

CTTAB
August 8, 2008 Minutes
City of Seattle, Seattle Municipal Tower
27th Floor, 700 – Fifth Avenue, Seattle, WA 98124

<p>Present Jessica Bukowski Fran Clifton Nancy Gohring Jac de Haan Richard Huff Peg Achterman William Little Tom Kee Ann Suter</p> <p>Excused Donaldson Leah Altaras John Neuharth Will Pugh Michael Davidson Marcos Martinez Rob Holland</p> <p>Absent Jerry Lin</p>	<p>Visitors Ken Meyer Chris Tugwell</p> <p>Staff Vicky Yuki Tony Perez Sarah McCaghren Bill Schrier</p>
--	---

1. Meeting Called to Order Approval of agenda; July, 2008 minutes – 6:15

Agenda was amended to reflect the correct date. Minutes were unanimously approved.

2. CTO Report: Bill Schrier (see report below) – 6:19

3. Presentation: Puget Sound Off presentation – 6:41

Chris Tugwell of the YMCA of Greater Seattle and Vicky Yuki from Community Technology provided a demonstration of the Puget Sound Off website (www.pugetsoundoff.org/). Puget Sound Off is a public engagement web portal for youth ages 13-21. Chris explained that there had been a few delays in development but that they went with a soft launch in June. There are approximately 200 youth currently using the site. They will tier with other social networking groups. Plans call for partnering with UW and the Seattle Times to promote a blog/video/music competition with prizes to kick off the site .

4. Report of the Chair: - 7:12

The Chair acknowledged new CTTAB member William Little and provided his report (see below)

5. Public Comment – 7:23

6. Committee Reports 7:25

A brief discussion on status of committee work:

- Wi-fi: Lower complaint levels; no problems reported with hot spots
- Tech Matching Fund – Completed
- PSO – marketing: looking for promotional pieces
- Residential survey- upcoming
- Digital Inclusion – nothing at this time
- DTV- upcoming
- Broadband and FTTP- nothing at this time
- My Neighborhood Maps – nothing at this time

7. Cable Office Report: Tony Perez

(See below)

8. Community technology report – Vicky Yuki (see report below) 7:20

9. Board Business

The Board decided that it would go ahead with its written plan to record and podcast its meetings. It incorporated into the plan the suggestions from City staff such as locating the podcasts on the seattle.gov website.

10. Meeting adjourned at 8:00 p.m.

Citizens' Telecommunications and Technology Advisory Board Chief Technology Officer's Report 12 August 2008

ELECTED OFFICIAL NEWS

- **Customer Bill of Rights.** The Mayor, working with the community, has developed a customer “Bill of Rights” which will be announced publicly in September. It is at the end of this report.
- On July 2nd the **Radio Executive Policy Committee**, chaired by County Executive Sims, met, agreed to a charter statement and authorized the creation of subcommittees to explore alternatives for a three-county regional public safety communication network. Such a network will replace or upgrade at least five existing radio systems using 1980's technology. The initial meetings of those three subcommittees occurred this week, hosted by DoIT in SMT. About 150 police officers, firefighters, EMT, 911 center staff and managers and technology staff representing over 15 agencies in the three county area attended. The goal is to complete the alternatives work and report back to the REPC in mid-October.
- The City is anticipating the need to build a **new municipal jail**. Several sites for the jail are under consideration. The feedback form for the Seattle Municipal Jail web site is (<http://www.seattle.gov/municipaljail/questions.htm>) which is a web-form, and email updates will be sent to subscribers from the system.

CABLE AND BROADBAND NEWS

- See also Tony Perez' report.
- Last month the Washington Supreme Court ruled that the City cannot impose any taxes on Internet service.
- The Mayor approved CTTAB's first choice for the Get Engaged position on CTTAB, William Clark Little.
- The SCAN board president informed us that former CM David Della has been elected to the SCAN board.
- Complaints have been made to our office regarding Broadstripe's recent rate increase of over 20%.

SEATTLE CHANNEL NEWS

- *City Inside/Out: Council Edition* (late July) - C.R. Douglas was joined by CMs Sally Clark, Bruce Harrell and Tom Rasmussen talking about Seattle issues and answering emails from residents.
- See also www.seattlechannel.org

WEB [WWW.SEATTLE.GOV](http://www.seattle.gov) NEWS

- Last week the Modern Chinese (<http://www.seattle.gov/oir/datasheet/chinese/>), and Traditional Chinese (http://www.seattle.gov/oir/datasheet/chinese_traditional/) versions of the 2008 Seattle Datasheet went live. This completes the 2008 updates for all previously supported languages for the Seattle Datasheet.
- Seattle Sister Cities has a new web site. (<http://www.seattle.gov/oir/sistercities/>) There is also a quarterly newsletter that is sent out via email and available on the web site.
- A Russian delegation from Khabarovsk under the sponsorship of the Foundation for Russian American Economic Cooperation visited the City of Seattle beginning July 26th. We hosted some of the events, including a tour of Community Tech Centers, a discussion with Puget Sound Off, presentations on internet government services and all things e-Government, a visit with the Parks Department and Daybreak Star, tour of the Seattle Channel, and more.

COMMUNITY TECHNOLOGY NEWS

- We had a very successful Technology Matching Fund Celebration and student recognition event on Wednesday at Garfield Community Center, with around 75 attendees. CM Harrell helped CTTAB and the Community Technology staff recognize youth who completed the Garfield summer RecTech program and present certificates to the 15 new Tech Matching Fund grantees. Parks' Deputy Superintendent Christopher Williams helped welcome participants and spoke of the role the computer centers play in attracting youth and providing family services. CTTAB members Leah Altaras, Jac De Haan, Marcos Martinez and Fran Clifton attended, and the Seattle Channel taped the program.
- The August edition of Brainstorm, our online ezine, features our Technology Access Foundation (TAF) summer interns, Technology Matching Fund grantees, RecTech summer computer and media program teen graduates, Russian delegation tour of Seattle computer labs, and more at <http://seattle.gov/tech/brainstorm/> .
- Our TAF intern, Zach Niehaus, blogged on Puget Sound Off about his trip to Cooperstown and throwing out the first pitch at last weekend's Mariner's game in honor of his grandfather, Dave Niehaus. Read it exclusively at <http://pugetsoundoff.org/blog/zach-niehaus/1708>

INFORMATION TECHNOLOGY OPERATIONS NEWS

- The City of Seattle is installing energy management software on many its desktop computers. We expect to electricity equivalent to taking 250 SUV's off the streets of Seattle. The software is created by a local firm, Verdiem.

Bill Schrier's blog: blog.chiefseattlegeek.com



City of Seattle Customer Bill of Rights

When doing business with the City of Seattle, customers are entitled to prompt, efficient and easily accessible basic services – from water and power to roads and public safety. Customers who contact any office or employee of the City of Seattle can expect excellent service. The Customer Bill of Rights is guided by four standards for excellent customer service.

1. Easy and understandable -- City products and services should be easy to locate and access.

- The City should reach out to its customers to inform them about City products and services.
- A customer should be able to locate any City service and initiate a request with a single phone call, visit to seattle.gov, trip to a service center, or a letter.
- When a customer's request involves multiple City offices or departments, the City will coordinate the work.
- A customer should receive clear and accurate information.
- A customer should be treated with courtesy and respect.

2. Responsive -- City employees should be helpful, connecting customers with others who can help if they cannot.

- The City should provide service hours and locations that are convenient to customers.
- The City should provide estimates of how long, and if applicable, how much it will cost to fulfill a customer's request.
- The City should both keep the customer informed of progress and readily answer questions about the status of pending requests.

3. Fair -- There should be no economic, social or cultural barriers to accessing City products and services.

- A customer should face no economic, social, or cultural barriers that lead to disparities in the quality of service.
- The City should collaborate with its customers to ensure City services are designed and managed to meet customers' needs.
- The City should provide interpretation services when necessary to fulfill a customer's request.

4. Results oriented -- Customers should get results, not just process.

- The City should, in a timely manner, follow up with the customer after the request has been completed.
- The City should regularly evaluate and report on overall performance in addressing/resolving customers' requests.

FCC Ruling: The FCC ruled that Comcast violated federal policy by deliberately interfering with and throttling communications between customers sharing videos online via file-sharing services like BitTorrent. The FCC will require Comcast to stop blocking or slowing traffic and better disclose its practices to customers.

Digital Conversion: KING5's Ask Jesse program on July 24 included a short test blackout and an interview with our own Jill Novik. In addition to numerous calls and emails to the station concerning the transition, approximately 300 people contacted the station immediately following the blackout. It should be noted, however, that apparently the blackout also affected analog cable and satellite customers. The National Telecommunications and Information Agency (NTIA) wants to hold a digital transition event in Seattle this fall. The NTIA wants to do a big media push for community information, converter box sign up, and installation demonstration. We're shooting for the end of September.

6th circuit decision: The US Court of Appeals for the 6th circuit ruled that the FCC franchising order is legal and binding on cities. What this mostly means to Seattle is that if we receive a cable franchise application from Qwest, the City must render a decision within 90 days or Qwest would automatically be granted a franchise under uncertain terms. The National Association of Telecommunications Officers and Advisors (NATOA) along with the Alliance for Community Media (ACM) and the Alliance for Communications Democracy (ACD) have filed a Petition for Rehearing. The Cable Office last year instituted a rule that provides guidelines and procedures for phone companies like Qwest that submit a franchise application under the FCC rules.

New Get Engaged member: Will Little was appointed by the Mayor.

Broadband

1. NATOA Broadband Principles: NATOA adopted a set of Broadband policy principles (see attached).

2. Congressional Weekly Article (see attached)

3. Municipal Fiber Networks: At the request of its authors, I am in the process of reviewing the draft of a book titled, "The Municipal and Utility Guidebook to Bringing Broadband Fiber Optics to Your Community". The book will ultimately be available to public sector officials.

4. Internet Taxes: Last month the Washington Supreme Court ruled that the City cannot impose any taxes on Internet Service.

Cable

1. Comcast Technical Audit: We are hiring a consultant to perform a follow up audit of the Comcast cable system to determine the extent of Comcast compliance with applicable codes. We will also be testing signal strength and obtaining a report on the system's current design, age, condition, capacity, homes per node etc.

2. Franchise Fee Audit: We are currently conducting a franchise fee audit of Comcast to determine whether Comcast has paid all franchise fees due the City according to the

franchise. We will be focusing on how Comcast treats revenues from cable services provided as part of a bundle that includes other services not subject to the franchise fee.

3. SCAN: The SCAN Board president informed us that former Councilmember David Della had been voted onto the SCAN board.

CTTAB Chair Report August 12th, 2008

Get Engaged Appointment The Mayor has appointed William Little to the *Get Engaged* position on our Board. The *Get Engaged* program is a partnership between the City of Seattle and the YMCA of Greater Seattle, and places 18\29 year olds on City Boards and Commissions. Please join me in welcoming our newest member.

Seattle Housing Authority DTV

I spoke with Sven Koehler (Resident Communications Liaison) for about a half hour on Friday afternoon. If you recall from our meetings, there was some news out of SHA regarding expensive upgrades needed to enable some of their properties for DTV. This was based on a consultant's review of their facilities several years back, and it has since been debunked. Sven has confirmed – in a small series of tests – that DTV converter boxes attach to their aging antenna wiring and receive DTV channels just fine. Not all DTV channels are available at all locations, but that is true of many locations and definitely isn't limited to SHA.

Sven would like to help us get the DTV transition message out to the portion of Seattle's population that is likely to become disenfranchised come February 2009. He is sending me a map of their facilities (attached), which are distributed throughout Seattle. Each of the facilities has a community room that could serve as a good location for a workshop on DTV. Ann Suter has agreed to work on a presentation and deliver it at some of the SHA locations. Will members of the Digital Transition Committee join in to organize community DTV presentations at those locations?

Podcasting Recommendation Draft The CTTAB Podcasting Recommendation Draft was distributed in early July. The following feedback has been received thus far: • The prescription related to whether or not a Board or Commission should record and distribute electronic audio versions of their proceedings should be removed, as it was not part of CTTAB's charter in this case. The recommendation should identify the City's Board and Commission web pages as a place to host the electronic audio versions of their proceedings, just as those web pages are where Board and Commission agenda and minutes live; and, • The recommendation can include a proposal that the City purchase and maintain a set of equipment for recording proceeding, especially since most City Board and Commissions meet in the Municipal or Council buildings. The next steps for the Recommendation Draft are: • Take Board comments during today's meeting. • Post a revised draft on our City web page, giving the public one month to provide comment; and, • Adopt a revised version – taking into consideration any public comment – during the September meeting.

Recent "Fiber" Rhetoric by Comcast and Qwest There's little to nothing we can do about this concern, but it is one way in which entrenched providers can derail the broadband debate. Comcast's "Fiber Network" advertising campaign and Qwest's new "In the Loop" advertising campaign imply that both providers of broadband have a capability that is not Fiber To The Home/Premises (FTTx FTTP). If our interest is to see the build\out of FTTx FTTP throughout the City, these campaigns only serve to confuse the issue.

Reminder: Four More Meeting Since there are only four more meetings this calendar year, everyone should be working to wrap up their committee work (at least that work which wasn't identified as a Q4 project).

Community Technology Report

August, 2008

WA State High Speed Internet Work Group

The workgroup mandated by the legislature met on August 7th to discuss the definition of high speed Internet, what data about deployment and adoption should be tracked, and how to handle collection and release of the information provided by providers. The issue of what information local governments would have to release did not come up in this discussion, though a presentation on public disclosure affirmed that there is an exclusion allowed for security reasons, which the state Department of Information Services has used. There was also a presentation on how different states have handled mapping (see DIS site for materials: <http://dis.wa.gov/hiswg/default.htm>). There was some agreement that using a tiered system, equivalent or similar to the model issued by the FCC made sense, though there was also call to utilize this with an association of what application services are enabled at each level (e.g. videoconferencing, telehealth). The next meeting will continue the discussion how to handle the mapping data and also discuss the role of local planning committees (See questions in DIS email below).

DIS has asked for comments on local planning committees by August 15th; if CTTAB members have comments, please send them to David. If you think of something after that, please still send a note to David.

Technology Matching Fund Celebration & Student Recognition

We had a great celebration and mini-resource fair at Garfield Community Center on July 30th with about 75 attendees. It was a great opportunity for Bill Schrier to share the Mayor's support for digital inclusion and help the public learn more about DoIT. Councilmember Harrell helped recognize youth who completed the Garfield summer RecTech program and presented certificates to the 15 new Tech Matching Fund grantees. CTTAB members Leah Altaras, Jac De Haan, Marcos Martinez and Fran Clifton attended the event. The Parks' Department Deputy Superintendent Christopher Williams helped welcome participants and spoke of the role the computer centers play in attracting youth and providing family services. This was also a good opportunity for more community members to meet Gary Gibson in his new role. There were great displays of recent matching fund projects as well as information from Seattle Public Library, One Economy, and our Puget Sound Off project. The Seattle Channel taped the program for airing and staff have photos of the presentations. (See Brainstorm for a couple pictures)

August Brainstorm online at www.seattle.gov/tech/brainstorm

The new edition features these stories: Profiles DoIT's Technology Access Foundation (TAF) summer interns (written by intern Zach Niehaus), Technology Matching Fund grantees (with a picture including Councilmember Harrell), RecTech summer computer and media program teen graduates, Russian delegation tour of Seattle computer labs, State broadband study available, new OIR city data in multiple languages, All digital TV converters are not equal, Techtip: Replace or repair?, Various dollars available, Learn phrases in English, Chinese and French related to Olympics, Participate in the national broadband census...and more.

Approximately 750 people receive Brainstorm directly and then it is also sent to other lists. Thirteen people signed up in July as a result of staff outreach.

Exclusive Dave Niehaus Hall of Fame Report on Puget Sound Off

Our Technology Access Foundation intern, Zach Niehaus, has blogged about his trip to Cooperstown and throwing out the first pitch at last weekend's Mariner's game in honor of his grandfather, Dave Niehaus. Read it exclusively at <http://pugetsoundoff.org/blog/zach-niehaus/1708>

Broadstripe& Eritrean Community

Broadstripe has completed installation of the Eritrean Community's center.

Technology Matching Fund Contracting

2008 TMF grant contracts for the Youth Media Institute and the Seattle Hip Hop Youth Council have been completed and the projects are underway. Contracting is in process for the other projects.

State Grantees named

Washington State University has just announced the first grantees for the state Community Technology Opportunities Program. There were 10 grantees out of 35 eligible proposals, requesting \$1,296,000. Seattle grantees include [YouthCare](#) (YouthTech Computer Training Program for Homeless Youth), [Street Youth Ministries](#) (Provide-Teach-Practice-Reflect: Facilitating information system design within a drop-in center for homeless youth), [Literacy Source, A Community Learning Center](#) (Literacy Online), and [Neighborhood House](#) (Youth Technology Program).

Continuing the grants: We have requested that renewal of the grant program's funding be one of the City's legislative priorities in the upcoming session. The Communities Connect Network will also be working towards this. We will be encouraging identification of a longer term source of funding (e.g. telecommunications revenue, similar to our cable franchise fee funding source.)

Downtown Neighborhood Service Center ~~computer terminal removed~~

The Department of Neighborhoods has decided to remove the public Internet terminal from their Downtown Neighborhood Service Center when they move to their new office. This is due to space consideration and their preference to provide a computer station for a work-study student.

Russian delegation visit

DoIT hosted a municipal delegation from the Far East municipality of Khabarovsk, Siberia, Russia sponsored by U.S AID. David led the Russian delegation on a tour of the Youth Media Institute and the Youngstown Cultural Arts Center, Special Technology Access Resource Center at Center Park, Yesler Community Learning Center, and hosted a discussion about Puget Sound Off at the Metrocenter YMCA.

Puget Soundoff

Preparation is underway for September 1st youth video, blog and audio civic media competition which will mark the public launch of the web site. The competition is being co-sponsored by the Seattle Times. Jac De Haan from CTTAB is participating in materials being produced for educators.

Technology Matching Funds

The legislation date for the City Council is set for July 16th for the Energy and Technology Committee. On July 30th from 4-6 p.m., we'll be hosting a meet and greet with this year's grantees and a mini showcase of matching fund projects at the Garfield Community Center.

More Computer & Internet Security Workshops set July 19th at Rainier Community Center

Michael Hamilton and David Matthews of the Office of Information Security are presenting a Home Computer and Internet Security workshop on Saturday, July 19th at 10:00 AM at Rainier Community Center (4600 - 38th Ave S, Seattle). This is being presented in partnership with the RecTech coalition of the Department of Parks and Recreation and the Associated Recreation Council.
