



**Government of the District of Columbia  
ADVISORY NEIGHBORHOOD COMMISSION 3/4G**

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**ANC 3/4G Testimony Before the  
Committee on Government Operations and Facilities  
Performance Oversight Hearing on the  
Office of the Chief Technology Officer  
February 23, 2021**

Chairperson White and members of the Committee on Government Operations and Facilities, I am Randy Speck, Chair of ANC 3/4G, and I want to thank you for the opportunity to testify about the performance of the Office of the Chief Technology Officer (OCTO). I am testifying on behalf of our Commission, which authorized this testimony at its February 22, 2021 meeting by a vote of 7 to 0 (a quorum being 4).

OCTO has faced many new challenges over the last year as District agencies and elected officials have moved almost exclusively to virtual meetings. More than ever, ANC commissioners have had to rely on technology to communicate with each other and with their constituents. While we are aware of some OCTO resources that might be available to assist us,

for the most part, we have developed our own approaches and used commercially available technologies to get through this difficult year.<sup>1</sup> We could work better on behalf of the residents in our communities if we could draw on OCTO's expertise.

As we noted in our recent performance oversight testimony for the Office of Advisory Neighborhood Commissions (OANC),<sup>2</sup> the pandemic has highlighted the need for commissioners to share their experiences and to address issues that affect all District residents. To fill that void, some commissioners organized ad hoc virtual meetings to discuss our approaches to health and economic issues related to COVID-19 and to racial and social equity issues sparked by the killing of George Floyd and the Black Lives Matter movement. Specific issues have also spurred commissioners to reach across commission and ward boundaries to resolve common concerns.

We propose that OCTO take a more proactive role with ANCs to explore ways to facilitate regular communications among commissioners across the District. For instance, we have previously proposed a listserv for commissioners to share agendas, resolutions, and organizational approaches. There should be easy, convenient ways for commissioners to reach out to their fellow commissioners in adjacent commissions or to commissioners across the District. No such system currently exists, and we would like OCTO's assistance in creating it. One area for improvement could be the website for commission resolutions

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<sup>1</sup> For instance, the District generally uses the WebEx meeting platform. Because many agencies and the Council reportedly experienced difficulties with this platform, however, our Commission and many others have opted for Zoom meetings, which we have had to pay for and learn on our own.

<sup>2</sup> ANC 3/4G Testimony Before the Committee on Government Operations and Facilities Performance Oversight Hearing on the Office of Advisory Neighborhood Commissions, February 9, 2021, available at <https://bit.ly/3ddXkw0>.

(<https://resolutions.anc.dc.gov/>), which indicates that it is still in a “testing” phase. OCTO should work with commissioners to make this site more comprehensive and useful.

We also continue to look to OCTO for assistance in communicating more effectively with our constituents. While we have developed our own on-line surveys to gather data on our constituent’s views, we need standardized technology and analytical tools to ensure that survey results will be reliable, and we look to OCTO for advice on selecting software and preparing reports. The most difficult challenge is often getting the word out to all of our residents about surveys or topics that affect them when there is no database of reliable constituent contact information. We rely on social media and community listservs to reach them, but many of our constituents continue to be left out. We would welcome more effective ways to reach constituents and would appreciate any direct help that OCTO can offer, e.g., to identify new online tools for a deeper and more sustainable community engagement.

Last year, with the Committee’s assistance, we attempted to arrange a meeting with the OCTO and the OANC to consider ways to expand our ability to communicate with residents and to use the \$100,000 that the Council made available for this purpose.<sup>3</sup> We never had such a meeting. We again request that the Committee — which now oversees both OANC and OCTO — assist in facilitating this overdue discussion.

Thank you.

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<sup>3</sup> See ANC 3/4G’s testimony at the OANC performance oversight hearing on January 30, 2020 (available at <https://bit.ly/3cH0aJH>) and its testimony at the OCTO performance hearing on January 16, 2020 (available at <https://bit.ly/2RynvRI>).