

CTTAB

October 14, 2008 Minutes

City of Seattle, Seattle Municipal Tower
27th Floor, 700 – Fifth Avenue, Seattle, WA 98124

Present Peg Achterman Leah Altaras Fran Clifton Michael Davidson Jac DeHaan Nancy Gohring Marcos Martinez John Neuharth Will Pugh Oren Sreenby Ann Suter Will Little	Excused Rob Holland Richard Huff Tom Kee Jerry Lin Staff David Keyes Jill Novik Tony Perez Bill Schrier Visitors Ken Meyer
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1. Call to order: Michael Davidson – Vice Chair Davidson called the meeting to order at 6:00. The agenda was approved as written and September, 2008 minutes were approved as amended to reflect that they should have said Wilmington, N.C.

2. Public Comment

Ken Meyer said that CTTAB should have a list serve to support CM Harrell's desire to increase citizen engagement.

3. Chief Technology Office Report: Bill Schrier

See attached report.

4. Report of the Chair: no report in Huff's absence.

5. Committee Reports:

Residential Survey: Keyes will set up a meeting to discuss questions, particularly things that might be missed by cell phone users.

Digital TV transition: Novik asked for CTTAB participation at FCC Commissioner Adelstein's dtv workshop October 23.

Broadband: Tony noted that DoIT is now waiting to learn more about the nature and involvement of Seattle City Light's potential involvement.

My Neighborhood Map: Clifton got an email from Terry Wittman and would like to schedule her for the November meeting to discuss updates to the site.

E-democracy: meetings are now set for third Tuesdays at 7:00 p.m., location to be determined.

6. Cable Office Report: Tony Perez

See attached report.

Broadstripe is not in compliance with the required privacy notice to new customers. We are working with them to get compliance.

There will be vacancies in 2009; members are encouraged to let prospective members know.

7. Community Technology: David Keyes

See attached report.

8. Board Business:

Ann noted that SCAN launched “Voices of Democracy” and also won an award from the North Seattle Chamber of Commerce. SCAN has changed how it is doing business so that they have time blocks for different types of programming. They met recently on the Eastside for outreach and to solicit membership on the SCAN advisory board.

9. Adjourn: The meeting was adjourned at 7:04 p.m.



City of Seattle

Gregory J. Nickels, Mayor

Department of Information Technology

Bill Schrier, Director and Chief Technology Officer

Citizens' Telecommunications and Technology Advisory Board

Chief Technology Officer's Report

14 October 2008

ELECTED OFFICIAL NEWS

- King County CIO David Martinez and I hosted a conference of about 40 City and County Chief Information Officers (CIOs) from around the country at the Seattle Renaissance Hotel the week of 29 September. This group is the Metropolitan Information Exchange (MIX – www.mixnet.org) past week. King County Executive Ron Sims gave a rousing welcome to the group on Monday morning, including a discussion of his “twittering”. The theme of the conference was Web 2.0 (social networking, RSS feeds, wiki's and collaboration).
- **2009-10 Budget.** The Mayor presented his budget to the City Council on Monday, September 29th. I presented the Department of Information Technology's budget to the Council on Thursday, October 2nd. That budget is on the web at <http://www.seattle.gov/financedepartment/0910ProposedBudget/default.htm>.
- **Citizen's Engagement Portal.** In a press release dated August 6th, Council member Bruce Harrell called for development of this portal. DoIT is working with CM Harrell's office to develop this concept.

CABLE AND BROADBAND NEWS

- FCC Commissioner Jonathan Adelstein will be in Seattle on October 23rd to make a presentation on the digital television transition.

- The audio record – Podcast – of the latest CTTAB meeting was launched at <http://www.seattle.gov/cttab/agendas.htm>.
- See also Tony Perez' report for more details

SEATTLE CHANNEL NEWS

- The Seattle Channel was honored this past weekend with the prestigious Excellence in Government Programming Award from the National Association of Telecommunications Officers and Advisors (NATOA). This is the second year in a row we've won this award. The Channel also won 18 awards and honorable mentions for its variety of news, arts and community programs. Other First Place awards are for:
 - Government Access Station Web Site www.seattlechannel.org
 - City Inside/Out with C.R. Douglas - News Series
 - City Inside/Out with C.R. Douglas - Election Coverage
 - Art Zone Featurette - Promotion of a City/County
 - Art Zone Promo for Cable - Municipal Channel Promotion
- Production note: This week the Art Zone in Studio crew successfully used the new digital production switcher's chroma key capabilities. Chroma key enables the crew to import video or stills onto the surface of the set pieces in the studio. During Nancy Guppy's interview with "The "Saturday Knights," the band's music video played on a set piece behind Nancy and her guest.

Recent new programming includes:

- *Town Square: Neighborhood Blogs* – CityClub event with neighborhood bloggers and experts on blogs
- *City Inside/Out: Governor's Race* – an in-depth look at the 2008 race for Governor. We join the candidates on the campaign trail and C.R. Douglas sits down with Gregoire and Rossi for a critical look at what each hopes to accomplish in the next four years.
- *City Inside/Out: Assisted Suicide* - an in-depth look at Initiative 1000
- *Many others ...* www.seattlechannel.org

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

- Blogging: <http://spdblotter.seattle.gov/> is live
- Yesterday we began a project to replace the Seattle.gov Events Calendar with a product called Trumba (<http://www.trumba.com/connect/default.aspx>), which will be hosted off-site (eliminating the security risk) and add a myriad of new features. Our current Events Calendar has served us since 1998 but at this point is old, clunky and a minor security risk. Most of the development work will be completed in-house. Parks & Recreation has agreed to be the first implementers with a go-live in January 2009. The main Citywide calendar and other departments will follow over the rest of the Q1/2009.
- The Customer Bill of Rights website was launched in coordination with announcement of the initiative at <http://www.seattle.gov/mayor/issues/billOfRights/>.
- The 2008 Seattle Data Sheet is available in Somali and Tagalog at <http://www.seattle.gov/oir/datasheet>.

INFORMATION TECHNOLOGY OPERATIONS NEWS

- This past week there has been a 50-fold increase in e-mail messages with virus attachments. Our external Postini email security service detected and blocked virtually all of them, including more than 150 addresses sending scam email with a subject of "FDIC Deposit Stolen," playing on fears about the economic uncertainty.

Bill Schrier's blog: blog.chiefseattlegeek.com

Seattle City Council - Councilmember Bruce Harrell

FOR IMMEDIATE RELEASE: August 6, 2008

CONTACTS: Vinh Tang, Harrell Office: 206.684.8804; George Howland Jr., Council Communications: 206.684.8159

Councilmember Bruce Harrell Calls for the Development of a Citizen Engagement Portal
Citizen Website and technology strategy will solicit feedback from public to help shape and enhance public policy

SEATTLE - Councilmember Bruce Harrell has evaluated the process and method in which the citizens of Seattle communicate their opinions to the Seattle City Council and how citizens receive legislative information regarding key issues. Earlier this year, he announced as part of his work plan a key initiative to improve Citizen Engagement through Technology. After communicating with constituents on major issues through e-mail, community meetings, public hearings and telephone, Councilmember Harrell has concluded that the City has not prioritized a communication strategy or policy that captures and quantifies the majority of citizens who do not historically participate in public process. They are the "silent" majority.

Approximately 83% of Seattle residents use the Internet and have a computer at home and Seattle is one of the most wired cities in the United States. Costly advisory ballots are not the answer and our continued reliance on traditional polling strategies and archaic note taking are outdated and inexact. "Listening and leading are not mutually exclusive. We value public process in order to gain input. Most of the input usually comes from listening to a limited number of committed citizens, community activists, special interest groups and professional lobbyists. Listening is a science and the technology exists that can significantly broaden our city's outreach capability and quantify the opinions of our citizenry. If we prioritize this policy, it will dramatically change how we serve our public."

While direct or face-to-face communications are extremely useful, it does not provide the Council with a scientific, real-time quantification of its citizen's opinions. Most citizens do not testify at public hearings or communicate directly with Council members. Councilmember Harrell is concerned about having their voice excluded from the process, particularly when laws, policies or decisions appear intrusive, unnecessary or unfair to its citizens. Smart policy decisions are based on the interests of the entire public weighed against special interest or advocacy groups. The goal is to understand the views of most citizens, which appear to be the missing link in this process. Citizen engagement through technology will make this data readily available.

continued

With the available web technology, Councilmember Harrell will call for the implementation of an online gateway incorporated with the current Seattle.Gov website that allows every citizen the opportunity to provide their input in a structured, electronic polling format. Through a Citizen Engagement Portal, citizens will also have the option to receive legislative notices and information that may affect their neighborhood, job or interest. Ideally, the City's customer service system will be maximized by providing a visual search engine with a tagging system that currently exists on most online community sites. This will assist the public in finding answers to non-emergency matters such as pedestrian safety information, bicycle/automobile road-sharing rules and development projects in their area.

A comprehensive report of Councilmember Harrell's evaluation to maximize citizen communications should be available in the next few weeks. The report will also address the fact that a small percentage of citizens still do not use a computer or the Internet. "Given Seattle's unique position in technology, software development and innovative thinking, we should continue to be at the forefront in how municipalities use technology to understand its citizens, disseminate information and form public policy. Our communication strategies and technology policies should reflect our commitment to listen to our citizens."

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Office of Cable/Broadband Communications, Director's Report

Broadstripe CCBOR audit: The final draft of the audit report was sent to Broadstripe for their comments.

Comcast Technical audit: Our consultant was here conducting a drive out of the Comcast system to assess the condition of the cable plant and to note any violations of applicable electrical and construction standards. A very preliminary assessment suggests that Comcast has been doing a good job of correcting grounding violations which were identified in a previous audit conducted in 2004. The consultant is scheduled to return the week of October 20.

Comcast Franchise Fee audit: The audit was completed and concluded that Comcast owes the City approximately \$23,000 (interest included). The underpayment resulted from an August 2007 Comcast decision to stop including some late fees in its revenue base from which franchise fees are calculated. We will be sending Comcast a letter requesting payment.

CTIA petition: CTIA, the national trade association representing the wireless industry filed a petition with the FCC seeking regulatory relief. T-Mobile has formally listed Seattle as one of the "bad actors" citing how long it takes to secure land use approval for the siting of wireless equipment. The CTIA, wants the FCC to:

- Establish a shot clock of 45 days for collocating an antenna and 75 days for all other applications. Land use applications not acted upon in that time would be deemed granted.
- Preempt any local zoning ordinance that would only allow placement of a wireless telecommunications facility upon grant of a variance.

Digital transition: FCC Commissioner Jonathan Adelstein will be here to speak about the digital transition and demonstrate the process for obtaining coupons and connecting digital converters to analog television sets. We have been working with the FCC, Seattle Public Library and KING5 to set up the FCC digital TV workshop. The event is now set for October 23 from 3:00 – 4:30 at the downtown library auditorium. The Seattle Channel will film the event and make it available on its website.

On October 1, we were interviewed and photographed by Brad Wong of the PI and KING 5. They were covering our joint community event with the National Telecommunications and Information Administration (NTIA) and KING 5's Glenn Farley to sign people up for the digital converter box coupons. Over 30 people attended this successful event. The PI article can be found at: http://seattlepi.nwsource.com/local/381565_digital03.html

Meeting with Japanese Delegation: We had a good meeting with a delegation of 6 Japanese cable company executives. They were very interested in learning about local government regulation of cable and the coordination of local, state and federal regulation of cable, broadband and telephone service. They were also interested in developments in the US towards greater integration of Wi-Fi and Wi-Max into the cable system architecture and wanted my views on how the regulatory framework could be affected by the November elections.

Community Technology Report: David Keyes October, 2008

Puget Sound Off: Online Civic Engagement

Staff at DoIT, the YMCA and UW Center for Communications and Civic Engagement have been working on promoting the site and contest. DoIT distributed a media release announcing the launch of Puget Sound Off. A group of teens from the youth editorial council has prepared a proposal for the Mayor's participation. David Keyes and CTTAB member Jac DeHaan were among those presenting at a youth civic engagement and online media convocation sponsored by the University of Washington and the MacArthur Foundation. This brought together some of the country's leading practitioners and researchers in civics education, online community building, and youth media, along with teens. Some of these experts will be producing recommendations for future development of Puget Sound Off. The MacArthur Foundation has posted a blog about the launch of the Puget Sound Off site at <http://www.spotlight.macfound.org/>

State Council on Digital Inclusion policy goals

The Communities Connect Network's state Council on Digital Inclusion is finalizing its legislative policy goals for the coming session. These include seeking continued funding for the state community technology grant program; increasing eligibility for community tech centers in state programs; promoting Internet safety; and enhancing computer, software and tech support programs for low-income families. They are hoping for support from CTTAB and the City in the coming legislative session. [David will send this to the group when the document is complete.]

DIS Broadband Working Group & Passage of Federal Broadband Legislation

At the state broadband workgroup, the definition of high speed Internet tiers for mapping purposes has been modified (in part after CTTAB input was shared). A proposal is being floated for what data should be gathered from public and private entities for mapping. A paper was submitted by the Association of Washington Public Hospital Districts (AWPHD) on the future of Telehealth/Telemedicine and its implications for broadband development. This could be useful for our city effort as well. There was also discussion of the implications of passage of the federal broadband legislation, S1492, which could provide funding to the state to enable the broadband mapping and awareness. The legislation calls for enhanced broadband mapping, speed and price comparisons, and encourages state initiatives with local planning teams, calls for study of broadband's impact on small business, and promotes Internet safety for

children education. However no funds have yet been authorized for this initiative. See <http://dis.wa.gov/hiswg/materials.htm> for state workgroup info. For the Federal broadband bill, see <http://www.govtrack.us/congress/bill.xpd?bill=s110-1492&tab=summary>

Brainstorm

October Brainstorm launched and included: Taiwan TV visit, Day of Caring at computer labs, Mayor's Youth Council promo, NATOA awards to city, Bluetooth security issues, review of Digital Native book, Voice over Internet techtips, grants, teen gaming and Internet stats and more.

Neighborhood engagement information strategy

The Department of Neighborhoods requested assistance in how to allocate capacity building funds they have for District Council web sites. We recommended considering wikis for the short term. Aiding the community organizations (e.g. block watches, neighborhood groups) and how they integrate with city information (calendars, listservs, etc) is a long term question. Bruce Blood and David Keyes have suggested to DoN district coordinators that we work together on a neighborhood electronic engagement strategy next year. This could also be a good opportunity for CTTAB assistance.

Safety Check for Puget Sound Off

Detective Malinda Wilson and Dave Matthews reviewed the Puget Sound Off site for child safety. Overall the site was approved with some suggestions made for safety and education enhancement. A couple recommendations will require contracting for additional developer time.

Microsoft Translator

We had an initial meeting with Microsoft and the web/community tech teams to look at Microsoft's new live language translation tool. It's not perfect, but appears much better than what we've seen in the past and has capacity to build its language accuracy. We'll look at doing some trials of this: <http://www.windowshivetranslator.com/Default.aspx>

SHA/Neighborhood House learning center at Rainier Vista not funded

We wrote a letter of support for a HUD application for technology learning and self-sufficiency programs at the Rainier Vista Computer Learning Center. They've just learned that this was not funded, which will leave them challenged for operating support next year.

Garfield Teen Life Center

The newly re-built Garfield Teen Life Center has opened and Broadstripe has completed installation of cable and Internet service there.

Tech Matching Fund

Contracts have been signed for East African Arts and Culture Association, Northaven senior center, UW Womens Center and Somali Community Services.

Derrick Hall is working to assist grantees with consideration of purchasing HP equipment, which we are able to offer them at state contract rates.

Digital Inclusion Day/ One Economy-City of Seattle Bring IT Home partnership – Jan. 28th event

One Economy is planning a fundraising breakfast and Washington Digital Inclusion Day at the Arctic Club on January 28th. Their director, Rey Ramsey, will attend. He just testified at the U.S. Senate Commerce Committee hearing on "Why Broadband Matters."

Seattle Wi-Fi stats

As of September 25th, we had 16,859 unique user logins to date in 2008. This appears to be on pace to meet or beat last year's number of 19,768. Here's the break down by area:

U-District - 10,274, Parks and City Hall - 3,594, Columbia City - 2,991. We continue to get a couple complaints per week from Mac laptop/Iphone/Itouch users who aren't able to connect, due to the incompatibility with our D-Link access points.

