



**INFORMATION TECHNOLOGY ADVISORY COMMISSION**

7:30 PM, Wednesday, October 28, 2015  
Azalea Conference Room (CHP Lobby Level)  
Courthouse Plaza (2100 Clarendon Blvd.)

**MEETING MINUTES**

**In attendance:**

**Chair:** Frank Jazzo

**ITAC Members Present:**

**Martha Moore**  
**Robert Schill**  
**Joshua Farrar**  
**Kevin Robins**  
**David Husband**  
**Anita Nolen**

**Members Not Present:**

**Mary Crannell, Vice Chair**  
**Ben Faatz**  
**Kenneth Cohn**  
**William Lang**  
**Phil Caughran**

**County/Schools Staff:**

**Rob Billingsley, Cable Administrator**  
**Jack Belcher, CIO**  
**Matt Smith, Arlington Public Schools**

**Cable Company Representatives:**

**Louise Anderson, Verizon**  
**Marie Schuler, Comcast**

**1. Meeting called to order by Frank Jazzo, ITAC Chair**

7:30 pm; Quorum Present; Meeting Agenda Approved

**2. Public Comment: None.**

**3. Police department perspectives on analyzing data or other public safety matters as they relate to IT (Murray "Jay" Farr, Arlington County Police Chief)**

- Police Chief Jay Farr responded to a series of concerns expressed by the members of the ITAC, to include:

- Predictive analyses of crime patterns. Current activities or plans to do so.
  - PD has been doing such analysis since the mid-1990's, but more tools for strategic purposes have been adopted.
  - Currently in process of converting the records management system, and analytical software to observe trends. Alexandria now using the same analytical software.
  - Long term patterns have not changed much.
  - Hoping for more tactical / real time applications for officers on the beat.
- Use of Twitter or other social media for reporting emergencies.
  - PD using extensively, Twitter, Periscope and Instagram. Only Fairfax County in region using such media for 9-1-1 calls. A person answering emergency calls is often needed to discuss the situation with the caller in real time. Not effective with social media.
- Emergency response coordination among Arlington County Public Safety agencies and with neighboring jurisdictions via database information sharing.
  - Single most significant development in last 10 years has been the NCIC LinX Database (Law Enforcement Information Exchange). NCIC (National Crime Information Service) sets the standard (for recording Warrants, etc.)
  - Other agencies in region can see same data across the region from Baltimore to Tidewater area in Virginia.
  - Finds relationships among known contacts and partial information to new information entered from police activities and investigations.
  - Also, use LPR (License Plate Reader) system, but this information is not saved permanently, but compared to existing records relating to criminal incidents that may raise an alert. If information is not used within 90 days, then it is dumped. Highly useful for missing person and stolen vehicle cases.
  - CAD to CAD (Computer Aided Dispatch) System runs automatic notification to jurisdiction closest to any event, to take control of the situation. Used for Fire mainly, but some PD usage.
- Any thoughts toward a consolidated joint regional response center(s) (ECC) for better, more secure, or more economical response
  - The County has considered this a number of times and discussed with other jurisdictions in the past.

- Going to a joint system of radios at this time is complicated and expensive.
- The decision of where a joint ECC (Emergency Command Center) would be located involves a lot of complicated issues, practical and political, and regional jurisdictions have not been able to resolve this.
- What is the status of in-building wireless (IBW) emergency radio communication effectiveness
  - Jack Belcher, CIO, spoke to this question, explaining that developing this capability has been done with extensive assistance from public safety officials like Chief Farr.
  - Six sites are up, including Sequoia Center on Washington Boulevard, Arlington Mill Recreation Center and the recently developed Homeless Center on Courthouse Road.
  - Verizon is now co-located and using the same antenna system in the Arlington Mill facility that also serves the adjacent senior residents facility with wireless signal. The architecture is non-proprietary. Thus, other providers could also use the IBW at Arlington Mill.
  - APS (Arlington Public Schools) is also implementing (IBW) under the supervision of their Security Officer, Kevin Reardon, a former County PD official.
- Is there some set of criteria of when to release or deny crime related data to the public or to residents who request it, e.g. identity of drivers from crime incidents by using license plate data?
  - Most of this issue relates to Virginia FOIA laws. Generally, on-going investigation information is not released until an official action is taken (i.e. arrest) that would make personal information public.
  - Will put everything out that PD feels can be released without affecting an investigation.
  - There is some reluctance to push out data from crime calls in the short term due to a number of factors that change the facts over time.
  - Much Court System information is available publicly or is available subject to a subpoena.
  - DMV data belongs to the State since it has jurisdiction over license plate information. DMV owns the license plates.

- What is the PD doing to improve or maintain good community relations and avoid tensions as seen in Ferguson, Baltimore, etc. happening in Arlington.
  - PD started working on having a strong community presence since 1996-97. Overall, relations are good with recent survey results showing an 89% approval rate.
  - Most local communication is through district captains, but much has been done through civic association presentations and others, such as Coffee and Cops with local officers.
  - One program, Fifteen Minutes Behind the Badge, puts a resident into police gear participating from roll call to patrols to see what officers deal with on a daily basis.
  - Doing more through social media, increasing from 350 Twitter followers to 6,600 followers in a few years, striving to hit 7,000 by the end of 2015.
  - Chief Farr hopes to improve strategic management in the 1<sup>st</sup> quarter 2016 by getting input from neighborhoods cross section of priorities and concerns that can be factored into the next strategic cycle.
  - Citizens Police Academy, 12 weeks on night a week, to encourage citizen advocates in their understanding of patrols, policy, budget and broad spectrum of policing activities.
  - Body-worn cameras involve a number issues: cost of \$800 per officer, handling FOIA requests, long term costs of storing data due to State storage requirements, etc. Jurisdictions have not seen significant difference in complaints between having and not having cameras. Arlington had as few as 60 complaints for over 157,000 police contacts with members of the public last year.
  
- 4. **Approval of Minutes from Previous Meeting:** Minutes of the August and September 2015 meetings were adopted.
  
- 5. **Administrative and Other Issues:**
  - Update on ITAC Appointments
    - New member Farrar joined ITAC and this was his first monthly meeting.
    - Tyler Carlin resigned and Jay Fissette is reviewing candidates for replacement.
  - Review of Annual Schedule of Meetings for 2015
    - Next two meetings will occur on the 3<sup>rd</sup> Wednesday of the November (on 18<sup>th</sup>) and December (on 16<sup>th</sup>) months, 7:30 pm, Rm. 311 on the Third Floor of CHP.

**6. Crowd-sourcing County Solutions and the Arlington County Digital Strategy with *Insights***  
(Belcher)

- In response to the County Manager’s desire for more openness in the County’s Digital Strategy, DTS established a county web page, Insights, at [insights.arlingtonva.us](http://insights.arlingtonva.us) . This is a web page for residents to enter answers to questions about the community to establish conversations and gather information. Citizens can also recommend issues for discussion. The purpose is to collect as many comments as possible to ensure the County Manager has a comprehensive source of concerns for the local community as a feedback mechanism. The current question is: “Arlington County wants to save you time and effort when interacting with the services we provide. What mobile and/or online services should we provide to help improve your experience?” After one month of gathering comments for the current question about the results are “Insights” around the topic.
- The CIO will come back to ITAC with the results of the current Insights question.

**7. Legislative update (Mr. Jazzo)**

- On November 10, 2015, the FCC will hold a Roundtable event on closed captioning of Public, Educational and Governmental (PEG) access programming.
- The FCC’s Public Safety and Homeland Security Bureau (PSHSB) announced the opening of its Public Safety Support Center (PSSC), a web-based, one-stop portal to enable Public Safety Answering Points (PSAPs) and other Public Safety entities to request support and to notify the PSHSB of issues impacting the provision of emergency services.
- The FCC announced that it will release robo-call and telemarketing consumer data weekly to help developers build and improve “do-not-disturb” technologies that allow consumers to block or filter unwanted calls and texts.
- FCC Commissioner Mike O’Reilly has asked the Federal Transit Administration to step in to make sure riders on the Washington Metrorail system can make calls on their cellphones while in the system.
- Congressman Walden and Congresswoman Eshoo, the Chair and Ranking Member, respectively, of the House Communications Subcommittee, introduced the “Broadband Conduit Deployment Act of 2015”, to provide for the inclusion of broadband conduit installation in certain federally-funded highway projects.

**8. Cable Administrator’s Report (Billingsley)**

- Rob Billingsley described the status of Verizon in their process of building out the FiOS cable system to 100% of the County by June 30, 2016. The various categories of stages of completions were described. It appears that Verizon has completed between 89% and 92% of the County, measured as housing units “passed”. With the time period for build out – 10

years –Verizon appears close to being on track with 94% of the buildout time period passed.

- The chart the Cable Administrator Billingsley presented showing the Verizon Buildout indicated over 60% of a pie chart completed and available, and about 10-12% of the total households in the process are being installed. A relatively small portion showed “Excluded Properties” – those with invalid addresses, locations prevented from receiving access due mainly to legal, technical, or physical barriers that cannot be overcome.

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

- Jack Belcher, CIO, reviewed progress for ConnectArlington including the most significant progress being the Board’s approval for an agreement with a nearby Virginia Tech Institute on Glebe Road in Ballston interconnecting to Internet2 and the Virginia Community College Network with no charge for service.
- This connection can bring extremely high capacity communications to Arlington County Schools to partner with colleges and universities to have access to online courses. CIO Belcher described several applications in the medical field that require such high capacity broadband access.
- Joint Base Fort Myer/Henderson Hall connections are complete to the ConnectArlington segment that comes from Clarendon to the Pentagon. This connection also requires County Board approval of an agreement between the federal government and the County.

**7. Adjournment: ITAC adjourned at 9:00 pm.**