

## MEETING MINUTES

### INFORMATION TECHNOLOGY ADVISORY COMMISSION

(ITAC)

March 22, 2017

7:30 pm

Arlington County Courthouse Building

Room 311

2100 Clarendon Boulevard

Arlington, VA

In attendance:

Chair:

Frank Jazzo

ITAC Members Present:

Mary Crannell, Vice Chair

Phil Caughran

Kenneth Cohn

David Husband

Dan Laredo

Martha Moore

Anita Nolen

Kevin Robins

Members Not Present:

Joshua Farrar (Excused)

William Lang

County Staff:

Jack Belcher, CIO

Holly Hartell, DTS (Digital Destiny)

George Parr, Cable Administrator

Cable Franchise Representatives:

Louise Anderson, Verizon

Marie Schuler, Comcast

APS Representative:

Matt Smith

1. Meeting Called to Order and Adoption of Agenda - Adopted
2. Public Comment - None
3. Approval of Minutes from February 22, 2017. Approved as amended.

Motion approved to have Meeting Minutes include notation indicating excused absence under heading of "Members Not Present:"

4. Teleworking - Discussion regarding what the County's policy is regarding County staff working from home and how many (percentage) are doing so. The question was also asked: what standards are measures are being used to determine worker productivity? Jack Belcher said there is a task force studying the issue. He added that the technology is so good now that call centers can handle incoming calls off site. He said that teleworking is as much cultural as it is technological and its usefulness varies from department-to-department. Other points Jack Belcher made were:

- In order to reduce occupancy costs, the County manager is trying to reduce ACG's footprint by reducing the number of workers who need to be housed on a daily basis via more County workers teleworking from home.
- The County manager wants to find ways to provide services in a mobile manner, which will mean better delivery of services to residents, workers and visitors. Employees teleworking is one such way.
- Teleworking means the County can attract and retain top professional talent by offering prospective employees and existing staff the opportunity to work from home. Greater job satisfaction and productivity by lessening or mitigating the challenges of commuting to Arlington on a daily basis, especially while Metro is going through its "Safetracking", effort are additional benefits from offering the option to telework from home.
- Jack Belcher said he will ask Marcy Foster, ACG director of Human Resources, to attend a future ITAC meeting to discuss Teleworking. She is now scheduled to meet with ITAC in June.

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### 4. Teleworking (continued)

- The County is losing staff partly because Arlington has become unaffordable. Life safety (Police, Fire, Emergency) workers typically commute from the outer suburbs and rural communities where real estate is less expensive and space more plentiful. For life safety workers who handle incoming emergency calls, teleworking may be a way to keep experienced staff who now face a long commute. Jack Brown, OEM director, said his call center staff works 12 hour shifts and has no time for breaks as the call volume and the shortage of staff means they cannot leave their posts.

### 5. Administrative and Other Issues:

Public broadcasts of ITAC meetings are streamed live and archived on ITAC web page. Looking into broadcasting meetings live on Facebook.

Marie Schuler offered to host a future ITAC meeting at the new Xfinity store located at Clarendon Boulevard and Courthouse Road. It was suggested to have a tour and reception there before or after an ITAC meeting as Room 311 in CHP (where meetings are held) is set up to broadcast and record each meeting. George Parr to coordinate.

On Wednesday, May 3rd, the Rosslyn BID will hold its “Rosslyn City Social” from 5:45 till 8:00 pm. The program will feature Peter Kageyama, author of the book “For the Love of Cities”. (A link to the event’s web page that offers the opportunity to register for the program was sent to each ITAC Board Member)

- APS and ITAC Collaboration: Discussion regarding setting up meetings between ITAC chair Frank Jazzo and Vera Veeraraghavan, the chair of APS Superintendent’s Advisory Committee on Technology and between ACG CIO Jack Belcher and APS CIO Raj Adusumilli. Interest expressed in ITAC meeting with Heather Hurley, APS Supervisor of Personalized Learning and APS Advisory Council on Instruction regarding technology curriculum.
- Discussion regarding Comcast’s launch of its gigabit service to smaller businesses. Marie Schuler said that due to teleworking, there’s more demand for higher speed service from residents who are now working from home. She added that Comcast is aggressively expanding its service to get closer to its customers while expanding its market. Jack Belcher said that Comcast’s efforts do not pose competition for ACG’s ConnectArlington, which instead raises all boats.

5. Administrative and Other Issues: (continued)

- In response to the County Manager's directive to reduce the CMO's proposed budget presented to the County Board, Jack Belcher discussed DTS's recent concerted effort to cut costs by consolidating the use of resources by sharing them with APS. Mr. Belcher said that by reducing the number of circuits used by sharing with schools, DTS won't have to cut staff and services, which he said had already been reduced to a bare minimum. Because both the County Board and APS School Board don't have the facts to make a decision, Mr. Belcher recommended that an independent third party be retained by ACG and APS to look for ways to reduce costs via collaboration and garner savings from economies of scale gained from making purchases together. Matt Smith, APS liaison to ITAC, said they are interested in working with the County in an effort to save money as long as APS's E-Rate status isn't threatened.
- A motion was introduced and passed to have Chair Frank Jazzo and Vice Chair Mary Crannell draft a letter of support for the proposed DTS FY 18 budget and submit it to the County Board. The draft would be sent to each ITAC member for review and comment prior to submittal. The letter, addressed to Board Chair Jay Fishette, was submitted to the County Board on April 11<sup>th</sup> and immediately distributed to each member of the Board. A printed copy has been made available.
- PEG Funding: Following County Board approval, beginning in FY18, the three PEG channels (AIM, ATV and APS) and I-Net will follow the same guidelines that other County agencies follow in the annual budget process. In the past, PEG funds, which are provided by Arlington's two Cable TV Franchisees: Comcast and Verizon, were divided equally among the three PEG channels while I Net received a lesser share. The new policy will require each entity to submit a budget based on need for that fiscal year. The requests will be reviewed by staff and made part of the CMO's budget request.
- The proposed FY18 budget includes funds to cover Arlington Independent Media's rent for the second half of 2018. Comcast, whose lease expires on the property half way through 2018, will cover AIM's rent for the first six months. For now, AIM will be faced with covering its rent for 2019 and beyond. PEG funds cannot be used to cover rent.

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### 5. Administrative and Other Issues: (continued)

- Following a discussion regarding the County's emergency response preparedness, a motion was introduced and adopted to invite Jack Brown, director of ACG's Office of Emergency Management, and Kim Klinger, chair of Emergency Preparedness Advisory Commission (EPAC) to a future ITAC meeting. They are now scheduled to participate in May's meeting.

### 6. Regulatory & Legislative Update: ITAC Chairman Frank Jazzo

- It has been reported that a U.S. Court of Federal Claims decision clears the way for FirstNet to formally award to AT&T the contract to build the nationwide wireless broadband public safety network. Construction could begin as early as this June.
- The FCC is investigating AT&T's widespread wireless 911 outage in March. Soon after the AT&T outage, the Dallas 911 call center (PSAP) experienced caller overload.
- The FCC is expected to consider as early as June a petition filed by Mobilitie on small cells wireless siting, which asks the FCC to pre-empt state and local authority over rights of way.
- Verizon has filed a copper retirement network change notification for the Columbia Pike Wire Center in Arlington. The change is planned to take place on or after 9/15/17.
- Verizon is pushing ahead toward field trials of fixed wireless 5G technology in 11 markets by mid-2017 and is expected to start "meaningful" commercial deployments of 5G-based services in 2018.
- Comcast's President/CEO said Comcast's fiber network plans fit well as a backhaul option with the emerging next-gen 5G wireless platform.

### 7. Cable Administrator's Report (George Parr/Jack Belcher/Holly Hartell)

- Comcast Franchise Agreement requires two documents (Letter of Credit and Insurance Certificate) to become effective.
- ConnectArlington: Jack Belcher said construction is moving ahead as scheduled.

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7. Cable Administrator's Report (George Parr/Jack Belcher/Holly Hartell) (continued)

- Digital Destiny: Holly Hartell announced that the next Digital Destiny program will be held on Friday, April 28th from 1:00 till 3:30 pm at Sequoia 1, Arlington Mill and Walter Reed Senior Center. The topic will be "How Can Technology Help Older Arlingtonians Age Independently".

8. Good of the Order

9. Adjournment - 9:30