



**Technology and Communications Commission**

**Tuesday, March 7, 2017**

**Council Chambers, Town Hall**

**7:30 p.m.**

**A G E N D A**

1. Call to Order
2. Establish Quorum
3. Pledge Of Allegiance
4. Approval of Minutes
5. Petitioners
6. Staff Report
7. Old Business
8. New Business
  - Discuss mission of Commission (see attached Town Code section)
  - Election of Officers
9. Commissioner Comments
10. Adjourn

**Technology & Communications Commission**  
**ACTION ITEM MINUTES**  
**December 6, 2016**

Commission Members Present: John Binkley  
Eric Byrd, Vice Chair  
Tom Coleman  
David Howard, Chair  
Beverly Ryan  
Bruce Lillegard  
Ryan Washington

Council Liaison Present: Katie Hammler

Staff Present: Annie Carlson

1. Call to Order, 7:30 pm
2. Established Quorum
3. Pledge of Allegiance
4. Approval of Minutes – November 1, 2016.
5. Petitioners: None.
6. Staff Report
  - a. At the request of the Town Manager, the Commission ranked IT's four FY 2018 Budget Enhancement Requests by order of priority:
    - i. Cyber Security Assessment
    - ii. Fiber Feasibility Study
    - iii. SharePoint Development/Disaster Recovery Site in the Cloud
    - iv. Strategic Plan with Emphasis on Migration of Infrastructure to the Cloud. The Commission agreed that if a full strategic plan can't be funded, a narrower-scoped plan just for long-term cloud migration would be highly desirable.
7. Subcommittee Reports
  - a. Online Bill Pay – David Howard. No report. Subcommittee chair becomes vacant on January 1, 2017.
  - b. IT Strategic Plan – Tom Coleman. No report. Subcommittee chair becomes vacant on January 1, 2017.
  - c. Fiber Infrastructure – No report. Subcommittee chair is still vacant.
8. Old Business
  - a. Filling vacant Subcommittee Chairs will have to wait until after new commissioners are appointed.

9. New Business

- a. January meeting is cancelled due to the fact that new commission member and council liaison appointments won't happen until after the regular meeting date.

10. Commissioner Comments.

- a. David Howard will not be seeking reappointment to the Commission, but he expressed that it was an honor and a privilege to serve, especially as Chair.
- b. Eric Byrd, also not seeking reappointment to the TC Commission, echoed DH's appreciative comments and invited other Commission members to feel free to reach out to him in the future.
- c. Tom Coleman, who had already announced his intention not to seek reappointment to the Commission prior to the meeting, again echoed the others' remarks but also said how much he loves the Town of Leesburg and that he believes it is the best place to live.
- d. Beverly Ryan said she will miss everyone.
- e. Bruce Lillegard said he will miss everyone and feels like he's just getting started in his role as Commission Member.
- f. Ryan Washington reminded everyone that Leesburg is a small town and that they are likely to bump into each other when they are out and about.

11. Council Member Comments

- a. Brought a copy of VML *Town & City* with an article she would like to share on Roanoke titled "Put a pin in it: Roanoke County's cutting edge GIS gives residents and county officials millions of pieces of data at the touch of a button," (see attached) pointing it out as an example of government transparency.
- b. Said "goodbye" to the Commission (her term expires December 31, 2016), that she loved being on it, and is proud of all its accomplishments.

12. Adjourn 8:32 pm.

Next Meeting, February 7, 2017.

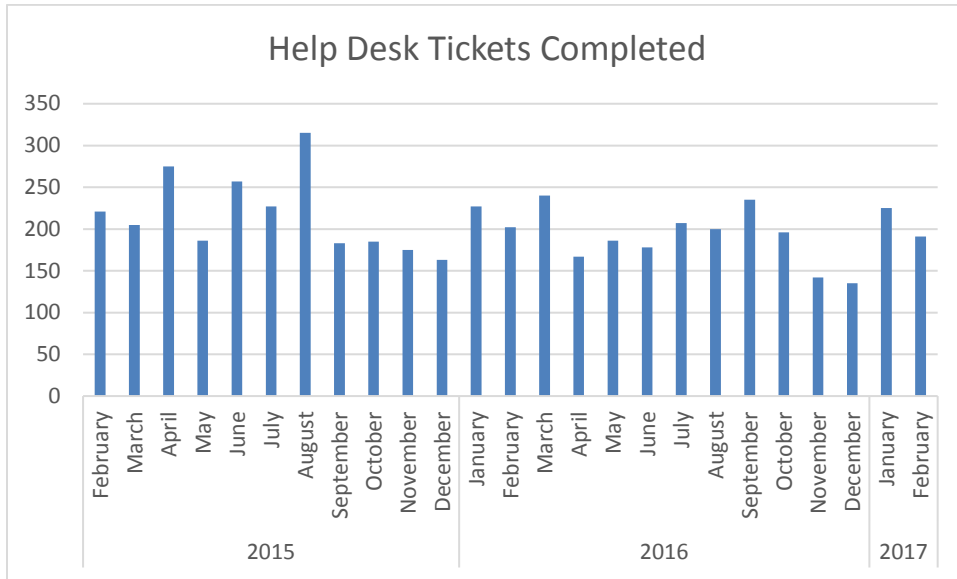
**Technology and Communications Commission Packet**  
**IT Department Staff Report**  
**March 7, 2017**

1. Status of FY18-19 Budget items for Town Manager’s Proposal:
  - Update to strategic plan with an emphasis on migration to the cloud (\$45K, FY 18) – included in Town Manager’s Proposed Budget for FY 2018.
  - Cyber security assessment/penetration test (\$25-30K, FY 17). Given green light to do immediately in FY 2017. See status below.
  - Cloud services for SharePoint development/disaster recovery (\$26K, FY 18) – moved up to FY 2017, but no finding for direct connection (see status below).
  - Fiber feasibility study for Capital Project Plan – removed from budget request due to the County’s duplicate project.
  - All requests for capital asset replacements included in Town Manager’s Proposed Budget
  
2. Major IT projects planned and under way.

<i>Project</i>	<i>Description</i>	<i>Funding Source</i>	<i>Status</i>
Computers/Laptop Replacements	Replace desktops with laptops to support a more mobile workforce	FY 17 Budget	<i>Introducing new devices gradually. Not replacing units that are still functional.</i>
Conference Room Audio/Video Upgrade	Setup of hardware/software and licensing with demo Video equipment from Cisco	FY 16 PEG Funding	<i>Equipment delivered. Will begin implementation in March.</i>
Council Chambers	Phase I Update A/V Equipment Phase II Upgrade broadcast switch	FY 17 Budget	<i>Both phases complete Feb 1. Broadcast Pix production system added to end black screens between shots. Comcast feed quality corrected. Requesting IP HD cameras in FY18 Budget. Overhead display still poor quality.</i>
Import of tax information from Loudoun County for 2017 tax billing cycle	Working on importing tax information from Loudoun County’s new ERP Solution and MUNIS because they changed it again since last year.	No funding	<i>Munis delivered code for Personal Property (PP) and Real Estate (RE) imports. Testing PP week of 3/6/17.</i>
Upgrade to Munis (ERP) 11.2	Upgrade from 10.5 to 11.2. Implement additional features.	FY 17 Budget	<i>Went live February 24. Still working out some permissions issues.</i>

New Since December Meeting			
Asset Mgmt System	Implementation of Lucity Asset Management System in Utilities and Public Works departments	FY 17 Budget	<i>Had kickoff meeting in February. Two days in March scheduled for initial configuration and data conversion. Go live expected around the end of 2017.</i>
Comprehensive Video Monitoring Plan (traffic and security)	Looking at the Town's traffic and safety monitoring systems holistically to realize economies. LPD to advise.	No funding	<i>Working on current system inventory. Will present assets in list and map form for team's use in plan.</i>
FMLA Absence Mgmt System (SaaS)	Outsource HR duties similar to Workers' Compensation management service.	FY18 Budget	<i>Looking at import requirements for biweekly payroll uploads.</i>
Internal Threat Management System – moved from FY18 Budget Request to FY17 due to urgency	Implemented KnowBe4 for phishing testing. Other testing to follow. Establish baseline, then apply mandatory online or in-person training depending on vulnerabilities found.	FY17 Budget Transfer	<i>Town-wide baseline vulnerability for phishing is about 20% to date. Still in testing phase.</i>
SharePoint Dev/DR sites in cloud.	Establish 1 GB direct connection (not through the County) for higher speeds to serve warm Dev/DR sites. First real step into using cloud as infrastructure.	FY17 Budget Transfer	<i>Talking to various vendors to provide fiber and some managed security services. Looking to encumber funds by June 30, 2017.</i>
Vulnerability Assessment – moved from FY18 Budget Request to FY17 due to urgency	Phase I. Baseline testing for security analysis and recommendations for ongoing program, policies and procedures. Phase II. Penetration test.	FY 17 Budget Transfer	<i>Received quotes for Phase I. Seeking feedback on quotes from Commission.</i>

3. Help Desk Tickets Completed



4. See below for Google Analytics on [www.leesburgva.gov](http://www.leesburgva.gov) for

- a. December 2016, pp. 8-10
- b. 2016 Summary, pp. 11-15
- c. January 2017, pp. 16-19
- d. February 2017, pp. 20-23

**Town Code Sec. 2-228. - Leesburg Technology and Communications Commission.**

(a) *Created and established.* The Leesburg Technology and Communications Commission is hereby established and created.

(b) *Powers and duties.* The Leesburg Technology and Communications Commission makes recommendations to the town council for the efficient, economical, and productive use of technology and telecommunications for the town's residents and businesses.

(c) *Additional powers and duties.* The following shall be additional powers and duties of the Leesburg Technology and Communications Commission:

(1) To make recommendations regarding the operation, staffing, maintenance, capital improvements and funding of the department of information technology.

(2) To develop and maintain a town technology plan including recommendations on the utilization and enhancements to the town's public communications media, especially utilizing cell phones, the internet, and other public computer-based technologies.

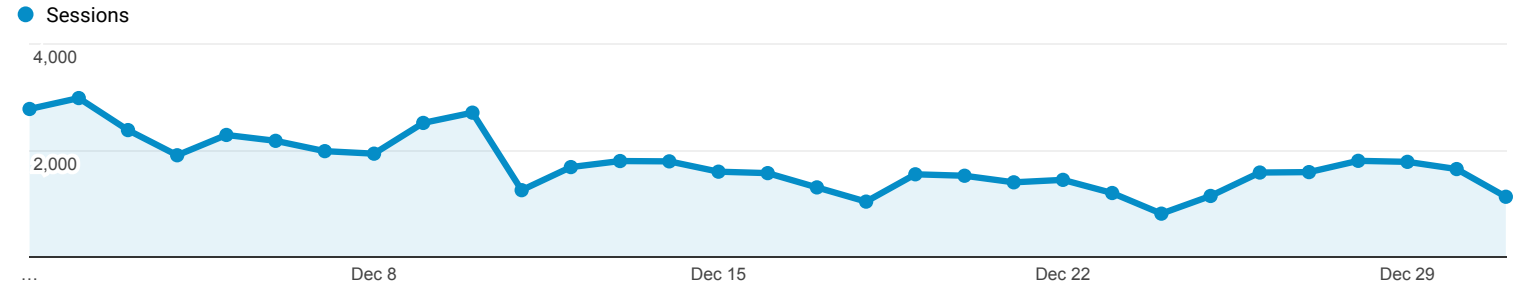
(Ord. No. 2008-0-17, § XXIV (art. VII (2.99)), 6-24-2008; Ord. No. [2014-O-012](#), 4-22-2014; Ord. No. [2015-O-012](#). § I, 6-23-2015)

Dec 1, 2016 - Dec 31, 2016

# Audience Overview

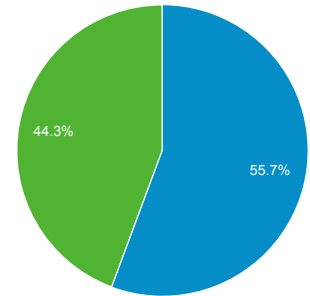
All Users  
100.00% Sessions

## Overview



Sessions <b>54,470</b>	Users <b>38,767</b>	Pageviews <b>126,924</b>
Pages / Session <b>2.33</b>	Avg. Session Duration <b>00:01:40</b>	Bounce Rate <b>54.67%</b>
% New Sessions <b>55.65%</b>		

■ New Visitor ■ Returning Visitor



Operating System	Sessions	% Sessions
1. iOS	21,703	39.84%
2. Windows	20,309	37.28%
3. Android	7,223	13.26%
4. Macintosh	4,721	8.67%
5. Chrome OS	250	0.46%
6. Linux	184	0.34%
7. Windows Phone	43	0.08%
8. (not set)	29	0.05%
9. BlackBerry	8	0.01%



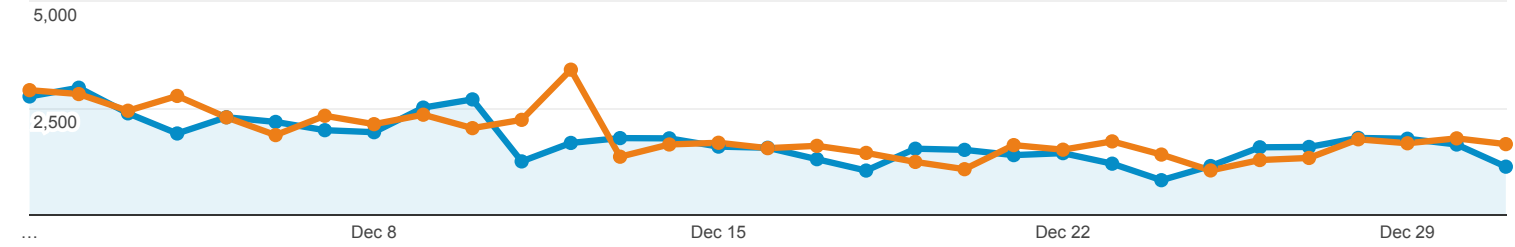
Overview

Dec 1, 2016 - Dec 31, 2016  
Compare to: Dec 1, 2015 - Dec 31, 2015

All Users  
+0.00% Sessions

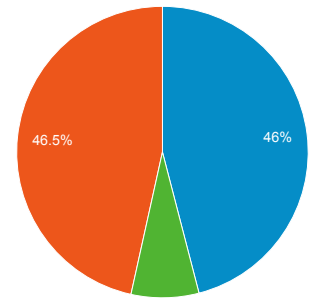
Explorer

Dec 1, 2016 - Dec 31, 2016: Sessions  
Dec 1, 2015 - Dec 31, 2015: Sessions

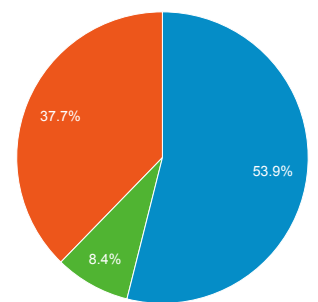


Device Category	Avg. Session Duration	Sessions
	4.23% 00:01:40 vs 00:01:36	6.48% 54,470 vs 58,246
1. desktop		
Dec 1, 2016 - Dec 31, 2016	00:02:14	45.96%
Dec 1, 2015 - Dec 31, 2015	00:01:58	53.92%
2. tablet		
Dec 1, 2016 - Dec 31, 2016	00:01:41	7.51%
Dec 1, 2015 - Dec 31, 2015	00:01:44	8.36%
3. mobile		
Dec 1, 2016 - Dec 31, 2016	00:01:07	46.53%
Dec 1, 2015 - Dec 31, 2015	00:01:03	37.72%

Contribution to total: Sessions



Dec 1, 2016 - Dec 31, 2016



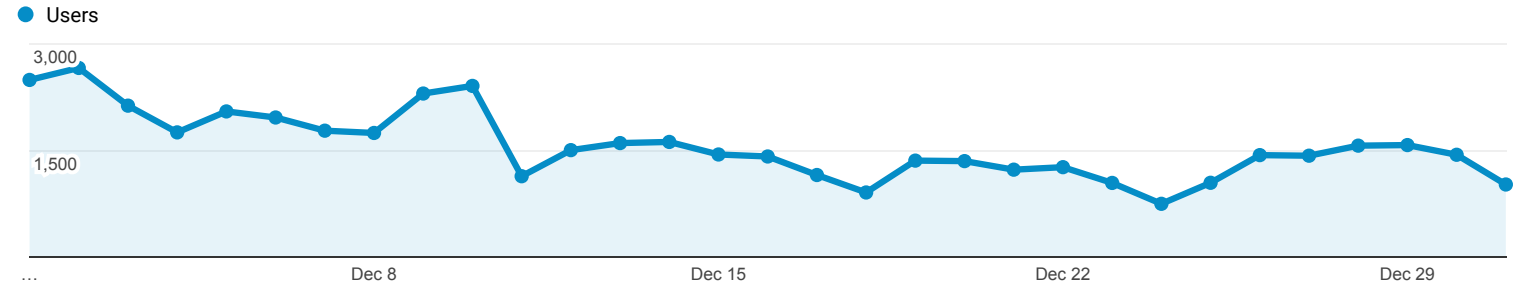
Dec 1, 2015 - Dec 31, 2015

Dec 1, 2016 - Dec 31, 2016

### Browser & OS

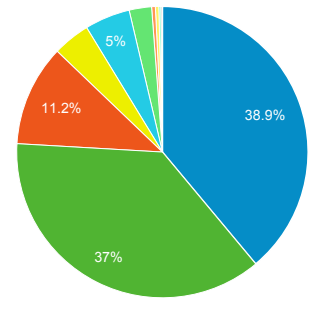
All Users  
100.00% Sessions

Explorer



Browser	Users % of Total: 100.00% (38,767)	Sessions % of Total: 100.00% (54,470)
1. Safari	15,009	38.94%
2. Chrome	14,369	36.98%
3. Internet Explorer	3,759	11.24%
4. Safari (in-app)	2,068	4.14%
5. Firefox	2,009	5.03%
6. Edge	1,028	2.49%
7. Android Webview	215	0.41%
8. Amazon Silk	138	0.38%
9. Android Browser	86	0.22%
10. Opera	38	0.09%

Contribution to total: Sessions



Rows 1 - 10 of 24

Rank	Page Title	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	June 2016	July 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Monthly Change*
1	Main Homepage	19,406	12,507	12,109	12,427	12,913	11,978	14,419	11,686	11,480	11,424	16,619	11,775	-31%
2	Holidays in Leesburg	98	26	54	65	108	107	311	169	330	740	6,267	7,982	23%
3	Ida Lee Recreation Center	5,422	5,251	4,479	3,267	4,054	4,346	5,740	3,970	2,947	2,453	2,796	3,681	27%
4	Employment Opportunities	3,968	4,361	5,509	4,664	4,435	3,898	4,711	4,069	4,021	3,225	4,021	3,329	-20%
5	Parks & Rec Dept Homepage	6,385	6,029	5,998	4,306	5,224	5,815	9,869	4,767	3,477	2,982	2,838	3,256	11%
6	Group Fitness Schedule	1,580	1,227	1,099	1,159	1,409	1,505	1,346	1,464	1,372	1,222	1,412	1,714	17%
7	Ida Lee Class & Program Schedule	2,986	3,404	2,535	1,835	1,950	1,936	2,017	2,367	1,864	1,980	1,728	1,532	-14%
8	Weekly Arrest Reports	386	393	685	958	1,033	1,263	1,113	1,133	1,154	1,305	1,207	1,375	10%
9	Festivals & Events (Visitors)	1,024	1,064	1,403	1,782	3,068	2,490	2,309	1,808	3,264	5,035	1,670	1,321	-23%
10	Trash & Recycling Services	6,278	2,739	1,282	1,481	1,728	1,103	2,166	1,050	1,127	732	1,435	1,242	-16%

\*Monthly Change is adjusted for the number of days in the month.

Department Homepage

Rank	Page Title	2015	2016
1	Main Homepage	181,262	158,743
2	Parks & Rec Dept Homepage	70,841	56,414
3	Employment Opportunities	52,160	50,211
4	Ida Lee Recreation Center	4,923	48,406
5	AV Symington Aquatic Center	32,568	27,908
6	Festivals & Events (Visitors)	16,709	26,238
7	Ida Lee Class & Program Schedule	21,941	26,134
8	Independence Day	13,727	22,291
9	Group Fitness Schedule	17,992	16,509
10	Trash & Recycling Services	12,165	16,426
11	Holidays in Leesburg	12,643	16,257
12	Visitors	16,277	14,979
13	Police Department	13,576	14,880
14	How Do I Pay . . . Water & Sewer Bills	6,147	14,687
15	Government	10,736	13,822
16	AVSAC Hours & Prices	8,805	12,034
17	Weekly Arrest Reports	8,990	12,005
18	Festivals & Community Events	9,550	11,902
19	Indoor Pools	12,109	11,866
20	How Do I Pay . . . Personal Property Taxes	9,474	11,823
21	Ida Lee Admission and Pass Rates	13,195	11,448
22	New & Opening Soon	9,195	10,396
23	Fitness Classes & Programs	9,882	10,238
24	Start/Stop Water Service	4,824	9,560
25	Thomas Balch Library	10,419	9,488

Top Level Navigation

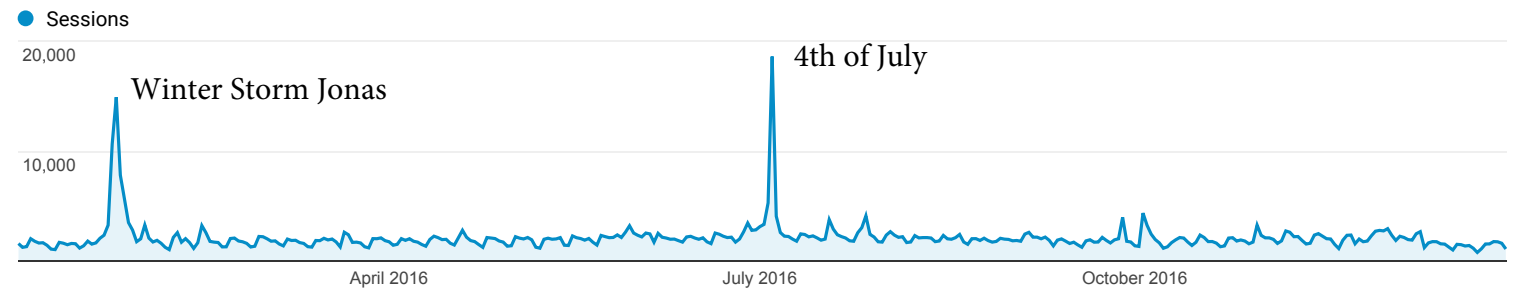
Department Homepage

Jan 1, 2016 - Dec 31, 2016

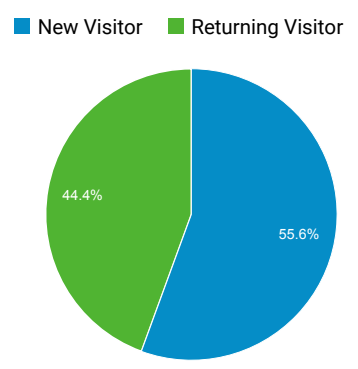
# Audience Overview

**All Users**  
100.00% Sessions

**Overview**



<b>Sessions</b> 787,219	<b>Users</b> 454,865	<b>Pageviews</b> 1,988,277
<b>Pages / Session</b> 2.53	<b>Avg. Session Duration</b> 00:01:53	<b>Bounce Rate</b> 53.15%
<b>% New Sessions</b> 55.57%		



Operating System	Sessions	% Sessions
1. Windows	315,536	40.08%
2. iOS	287,314	36.50%
3. Android	105,043	13.34%
4. Macintosh	70,405	8.94%
5. Chrome OS	3,662	0.47%
6. Linux	3,567	0.45%
7. Windows Phone	1,018	0.13%
8. BlackBerry	368	0.05%
9. (not set)	267	0.03%
10. Playstation 3	12	0.00%

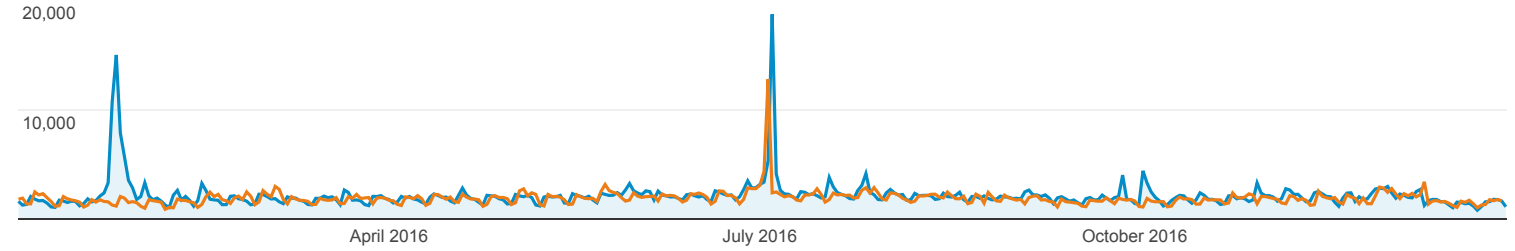
Overview

Jan 1, 2016 - Dec 31, 2016  
Compare to: Jan 1, 2015 - Dec 31, 2015

All Users  
+0.00% Sessions

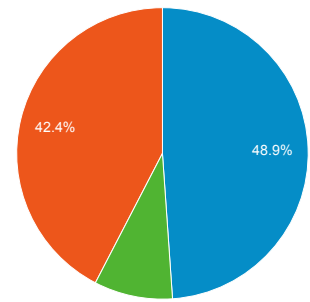
Explorer

Jan 1, 2016 - Dec 31, 2016: Sessions  
Jan 1, 2015 - Dec 31, 2015: Sessions

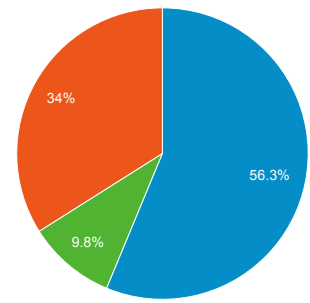


Device Category	Avg. Session Duration	Sessions
	9.89% 00:01:48 vs 00:02:00	13.35% 788,012 vs 695,182
1. desktop		
Jan 1, 2016 - Dec 31, 2016	00:02:18	48.90%
Jan 1, 2015 - Dec 31, 2015	00:02:23	56.25%
2. tablet		
Jan 1, 2016 - Dec 31, 2016	00:01:52	8.71%
Jan 1, 2015 - Dec 31, 2015	00:02:05	9.79%
3. mobile		
Jan 1, 2016 - Dec 31, 2016	00:01:13	42.39%
Jan 1, 2015 - Dec 31, 2015	00:01:21	33.96%

Contribution to total: Sessions



Jan 1, 2016 - Dec 31, 2016



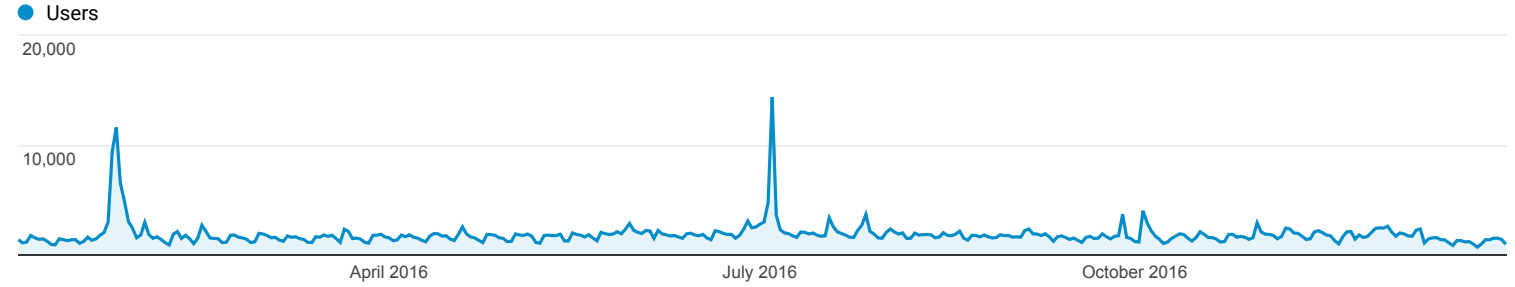
Jan 1, 2015 - Dec 31, 2015

Jan 1, 2016 - Dec 31, 2016

Browser & OS

All Users  
100.00% Sessions

Explorer



Browser	Users % of Total: 100.00% (454,865)	Sessions % of Total: 100.00% (787,219)	Contribution to total: Sessions
1. Chrome	172,614	36.63%	
2. Safari	157,747	35.38%	
3. Internet Explorer	58,098	13.27%	
4. Firefox	29,322	5.99%	
5. Safari (in-app)	24,987	5.48%	
6. Edge	10,056	2.15%	
7. Android Browser	2,126	0.45%	
8. Amazon Silk	1,909	0.36%	
9. Opera	472	0.11%	
10. (not set)	249	0.03%	

Rows 1 - 10 of 33

© 2017 Google

Rank	Page Title	Jan 2017	Monthly Change*
1	Main Homepage	11,051	-6%
2	Employment Opportunities	4,957	49%
3	Parks & Recreation	3,988	22%
4	Ida Lee Recreation Center	3,957	7%
5	Ida Lee Class & Program Schedule	2,572	68%
6	Group Fitness Schedule	2,127	24%
7	Weekly Arrest Reports	1,691	23%
8	Ida Lee Admission & Pass Rates	1,466	23%
9	Indoor Pools	1,371	44%
10	Police	1,227	-1%

\*Monthly Change is adjusted for the number of days in the month.

Department Homepage

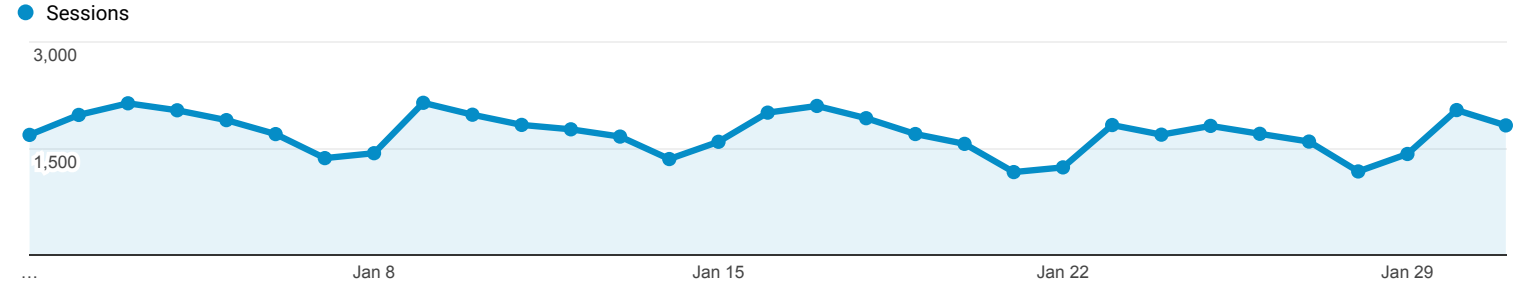


Jan 1, 2017 - Jan 31, 2017

# Audience Overview

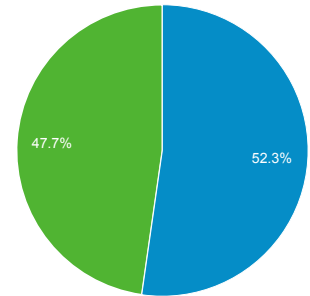
All Users  
100.00% Sessions

## Overview



Sessions <b>53,394</b>	Users <b>35,685</b>	Pageviews <b>141,872</b>
Pages / Session <b>2.66</b>	Avg. Session Duration <b>00:02:10</b>	Bounce Rate <b>50.67%</b>
% New Sessions <b>52.26%</b>		

New Visitor Returning Visitor



Operating System	Sessions	% Sessions
1. Windows	23,263	43.57%
2. iOS	18,230	34.14%
3. Android	6,146	11.51%
4. Macintosh	5,194	9.73%
5. Chrome OS	286	0.54%
6. Linux	202	0.38%
7. Windows Phone	38	0.07%
8. (not set)	19	0.04%
9. BlackBerry	14	0.03%
10. Playstation 3	1	0.00%

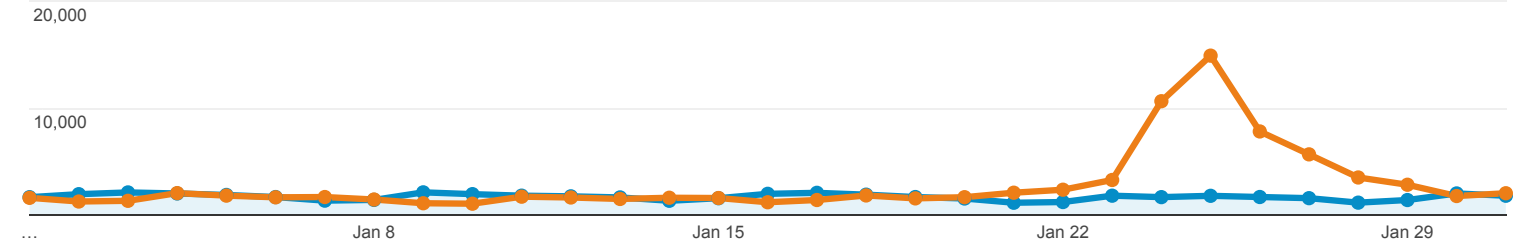
Overview

Jan 1, 2017 - Jan 31, 2017  
Compare to: Jan 1, 2016 - Jan 31, 2016

All Users  
+0.00% Sessions

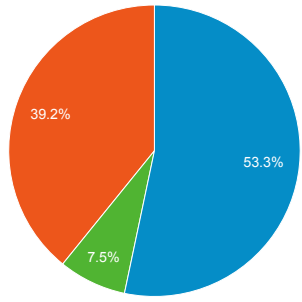
Explorer

Jan 1, 2017 - Jan 31, 2017: Sessions  
Jan 1, 2016 - Jan 31, 2016: Sessions

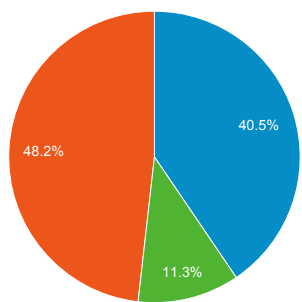


Device Category	Avg. Session Duration	Sessions
	28.14% 00:02:10 vs 00:01:41	39.55% 53,394 vs 88,328
1. desktop		
Jan 1, 2017 - Jan 31, 2017	00:02:39	53.30%
Jan 1, 2016 - Jan 31, 2016	00:02:23	40.51%
2. tablet		
Jan 1, 2017 - Jan 31, 2017	00:02:07	7.53%
Jan 1, 2016 - Jan 31, 2016	00:01:48	11.28%
3. mobile		
Jan 1, 2017 - Jan 31, 2017	00:01:30	39.17%
Jan 1, 2016 - Jan 31, 2016	00:01:04	48.21%

Contribution to total: Sessions



Jan 1, 2017 - Jan 31, 2017



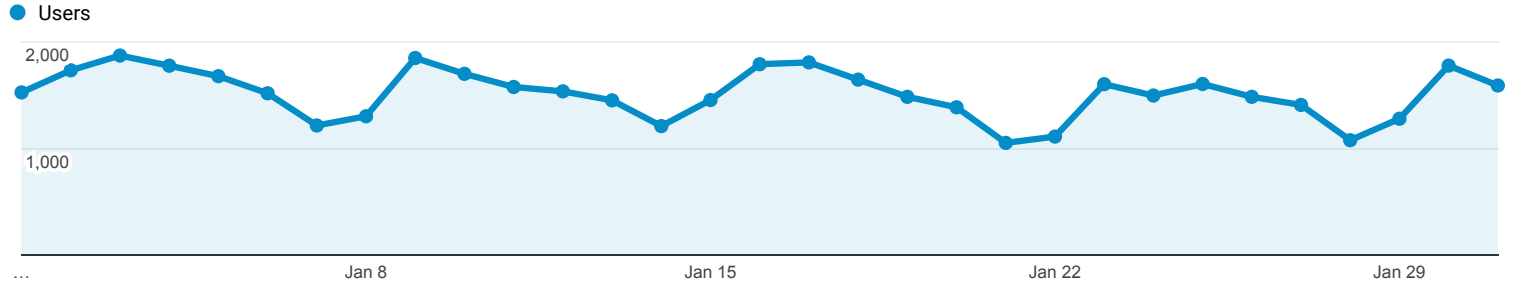
Jan 1, 2016 - Jan 31, 2016

Jan 1, 2017 - Jan 31, 2017

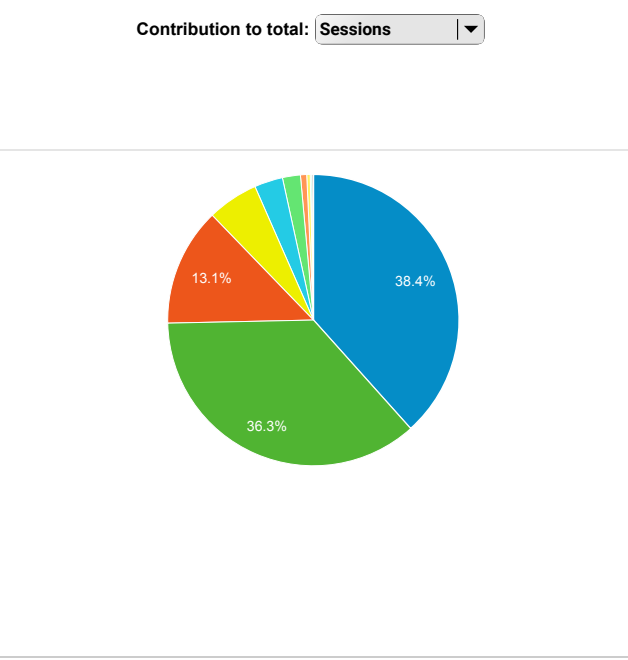
### Browser & OS

All Users  
100.00% Sessions

Explorer



Browser	Users % of Total: 100.00% (35,685)	Sessions % of Total: 100.00% (53,394)
1. Chrome	13,927	38.38%
2. Safari	12,958	36.28%
3. Internet Explorer	4,002	13.11%
4. Firefox	2,060	5.65%
5. Edge	1,216	3.15%
6. Safari (in-app)	919	1.99%
7. Android Webview	308	0.69%
8. Amazon Silk	133	0.38%
9. Android Browser	71	0.16%
10. Opera	23	0.10%



Rows 1 - 10 of 24

© 2017 Google

Rank	Page Title	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	June 2017	July 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Monthly Change*
1	Main Homepage	11,051	10,294											3%
2	Employment Opportunities	4,957	4,067											-9%
3	Parks & Recreation	3,988	3,802											6%
4	Ida Lee Recreation Center	3,957	2,591											-28%
5	Ida Lee Class & Program Schedule	2,572	2,283											-2%
6	WebTrac	1,242	1,435											28%
7	Group Fitness Schedule	2,127	1,340											-30%
8	Weekly Arrest Reports	1,691	1,329											-13%
9	Government	1,028	1,139											23%
10	Ida Lee Admission & Pass Rates	1,466	936											-29%

\*Monthly Change is adjusted for the number of days in the month.

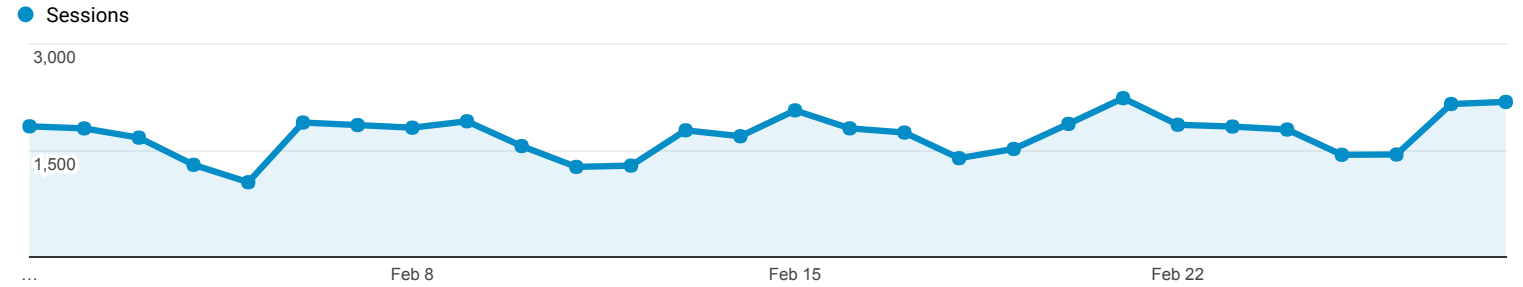
Department Homepage
Top Level Navigation

Feb 1, 2017 - Feb 28, 2017

# Audience Overview

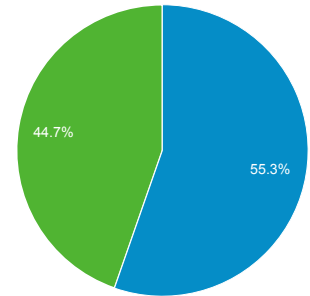
All Users  
100.00% Sessions

## Overview



Sessions <b>48,149</b>	Users <b>33,501</b>	Pageviews <b>130,246</b>
Pages / Session <b>2.71</b>	Avg. Session Duration <b>00:02:11</b>	Bounce Rate <b>48.67%</b>
% New Sessions <b>55.33%</b>		

■ New Visitor ■ Returning Visitor



Operating System	Sessions	% Sessions
1. Windows	22,529	46.79%
2. iOS	15,233	31.64%
3. Android	5,075	10.54%
4. Macintosh	4,802	9.97%
5. Chrome OS	271	0.56%
6. Linux	185	0.38%
7. Windows Phone	28	0.06%
8. (not set)	13	0.03%
9. BlackBerry	10	0.02%
10. Xbox	2	0.00%

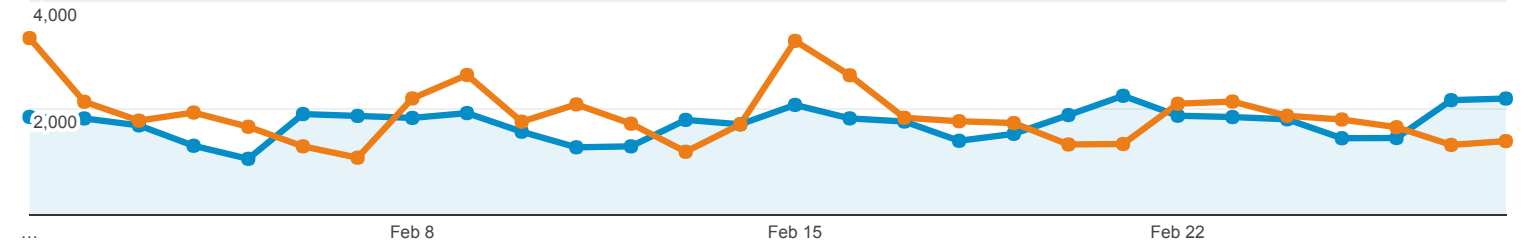
Overview

Feb 1, 2017 - Feb 28, 2017  
Compare to: Feb 1, 2016 - Feb 28, 2016

All Users  
+0.00% Sessions

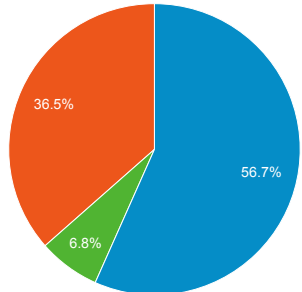
Explorer

Feb 1, 2017 - Feb 28, 2017: Sessions  
Feb 1, 2016 - Feb 28, 2016: Sessions

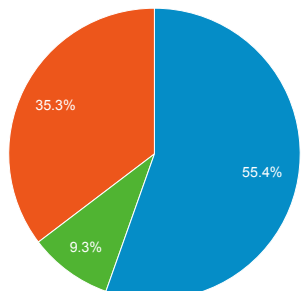


Device Category	Avg. Session Duration	Sessions
	3.83% 00:02:11 vs 00:02:06	8.19% 48,149 vs 52,445
1. desktop		
Feb 1, 2017 - Feb 28, 2017	00:02:38	56.66%
Feb 1, 2016 - Feb 28, 2016	00:02:35	55.40%
2. tablet		
Feb 1, 2017 - Feb 28, 2017	00:02:09	6.85%
Feb 1, 2016 - Feb 28, 2016	00:02:01	9.26%
3. mobile		
Feb 1, 2017 - Feb 28, 2017	00:01:29	36.50%
Feb 1, 2016 - Feb 28, 2016	00:01:22	35.34%

Contribution to total: Sessions



Feb 1, 2017 - Feb 28, 2017



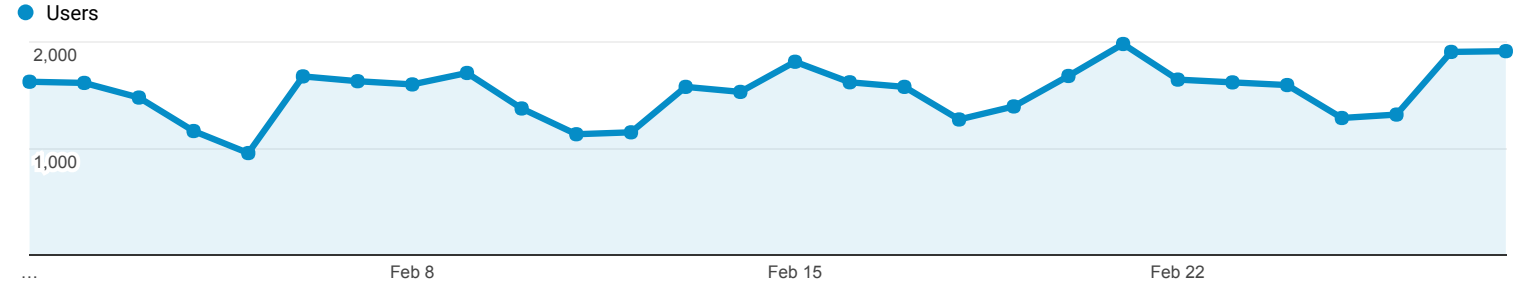
Feb 1, 2016 - Feb 28, 2016

Feb 1, 2017 - Feb 28, 2017

### Browser & OS

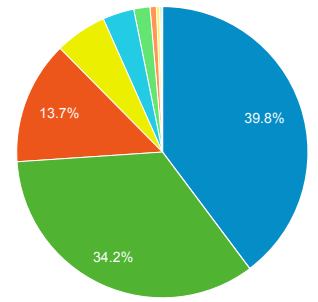
All Users  
100.00% Sessions

Explorer



Browser	Users % of Total: 100.00% (33,501)	Sessions % of Total: 100.00% (48,149)
1. Chrome	13,503	39.77%
2. Safari	11,351	34.16%
3. Internet Explorer	4,034	13.66%
4. Firefox	1,997	5.75%
5. Edge	1,235	3.49%
6. Safari (in-app)	797	1.80%
7. Android Webview	312	0.70%
8. Amazon Silk	126	0.36%
9. Android Browser	63	0.16%
10. Opera	32	0.07%

Contribution to total: Sessions



Rows 1 - 10 of 23