MEETING MINUTES

INFORMATION TECHNOLOGY ADVISORY COMMISSION

(ITAC)

May 24, 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
	Dr. Denise Haskins
	David Husband
	Martha Moore
	Kevin Robins
Members Not Present:	Ken Cohn
(All excused)	Joshua Farrar
	William Lang
	Dan Laredo
	Anita Nolen
	Patrick South
County Staff:	Jack Belcher, CIO
	George Parr, Cable Administrator
	Jack Brown, Director, OEM
EPAC:	Kim Klingler, Chair
Cable TV Representative:	Marie Schuler, Comcast

1. Meeting Called to Order and Adoption of Agenda –

    - Call to order and agenda adopted later in meeting once a quorum was reached

2. Public Comment – None

3. Approval of Minutes from April 26, 2017.

    - Approved and adopted later in meeting once quorum was reached

4. Cable Administrator's Report

    - George Parr reports that the Comcast Franchise Agreement is with the County Manager's office awaiting his signature. **UPDATE: The CMO signed the document the next day, thus making May 25, 2017 its effective date.**
    - CIO Jack Belcher said that the final Digital Destiny program regarding the elderly and technology held April 28 was a success. The program attracted about 100 attendees to Sequoia Plaza 1 and was broadcast via Cisco TelePresence to attendees at Walter Reed and Arlington Mill. Mr. Belcher said such elements as lighting and sound need to be improved for future broadcasts as the theatrics were lacking. Mr. Belcher said getting Arlington Independent Media (AIM) involved in future broadcasts would help. Digital Destiny program manager Holly Hartell is looking into new topics for future forums.
    - Mr. Belcher said the elderly are conflicted about brining technology into their lives. On one hand they want privacy. On the other they realize technology means they can feel secure knowing that someone is out there making sure they are safe.
    - Educating the elderly in the use of new technology is an issue and a barrier to seniors feeling comfortable with its use. It was suggested that high school age students and retired seniors who were tech professionals would be excellent one-on-one instructors.

5. Introduction of OEM Director Jack Brown and EPAC Chair Kim Klingler

6. Discussion – Arlington's Emergency Preparedness

- Jack Brown, Director of Arlington County's Office of Emergency Preparedness, said there are a number of changes taking place in his department including its name. As of July 1st, OEM will be called the Department of Public Safety Communications and Emergency Management. He said he has added three new key staff members, including Dave Mulholland, the new director of the 911 Center, which he said is his department's most critical function. Other new hires include a planner for cyber security who comes from FEMA and a new national incident management system coordinator.
- Mr. Brown said that the profession of public safety and emergency preparedness is transitioning from those who were once fire and police professionals to highly educated tech savvy administrators who will be the next generation of leaders. He viewed this as a very positive change and was very enthusiastic about taking place.
- Mr. Brown said such technological innovations as 1st Net, the next generation of 911 for first responders, are positive developments. He said the County's alert system offers Arlington subscribers the ability to opt in 24/7 or during certain hours on multiple devices for the latest bulletins for traffic, weather and public safety. He added OEM's wireless emergency alert system can reach, via geo code, every smart phone located within the County regardless if the alert recipient is signed up or not. (About 25,000 have registered for Arlington County alerts). "If it's something that happens locally, we do (text or call) it", said Mr. Brown. OEM's wireless alert system replaces eight speakers that were positioned throughout the County to provide an outdoor warning system.
- In response to a question regarding the relationship between OEM and AIM's WERA FM (96.7), Mr. Brown said that during an emergency, OEM would dispatch one its staff to be present in WERA's studio to provide a link between the two so that OEM could relay the latest information that would then be broadcast to the public. He added that a Memorandum of Understanding between OEM and WERA is under review by the County attorney's office and defines their working relationship, which does not involve OEM taking control of the station. Mr. Brown said AIM is our partner. Our role is to provide the latest information.

6. Discussion – Arlington's Emergency Preparedness (continued)

- Mr. Brown emphasized the important role the community plays in responding to emergencies. He said that CERT (Community Emergency Response Team) is a valuable corps of 200 to 300 volunteers trained by OEM in evacuation, emergency medical, utility control and light search and rescue. He said that during the Derecho, these volunteers were vital in assisting the County government asses block by block the extensive damage done by the storm.
- Mr. Brown also recognized other Arlington volunteer emergency response groups as MRC (Medical Response Corps) and the Arlington Network for Community Readiness (ANChoR) for the work they do. Finally, he said Arlington's many civic organizations are effective in identifying and helping its elderly and infirmed neighbors before, during and after storms that affect their personal safety and mobility.
- Social media are important news sources to OEM, which is linked to all social media outlets. Mr. Brown said his staff monitors Twitter and Instagram and often learn about events as they happen from them. He said there was once an emergency situation in the Clarendon' Metro station that OEM learned of via Twitter subscribers who were at the scene.
- There was discussion about the need to re-register with Arlington Alert as OEM switched vendors to one that offered greater flexibility to its users. As a result, the system lost a significant number of subscribers and some report they no longer get messages. Mr. Brown said he would look into matter.
- There was discussion regarding 911 calls being routed to the District. Mr. Brown said the location of the call determines where an emergency call is routed. When asked if it would be better to call a non-emergency response number, he said no, unless the 911 system is down, it's still faster to call the emergency response number 911.
- When asked if he knew of any imminent terror threats, he said this area has very robust law enforcement and intelligence communities who are always monitoring potential threats. He said OEM's job is to respond to emergencies and not surveillance. He added that his department constantly trains with federal, state, nearby localities and military emergency response teams to be ready in the event of an attack by anyone wanting to do us harm. Finally, Mr. Brown said that prevention comes down everyone being vigilant. "See something, say something," he concluded.

6. Discussion – Arlington's Emergency Preparedness (continued)

- Mr. Brown said that OEM constantly conducts "Shooter Training" so that County residents and workers know what to do (run, hide, fight) when confronted by this life threatening situation.
- Kim Klingler, APAC chair, discussed the strategic preplanning that is done in helping the fire department identify residents at risk so they can be reached quickly following a snow storm. Mr. Brown said the County's main objective in plowing streets is to restore its retail infrastructure so that residents can shop for food and get gas. Mr. Brown said OEM advises to have a minimum of three days of water, food and medicines on hand in the event of an emergency. He said in anticipation of Snowmageddon, OEM was criticized for overreacting by advising residents to have two weeks of supplies on hand, which turned out to be right.

7. Administrative and Other Issues:

- (From April minutes) APS and ITAC Collaboration – APS Representative Matt Smith and Chair Jazzo discussed holding joint ITAC and APS meetings that are "of the whole" or a select working group. APS meetings end with the school year in June and resume with the beginning of the school year in September. It was agreed that an effort will be made to schedule a meeting of the whole in September.
  UPDATE: Matt Smith, APS liaison to ITAC, wrote in an e-mail to George Parr dated May 26 that SACT chair Veera Veeraraghavan suggested a joint SACT-ITAC meeting date of July 19.

- (From April minutes) Several ITAC board members said they know of internship opportunities for APS students through their respective workplaces and asked whom at APS they should contact. Matt Smith said he would provide a contact name at the clearinghouse APS established to coordinate internships.
  UPDATE: In an e-mail to George Parr dated May 26, APS's Matt Smith wrote that Dawn Smith is the APS coordinator for partnerships and volunteers. Her e-mail address is: dawn.smith@apsva.us. Her direct dial is: (703)228.2581.

8. Regulatory & Legislative Update: ITAC Chairman Frank Jazzo

- The FCC has voted along party lines 2 to 1 to begin the process of rolling back Title II (common carrier) classification of ISPs and a review of whether the 2015 Open Internet Order prohibitions on blocking, throttling and paid prioritization are necessary. Chairman Ajit Pai pledged that any order resulting from the NPRM would be made public before a vote. Would rollback of rules that were adopted last year. This rule making proceeding is now open for comment.
- HR 2520 - To require providers of broadband internet access service and edge services to clearly and conspicuously notify users of the privacy policies of such providers, to give users opt-in or opt-out approval rights with respect to the use of, disclosure of, and access to user information collected by such providers based on the level of sensitivity of such information, and for other purposes. This is aimed at preserving FTC's powers over internet privacy and rolling back the FCC's.
- The FCC received a report regarding the 911 outage in Dallas on March 8th, which according to the report could have lessened the impact had AT&T applied certain best practices. AT&T has since address the problems and provided safeguards to prevent a recurrence.
- AT&T has been awarded the contract to construct the nation's 1st Net system, which will be the first nationwide public safety wireless broadband network. Drafts of state plans will be issued to each state by mid-June. Will need to monitor Virginia's progress.
- FCC sponsored a webinar on May 24 for state and local governments regarding infrastructure deployment and issues related to attracting investment This webinar was conducted by the Wireless Telecommunications Bureau and the Consumer and Governmental Affairs Bureau, through its Office of Intergovernmental Affairs, and focused on a recently-adopted Notice of Proposed Rulemaking and Notice of Inquiry entitled Accelerating Wireless Broadband Deployment by Removing Barriers to Infrastructure Investment. The NPRM/NOI opened an examination of the regulatory impediments to wireless network infrastructure investment and deployment, and the Commission has solicited public comment on how it may remove or reduce such impediments consistent with the law and the public interest.

8. Regulatory & Legislative Update: ITAC Chairman Frank Jazzo (continued)
    *   Comcast and Charter have entered into an agreement to develop a wireless platform where each can benefit from economies of scale.
    *   Layer 3 is now offering TV using Verizon's fttp network.
9. Good of the Order

10. Adjournment – Moved and approved