: Mary Crannell, Vice Chair
Phil Caughran
Joshua Farrar
Dr. Denise Haskins (via Telephone)
David Husband
Martha Moore
Anita Nolen
Kevin Robins
Patrick South

Members Not Present:
(All Excused) Ken Cohn
William Lang
Dan Laredo

County Staff: Jack Belcher, CIO
George Parr, Cable Administrator
Marcy Foster, Director of Human Resources
Joseph Kang, HR Enterprise Change Manager
Joe Webster, ConnectArlington Program Manager
Melissa Cohen, Associate Planner, CPHD
Cheryl Johnson, CTC

APS Staff: Matt Smith

APAH Staff: Nathaniel Root

Cable TV Representatives: Louise Anderson, Verizon

1. Meeting Called to Order and Adoption of Agenda – Adopted
2. Public Comment – None
3. Approval of Minutes of Prior Meetings (May 24th) - Approved and Adopted
4. Cable Administrator’s Report (Jack Belcher, George Parr)
 - Cheryl Johnson, a Minneapolis based contractor with DTS, was in attendance at the meeting. She handles all consumer complaints regarding cable television service. Most of the complaints she’s received in the past year from Arlingtonians are construction related.
 - George Parr, Cable Administrator, reported that the Comcast Franchise Agreement was signed by the County Manager on May 25th, the day following the previous ITAC meeting. The Agreement will be in effect for five years from that date.
5. Introduction by CIO Jack Belcher of Marcy Foster, Director, Department of Human Resources and Joseph Kang, Enterprise Change Manager, Department of Human Resources
6. Discussion – “Teleworking in Arlington County”
 - Joe Kang, Arlington County Government Human Resources Enterprise Change Manager, spoke about the County’s telework policy for its employees. He started by providing a visual that shows how Arlington County compares to other nearby jurisdictions in terms of employee participation. About 27% of Arlington’s employees reported telework hours compared to a local average of about 32%. In the two years Mr. Kang has been involved with the program, participation has increased from 20% to 27%. (Mr. Kang added that the County’s best tool for tracking telework participation is through timekeeping. Employees report their hours every two weeks for payroll).
 - Arlington County employs about 3,685 workers. About a third of those are police, fire or first responders who must be on the job daily and thus aren’t suited for teleworking. By extracting their numbers from the total workforce, the percentage of workers who telework at least once a week increases significantly.
 - In FY 17, about 980 (27%) County workers reporting teleworking – 122 (3.3%) reported at least one or more days a week which was up from 60 employees who reported teleworking one or more days a week in FY 2015.

- 19 % of the regional workforce reported teleworking one day or more while 6% reported teleworking three days or more per week.
- According to Mr. Kang, after languishing for a while, there's a renewed push to increase awareness of teleworking and in turn use of the program.
- Such incentives as offering free use of mobile devices and scheduling DTS sponsored Tech Cafés where training in the use of the devices and related software (Office 365, Skype, Outlook) are offered.
- When asked if the County wants its workers to telework, HR director Marcy Foster said yes, as evidenced by changes to its policies, which will make it easier for employees to telework, i.e. employees no longer have to be employed six months before becoming eligible. She added that in order for the County to attract new employees, offering teleworking is a must for the County to be competitive.
- Ms. Foster said that getting its managers on board to accept the policy has been a challenge. Many of them think that if they can't see their employees then they can't be sure that they are working. She added that employees have come to her for coaching on how to convince their manager to let them telework.
- To reassure managers that their employees are working while out of the office, SharePoint is used to track a project's progress and an employee's participation in contributing to that progress. One ITAC board member said teleworking should be automatic for an employee until he or she proves he or she can't continue. The key he said is that managers trust their employees to be professional in its use instead of the employee having to justify working remotely. If the employee proves otherwise, its use can be taken away by a manager who can document that an employee has abused the privilege. Ms. Foster said we're not there yet.
- Several ITAC board members asked which departments and functions were reporting the most telework hours. They also asked about how Arlington County compares to Fairfax County in the number of telework hours reported.
- It was thought that Metro's "Safetracking" program would result in more employees teleworking in FY 17 than in FY 16. Instead there was a modest increase. CIO Jack Belcher said he thinks that "Safetracking" resulted in some employees leaving the County for jobs closer to home.
- Mr. Belcher added that rather than save the County money, teleworking requires a significant ongoing investment by the County in order to provide employees

mobile devices, the latest versions of software and security. It's uncertain how teleworking will affect the County's use of its office space at Courthouse Plaza. (The County recently renewed its lease for 2100 Clarendon Boulevard. How the space will be used is currently being studied). More workers teleworking could reduce the need for office space and possibly reduce occupancy costs. It could also change the way the space is used: i.e. a shift from work stations to more conference rooms.

- Though there was an effort to provide funds for teleworking, there are no budget allocations specifically for it. One ITAC board member said it should be included in the County's long term capital improvement (CIP) budget.
- An instructional video about teleworking produced by HR and available on the County's web site was presented.
- Mr. Kang said the County's goal during FY 18 is to have 35% of Arlington's workforce report telework hours.

7. Introduction of Joe Webster, Program Manager, ConnectArlington; Melissa Cohen, Associate Planner, Department of Community Planning, Housing and Development (CPHD); Nathaniel Root, Data Analyst and Systems Architect, Arlington Partnership for Affordable Housing.

8. PowerPoint Presentation: "Arlington County Digital Divide Demonstration Project"

- Joe Webster, program manager for ConnectArlington, said that an interdepartmental effort is underway to address the digital divide that exists in Arlington. He said that many low income residents either cannot afford digital service or can only afford low speed and limited data service. That means their children are at a competitive disadvantage when it comes to doing school work at home and completing homework assignments. It's this disparity between the haves and the have nots that results in what is termed "The Digital Divide".
- The Pew Research Center estimates nationally there are about five million households where such a homework gap exists.
- Matt Smith, APS's liaison to ITAC, said that APS does have a program to bridge this gap. APS distributes mobile devices to its students and those without internet access are provided "hot spots", which offer unlimited data through educational resources. These "hot spots" are made available automatically upon request, no questions asked.
- When asked if a map of where the "hot spots" exist, Mr. Smith said he did not. He guessed that most of them are concentrated in areas where most

economically disadvantaged students live. He added the program was started in 2015 as an experiment and is now offered Countywide.

- Melissa Cohen, an associate planner with CPHD, said this demonstration project would involve 122 affordable housing units owned by APAH and located at Arlington Mill. Currently, sixty-one of the households pay between \$60 and \$120 per month for a data internet plan or half the households. She added 159 school age children live there.
- One important reason that Arlington Mill was chosen for this demonstration project is that it presents the lowest cost option. That's because the County owned Arlington Mill community center is located immediately adjacent to the housing and is linked to ConnectArlington, the County's high speed fiber optic network. Having this infrastructure in place means providing high speed connectivity to the residents could be done quickly and without the burdensome cost of building a lateral connection to the County's network that is already in place.
- Mr. Webster added that due to state law (as is the case in 22 other states), the County can only provide dark fiber as counties and municipalities are prohibited from offering lit services to residents. Therefore, lit services would have to come from a third party that would license two strands of dark fiber from the County in order to provide band width and connectivity via the equipment the licensee purchases.
- Mr. Webster said that two commercial service providers have expressed interest in licensing the County's dark fiber in order to provide lit services to their clients in the County. In exchange for free use of two strands of dark fiber, one service provider, Atlantech Online, has offered to bring one gigabit of service per second to the telephone closets on each of the floors of APAH's Arlington Mill. From there a wireless access point provider would install and service wireless access points throughout the building and distribute the one gigabit per second bandwidth. Compensating for the shared bandwidth would be the high speed of the signal. The system would be symmetrical too - 1000 mbps upload and 1000 mbps download.
- Following County Board approval, Mr. Webster estimates it would take two or three months to bring service to the residents of Arlington Mill. This collaborative effort that includes staff from APAH, Arlington County and two commercial service providers has been analyzing different options for

implementing the program. Under one scenario, one of the commercial service providers would license two strands of the County's excess dark fiber and APAH would receive a grant to pay for their service.

- Mr. Webster said that in order for this demonstration project to be successful, it must be self-sustaining and not burden APAH, Arlington Mill residents nor Arlington County Government (except for two strands of excess dark fiber) with any costs. He added that once this project proves to be a success, plans call for rolling this program out to the County's other affordable housing units and senior care centers.
- A question was raised regarding non-profits approaching the County about providing lit service, to which the answer was no. It was said that one of the goals of this program is to expand it to other parts of the County and thereby offer more opportunities to those who express interest in providing service.
- A question was asked about the County's libraries and whether or not they are connected to the County's network, which they are. The County is permitted to provide lit service (two Gigabits) to its properties (libraries, community centers, offices).
- Mr. Webster said that in order to measure the success of the program, metrics will need to be established. Next steps include creating a survey that will establish a baseline prior to providing internet service.
- Mr. Belcher said that the County will have to make a long term commitment for this program to be a success. He said you can't just give people technology and walk away. He added ongoing support will be required; i.e. computer classes at Arlington Mill Community Center for residents.
- Following their presentation to the County Board during a recent closed session, Mr. Webster and Ms. Cohen requested a letter of support from ITAC. They are seeking support from the County's Housing Commission too. ITAC Vice Chair Mary Crannell offered to draft a letter of support.

9. Administrative and Other Issues:

- Verizon Construction Update - Verizon representative Louise Anderson said that work is ongoing in Fairlington. The Arbor HOA is to get service by the end of July. Editor's Note: That has since been changed to the end of September. Other HOA's are to get service by year end. North Fairlington, with 1700 households is in the design phase and won't get service until next year.
- Comcast Construction Update - None
- County Fair - ITAC Exhibit - ITAC is scheduled to have a table from 10 am till Noon on Saturday, August 19th.
- Upcoming Meetings:
Vote to Cancel July or August Meeting - In a series of votes, the Commission ultimately agreed to hold a joint meeting with APS Superintendent's Technology Advisory Group on July 19th in lieu of ITAC's regularly scheduled monthly meeting on July 26th. If the meeting with APS couldn't be scheduled, then ITAC agreed to cancel its July meeting and meet as scheduled on August 23rd. If the July 19th date with schools cannot be arranged, then an effort will be made to schedule the joint meeting with APS in the fall.
- Board Vacancy: Ken Cohn (term expires July 31, 2017) - Previous applicants will be considered.

10. Regulatory & Legislative Update (Frank Jazzo)

- The FCC adopted a Notice of Inquiry seeking comment on ways to increase deployment, competition and innovation in the market for broadband in apartments, shopping malls and other "multiple tenant environments."
- Virginia Governor McAuliffe signed legislation to speed small cell infrastructure deployment to support 5G wireless networks.
- FirstNet and AT&T released draft state plans to U.S. Governors.
- Comcast and Charter Communications are in discussions on providing wireless services with Sprint.

- Verizon's One Fiber initiative is expanding to more cities. In Sacramento, Verizon will provide free public WiFi to 27 city parks and install 15 digital kiosks around the city, in exchange for streamlined permitting and access to city-owned conduit, among other benefits.
- With regard to the upcoming session of the Virginia General Assembly, the County Board requested comments from its commissions suggesting legislation beneficial to Arlington. Deadline is July 12.

11. Good of the Order

12. Adjournment