

AGENDA

Broadband Advisory Council Virtual Meeting

May 19, 2022

1:30 p.m. to 3:00 p.m.

In-Person Option:

Hilton Short Pump

12042 West Broad Street

Richmond, VA 23233

Virtual Option:

To access the meeting using video

Video call link: <https://meet.google.com/pyn-jwmv-bcm>

Or dial: (US) +1 617-675-4444 PIN: 117 059 248 1455#

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|-------|---|--|
| I. | Opening | |
| | a. Call to Order | Chairman |
| | b. Roll Call | DHCD Staff |
| II. | Consent Agenda | Chairman |
| | a. Approval of Minutes: April 28, 2022 meeting | |
| III. | Office of Broadband Updates | Tamarah Holmes, Ph. D.
Director, Office of Broadband |
| IV. | Albemarle County Broadband Access
and Affordability Initiatives Overview | Michael Culp, Director
Jason Inofuentes, Program Manager |
| V. | Line Extension Customer Assistance Program | Kevin Barr
Program Administrator, Line Extension
Customer Assistance Program |
| VI. | Public Comment | Chairman |
| VII. | New Business | Council Members |
| | a. Discussion of Conference Topics ¹ | |
| VIII. | Adjournment | Chairman |

¹ Committee and staff to respond to issues raised by stakeholders at the Broadband Together Conference, if any

BROADBAND ADVISORY COUNCIL
 UNAPPROVED MINUTES
 April 28, 2022
 1:00 PM
 Virginia State Capitol Building
 1000 Bank Street, Richmond, VA, 23218
 Virtual Option provided via Google Meet

Members Present

Senator Jennifer Boysko, Chair
 Delegate Kathy Byron, Vice Chair
 Senator Ghazala Hashmi
 Senator Lynwood W. Lewis
 Delegate James Leftwich
 Delegate Thomas Wright, Jr.
 Delegate David Reid
 Secretary Caren Merrick
 Secretary Matt Lohr
 James Carr
 Mike Culp
 Kristie Helmick Proctor
 Casey Logan
 Ray LaMura
 Steve Sandy
 Richard Schollman

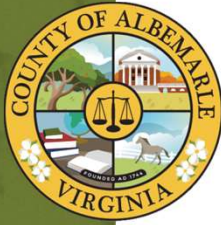
Members Absent

None

Call to Order	Senator Jennifer Boysko, Chair of the Broadband Advisory Council, called the meeting to order at 1:05 p.m.
Roll Call	Mrs. Deserae Saunders-Austin, Administrative Assistant at the Office of Broadband, called the roll and stated that a quorum was present.
Election of Chairman and Vice Chairman	<p>Dr. Tamarah Holmes, Ph.D., Director of the Office of Broadband, opened the floor for nominations for Chair to the Council.</p> <p>A motion was made and properly seconded to nominate Senator Jennifer Boysko as Chair. Senator Boysko accepted the nomination.</p> <p>Hearing no further discussion, Dr. Holmes closed the floor to nominations. Senator Boysko was elected Chair (Votes for: Byron, Hashmi, Lewis, Leftwich, Wright, Jr., Reid, Carr, Culp, Proctor,</p>

	<p>Logan, LaMura, Sandy, and Schollman; Abstained: Boysko, Merrick, Lohr).</p> <p>Chair Boysko opened the floor for nominations for Vice Chair to the Council.</p> <p>A motion was made properly seconded to nominate Delegate Kathy Byron as Vice Chair.</p> <p>Hearing no further discussion, Chair Boysko closed the floor to nominations. Delegate Byron was elected Vice Chair. (Votes for: Boysko, Byron, Hashmi, Lewis, Leftwich, Wright, Jr., Reid, Carr, Culp, Proctor, Logan, LaMura, Sandy, and Schollman; Abstained: Merrick, Lohr).</p>
<p>Approval of Minutes: January 21, 2022 Meeting</p>	<p>A motion was made and properly seconded to approve the minutes of the January 21, 2022 meeting of the Broadband Advisory Council. (Votes for: Boysko, Hashmi, Lewis, Leftwich, Carr, Culp, Proctor, Logan, LaMura, Sandy, and Schollman, Merrick, Lohr. Abstained: Byron, Reid, Wright, Jr.).</p>
<p>FY 2023 VATI Proposed Guidelines</p>	<p>Dr. Holmes and Mrs. Tammy Breski, Program Manager at the Office of Broadband presented the summary of changes to the FY 2023 VATI proposed guidelines. The presentation served as the consultation with the Broadband Advisory Council to designate the unserved areas to receive funds as directed by budget legislation concerning the Virginia Telecommunication Initiative within Section L. 4. of Item 114 of Chapter 552, 2021 Acts of Assembly, 2021 Special Session I, commonly known as the Budget Bill.</p>
<p>Office of Broadband Updates</p>	<p>Dr. Holmes presented an overview of the Office of Broadband's actives and programs, including relevant legislation pertaining to broadband related topics passed in the 2022 General Assembly Session. Ms. Grace Wheaton, Senior Policy Analyst at the Department of Housing and Community Development, presented information regarding House Bill 445 and Senate Bill 446, which establishes a stakeholder advisory group to study evaluating local and state policies, procedures, or ordinances to facilitate the expansion of high-speed broadband service and associated infrastructure in new residential and commercial development.</p>
<p>Commonwealth Connection: Virginia's New Broadband Availability Map Presentation</p>	<p>Mr. Brandon Herndon, Director of the Center for Geospatial Information Technology at Virginia Tech presented the Commonwealth Connection: Virginia's New Broadband Availability Map developed through a partnership with the</p>

	Department of Housing and Community Development. The presentation featured an in-depth discussion of the map's data, analysis tools, and practicality for stakeholders.
Remarks from Secretary Caren Merrick, Virginia Secretary of Commerce and Trade	Secretary Merrick praised DHCD and Virginia Tech's Center for Geospatial Information Technology for the development of the Commonwealth Connection, Virginia's Broadband Availability Map. Secretary Merrick also noted Governor Youngkin's commitment to providing affordable, reliable, high-speed broadband universally across the Commonwealth, citing improved broadband infrastructure will play a crucial role in jumpstarting Virginia's economy, ensuring opportunities across the Commonwealth, and giving all Virginians the resources they need to learn, work and conduct business.
Public Comment	No public comment was provided at the meeting.
New Business	Senator Ghazala Hashmi requested more information on how DHCD keeps legislators and stakeholders informed of Virginia Telecommunication Initiative investments and project development
Adjournment	Upon a motion made and properly seconded, the meeting was adjourned.



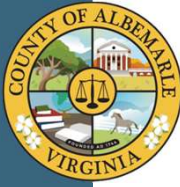
BAAO Year One

An update on Albemarle County's Broadband Accessibility and Affordability Office successes and goals.



Overview

- Introduction to BAAO
- Accessibility
 - Engagement
 - Resident Advocacy
- Affordability
 - Stakeholder engagement
 - Managing delays
- Next steps



Introduction to BAAO

Albemarle County owes its successes in broadband expansion to:

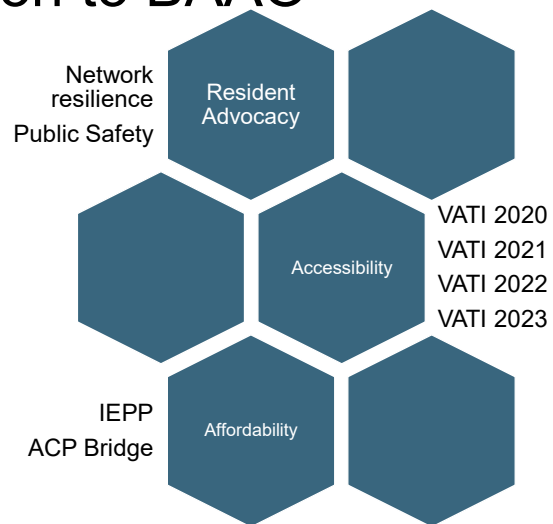
- DHCD
- Our Board of Supervisors
- Albemarle Broadband Authority

Award	Year	Partner	Cost	Passings
VATI Planning	2016	N/A	N/A	N/A
VATI	2017	Lumen	\$153k	110
VATI	2018	Comcast	\$676k	178
VATI	2019	CVEC	\$1.5M	380
VATI	2020	Lumen	\$1.9M	837
VATI	2021	Lumen	\$5.7M	1,803
VATI	2022	TJPDC & CVEC	\$48M	>5,300



Introduction to BAAO

- Established April 2021
- Manage expansion projects
- Develop Affordability programs
- Serve as a resident advocate





Accessibility – VATI 2020

- \$1.9M total project cost
- 837 passings
- 8 project areas, spread throughout the County
- Gigabit Fiber-to-the-Premises
- First fiber project to involve multiple project areas.
- Engagement largely led by provider partner, County engaged through staff-maintained e-mail lists.

5



Accessibility – VATI 2020

- \$1.9M total project cost
- 837 passings
- 8 project areas, spread throughout the County
- Gigabit Fiber-to-the-Premises
- Bulk of engagement was problem-driven
- E-mail focus served to silo engagement, limited ability to disseminate answers

6



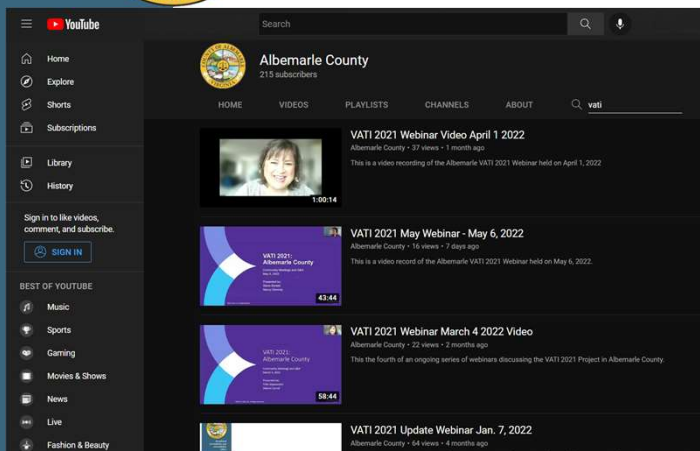
Accessibility – VATI 2021

- \$5.7M total project cost
- 1,803 passings
- 10 project areas, spread throughout the County, including longer road corridors
- Gigabit Fiber-to-the-Premises
- Twice as large as prior project, same provider partner
- Keys to change:
 - Partner willing to participate in a new approach
 - Increased staff availability
 - Technology and multimedia approach

7



Accessibility – VATI 2021



- Monthly webinars primary venue for updates and Q&A
- First webinar attended by over 100 residents on December 3rd
- Robust Q&A
- Over 200 total views of recordings on YouTube

8



Accessibility – VATI 2021

Albemarle County

- COUNTY EXECUTIVE
 - County Executive Staff
 - Reports and Strategic Plan
- Office of Equity & Inclusion
- Communications & Public Engagement
- Office of Performance and Strategic Planning
- Broadband Accessibility and Affordability Office
 - Accessibility
 - VATI 2022 Information
 - VATI 2021 Information**
 - VATI 2020 Information
 - Affordability
 - Albemarle Broadband Authority

COMMUNITY GOVERNMENT BUSINESS HOW DO I? 

Government > County Executive > Broadband Accessibility and Affordability Office > Accessibility

VATI 2021 Information

UPDATE 4/1:

Statement from Lumen regarding delays and challenges with service initiation and ordering

"When our engineering team designs for a build, things that might affect timelines are taken into consideration. We do our best to plan ahead but surprises still happen. Locally, we've encountered material shortages caused by global supply chain issues, as well as forced delays caused by labor shortages and even buried water line locate issues. We're committed to expediting the completion of the Albemarle County projects and we appreciate your patience.

Albemarle County is receiving complaints from citizens about missed appointments and failures in the ordering and installation process. Lumen is revising the electronic communication process once a customer has completed an order. The revisions to this process should aid in a portion of the delays. Lumen is also working to hire additional vendors to place drops prior to service installation. Labor shortages are playing a significant role in the delays currently being experienced. For those customers requiring refunds, that process is underway."


The Albemarle Broadband Authority, in partnership with CenturyLink, has received a \$7.5M Virginia Telecommunications Initiative grant for

VATI 2021 DOCUMENTS

EVENTS

CONTACT US

- Presentation slides are available on County-hosted project site
- Updates posted to the site frequently
- FAQ section provides a repository for answers to questions discussed during webinars



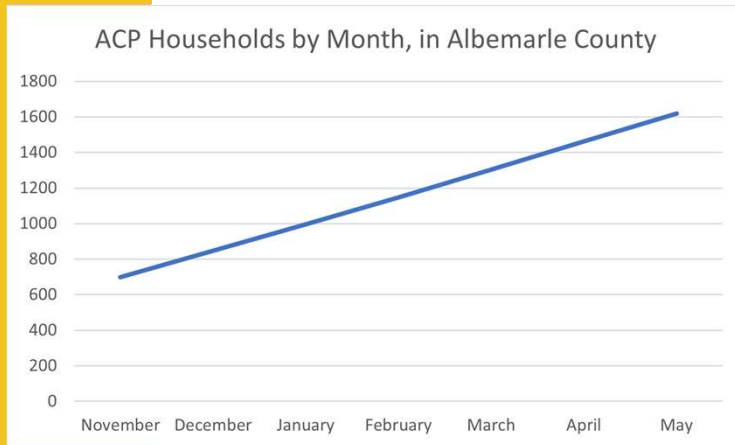
Accessibility – VATI 2021

- As projects grow, the number of issues impacting residents grows
- Tracking through e-mail threads difficult and more likely to miss
- Partner willingness to participate in weekly updates
- Review of and tracking issues on shared list
- Partner-to-resident contact to ensure satisfaction

10

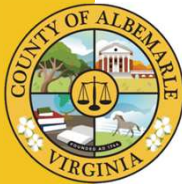


Affordability – ACP Growth



In partnership with DSS, we estimate eligibility for EBB/ACP at over 8,000 households in Albemarle County.

11



Affordability – Goal Setting

Decrease of benefit from \$50 per month to \$30 represented a significant challenge for our Very Low Income households.

BoS has committed \$500k of general fund appropriations towards affordability efforts.

Our goal was to replace the \$20 in a provider agnostic manner.

12



Affordability – Stakeholders

BAAO

DSS

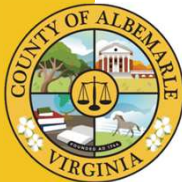
Finance & Procurement

Project Management

Providers

- With no clear precedent, our office sought a broad stakeholder group
- We sought input on all aspects of the program, from concept to procurement to remittance

13



Affordability – Stakeholders

BAAO

DSS

Finance & Procurement

Project Management

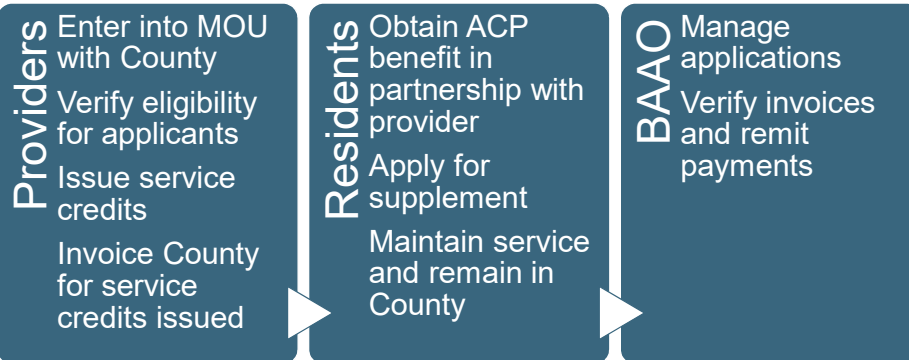
Providers

- Weekly stakeholder meetings ensured that answers were shared quickly with the group for additional input
- Added additional stakeholders as necessary
- Sought provider input

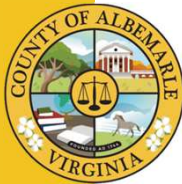
14



Affordability – Final Shape



15



Affordability – Legislative Authority

The County is seeking legislative authority to enact a supplement to the ACP, or any other broadband subsidy.

16



Affordability – Moving Forward

Will seek a partner organization to grant allocated funds and allow them to administer the program with staff and County support.



Virginia Department of Housing and Community Development

Line Extension Customer Assistance Program



VIRGINIA DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT
Partners for Better Communities



Line Extension Customer Assistance Program (LECAP)



VIRGINIA DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT
Partners for Better Communities

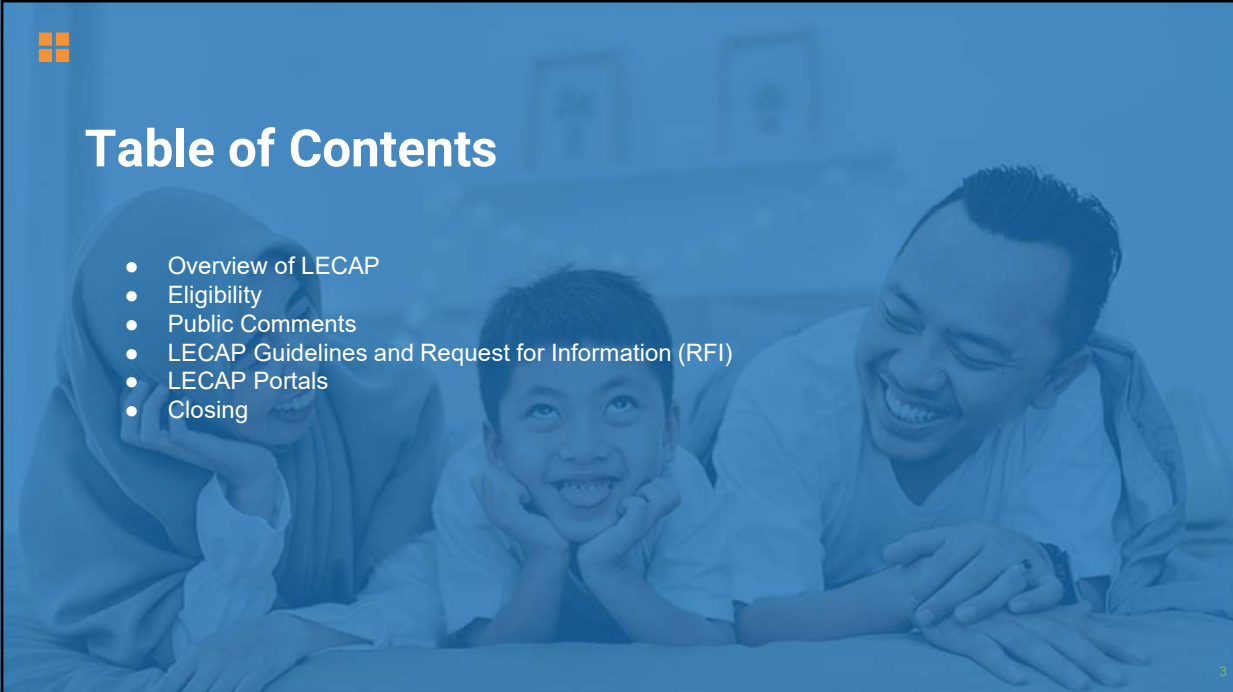



Table of Contents

- Overview of LECAP
- Eligibility
- Public Comments
- LECAP Guidelines and Request for Information (RFI)
- LECAP Portals
- Closing


3



Program Overview

- Cover long drop costs for low to moderate income Virginians. residence exceeds an internet service providers' (ISPs) standard connection drop length from a roadway or easement containing telecommunications infrastructure.
- These special construction costs can range anywhere from \$5,000 to \$25,000 and typically fall on the customer. LECAP is designed to address this problem
- You can access LECAP by submitting an application from an eligible household, receiving a referral from an ISP operating in Virginia, or a referral from your local healthcare provider.

4

 VIRGINIA DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT
Partners for Better Communities



Eligibility

- The budget language for the program specifically states that this program is made to help low-to-moderate-income residents. While we understand that broadband access is an issue that impacts all Virginians, at this current time we are directing our focus to those who need this assistance the most. We will address this in more detail later in the presentation
- To qualify for LECAP, the household income must be less than, or equal to \$89,066 annually.
- If your household income exceeds this amount, then your income must be at or below 120% of the Area Median Income (AMI) of the zip code in which the home is located.



Eligibility Continued

- DHCD has created a [map](#) tool to be used to assist the public with finding the AMI for their zip codes.
- Please note that households at or above \$133,599 annually are **not** eligible to participate in LECAP at this time.





Public Comments

Thank you to everyone who participated in the development of LECAP by submitting a public comment. We received over a dozen comments and the team worked hard to address these concerns in the guidelines. Here are some of the noteworthy changes made after reviewing the comments.



Language

We adjusted the language in the guidelines to include "Registered Home-Based businesses."



Rental Properties

Renter occupied properties can now participate in LECAP. Eligibility will be based on the annual income of the renter. We understand that each rental situation is unique, therefore, renter occupied properties will be considered for LECAP on a case-by-case basis.



Deadlines

Some of the deadlines for information have been adjusted to better accommodate ISPs. You can view all of these changes in the Official LECAP Guidelines.



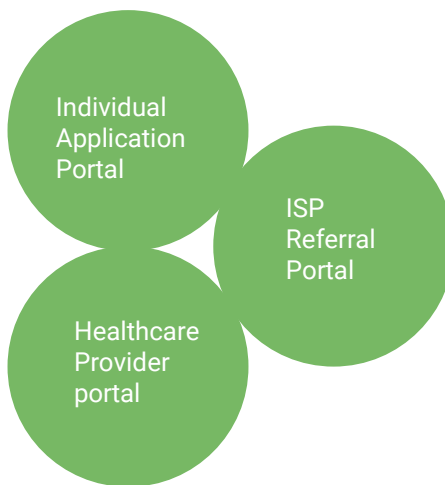
LECAP Guidelines and Request for Interest (RFI)

- The LECAP Guidelines and RFI can be found on the [Official LECAP website](#) as well as the [State Procurement website](#)



LECAP Portals

- We will be releasing three separate portals: Individual applications, ISP referrals, and Health care provider referrals. These portals will be posted on the LECAP website.
- After an application is successfully submitted, DHCD will contact the applicant using a secured email address to obtain income documentation as well as any other necessary information.



Thank you for your time

Kevin Barr:
Line Extension Customer
Assistance Program
Administrator
kevin.barr@dhcd.virginia.gov

