

# CTTAB

## November 18, 2008 Minutes

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

<b>Present</b> Peg Achterman Leah Altaras Fran Clifton Michael Davidson Jac DeHaan Nancy Gohring Rob Holland Richard Huff Tom Kee Jerry Lin Marcos Martinez John Neuharth Will Pugh Ann Suter	<b>Excused</b> Will Little Oren Sreenby  <b>Staff</b> David Keyes Jill Novik Tony Perez Bill Schrier Terry Wittman
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**1. Call to order and Report of the chair: Richard Huff** – called the meeting to order at 6:06. The agenda and minutes were approved as written. Huff noted that he had been working with the Seattle Housing Authority (SHA) about the possibility of conducting workshops for SHA residents on the digital transition.

### **2. Public Comment**

No public comment.

### **3. Chief Technology Office Report: Bill Schrier**

See attached report.

### **4. My Neighborhood Map: Terry Wittman**

As background, Wittman noted that when My Neighborhood Map (MNM) was initiated, no one else was doing this kind of work, so staff had to create everything. As of January 1, 2009, however, MNM will use Microsoft Virtual Earth. Wittman showed different features and challenges of the system, including a community tab that will be available later for community specific blogs, organizations and Seattle channel and community video. She said that they used the Department of Neighborhoods' community list as a starting point. Davidson suggested that the community tab include information on how an organization or individual would get added to the community list.

Wittman noted that the new Police system does not permit reports in the way MNM works.

Wittman said that the Mayor wants MNM to be the City's main City map and that it will be more user friendly and intuitive. A CTTAB member suggested including key word search for user ease and Wittman thought that would be a good idea for future implementation. There will be a

public awareness campaign for the revised MNM in the first quarter of 2009 as it gets launched. The MNM committee will work with Wittman in December for further coordination.

## **5. Committee Reports:**

Residential Survey: Suter said that she had reviewed the survey and given comments to Keyes. There are still questions of how much money will be spent on the survey, with related questions such as how many questions can be asked, whether there will be focus groups, etc.

Digital TV transition: Novik said that the workshop with FCC Commissioner Adelstein October 23 was well attended. DoIT is also going to sign up people and provide information at a senior resource fair at Garfield Community Center, a providers workshop in the south end, and a federal-state-local consumer protection group.

Broadband: Tony noted that DoIT is waiting to learn more about the nature and involvement of Seattle City Light's potential involvement. City Light's report should be completed soon, so there should be more information on broadband at the December meeting. Martinez asked if there were specific issues that had arisen. Perez said that there legal and policy issues that they are working on. Perez added that if the new administration funds broadband as part of an infrastructure stimulus plan, and if funds are made available to governments and not just industry, things could be looking up. There was a discussion about CTTAB supporting such a position.

*Action: Delegate to the broadband committee to draft a letter to Seattle's Congressional delegation in support of NATOA's position on community broadband. The motion was approved unanimously.*

E-democracy: Pugh reported that the committee had met to talk about on line polling, had arrived at cohesive thinking, and hope to publish a report. Schrier said that he would like to see the report include information on what's going on in the market place, what technology is available, where on line polling is being used, what citizens think, major political questions, etc. Pugh suggested that, at this point, it would be helpful to work with someone from DoIT staff to help understand best avenues to pursue.

Podcasting: Huff noted that City staff had done much more than he had expected and he was well pleased. Novik noted that many of the current CTTAB applicants indicated that they had listed to the podcast prior to their interview.

WiFi: Kee visited the Seattle Wireless Co. to see if they are interested in participating in the City's efforts. For them to make a decision, they'll need to know what else the City plans to do.

Puget Sound Off: DeHaan said that the committee met with David Keyes in October and the were assigned to different tasks, such as marketing and structural coding, and the CTTAB members will meet with each of the Puget Sound Off committees.

## **6. Cable Office Report: Tony Perez**

See attached report.

Huff asked if there is anything more Qwest can do to get more speed. Perez said that if they went to VDSL, they could get up to 40 Mbps.

## **7. Community Technology: David Keyes**

See attached report.

## 8. Board Business:

The Board reelected Richard Huff chair, and John Neuharth vice chair for 2009.

9. **Adjourn:** The meeting was adjourned at 8:10 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 18 November 2008**

### **HEADLINE NEWS AND ELECTED OFFICIAL NEWS**

- **Telecomm and cable company profits.** Qwest's quarterly profit fell 93% and it plans to cut 1,200 jobs in the fourth quarter. Analysts attribute the losses to increased competition for landlines from cable companies and more customers going entirely wireless (Qwest does not own a cellular telephone service). Verizon's profit, on the other hand, is up 31% due to stronger results from its wireless business, but was also helped by strong growth in its fiber-to-the-home business (FIOS) which offers a package of voice-Internet-cable TV to directly compete with cable companies such as Comcast and Cox. Verizon and AT&T both continue to lose their wireline-only telephone customers, just like Qwest. Comcast's profit rose 38%, as did customer bills. Consumer's Union (Consumer Reports) sent a letter to Congress this week concerned about cable company rate increases, and that concern was echoed by the FCC. All of this news underscores the market failure here in Seattle due to Qwest's inability to compete.
- **City Council will pass the City's budget this week.** The Department of Information Technology's budget is \$48.7 million for 2009, with 215 employees. For technology, the budget includes a number of initiatives, such as:
  - An increase in the Technology Matching Fund by \$75,000 to \$250,000.
  - A Customer Service Portal (aka Citizens' Engagement Portal)
  - Moving the City's e-mail system from Novell's GroupWise to Microsoft Exchange/Outlook.
  - Implementing Office 2007 and e-mail archiving.
  - Implementing a Customer Relationship Management System (CRM).
  - Replacements for the City's large mid-range Unix computers and storage area networks.
  - Replacement for the Interactive Voice Response (IVR) system
  - Drawing down DoIT's retained earnings and retained cable franchise funds to fund these projects and a few others.

### **CABLE AND BROADBAND NEWS**

- The Cable Office qualified 139 low income and disabled residents for cable discounts during the 3<sup>rd</sup> quarter.

- We received a check for \$27,598.59 from Broadstripe for underpaid franchise fees. With the addition of \$24k expected from Comcast, the cable office will have recovered approximately \$68k in underpaid franchise fees and capital grants this year.
- See Tony Perez' report for more news.

#### **SEATTLE CHANNEL NEWS**

- Between the Seattle Channel Live and Council Live streams, the Channel served up over 3,050 programs in the month of October.

Recent new programming includes:

- *Mayor's Press Conference of 11-12-08: Emergency Food*
- *Town Square: The Housing Crisis - What's Next for Puget Sound* - CityClub and Town Hall present a conversation with Steve Preston, Secretary of Housing and Urban Development
- *CityStream* - Seattle home foreclosures, opening a business in this shaky economy, a family with a maritime tradition and yoga
- *City Inside/Out: Nickelsville*
- *Seattle's Public Art: Stuart Nakamura*, sculptor of installations at Fire Station 10
- *Town Square: Shine a Light on the King County Budget*
- *CityStream* – cyberbullies, Bruce Lee, and “animal ER”
- *Art Zone in Studio with Nancy Guppy* - photographer Hugo Ludena, a 2008 Mayors Arts Awards recipient, Pratt Fine Arts Center and more
- *Front Row: Creation Project Showcase - Rachel Ferguson*
- *City Inside/Out: Elections Roundtable* – with journalists Joni Balter of the Seattle Times, Erica Barnett of the Stranger, John Carlson of KOMO Radio and Joel Connelly of the Seattle Post-Intelligencer

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

- Our yearly portal collection of links to holiday events and safety tips is launched for the season at <http://www.seattle.gov/html/visitor/holiday.htm>.
- The city is hosting the web site for the City of Music initiative: <http://www.seattlecityofmusic.org>

#### **COMMUNITY TECHNOLOGY NEWS**

- Next week the West Seattle Herald and Ballard News Tribune will run stories on the Puget Sound Off project. The West Seattle Blog noted the project in a September 22<sup>nd</sup> entry here: <http://westseattleblog.com/blog/?p=10724>
- See David Keyes' report for more information and detail.

#### **INFORMATION TECHNOLOGY OPERATIONS NEWS**

- MPC (formerly Micron PC), based in Boise, is bankrupt. MPC purchased Gateway computers' government business last year. For about 8 years, up until January, 2008, the City government standard for desktop and laptop computers was Gateway. The City now purchases HP computers, but about 75% of our desktop and laptop computers are still Gateway, so getting warranty service and replacement parts is a concern. We may end up contracting with a third party, at our expense, to get such support.
- Approximately 700 scam messages, some of them from the “Inland Revenue Service,” evaded our external email security system, Postini, and were delivered to City employees. We immediately reported the messages to Postini, and they blocked further delivery.

- On the positive side, a data center in Silicon Valley known to harbor systems used for criminal activity was shut down by its Internet service providers. Globally, levels of spam dropped 75% nearly immediately. This is certain to be a temporary condition, but progress is being made toward addressing organized crime's use of the Internet. The number of e-mail messages being received by City systems is also at its lowest point since we began using the Postini service, which may be related to the Silicon Valley situation.

Bill Schrier's blog: [blog.chiefseattlegeek.com](http://blog.chiefseattlegeek.com)

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**Office of Cable/Broadband Communications, Director's Report**

**Digital transition:** Jill and Brenda have been asked for an interview tomorrow on KIRO TV to discuss the availability of the lowest price tier of cable TV. KIRO wants to fold it into a segment about the digital transition and alternatives to high cable and satellite prices. The interview is an offshoot of our attending the federal/state/local consumer protection roundtable, which DoIT will host in January.

**Planned Internet upgrades in Seattle:**

1. **Comcast** expects to bring the DOCSIS 3.0 interface to Seattle most likely in early to mid 2009. Comcast expects to provide the following residential service tiers once the upgrade is complete:

12Mbps/1Mbps\* - \$42.95  
16Mbps/2Mbps\* - \$52.95  
22 Mbps/5 Mbps\* - \$62.95/month  
50 Mbps/10 Mbps\* \$139.95/month

\*"up to": HFC is still a shared network. Speeds will depend on # of users/node.

2. **Qwest** is currently installing infrastructure in Seattle that will allow it to increase its Internet speeds:

1.5 Mbps/896 Kbps\* - \$29.99  
7 Mbps/896 Kbps\* - \$36.99  
12 Mbps/896\* - \$46.99 (when available)  
20 Mbps/896 Kbps\* - \$99.99 (when available)

\* "up to": Speeds will depend on distance from CO or DSLAM

**NATO Strategic Planning Session in D.C. last week:** We heard from several knowledgeable speakers about what potential changes are in store for telecom under the Obama administration and the 111<sup>th</sup> Congress. Much of the planning effort focused on positioning NATOA to exploit the opportunities that the new leadership will present. A few notes:

- Major telecom legislation is not expected in 2009 as it will take a back seat to more pressing issues such as the economy and healthcare.

- A new large economic stimulus bill next year will contain \$\$ for infrastructure projects. Those projects will include a broadband component. NATOA will be lobbying legislators to ensure that some of the broadband money goes to local governments.
- The new administration has stated its concern that we are falling behind on national broadband rankings.
- We can expect legislation securing network neutrality and for promoting greater diversity of media ownership.
- There will be pressure on cable companies to lower prices or moderate their rate increases.
- It is likely that the new FCC will reform its state and local government council, which was abolished under the Bush administration.

**CCBOR Brochures:** We have translated the CCBOR brochures into the following languages: Spanish, Vietnamese, Chinese, Somali, Tagalog, Korean, Cambodian, Amharic, Oromo, Tigrinya, Laotian, Thai and Russian. The translations will also be available on our website.

**Cable Connections:** We have been working with Comcast and Broadstripe to bring cable connections to all Parks Community Centers. Only 3 of the 29 centers still need a connection. One will be completed later this year and the other two in 2009

## **Community Technology Update: November 2008**

### **Residential Technology Survey**

The CTTAB Committee provided comments along with city staff, including Office of Economic Development and Neighborhoods). We've received input from the WA. Technology Industry Association also, who is interested in the extent of smart phones and who relies on broadband for conducting their work and how many are telecommuting.

The next draft is to be done at the end of this week. The goal is to start phone calling in December, analyze data in January and then do focus groups with some in-depth questions in late January.

Some issues we are working on for the new survey include measurement of mobile Internet (smart phone use), social networking media use, and the changing definition of technology literacy.

### **Tech Matching Fund: East African Arts and Cultural Association youth project**

The East African Arts and Cultural Association has begun their 2008 TMF project to train East African youth in multimedia video production. With our funds, they have purchased a high quality video camera and secured instructors and youth leaders for the program. They've also developed the class curriculum and schedule, and promoted it through various channels, including Ethiopian television and brochure distribution. Their training will be provided this fall through the spring.

### **Puget Sound Off and the Mayor's Youth Council**

The CTTAB Committee met for an update and determined what their interests are. David and staff from the YMCA is meeting with Mayor's Youth Council staff to integrate PSO into their work for the year. Next meeting is December 6<sup>th</sup>.

### **DIS High Speed Internet Working Group**

This committee is wrapping up recommendations and the director of the state Department of Information Services is scheduled to present an update to the legislature at 8 am on December 15<sup>th</sup>.

### **Techmap**

The community technology site directory has been running with limited functionality due to a sql server injection issue. We have modified the site and are to begin testing to put the directory back into production.