

**City of Seattle
CITIZENS' TELECOMMUNICATIONS AND TECHNOLOGY
ADVISORY BOARD**

**Meeting Minutes (Draft)
October 12, 2010**

Attending

<p>Members: John Neuharth, Chair Ted Schmitt, Vice Chair Karen Manuel Roni Ayalla Tom Kee Fran Clifton William Pugh</p> <p>Absent (Excused): Jac De Haan, Stuart Maxwell, Daniel Carillo Jr. Absent (Unexcused): Richard Huff</p>	<p>Public: John Klockner, Puget Sound Access Karen Campbell, SCAN producer Dian Ferguson, SCAN, Director Stacey Wedlake Other SCAN Members</p> <p>Staff: Bill Schrier Tony Perez David Keyes Nicole Schultz</p>
<p>Follow-up items/Action Items for next meeting: Get Online Day December Meeting/Gathering</p>	<p>Attached documents: 1. CTO Report 2. Cable Report 3. Community Technology Report</p>

1. Call to order: John Neuharth, Chair – called the meeting to order at 6:10pm. Motion to approve the agenda, agenda approved adding that Ted will report on the tour of the Westin. There was a motion to approve the minutes from September – motion approved. No Chair report.

2. Public Comment

Dian Ferguson handed out a report on SCAN TV.

3. Bill Schrier (CTO Report)

See attached report

Seattle Channel is the #1 Municipal Television Station nationally in 2010 (Again). Bill spoke about the redesign of Seattle.gov launching the next day and part of the redesign will be ask.seattle.gov “You Said It” Site. The ask.seattle.gov is like Questionland on the Stranger.

The Deputy Director of Homeland Security was in town last week to discuss Stop-Think-Connect. Stop-Think-Connect is about staying safe online and keeping kids safe online.

2011 Budget Information/Highlights – See report
No furloughs next year except for the Department of Planning and Development.

4. Tony Perez (Cable Report)

(See attached document)

Tony discussed a session he recently conducted at the University of Washington Technology Law and Public Policy Clinic. Issues discussed included co-location and line sharing; Intramodal competition; municipal broadband, network neutrality; taxes and fees.

The new Comcast office is more welcoming and customer friendly. The new office is much larger at Stone Avenue than the one that was on Aurora.

Tony is attending the WATOA conference next week (10/21 and 10/22) and handed out a flyer with information about the conference and invited CTTAB members to attend.

5. David Keyes (Community Technology Report)

(See Attached document)

Check out the October issue of Brainstorm.

The Communities Connect Network/EdLab Group was awarded \$4.2 million Commerce Department broadband (BTOP) grant for 39 public computing centers in seven counties with almost \$2 million of this coming to Seattle.

As a result of proposed budget cuts, four of the public internet access sites at Queen Anne/Magnolia, Fremont, West Seattle and Greenwood will be closing down.

6. Get Online Day – Karen Manuel

The Get Online Volunteer Day will either be on November 18 or November 19 from 3pm-8pm or 4pm-7pm. They are working on which day would work best for attendance.

They are focusing on four sites in both the Central District and Southeast Seattle. The labs are going to open their doors to people who have limited experience with the internet or don't know about the computer lab in the neighborhood. This will increase awareness in the labs, and what the city of Seattle is doing to address digital divide issues. There are plenty of opportunities for people to volunteer – showing people security measures on websites, how to use wi-fi, how to shop online or set-up a Facebook account. Karen handed out a sign-up sheet asking for volunteers. She will send out a google doc to gather feedback and suggestions.

7. Ted Schmitt –Broadband Position Letter

Everyone read the document and gave their input. The letter was unanimously approved by the board. Ted met with Julie McCoy on September 30.

Discussion Items:

- Post the Broadband letter to the CTTAB website and make it available for feedback and comments
- Invite Julie McCoy or someone from the Mayor's office to attend a CTTAB meeting
- Use the March retreat to discuss the letter
- Touch base with the original Broadband Task Force
- Contact Brier Dudley with the Times or Tech Flash about writing an article about Broadband

8. Action Items/Committee Updates

- **Vacancy/Member update** – there are five vacancies on the board. John and Stuart will not seek re-appointment and Tom, Fran and Richard's terms expire at the end of 2010. There were 43 applicants for the five vacancies. David and Nicole are cutting it down to 20 and will have CTTAB review the applicants and hopefully get the number down to 10-12. Interviews will be scheduled soon.
- **Identifying a Public Access Committee or Contact** - CTTAB will work on this next year with all of the new members. Currently Karen Manual is the Public Access to Telecommunications representative on the board. The RFP process may have a more narrow focus, but it was pointed out that overall public access means more than T.V., it also involves our work on access computers, online communities, etc..
- **Transportation Data set on data.seattle.gov** – David will ask Neil if there is a way to send CTTAB about new data sets.
- **Westin Tour** – the tour was amazing to see so much fiber in one room.

9. Board Business

- **Introduce new CTTAB members at December's social gathering**

Adjourn at 7:55p.m.

Citizens' Telecommunications and Technology Advisory Board Chief Technology Officer's Report -12 October 2010

Good News

- Seattle Channel #1 Municipal Television Station Nationally in 2010 (again!) – NATOA
- www.seattle.gov redesign tomorrow
- <http://ask.seattle.gov> "You Said It" site
- Stop – Think – Connect

City of Seattle and DoIT Budget

Overall City

- \$3.9 billion budget
- Closed a \$72 million shortfall in General Fund Budget

- \$888 million general fund budget (police, fire, parks, libraries, arts, general government)
- Remainder is electric, water, wastewater utilities, transportation, planning and development

City Budget Highlights

- Eliminate 294 positions, 2.67% of the workforce, with 214 layoffs, 64 senior level positions
- Freezing salaries for non-represented positions
- Redeploy existing police officers to increase patrol strength by 62 officers
- Maintain Fire Department on-duty staffing, reduce overtime used in training
- Human services maintains contracting dollars, reduces administration
- Parks – limit uses of six community centers and limits capacity at five other community centers
- Library converts eight smaller branches into circulating staffing, reduces collection budget
- Close six neighborhood service centers and the coordinator positions
- Increase parking revenue by extending hours and increasing rates
- Getting tougher on parking scofflaws and cats
- Serious cuts to Planning and Development department staffing
- Increase City Light rates by 4.3% in 2011 and 4.2% in 2012
- Increase solid waste rates 7.5% in 2011
- Increase drainage and wastewater rates by 12.8% in 2011
- Increase water rates by 3.5%

DoIT 2011-2012 Proposed Budget

- Mayor gave us a target reduction (9-15%)
- DoIT's Directors provided options

	2010 Adopted	2011 Proposed	% Change '10-'11	2012 Proposed	% Change '11-'12
Total	\$56,404,000	\$48,876,000	-13.3%	\$49,095,000	0.4%
FTEs	205	195	-4.9%	195	0.0%

Summary - Employees

- 2011 COLA Freeze for all DOIT employees in all “banded” pay programs. This includes Executives, Managers, Strategic Advisors and all IT Professional Series. Managers and strategic advisors were also frozen in 2010. Executives have been frozen or reduced since 2008.
- 2011 COLA reduction from 2.0% to 0.6% proposed for all union members. All non-represented employees not in a banded pay program will also get 0.6%.
- No Furloughs
- 1% increase in pension contributions in both 2011 & another 1% in 2012. Employee contributions will also increase at the same rate.

Reductions - Efficiencies

- Reduced funding for: Maintenance, Operating Supplies, Equipment Purchases, Software
- Consultant/Contract Support
- Overtime
- Training

Reductions – Citizen Services

- Introduce a new paradigm for public access channel – reduce funding from \$650,000 (basic), \$880,000 (actual, 2009) to \$100,000 and bid the contract
- Reduced amount for Technology Matching Grants from \$300,000 to \$225,000
- Delay Seattle Channel upgrade to High Definition (HD) for two years

Reductions – Span of Control

- Reduce manager 3 position
- Reduce strategic advisor position
- Rework management structure internally (i.e. data center/enterprise computing)

Reductions – Do Business Differently

- Eliminate single POC for Telephone Service’s help desk (6-1111) & distribute work among all telephone analysts (abrogate 1 vacant position)
- Eliminate warehouse & disperse inventory. Technicians will need to plan ahead more.
- Resulting from the citywide analysis of IT services (4.5 positions affected):
 - Reduce server support
 - Reduce staffing - increase ratio of desktops per staff person
 - Reduce staffing – increase calls per service desk position

What’s Next?

- Council will complete its review by Thanksgiving. Additional changes may result.
- Layoffs will be effective January 4th
- On the positive side, we continue to seek grants (UASI, Community Network, other).
- Will need to look at restructuring - Desktop / server / service desk support, Finance and purchasing

Office of Cable Communications, Director's Report – 10/12

Visit to Westin Hotel: Looking forward to the tour of the collocation and meet me rooms at the Westin.

University of Washington Technology Law and Public Policy Clinic: I conducted a session at the Clinic advising law students about the state of telecommunications competition in WA and what measures can be implemented to increase competition. Among the issues we discussed were: co-location and line sharing; Intramodal competition; municipal broadband; network neutrality; taxes and fees.

Meeting with Broadstripe: We met with Broadstripe Executive VP John Bjorn to discuss technical upgrades. Mr. Bjorn indicated that Broadstripe will be implementing 2 technical upgrades over the next few months:

- 1) Digital conversion will result in a clearer picture even for subscribers to analog service. That is because future analog signals will be converted from a digital source signal at the head end. This means that analog customers will not require a converter box. This should be completed by October 15.
- 2) Additional Cable Modem Termination Systems (CMTS): They are purchasing and installing equipment that will allow Broadstripe to have fewer Internet users per channel so that the users will have more bandwidth available to them. This upgrade is scheduled for the end of November.

Comcast Office visit: We visited Comcast's new customer service office at Stone Avenue. The Office was much larger than the previous one at Aurora. It was very crowded with customers during our so it appears that the new location has not hindered the public from returning and picking up cable equipment.

NATOA conference: I attended the NATOA conference in Washington DC. Among the major themes at the conference:

- Broadband and its link to Economic Development
- Internet video and its potential effect on cable franchise fee and consumer protection
- Network Neutrality
- BTOP grants

I will be back in DC later this month to attend the NATOA strategic planning retreat.

WATOA conference: I will be attending and speaking at the WATOA conference in Richland WA on October 21 and 22. The major issues to be discussed are the future of PEG programming, the state of the current regulatory structure and a look at where things are headed.

Public Access Funding: The Mayor's budget was released and provides \$100k for funding of a new public access model that will incorporate new digital production and distribution techniques.

Community Technology Report - October, 2010

Brainstorm launched: BTOP, budget hearings, Yesler lab comics, broadband workshop and more...

The October issue of Brainstorm was launched and features the budget hearings, BTOP public computing stimulus award, Oct 19 state broadband workshop at Delridge CC, upcoming new seattle.gov, new Living Voters Guide (Ideascale) on WA initiatives, Yesler computer lab comic, Rainier Beach lab closure, library gift challenge, Email phishing scam feeds on Credit Union Trust, and Techtip on Multiple Language Computing...and more! See <http://bit.ly/BrainstormOct2010>

\$4.2 million broadband stimulus funds for Washington public computing projects

The Communities Connect Network/EdLab Group was awarded a \$4.2 million Commerce Department broadband (BTOP) grant for 39 public computing centers in seven counties with almost \$2 million of this coming to Seattle. This will provide funds for job training, access to online legal services, civic engagement, and after-school education at 23 sites in Seattle, including our Parks' Department/ARC RecTech community centers and Seattle Housing Authority properties. (See full list at bottom). Funds will support staffing, equipment upgrades, adaptive technology, an online resource portal, and capacity building training. The project's unique partnership between our public computing centers and the justice system was highlighted in a joint press conference with Department of Commerce and Justice (http://www.ntia.doc.gov/press/2010/pressconf_09162010.html). See also Sen Cantwell press release (<http://cantwell.senate.gov/news/record.cfm?id=327708>) and more info on the EdLab site (http://edlabgroup.org/projects/ccn.html#epm1_2). An orientation to BTOP implementation and reporting with other round two grantees is scheduled for Nov 8-10 in Washington DC., with a planned meeting of city staff from project sites to discuss options for lowered Internet costs for low-income residents.

BTOP implementation & leveraging with Microsoft for workforce training

The Workforce Development Council and Horn of Africa Services are applying for Microsoft Elevate America grants, with BTOP helping match. This would bring software, training of trainers, online courses and MS certification to program participants at our centers.

Oct 19 - Washington State DIS/Dept of Commerce broadband needs and uses workshop

A state planning session for broadband needs is being held Oct 19th 1-4, at Delridge Community Center. This is one of a series of workshops being hosted by the State DIS Broadband Office and the Department of Commerce to gather input for a report to be used for state policy development and potential future federal funding applications. This state is seeking input from institutions, public safety providers, health, community services and businesses. David is helping them with outreach and logistics. The Communities Connect Network and Washington State University are collaborating on this meeting, one in a series across the state, mostly in

more rural areas. See <http://broadband.dis.wa.gov/meetings.aspx> and invite <http://www.communitiesconnect.org/BBPlanningWorkshopInviteSeattle.pdf>

Public Internet site closures

As a result of proposed DoN budget cuts, we would be losing four of our public internet access sites at Queen Anne/Magnolia, Fremont, West Seattle and Greenwood. This would leave intact Delridge, University District, Central District, Lake City, Southeast, and Ballard.

South Park - wifi spot and RecTech youth helping biz marketing

South Park community and city staff working on programming to ameliorate the impact of the bridge removal would like an area of public wifi at the foot of the bridge where community programs are now being held. The community is looking for assistance with this. David met with Kris Effertz from the Office of Economic Development and Andres Mantilla from Neighborhoods to work on this and to develop a plan to use web design students in the RecTech South Park Community Center program to help restaurants get online and create a business directory. For the wifi, Derrick will look at feasibility of an access point on the SP Information Center. There are potential funds to support this from CDBG funds going to South Park. Kris is setting up a meeting with the business association, South Park lab staff, their 911 Media Arts web trainer and us to explore the biz directory requirements and potential to have the association subsidize student stipends.

TMF evaluation session with CTTAB; online TMF

We held a 2010 debrief and 2011 Technology Matching Fund planning session with the CTTAB TMF committee. Researchers from Deeptech, who wrote the FCC commissioned Social Science Research Council report on Broadband Adoption in Low income Communities, joined us. We are continuing to evaluate impact assessment and are considering separating out the application process for online civic engagement application review and decision making in 2001. Delia and David are also planning a meeting with a possible vendor to move the matching fund application and contract invoicing and reporting online.

One Economy /Seattle Housing Authority BTOP project: One Economy youth Digital Connector sites have been recruiting youth and hiring community technology assistants. They will be working on the wiring of the Seattle and King County Housing Authority properties in the next month. Comcast and TMobile are “adopting” labs as part of this project. David attended their 10th Anniversary Gala in D.C. where they recognized youth achievement alongside the contributions of FC Chair Julius Genachowski and others (perhaps a good encouragement for a WA State Dig inclusion awards).

CM Harrell and Pioneer Square Fiber Broadband project

David attended a meeting with Councilmember Harrell, CondoInternet, OED, DPD and the Alliance for Pioneer Square to explore feasibility of CondoInternet as a high speed broadband

provider to Pioneer Square residents and businesses. They would install a couple microwave dishes and then string fiber between all the buildings in the proposed service area. CondoInternet will be working with DPD to look at installation feasibility and Leslie Smith of Pioneer Sq is talking to major building owners. CondoInternet was also meeting with representatives of the International District.

United Way Day of Caring

Vicky and Derrick helped support a very successful Day of Caring project for the computer labs, along with Digital Promise and Microsoft volunteers. Dave Matthews presented E-security workshops at Jefferson Terrace and Denny Terrace to about 20 people. The volunteers also provided one-on-one tech support to low-income tenants.

Communities Online - Southwest District Council

Vicky and Amy met with the Southwest District Coordinator and members of the Alki Neighborhood Association, Junction Association and Sustainable West Seattle to discuss their online strategy. They worked on ways to distribute information, engage citizens and coordinate with West Seattle Blog and West Seattle Herald. The groups are looking for someone to help create new web sites for them as well.

PugetSoundOff - Human Rights Day

The YMCA is working with Mike O'Brien's office on using PugetSoundOff.org to help promote and engage young people in Human Rights Day in December. Potential ideas include:

- capture youth talking about Human Rights Day and then getting the Mayor or a Council member to respond to some of the pieces.
- setting up a contest centered on Human Rights Day (banner design competition, blog competition...)
- creating a group and disseminating information through the group

Communities Connect Network/EdLab Group Public Computing BTOP Stimulus Grant - Seattle participating sites

Chinese Information and Service Center

Delridge Community Center- Associated Recreation Council

Denny Terrace - ElderHealth/Seattle Housing Authority

East African Community Services - New Holly

Garfield Community and Teen Life Center- Associated Recreation Council

Helping Link

Horn of Africa Services

International District Community Center- Associated Recreation Council

Jefferson Terrace - ElderHealth/Seattle Housing Authority

Metrocenter YMCA

Miller Community Center- Associated Recreation Council

Multimedia Resources and Training Institute
Neighborhood House - High Point
Neighborhood House - Rainier Vista
Rainier Beach Community Center - Associated Recreation Council
Rainier Community Center- Associated Recreation Council
South Park Community Center- Associated Recreation Council
Southwest Community Center- Associated Recreation Council
Special Technology Access Resource (STAR) Center - Digital Promise/Seattle
Housing Authority
Street Youth Ministries
Westwood Heights Senior Housing - Digital Promise/Seattle Housing Authority
Yesler Computer Learning Center- Associated Recreation Council

Other Seattle Partners

Northwest Justice Project
Workforce Development Council of Seattle-King County
Washington State Bar Association
NPower Seattle