

CTTAB
July 14, 2009 Minutes
2750 Seattle Municipal Tower
700 Fifth Avenue

<p>Present Fran Clifton Jac DeHaan Nancy Gohring Marcos Martinez Stuart Maxwell John Neuharth Ted Schmitt Oren Sreenby Ann Suter</p> <p>Excused Richard Huff Tom Kee Will Little Karen Manuel Joann Reiter</p>	<p>Absent Rob Holland Will Pugh</p> <p>City Staff David Keyes Jill Novik Tony Perez Bill Schrier</p>
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1. Call to order: John Neuharth, vice chair – called the meeting to order at 6:09 p.m. The May minutes were approved as written and June minutes amended to correct a typographical error for the City’s website for stimulus funds, which should read www.recovery.seattle.gov.

2. Public Comment

No public comment

3. Chief Technology Officer Report: Bill Schrier

See attached.

4. Committee Reports:

Technology Collaboration Portal: Gohring said that the committee is developing a document for other boards and commissions to use to connect both within boards and to the public.

Keyes said that Amy Hirotaka, a Mayor’s fellow, is working with him to assess the level of online technology use by neighborhood organizations and what role the city should play in supporting this. Amy will attend a CTTAB committee meeting next week and will present recommendations to the Mayor on August 25. Amy has been assembling an inventory of wikis, blogs, etc, for district councils, neighborhood groups, neighborhood list serves, etc.

Digital Transition: Novik noted that the federal transition occurred without significant problems in Seattle and we are already seeing problems with the Comcast transition. If any board members have questions, please let us know and we’ll try to find out answers. Sreebny said that he had been upgraded and that service was good, while Suter said that she is still having some trouble with her Internet service.

Puget Sound Off: Martinez said that his group on curriculum and engagement had not yet had another meeting, also noting that the group's composition is changing. Keyes will ask Vicky Yuki to check into it. He added that the group is sponsoring a contest to "write your own law," and is also trying to recruit people for the youth advisory council with expertise in different areas.

E-polling: Suter has done some research, but hasn't made the final changes. There was some discussion about what revisions were to be made and it was agreed that Schmitt will take Suter's information and make revisions.

Wi-Fi committee has been disbanded and should be removed from website.

TMF: presents at Council on July 15; Jac and Leah will attend.

Residential Survey: the report will be published in August.

Strategic announcements PSAs: The committee parceled out the five major areas to cover and will try for a draft for the end of September for CTTAB review, with final draft at the end of October. The report will include recommendations for filling gaps, improving communications, and two way communications to and among neighborhoods.

5. Cable Office Report: Tony Perez

See att.

6. Community Technology Report: David Keyes

See attached. Keyes highlighted that grantees will be attending the upcoming Matching Fund presentation at Council.

7. Board Business

Epolling will be discussed at the August meeting.

Podcasting – Suter suggested opening up the information to other organizations beyond boards and commissions. Novik suggested that CTTAB could host a workshop for any interested people.

8. Adjourn: The meeting was adjourned at 7:31 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 July 2009

HEADLINE NEWS AND ELECTED OFFICIAL NEWS

- **Link Light Rail** opens on Saturday from downtown to Tukwila.
- **Budget Cuts.** On July 10th Seattle Departments submitted their proposed 2010 budgets with significant cuts. DoIT's proposed budget of \$57,256,234 is \$1,942,585 less than the 2010 endorsed (previously approved) budget, and includes staffing reduction from our current level of 216 full-time-equivalents, as well. The budget situation is so bad that DoIT hosted a book and bake sale (which made over \$900 for the Combined Charities campaign).
- **Nickels-Obama-Kerlikowske.** Yesterday the Mayor and former Police Chief now Drug Czar Gil Kerlikowske participated in President Obama's Urban and Metropolitan Policy briefing yesterday, 13 July. Nickels is serving as President of the U. S. Conference of Mayors. <http://blog.seattlepi.com/seattlepolitics/archives/173620.asp>

CABLE AND BROADBAND NEWS

- See Tony Perez' report.
- **NTIA/BTOP.** The Department of Commerce's National Telecommunications Infrastructure Administration / Broadband Telecommunications Opportunity Program ("Broadband Stimulus") criteria were released. As released, "broadband" is defined as basically DSL speeds, and the City of Seattle is almost certainly not eligible for funding for any infrastructure (e.g. fiber) projects.
- I sent a letter to the **Governor's Broadband Advisory Council** (via Marc Baldwin and Sharon Nelson) requesting that it be expanded to include local government representatives.

SEATTLE CHANNEL NEWS

- See Seattle Channel's new home page at <http://seattlechannel.org>.
- Video Voters Guide has finished production. The Channel taped 49 candidates including City, County School Board, King County and Port candidates.

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

- The City Council added an Events Calendars for each Councilmember that filters out their specific activities from the Council's Trumba event calendar. Example: See CM Harrell's at http://www.seattle.gov/council/harrell/harrell_cal.htm.
- A new round of CityLink Seattle blogs is underway. We're working with Seattle Public Utilities, Parks and Recreation, Department of Planning and Development, Seattle Center, and Office of Arts and Cultural Affairs. We will work with each department to create and launch a new CityLink Seattle alert blog and will help train new blog users.

COMMUNITY TECHNOLOGY NEWS

- See David Keyes' report.
- The 2009 Technology Matching Fund legislation is before the Energy and Technology Committee on July 15. Representatives from all the projects will attend the meeting and five of them will present their projects.

INFORMATION TECHNOLOGY OPERATIONS NEWS

- We continue to roll out Office 2007 across City departments. About 75% of departments are now deployed and all departments (except City Light) will be deployed by the end of the year.
- Conversion from Novell GroupWise to Microsoft Exchange/Outlook for e-mail has started. DoIT is converting this week. About 11,000 e-mail users will be converted over the next 5 months. This \$5 million project moves the City away from an archaic and obsolete e-mail system into one which can

be used for collaboration and for new applications such as e-mail based purchasing approvals, human resources actions and so forth, speeding up the work of government and reducing paper.

- The Ballard News Tribune called about the City putting Wi-Fi in Bergen Park. We are researching costs for the Parks Department.
- High levels of unsolicited commercial e-mail (spam) continue to plague the Internet. Approximately 85% of messages addressed to City recipients are being blocked by the Postini service, and 0.05% of the messages are evading the filters and being delivered to City users. The Office of Information Security is working with Google/Postini to improve detection.
- I will be asking for the Mayor's signature and concurrence on a waiver request to be sent to the Federal Communications Commission (FCC). The waiver would allow the City and County to construct a wireless broadband public safety and government network using 700 MHz spectrum.
- A private data center in Fisher Plaza went offline over the July 4th weekend due to a fire in their electrical vault. This affected us slightly, in that our calendars on www.seattle.gov use Trumba software which is hosted in that data center.

CHIEF TECHNOLOGY OFFICER NEWS

- I spoke to the Government Financial Officers' association conference held here in Seattle on 29 June about "green technology" which the City government is implementing.
- I spoke to a conference in Nashville on 22 June about lessons learned from our less-than-successful consolidation of information technology.
- I moderated a meeting of ten CIOs at the U. S. Conference of Mayors. The panel took place at 10:30 AM Sunday 7 June and included the CIOs of Boston, San Francisco, Philadelphia, Providence, Louisville, New Orleans, Evanston, and Auburn (WA). We discussed Broadband stimulus submissions our cities are planning, and the use of social media (Facebook, Twitter etc.) technology. Mayor Marks of Tallahassee presided and I moderated a joint session of CIOs and Mayors at noon on Sunday. The sole topic of the discussion was Broadband stimulus. Mayor Nutter of Philadelphia and about six other Mayors attended that session.
- Steve Jennings, CIO of Harris County (Houston) Texas and I were co-presenters on Thursday 18 June for a national webcast on wireless broadband applications, hosted by Urgent Communications magazine. About 150 people "tuned in" to the webcast.
- The City has once again been awarded compliant status for our adherence to the Payment Card Industry (PCI) data security standard. This is a result of six months of work to address issues with the City's web applications, as well as gathering and preparing a great deal of documentation. The Office of Information Security, Treasury, and all departments that take credit cards were participants in the effort.

Bill Schrier's Twitter: www.twitter.com/billschrier

Bill Schrier's blog: blog.chiefseattlegeek.com

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Office of Cable Communications, Director's Report

Broadcast Digital Transition: June 12 came and went without incident. We had very few calls, although from those we received, it is clear there are still people who have not taken action. Jill and Brenda were featured on a story that ran on 6/11 and 6/12 on KING 5.

Broadband: The NTIA rules were published and unfortunately the definitions of "broadband" and "underserved" essentially made cities ineligible for infrastructure funding in this round. We expect some changes in the second round but at this point do not know whether the changes would make us eligible for infrastructure funding. We are eligible for Community Technology Center and Broadband Adoption funds to provide access to the Internet and training.

Governor's Broadband Advisory Council: We have been attending meetings of the Council. We have some concerns that the lack of local government representation on the Council could put cities like Seattle in a disadvantageous position when applying for funding under ARRA. (See attached memo from Bill Schrier)

FCC National Broadband Plan: NATOA submitted comments to the FCC on June 8. We are working on reply comments, which are due July 21. (See attached)

Seattle Public Schools: Judy Simon from SPS requested information regarding the number of households in the City that can receive the SPS TV channel. She is also hoping to get information about the number of those households that have school age children. We will gather relevant data from Technology Indicators survey. SPS is developing its outreach strategies regarding the potential flu pandemic.

Community Technology Update: July 2009

Technology Matching Fund - 2009 Grant Legislation to Council

The 2009 project legislation will be presented at the Council's Energy and Technology Committee this week on Wednesday, July 15th. Representatives from all the projects will be attending the meeting and 5 of them will be briefly presenting their projects. Jac DeHaan will be representing CTTAB.

Jefferson Terrace (SHA) Technology Matching Fund Accomplishments

In the 2nd quarter the Jefferson Terrace Cyberproject provided Computer Basics and Intermediate training in Microsoft applications to 22 people living in Seattle Housing Authority housing. They also provided 72 hours of open lab time. Their Basic Class trains students with the mouse, keyboard, basic Internet search, signs students up for their first e-mail account and teaches how to manage e-mails. The Intermediate Class enables students to create professional looking Word documents, perform advanced Internet searches, work with Excel, and use PowerPoint. Two residents have started as lab supervisors. Next quarter they will offer a Digital Photography class and an Intermediate class in Chinese.

June edition of Brainstorm launched with reformat:

<http://www.seattle.gov/tech/brainstorm>

The June edition features a wider format, bringing it in alignment with the City's standard. The font size was increased to improve readability. This month features articles on Street Youth Ministries and University of Washington Information School programs, Broadband Stimulus Update, Garfield RecTech summer program offerings, as well as the usual offerings of Tech Tip, Security Tip, Calendar and Dollars. Carlotta Kelly of the Web Team redesigned the format.

Puget SoundOff

The summer training program for 70 youth began this week with 3 centers training together. They will be learning video, blogging skills, photography, youth leadership and civic engagement skills and posting works to Puget SoundOff. The youth are receiving stipends through a combination of our funds and youth employment federal stimulus funds.

There are currently 861 users on the site who have posted 1,687 blogs, 1,556 images and 293 videos. Seventy-seven groups have also been created since the site went live. Most significantly, users have posted 18,718 comments on blogs, videos and other content on the site. (See more in the Google analytics report below). Shelly Farnham from Waggle Labs has been engaged to do an impact evaluation this summer.

Mayors Youth Council (MYC) and Puget SoundOff

We are working with Andres Mantilla of the Mayor's office and Jenny Frankl from Department of Neighborhoods on a plan for fuller integration between MYC and Puget SoundOff. Every MYC member will register on Puget SoundOff and they will post as part of the program as well as use the site for more discussion of their policy issues. We will also come up with proposals to link the Seattle.gov Mayor Youth Council site to Puget SoundOff.

Surplus PC's go to non-profit

We helped arrange city surplus computers for the Wild Tech youth program.

Communities Online Project – Mayor's Fellow

Amy Hirotaka has completed an initial inventory of community blogs, wikis, listservs and online groups, identifying 239 of them. She met with Neighborhood Coordinators about community online communication needs and will meeting with the CTTAB e-democracy group, other staff and community representatives over the next two weeks. She presents her findings to the Mayor August 25th.

Stimulus Funds

We are working on how best to try and secure stimulus funds for community technology projects and are working on potential application for public access enhancements to the Community Center labs and libraries and potentially some other partners. We are working with Seattle Housing Authority, Neighborhood House and One Economy looking at innovative adoption programs for the affordable housing complexes. Decisions on this are pending city strategic decisions on the broadband funds.

Communities Connect Network held a statewide workshop on the with Stimulus funds at Microsoft with 100 people from around the state and State Legislature and Governor's representatives. See this online at www.communitiesconnect.org.

CCN is working on a statewide proposal.

Puget Sound Off Data

Here is some data on Puget SoundOff use, according to the site's Google analytics (Period: February 27 through May 11, 2009):

- There have been 10,800 "visits" in all, which are defined as site use sessions delineated by at least 30 minutes of inactivity. This works out to roughly 148 visits per day, though they are not evenly distributed. traffic tends to dip slightly on the weekends.
- These visits produced 67,246 "pageviews," which count the number of pages a person views in a single visit. The average number of pages viewed per visit was 6.23, indicating that many visitors are deeply engaged with the site.
- A majority of visitors come from the Seattle metropolitan area and Puget Sound region. Eight out of the top ten visitor-producing cities are located in the Puget Sound area. The other two are New York City (#6) and Los Angeles (#10).
- PSO is a truly global site, having hosted visitors from 108 countries spanning every continent except Antarctica over the past 2.5 months alone.

- PSO is big both at home and at school: the top two IS Ps sending visitors are the Seattle Public Schools and Comcast (many of which are undoubtedly home users).
- Roughly equal shares of traffic (totaling 78%) come from search engines and “direct” visits, in which visitors either type the URL in manually or have PSO bookmarked. Many keywords in searches were clearly topical issue in nature, such as “should the death penalty be legal.”