

DRAFT MINUTES
Information Technology Advisory Commission
(ITAC)
Wednesday 7:30 pm
January 24th, 2018
Arlington County Courthouse Building
Room 311
Arlington County, VA 22201

In attendance:

Chair: Frank Jazzo

ITAC Members Present: Mary Crannell, Vice Chair (via phone)
Phil Caughran
Josh Farrar
Dr. Denise Haskins
Dr. William Lang
Dan Laredo
Martha Moore
Anita Nolen
Kevin Robins

Members Not Present: David Husband
Patrick South (excused)

Others present: Libby Garvey, County Board Member
Jack Belcher, CIO
Holly Hartell, DTS Digital Destiny
George Parr, DTS Staff Liaison
Matt Smith, APS
Louise Anderson, Verizon
Marie Schuler, Comcast
Cheryl Johnson, CTC
John Burke, Resident

1. Meeting Called to Order - A quorum was present at 7:30 pm
2. Public Comment - None
3. Approval of Minutes of Prior Meeting (December 20, 2017) -
The draft agenda for this meeting and the draft minutes from the prior meeting were approved without comment.

4. Cable Administrator's Report (George Parr)

- George Parr and CTC's Cheryl Johnson reported on their recent visit and tour of the Comcast Customer Service Center in White Marsh, north of Baltimore. The two met with Comcast's customer service team who handle complaints from the Arlington. Comcast has invested in new technology and systems that make their call center much better at resolving and tracking problems Comcast customers have experience. They said that Comcast's operation is very impressive.

5. Administrative and Other Issues:

Introduction of guest speaker Dr. Sokwoo Rhee - Dr. Rhee is Associate Director of Cyber-Physical Systems Program at National Institute of Standards and Technology, covering Internet of Things (IoT) and Smart Cities strategy and standard/technology development. He manages Global City Teams Challenge (GCTC), a US federal government program.

- Following the meeting, Dr. Rhee sent a power point presentation about the work NIST does that was distributed to each ITAC member and attendee at the meeting. A link to this Power Point is located on the ITAC web page under 2018 Meetings - See January 24th.
- For a video recording of Dr. Rhee's full presentation, please see link provided on ITAC web page.
- Dr. Rhee said NIST (National Institute of Standards and Technology) is a non-regulatory federal agency within the U.S. Department of Commerce. NIST's mission is to promote U.S. innovation and industrial competitiveness by advancing measurement science, standards, and technology in ways that enhance economic security and improve our quality of life.
- Within NIST are three categories of IoT: Consumer, Industrial and his group, Public Sector - Smart Cities and Communities. Their aim is to bring communities together to establish frameworks for the use of smart technologies such as IoT and CPS to improve the quality of life in cities and communities.
- Dr. Rhee said that when NIST speaks, the world listens. His group enjoys an excellent reputation that is enhanced by its neutrality and scientific approach. He said NIST's research papers and articles are always highly regarded.
- Dr. Rhee said that many smart community efforts are one-off projects with heavy emphasis on customization and inadequate consideration for future

- upgradability and extensibility. NIST provides the platform for communities of similar size and density to come together to identify the common challenges they each face and how to effectively deal with them via best practices identified through a collaborative effort.
- Dr. Rhee said small to mid-size communities are at a disadvantage when it comes to attracting private sector participation as big smart cities players are attracted to big cities where future revenues are likely to be greater. By acting as a facilitator to these small to mid-size communities (80% of the US's cities, towns and counties), NIST is able to get the attention of these big private sector players.
- When NIST gets communities of similar size and density together, they share about 60% to 70% of the same priorities when each asked to rate twenty issues that typically challenge all local governments.
- Dr. Rhee said that the challenges that most communities share are: transportation; public safety (crime, police, emergency response); waste management; broadband/Wi Fi and education.
- Dr. Rhee added that it's difficult to get communities to discuss what they are doing to address cyber security and protecting internet privacy for fear of becoming a target for hackers.
- Following Dr. Rhee's remarks, there was discussion about what Arlington is doing to become a smart city (its own broadband network, coordinated digital controls traffic signals and street lights). One Arlington High School is participating in one of NIST's research projects.

6. DTS CIO Report (Jack Belcher) – Jack Belcher said that the transition from I NET to ConnectArlington is going smoothly and that all schools are getting turned over. Holly Hartell, DTS staff who heads the department's Digital Destiny Program, announced "Defining Our Digital Destiny: Shaping Arlington for a Smart & Secure Future" to be held in the County Board Room on Wednesday, March 14 from 6: 00 till 8:00 pm. Noted author and former ITAC Chair Joe Pelton and Arlington's Director of Planning, Bob Duffy, will participate in the panel discussion.

<https://www.eventbrite.com/e/defining-our-digital-destiny-shaping-arlington-for-a-smart-secure-future-tickets-42942980611>

7. Verizon Update - Verizon's Louise Anderson said that she had been in touch with Deborah Elkington regarding her complaint made at October's ITAC meeting that she wasn't able to get Fios service. Ms. Anderson explained it was due to an easement that prevented Verizon from having access to Ms. Elkington's street. She added that she reached out to resident Alex Srisuwan, who had also shown up at the October ITAC meeting to complain about the lack of choice of cable internet service providers in his apartment building. Ms. Anderson said that Verizon had approached the building's owner in the past but an MDU was never signed. She said she made several attempts to reach Mr. Srisuwan but to no avail.

8. Comcast Update - Comcast's Marie Schuler said that permitting with the County was going well and that Comcast is on schedule to complete construction of its network upgrade this year.

9. Regulatory & Legislative Update (Frank Jazzo)

- The FCC will receive a report on the false ballistic missile alert in Hawaii at its January 30 meeting
- At its January 30 meeting, the FCC will consider action to enhance the effectiveness of Wireless Emergency Alerts (WEAs), including improving the geographic accuracy of WEAs.
- Verizon reported the net loss of 29,000 FiOS pay TV subscribers in the 4th quarter of 2017, compared to a net gain of 21,000 in the year-ago period.
- FCC Public Safety and Homeland Security Bureau shares recommended practices regarding 911 outages from its September 11, 2017, 911 Workshop.
- S.1809 has been introduced in the U.S. Senate to establish the U.S. Department of Transportation's Strengthening Mobility and Revolutionizing Transportation (SMART) Challenge grant program.
- Public TV station WETA has signed a letter of intent with Arlington County that would keep WETA in Shirlington in exchange for county incentives.
- Twenty-two states have sued the FCC in connection with the FCC's decision rolling back Title II common carrier regulation of Internet Service Providers (ISPs), commonly called "Net Neutrality" rules. The governor of Montana has signed an executive order requiring net neutrality for ISPs operating in the state.
- Northern Virginia is a finalist in the competition to be the location of Amazon's second headquarters in North America (Amazon HQ2).
- T-Mobile completed its purchase of IP TV provider Layer3.

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10. Good of the Order

11. Adjournment - Meeting adjourned at 9:30 pm

