



INFORMATION TECHNOLOGY ADVISORY COMMISSION  
2100 Clarendon Boulevard, Suite 314, Arlington, VA 22201

## INFORMATION TECHNOLOGY ADVISORY COMMISSION

7:30 PM, Wednesday, June 24, 2015  
Azalea Conference Room (CHP Lobby Level)  
Courthouse Plaza (2100 Clarendon Blvd.)

### MEETING MINUTES

**In attendance:**

**Vice Chair:** Frank Jazzo, Chair

**ITAC Members Present:** Anita Nolen  
Martha Moore  
William Lang (by phone)  
David Husband

**Members Not Present:** Mary Crannell, Vice Chair  
Ben Faatz  
Tyler Carlin  
Kenneth Cohn  
Kevin Robins  
Phil Caughran  
Robert Schill

**County/Schools Staff:** Jack Belcher, CIO  
Rob Billingsley, Cable Administrator

**Cable Company Representatives:** Louise Anderson, Verizon  
Marie Schuler, Comcast

**Guests:**

- 1. Meeting called to order by Frank Jazzo, ITAC Chair**  
7:35 pm; Quorum Not Present; Meeting Agenda not adopted but used for meeting.
- 2. Public Comment: None.**
- 3. Approval of Minutes from Previous Meeting:** Minutes of the May 2015 meeting were not approved, due to lack of quorum. May Minutes will have to be approved at the August 2015 meeting.

#### **4. Administrative and Other Issues:**

- ITAC is currently not up to full membership strength with recent and expected departures of the former Chair and other members, but the current Chair and Jay Fisette are reviewing resumes of interested residents. Two newly appointed members were present at the meeting, William Lang and David Husband (by phone).
- The Cable Administrator updated the ITAC website to reflect the current membership and their term expiration dates.
- The schedule of ITAC meetings will remain as occurring on the fourth Wednesday of the month, at 7:30 pm except for the months of November and December to avoid the holiday weeks, and will recess for the Summer month of July 2015 – ITAC’s next meeting will be on August 26, 2015.
- The Chair did not receive any comments since the May 2015 meeting on the proposed annual report to the Board. ITAC will decide on the final version at the August meeting.
- The group discussed the value of the recommendation to the Board (initially crafted by Martha Moore) regarding communications access for monitoring health status for the homebound or elderly resident. There was the suggestion that ITAC might combine with the Commission on Aging on this recommendation, but without a quorum, no action/resolution could not be made. The Cable Administrator will attempt to reach the Commission on Aging Chair (Joan McDermott) or their staff liaison to get a joint recommendation passed.

#### **5. Continued Discussion: Potential uses of County Data for collaborative data hacking projects, and possible policy issues relating to releasing data.**

- Rob Billingsley, ITAC staff coordinator, reviewed some of the previous ITAC discussion on this topic from the last monthly meeting and addressed questions from that meeting. County has established a webpage for an “Open Data Survey” to obtain input from those living and working in Arlington to establish requirements for the use of open data. Possible applications might concern knowing calendars of events and meetings of interest to the residents.
- The results of the survey will establish a priority list for making County information and data available and how residents may want to use the data. Jack Belcher, CIO explained how the Acting County Manager, Mark Schwartz, is interested in providing residents with timely access to data collected by the County. The CIO reviewed various potential applications that are possible with County collected data. For instance, in any one day

there may be as many as 300 events happening around the County. Finding the events of interest to a resident quickly and easily, may be difficult because of the sheer volume of events.

- The role of the County Libraries in archiving information and documents from residents was discussed. The Cable Administrator mentioned a similar project at the Library of Congress, the American Memory Project, an ongoing effort to provide “free and open access through the Internet to written and spoken words, sound recordings, still and moving images, prints, maps, and sheet music that document the American experience.” This site may be found at <http://memory.loc.gov/ammem> .
- The Chair indicated a desire to know how many views there have been of the ITAC Webcasts. The Cable Administrator will research and report on that at the August 2015 ITAC meeting.

#### **6. Legislative update [includes April report] (Mr. Jazzo)**

- The FCC adopted rules and policies to protect consumers from unwanted robocalls, spam text messages, and telemarketing calls, at the FCC’s June 18, 2015 Open Meeting.
- The Digital Learning Equity Act was introduced in the Senate. It would direct the Department of Education to conduct a national study on the “Homework Gap” and would provide for pilot programs to extend access to digital learning opportunities for students when they are outside of the classroom.
- At a House Communications Subcommittee Oversight Hearing, the acting Executive Director of FirstNet said parts of the network will “go live” in 2018. FirstNet is expected to receive \$ 7 billion in federal funding from the FCC’s AWS-3 spectrum auction, but is also expected to receive revenues from leasing excess capacity and from network user fees.
- Comcast filed in the FCC’s IP Transition proceeding information to indicate that it has stopped providing battery backups for its voice customers for free because most customers do not want them. In 2014, fewer than 1 percent of Xfinity voice customers bought battery backups.

#### **7. Cable Administrator’s Report (Billingsley)**

Rob Billingsley reviewed the patterns and trends of resident calls to the Cable Administration office when residents were unable to get resolutions to their problems after calling the cable TV providers, Comcast and Verizon. Between June 2006 and December 2014, complaints initially increased dramatically from a total for both services of a little over 100 per year in 2006 to over 500 per year in 2008. Then the

number of calls gradually decreased from that peak to barely 100 calls for the twelve months of 2014. There are several possible reasons why this pattern exists and that need further investigation:

- Companies have improved in dealing with calls from residents directly
- The Cable Administration Office made efforts to publicize its existence and purpose around 2008, and this may have increased awareness enough for residents to report their problems.
- Around 2008, both companies developed “escalation teams” to handle calls that the initial customer service representatives were unable to resolve on their own. The additional resources may have improved customer problem resolution, and thus decreasing the calls to the Cable Administration Office.
- The escalation teams may be providing feedback to the operational customer service representatives improving the companies’ ability to resolve problems directly with the companies.

The ITAC discussed possible reasons to investigate: 1. increase in numbers of customers in the County, 2. residents were reacting to the economic downturn in some way to cause a spike in complaints during 2008, and 3. County should talk to other nearby counties to compare statistics. In addition, one member commented that PSAs should indicate what Cable Administration office can legally do to assist with problems, e.g. can only regulate TV, etc. no regulation of prices, no .

**8. Update on ConnectArlington (including dark fiber) (Belcher)**

Before the CIO attended the ITAC meeting, he had come from the Facilities Commission meeting where he presented information regarding ConnectArlington and the importance of such communications among the He also reviewed the progress of the County’s effort to make fiber leases available to private companies, and other ConnectArlington related issues. In discussing advantages of underground fiber, there was additional discussion about e-911 and “Text to 911” and broadband based 911 service with video and other media types. ITAC previously advocated a “regional solution” to approach such changes to 911 services.

**9. Adjournment:** ITAC adjourned at 8:55 pm.