6:00 PM, Wednesday, March 24, 2021

Virtual Meeting via TEAMS

MEETING MINUTES

In attendance:

Chair:	**Mary Crannell**
Vice Chair:	**Frank Jazzo**

Members Present: Jonathan Adelstein, John Burke, Mike Carleton, Phil Caughran, Martha Moore, Kevin Robins, Jackie Snelling,

County Staff: David Herlihy, County Staff liaison
Jack Belcher, CIO

Members of the Public: Kevin Broadhurst, Comcast and Louise Anderson, Verizon

Visitors: Aaron Miller, Director, Department of Public Safety Communications and Emergency Management

Meeting called to order by Chairman, Mary Crannell
6:00 PM

Public Comment

None

Update from Aaron Miller, Director, Department of Public Safety Communications and Emergency Management

- Arron is the director of Public Safety, Communications and Emergency Management. Arron has 911 Emergency
- When the County has an incident or a large emergency, one of the roles that he takes on is in what is called the Unified Command Role.
- Together with Doctor Varghese, they managed the structure and function of how the County responds.
- The whole account holder County approach to incidents emergencies are disruptions to our operations.
- Things have gotten better, but we still are at the bottom of the food chain.
- Working across systems that are not suited for some responses for instance, the vaccine rollout
- On a daily basis people are working on task such as duplicating data across the host of databases or registration systems.
- The hospital record systems are the latest the challenges .
- **Q & A for Aaron**
  - **Jackie Snelling:** received a question from the public, How do we know where you are on the list and someone sent a link of the Fairfax County Dashboard and asked why Arlington doesn't have

something like FFX. The system shows you are currently registered as well as give the registration date they are currently being served.

- o **Aaron's response is:** There are two parts to this question one is the art of forecasting and not the science of forecasting. The second is about databases. At the time we were supposed to solicit information from the general public about interest in vaccine. Each of the health districts within Virginia works under the Virginia Department of Health. Essentially, we were not provided much guidance by the Virginia Department of Health. At this point it was a general interest tool, it was not a registration tool. Since then we have had no fewer than three, public facing changes in the way that we take pre-registration. Each one of the changes has been followed by substantive changes to the back end.

- o One of the primary things in building out the database is what right to identify a primary key, where those data fields that are going to be unique identifiers for records within the database.

- o The state has changed how they identify records and what they consider to be primary keys with the database. The results of that is it hasn't grown in a horizontal fashion the way we would expect. It is moving from a larger system down to a subsystem.

- o Arlington has worked through all of the individuals that pre- registered on our survey. We invited everyone on the pre-registration list.

- o We still have individuals on the list from the essential worker category because the Virginia Department of Health because VDH still tells us to get essential worker information.

- o Vaccinate Virginia is the state's preferred source for all pre- registration information and they are asking everyone to direct people to that source and use as the primary source for how we invite in the list from which we pull in order to schedule people for vaccination.

- o Fairfax County is five times larger and has five times the amount of funding and because it is sort of the large public health division within the Northern Virginia region, has the ability to push back in ways that other health districts do not. They also have resources we simply do not have in order to build some of these systems. They were able to successfully convince the governor that they were going to go at it on their own. They have created a lot of processes and patches to reconcile data between systems.

- o **Frank Jazzo:** Verizon made a big announcement with its frontline offering and where Arlington is on either one of those

- o **Aaron's response:** Arlington is the first adopter. We have used the app for a fair amount of time here on our mobile devices. We have access to camera trailers, license plate readers actually as a backup to a couple of critical infrastructure.

- o What we love about First Net and the difference in Verizon gut of them provide priority both have their own separate core, routing system and offer end-to-end essentially end-to-end service.

- o Getting to the point where we can have a lot more mission criticality and voice to support radio over LTE.

- o Through some DHS things that stated to SLTT GCC which is a local government coordinating council. Representation is critically important because when my point of view wants to be

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heard, rule Arlington County, one of the smallest self governing units within the entire country does not stand up to some of the larger cities.   Verizon is going to answer the call from NYC before answering the call from me. Representation of the governance board of First Net, makes me essentially a shareholder.

o   **Mike Carleton:** When our Commission is at its best, its not about criticizing the here and now but about anticipating what will be necessary in the future and trying to make that become available to operational managers like you in the County. Has electronic medical records been of any use in this situation? When working at the US Department of Health and Human Services, there was 2-billion dollars of federal money spent to subsidize the creation of electronic medical records that would be shareable. I don't know how CDC at the federal level or the state came up with their criteria's for vaccination process. Is there anything that the Commission could be particularly useful to helping you succeed in the future?

o   **Aaron:** Yes, it would have been helpful except that from day one the Federal Government decided to take the pandemic playbook and not exactly follow it. One example is the operational side. There is money that comes from HHS to a number of cities throughout the country called the Cities Readiness Initiative. In the Washington region the anthrax events of the early 2000s, one of the things that we developed after the Tokyo subway incident was the Metropolitan Medical Response System, MMRS.

o   The subsequent funding that supports that in CRA. What CRA was supposed to do is help cities deal with a number of threats. One in particular was how to operationalize mass prophylaxis. It was built on appeals to people model but easily adaptable to do mass fax. In despite having the federal level, we chose not to utilize all of the pieces of it that could make things easier.

o   These pieces make things easier is how we dealt with health systems, health records, hospital systems and local public health agencies.

o   While the electronic medical record world has made wonderful advancements, there is still not buy-in from local elected officials. It is necessary thing for the local public health or local government to get involved.

o   There are bureaucratic hurdles in order to be able to shar and move data back ad forth that way it needs to be moved.

o   Some hurdles were removed because of the pandemic, which is wonderful and some still remain in place.

o   We were banking on the assumption to be able to say this is where we are going to be when we promised people where we are going with the vaccination. This is part of the reason that Merck is now in business with Johnson and Johnson producing J&J vaccine.

o   The criteria for which we decide vaccination priority is set, called the ACIP Advisory Council on immunization practices and look at the population health basis strictly from mortality and morbidity.

o   **Mary Crannell:** It sounds like it really is an integrated project team with Arron at the lead and then public health, then Jack's team.

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- o Will there be an after action review, really looking at how the integrated project team is looking at the bureaucratic hurdles and some of those things that has made life difficult.

- Aaron believe this is a watershed event in the history of Emergency Management, public health within our recent history. It has only been modified significantly in the past 20 years, One being 911, right. The creation of Homeland Security, the second being the post Katrina Emergency Management Reform Act and the third being the Post Sandy Recovery Act.
- We have a contractor to reimburse 100%. We're not paying for it. Your federal tax dollars at work. Conducting an in-progress review, they gave us the first set of that in progress review,
- Jack Belcher states that we've exposed the digital inequality side and we see the big gaps. There has to be cultural changes. We build a relay a fiber chain from the free clinic to the hospital. Done deal in April, there's no exchanging medical information. It is because of the organization culture that is in place does not permit it.
- **John Burke,** Do the commissioners feel this is area worthy of investing, Commission the limited volunteer resources that we have working on drafting a proposal, a legislative priority proposal to send to the County delegation, or do we think it's not feasible? Mary suggested to a proposal in April.

Department of Technical Services (DTS) Update – David Herlihy, DTS Arlington County, Tech Commission Liaison

- Now working on the data, normalizing and merging a lot of different data sources together to be able to generate one list.
- It has been a challenging situation, but we've made good headway.
- We have made positive inroads in how to normalize this.
- We are developing things in-house. We are creative in our technical approach.
- Thankful for the technical infrastructure that we've had, Cloud services and being able to use the Cloud Compute and our partnership with companies like KWS and Microsoft, who has been instrumental in providing tools in those services to us.
- A lot of technology investment has come in spades on the digital side. Can't speak volumes enough about some of the technology that we have at our fingertips that we're trying to use to solve these difficult issues, from the Data to the Application side.
- Being able to have that platform access investment that Jack has put in place have really come to fruition.
- The Public website project continues to move ahead, we are on track.
- Look forward to public engagement. Will have more information on that shortly. We will be doing a couple of exercises for public engagement and looking for feedback.
- We have our first draft of what it will look like and very excited about it, what we are seeing is very transformative.
- The website will not look or behave the same and will be a very service oriented website.
- We want to get people to the services that they need, paying your bill ordering mulch, getting to CAPTA to pay your bills and being able to engage more digitally.
- COVID has accelerated the need for this new platform that we're developing with a great partner called Open Cities.

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- More to come and the future looks very bright.
- **Comments from Jack:**
  - Take a moment to shout to David Herlihy. In the Budget hearing, You have the Circuit, Juvenile, District and General district courts to come up and talk about the transformation they had gone through, where they have gone from traditional practices to totally virtual.
  - Judge Rucker sitting in front of his surface hub saying to the Board, that he want them to know he was working from his new Surface Hub and you can see everything taking place in the courtroom. The Court asked the question, are you going to go back after the COVID is over and start doing things like hearings, taking juveniles and moving them from Alexandria to Arlington; They said NO WAY, this is our future. That's a credit to David Herlihy. He basically transformed the courts, he and some of the junior staff spent hours in a courtroom working on this.
  - David did this behind the scenes and transformed an entire body of people who has done business the same way for hundreds of years.

Frank Jazzo, Legislative Update

- Lots of Kudos to our own Jack Belcher. Recognized by government technology as one of the top 25 DOERS, DREAMERS and DRIVERS for 2021. Congratulations Jack and it was well deserved.
- O March 2, Governor Northam signed the Consumer Data Protection Act. This will allow Virginia residents to opt out of having their data collected and sold. It is similar to the California law that went into effect last year.
- Under the new law residents can see what has been collected, incorrect or deleted. It is expected to take effect, January 1, 2023.
- Traditional USP TV subscriptions have dropped by nearly 7.2 million in 2020.
- The cord cutting continues, which is actually important to our legacy function of overseeing the cable franchise. This is something we should keep in mind.
- A bipartisan group of US Senators have written a letter to the Federal Broadband policy officials in Commerce, Agriculture, FCC and the NTIA, called on the Biden Administration to update the Broadband baseline speed requirements to reflect existing and anticipated uses from two way video , video conferencing to Smart Grids and AI.
- They were urging upgrading the broadband speed definition to 100 megabits per second, up and down federal agencies to replace the current patchwork of broadband standards.
- The current 3 3 up and 25 down is inadequate to meet the needs of most households, especially as 5G Tele health, Smart Grid, IoT and artificial intelligence continues to take hold. The letter urges new network supported by federal funds meet this new higher standard.
- COVID covered relief includes 17 billion to expand broadband infrastructure affordability and 7 billion for the E-rate program to support online learning.
- Congressman Clyburn is talking about an $85 billion funding for furthering broadband build out across the Country.
- Congressman Eshoo and Congresswoman Golden, perhaps Senator Cory Booker, introduced the Community Broadband Act, which would overrule ,state override, start laws preventing local governments from operating their own broadband networks.

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- FCC is proposing a $25 million penalty for legal Robo calls using spoof caller ID's that they are pushing health insurance. This is believed to be the largest fine for illegal Robo calls issued thus far by the FCC
- The FCC is proposing rules to improve emergency alerts and is exploring whether it is feasible to deliver the EAS alerts through internet, including streaming services. It is still at the inquiry stage but to determine the feasibility of it being possible to provide emergency alerts when you're watching NETFLEX or PRIME.
- The FCC initiated inquiries to explore opportunities and potential challenges presented by opening virtualized radio access networks. The open RAN and how the FCC might leverage these concepts to support network security and 5G leadership. Open RAN for most use of open interface standards that connects wireless devices to the core of the network.
- The FCC submitted report to Congress that was mandated by the Rebounds Act on the benefits and feasibility providing public with access to 911 services using WiFI access points during times of emergency when mobile service is unavailable. The report concluded that in the long term WiFi solutions and other unlicensed spectrum could expand 911 options available to consumers, peace apps and complement the transition to IP based Gen. 911.
- There are limits right down to the feasibility to unlimited 911 services on WiFi. The report does say that there needs to be further study and developments before that is feasible.
- Jonathan commented on the $17 billion mentioned in Frank's report. 10 billion of that is no strings attached money to the states. It is kind of relevant to us that our own Senator Mark Warner is very involved at last minute basically setting aside 10 billon for that purpose, so Virginia is going to get a big, fairly blank check. The money goes to treasure to be distributed and the idea is that States and localities can be places we can experiment on ways of getting access to schools and healthcare.

Review 24, March 2021 Meeting Minutes
- Minutes adopted.

DTS Budget Hearing Update/Mary Crannell
- Frank and Mary were in attendance virtually.
- There was quite a bit of discussion about Cyber, digital elements, adding it to the Master Plan. The County Manager thought that would be a huge heavy lift. What we pointed out is there is a statute from Richmond, and we need digital plans. We will need to figure out how its going to be done.
- Obviously Jack and his team, I think it was a lot of recognition of how much technology was the lifeblood for the County.
- The County could only do business because Jack and his team provided the infrastructure. I think this reinforced how much digital is critical.
- We reinforced there needs to be a real discussion about the planning for digital moving forward and how to institutionalize that, as we push forward, we will revisit.

<u>Adjournment</u>

7:32 PM

<u>Next Meeting</u>

Next Virtual Meeting: April 28, 2021 at 6pm via Teams