

MEETING MINUTES

Information Technology Advisory Commission

(ITAC)

Wednesday 7:30 pm

October 25, 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
David Husband
William Lang
Dan Laredo
Martha Moore
Anita Nolen
Kevin Robins
Patrick South

Others present: Jackie Snelling, EPAC
Rob Farr, ATV
Matt Smith, APS
Jack Belcher, DTS

1. Meeting Called to Order - 7:30 pm - A Quorum was in attendance
2. Public Comment - None
3. Approval of Minutes of Prior Meetings (September 27th) - Approved
4. Cable Administrator's Report (George Parr)

- Virginia Telecom Tax - Verizon is selling broadband to Layer 3, an internet and television service provider to subscribers in Arlington. While the income that Verizon gains from selling broadband to Layer 3 is taxed by Virginia, Arlington loses PEG income as Layer 3 subscribers don't have to pay a monthly fee as Verizon television subscribers do.
 - ITAC Web Page - Changes were made that make it easier to locate meeting minutes and videos. County has guidelines for commission web page format and content, which the ITAC web page follows. Limited space on web page is filled with what's required.
 - Arlington Independent Media - AIM is seeking to use PEG grants to pay rent of \$250,000 in 2019. (Initially County Attorney ruled that because rent is an operating expense, PEG funds cannot be used for expenses that are not for capital improvements or equipment. AIM responded by citing a CPA who contends that since a lease term of 10 years or more can be capitalized, PEG funds can be used. The County Attorney has been asked to review this new information and respond with an opinion.)
1. DTS CIO Report (Jack Belcher).
 - DTS Budget Update - County Manager (CMO) has started process earlier this year by holding budget hearings with commissions and residents. Any and all cost cutting measures are being considered. The reason for the budget gap: Metro, affordable housing, and schools, which has seen a significant enrollment increase. According to ArlNow, revenues were up in 2017 by 2.6% while expenses increased by 4.0%.
 - PAWR Update - (Platform for Advanced Wireless Research). The County has been working with Virginia Tech to set up a test bed for 5G wireless in Arlington. Joint Base Myer Henderson Hall is also involved in making the proposal to NSF/White House for the \$50 million grant. "Unfortunately, Virginia Tech did not make the first cut," according to Mr. Belcher. He added that even though Virginia Tech was close to being awarded the grant, a university in a large mid-western city did instead. The feedback that Virginia Tech received from NSF and the White House was that they (the judges) would have liked to have seen greater community involvement in the effort. Apparently, the mayor of the city where the university that won the award is located "pulled out all the stops", according to Mr. Belcher. On a more positive note, Virginia Tech was strongly encouraged to apply again. A total of four universities will be awarded a research grant.

There were questions from commissioners asking what ITAC and the County could do improve Virginia Tech's chances of receiving the next award. Mr. Belcher said that better and more preparation needs to go into the next presentation. "They (Virginia Tech) need to use all the resources available to them at Virginia Tech and in Arlington County", said Mr. Belcher. He cited the following example: Virginia Tech has a great data analysis group but Virginia Tech presentation's received criticism for not talking long enough about this group and what they do. Finally, he said he offered the County's resources and while DTS provided information to Virginia Tech, the County was not asked to be a part of the effort. Finally, Mr. Belcher suggested that before Virginia Tech start the process over, they should hold several brainstorming sessions that would include ITAC. Jackie Sellers, who was at the meeting representing EPAC, said her commission would like to be kept informed so that they can provide support for Virginia Tech proposal next summer.

- Verizon - Copper and 911 - Mr. Belcher reported that when he had his Verizon service upgraded recently a problem arose when the copper land was disconnected and the replacement service wasn't immediately activated, resulting in a temporary loss of 911. His immediate concern was that this might be a more wide-spread problem in Arlington where residents could also be left without the ability to dial 911 in an emergency.

Verizon's Louise Anderson, who attended the meeting, said that she looked into the matter and learned that in Mr. Belcher's case an order wasn't placed for installation of the new service, which accounts for the gap between the time the copper land line was removed and activation of the new Fios service. During that gap, Mr. Belcher's wife, who was out of town, called him on his cell phone to tell him their home phone was dead when she called the number.

Ms. Anderson reported that since 2015, the year that Verizon began replacing copper land lines, 289 had been disconnected. Of those, 149 were not replaced with any phone service. She said that once its determined a copper line will be disconnected, Verizon has a 90-day shot clock to notify the subscriber that the land line will be cut off via a series of e-mails, phone calls, letters and robo calls. On the 91st day, the line is shut off.

EPAC's Jackie Sellers said that more could be done to inform the public about what happens when there's a change from copper to fiber optic phone service.

- Teleworking Dual Authentication – Mr. Belcher said his staff is working to make this happen. He added that while he can't discuss security tactics, it's being done.
- Connect Arlington/Dark Fiber Update – Finishing construction of the final phase – ITS 3. A question was asked about private schools having access to I-Net. The response was no, none had been made. Mr. Belcher said a private school would likely have to involve an ISP to make use of the County's dark fiber.

6. Rob Farr – Executive Producer - ATV Report

- Arlington Television (ATV) is now located in the County Manager's office and part of the CMO's Communications and Public Engagement Division. Prior to the change, it was in the County's Communications Department. The change means Mr. Farr's group is more involved in civic engagement than in the public information role they had before the change.
- Mr. Farr is looking forward to the new HD channel that Comcast will soon provide via the Franchise Agreement. "We hope we'll have channel 25, which is one channel below WETA", said Mr. Farr. Channel 74 will continue as ATV's SD channel while the other SD channel, 98, will be returned to Comcast.
- ATV now does more live streaming than ever before. Mr. Farr recently worked closely with Mr. Belcher and DTS's Holly Hartell on the live broadcasts of the County's "Digital Destiny" series of public forums. In addition, questions were asked and answered live via Facebook.
- Two years ago, ATV expanded the number of live broadcasts from only showing live coverage of County Board meetings to include Board work sessions and commission meetings (planning and transportation).
- ATV is trying to be more topical. It now features an early morning news program called Arlington Today, which tells viewers what is happening in the County that day.
- When asked if ATV could produce informational programs about Arlington's leadership role in technology, Mr. Farr said his team could do that if ITAC provides the experts to provide the content. He said he thinks "explainers" are very effective and are evergreen.
- In closing, Mr. Farr offered the commissioners tours of ATV's offices and studios.

7. Administrative and Other Issues:

- Positioning Arlington as a Leader in Technology - Mary Crannell suggested forming an ITAC subcommittee to develop ideas on how to position Arlington as a leader in technology in the public's minds. She said that working with ATV to create such programs would be one way to accomplish that.
- Commission Vacancy - Applicant Mike Carlson (former CIO of GSA and HHS) was introduced by Vice Chair Mary Crannell
- APS Update - Jack Belcher and APS's Assistant Superintendent of Information Raj Adusumill to meet quarterly rather than ITAC and APS Superintendent's Technology Commission meet. There discussion about virtual classrooms and how they will relieve some of the pressure to build a fourth high school. Students in all Arlington High will be able to take one or two virtual classes per day. In Arlington, 23,000 students have been issued digital devices.
- Upcoming ITAC Meetings - November 15th (Jonathan Adelstein - President & CEO of the Wireless Infrastructure Association (WIA). WIA represents over 200 companies devoted to building wireless broadband facilities that connect every corner of America) and December 20th
- Verizon Update - Complaint from residents regarding sudden discontinuation of Univision. Louise Anderson said Univision, unable to reach an agreement with Verizon, told Verizon to stop broadcasting their programming five hours after negotiations broke down. Verizon offered subscribers a credit of \$5.99, the monthly cost of the Univision app, to watch the channel's programming for one month. (Since this meeting, Univision's programming has been restored). Construction update: four HOA's to be done by year end. North Fairlington in 2018.
- Comcast Construction Update - Permits that were put on hold were reactivated so that Comcast could resume construction. Plan to complete work by the end of January. New construction had been suspended in late summer so that Comcast could address quality control issues.

8. Regulatory & Legislative Update (Frank Jazzo) -

Arlington is second best city for college graduates

9. Good of the Order - There was discussion about data collection and the appearance of ads based on e-mails. While the issue is being debated in the US, the EU is imposing limitations restricting the selling or sharing of data mined from e-mails.

10. Adjournment

