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MARCH 2025 MEETING MINUTES OF THE
ARLINGTON COUNTY TECH COMMISSION (ITAC)

March 26, 2025

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The **TECH COMMISSION** convened its meeting at 7:30 p.m. on Wednesday, March 26, 2025.

The meeting was hybrid with the following Commissioners in attendance:
  John Burke
  James Smith
  Biran Zhang
  Prescott Burden
  Gary Thayer
  Frank Jazzo
  Michael Cornfield
  Laura Gross
  Andrea Wingo
  Jaqueline Snell

Staff members in attendance:
Melissa McMahon, DES
Tracey Jewell, DTS

SUMMARY OF PRESENTATIONS/DISCUSSIONS

- Meeting called to order at 7:30pm.
- No public comment.
- **Chair's Update**: John provided updates on the Tech Commission book club and the upcoming AI conversation.
    - Book Club Planning: John announced that the Tech Commission book club is scheduled for September. He is working with libraries to organize the event and are seeking suggestions for potential books or authors. Libraries are also reviewing current market offerings to provide recommendations.
    - AI Conversation: John mentioned that the AI conversation is coming up soon. He is collecting inputs for questions to ask the county regarding AI strategy and implementation. So far, they have received one set of inputs and are looking for more suggestions to frame the questions.
    - Michael confirmed that next month will include a conversation on Cybersecurity.
- **Performance Parking Update**: Melissa McMahon of the Department of Environmental Services presented an update on the performance parking pilot project in commercial corridors.
    - Project Purpose: Melissa explained that the purpose of the performance parking project is to make metered parking spaces more available by using pricing and information. The goal is to reduce negative impacts such as double parking, cruising for parking, erratic driving behavior, and extra emissions from search time for parking.
    - Technology Used: The project involves testing new technology tools, including small sensors installed in each metered parking space. These sensors detect whether a car is present and send this information to a network of gateways, which then communicate the data to the cloud. The data is made available through APIs for public use and internal analysis.

- o Data Collection: Melissa highlighted that the project has been collecting space-by-space occupancy information for the first time. The data collected is used to make administrative price changes for meters on a quarterly basis. Price changes are based on occupancy rates, with increases for spaces more than 80% full and decreases for spaces less than 40% full.
  - o Community Outreach: Various outreach efforts have been made to inform the community about the project, including training sessions, pop-up events, and a code data hack event. The project also provides tools online for the public to visualize parking availability and pricing information.
  - o ADA Parking Spaces: Melissa discussed the analysis of ADA parking spaces, highlighting that these spaces are less occupied on average compared to regular spaces. This is expected due to the smaller population that requires these spaces. The analysis showed that ADA spaces are important assets and should remain accessible to those who need them. She also mentioned that some ADA spaces had their prices adjusted to match the rest of their blocks. This adjustment was made to ensure that ADA spaces are not priced higher than regular spaces on the same block, maintaining fairness and accessibility.
  - o Community Awareness and Engagement: Melissa emphasized the challenges in raising community awareness about the performance parking project. Despite various efforts, many people are still unaware of the project and the available tools. The team is exploring new strategies to improve awareness and engagement. These include installing real-time information displays on traffic signal poles, offering tailored parking maps to businesses, and conducting neighborhood mailings to inform residents about the project and their parking options.
  - o Feedback and Adjustments: Feedback from the community has been mixed, with some people expressing frustration over high parking prices and others appreciating the availability of parking information. The team is continuously adjusting their approach based on this feedback to better meet the community's needs.
  - o Jackie raised several questions about residential parking availability in certain challenging areas of Arlington County. She suggested this is an area that needs study and data collection as well.
- **Call Center and Teams Phone Migration:** Tracey provided an update on the call center and Teams phone migration projects.
  - o Call Center Migration: Tracey reported that the migration of call centers to the Five9 product has been completed. This new system better supports remote and hybrid work, easy call transfers for customers between subject matter teams, and enhanced supervisor dashboards for tracking call metrics and improving service standards.
  - o Teams Phone Migration: The migration to Microsoft Teams phone is ongoing, with about half of the staff already transitioned. This project aims to eliminate physical desk phones and integrate call capabilities with Teams, allowing calls to and from staff from anywhere and improving overall communication efficiency.
  - o Future Enhancements: The new systems position the county to integrate live agent chat, text messaging, and email into the call center operations. Additionally, there is potential for seamless handoffs between AI virtual agents and live agents, enhancing the customer experience.
- **Legislative Update**: Frank shared updates on various legislative and regulatory developments.
  - o FCC Docket: Frank mentioned that the FCC has opened a new docket to comment on rules, regulations, or guidance documents that should be eliminated to alleviate unnecessary regulatory burdens. Comments are due next month.

- o FCC Silent Alerts: The FCC updated its rules to enable silent wireless emergency alerts (WEAs) in certain situations, such as active shooter scenarios, to protect the public and reduce alert fatigue.
  - o Supreme Court Case: The Supreme Court heard a case on the Universal Service Fund, which is a fee attached to telephone bills. The challenge argued that the FCC had assumed too much responsibility. The outcome is expected to uphold the current form of the fund.
  - o FCC Commissioner Resignation: FCC Commissioner Jeffrey Starks announced his intention to resign, which will leave the FCC with a 2-1 Republican majority. This change may impact future regulatory decisions.
- **DTS Update –** Tracey mentioned that Acting CIO Holly Hartel was on leave this week but would see the group in April.

MOTIONS & ACTIONS/VOTES

No formal actions/votes were taken.

Meeting adjourned at 8:53 p.m.