

CTTAB

November 10, 2009 Minutes

2750 Seattle Municipal Tower
700 Fifth Avenue

<p>Present Daniel Carrillo, Jr. Fran Clifton Nancy Gohring Richard Huff Tom Kee Karen Manuel Stuart Maxwell John Neuharth Ted Schmitt Oren Sreenby Ann Suter</p> <p>Excused Jac deHaan Marcos Martinez Will Pugh</p>	<p>Absent Rob Holland</p> <p>City Staff Bruce Blood David Keyes Jill Novik Tony Perez Bill Schrier</p> <p>Guests Alan Borning Roy King, III Ken Meyer Sarah Schacht</p>
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1. Call to order: Richard Huff chair – called the meeting to order at 6:12 p.m. The agenda was amended to reflect that there would not be a report of the chair and the October 13 and October 19 minutes were approved as written. Huff did discuss the December meeting and it was agreed to substitute a Board social event for a business meeting.

2. Comcast Digital Transition: Janet Turpen, Tristan Sheidegger

Turpen summarized their reasons behind the Comcast digital transition, including freeing up bandwidth from analog TV to provide additional HD channels, more choices in programming and more Internet bandwidth. She added that there would be no change to limited basic. She also discussed the timing, which, with the postponed federal transition, created the impression that Comcast was not truthful in their advertising.

Several Board members commented that while the transition clearly benefits Comcast, it is not a benefit to the consumer. Customers must now have Comcast’s proprietary equipment in order to receive digital signals, many of which, including HD, were delivered free before. The encryption is a separate issue from digital service and need not have been undertaken. In addition, use of TiVo and cable cards present another level of complication for consumers. Some Board members have also experienced additional difficulties with the boxes including having to resize the picture and slow picture change.

Turpen said that people could still get free HD without a special HD box by using a splitter.

3. Public Comment

Ken Meyer discussed the availability chat groups for broadband and encouraged CTTAB to speak up to move broadband along at a faster pace.

Sarah Schacht, Knowledge is Power, introduced herself and her group, which provides legislative tracking for the Washington State Legislature. She is interested in doing the same for Seattle legislation in early 2010.

4. Chief Technology Officer Report: Bill Schrier

See attached.

5. Public Engagement Portal: Bruce Blood, Alan Borning

See attached. Blood said that he would like CTTAB's help and advice, possibly as early as February, 2010, but by March for sure. Huff said that he would send Blood CTTAB's report to CM Harrell on epolling.

Alan Borning, UW School of Computer Science, said that he is working with a team of PhD students looking at interactive sites. They have funding through a National Science Foundation grant and can experiment and evaluation what works and doesn't. They may also want to work with CTTAB to test out ideas.

CTTAB members asked Blood what pages get the most hits. Blood responded that jobs far and away is the busiest site, followed by Fire 911 live feed.

6. Committee Reports:

Technology Matching Fund will have a revised report to the committee for feedback.

7. Cable Office Report: Tony Perez

See attached.

8. Community Technology Report: David Keyes

See attached.

9. Board Business

Elections for 2010 officers were held and John Neuharth was elected chair and Ted Schmitt vice chair.

10. Adjourn: The meeting was adjourned at 7:57 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

10 November 2009

HEADLINE NEWS AND ELECTED OFFICIAL NEWS

- **Mike McGinn is Mayor-elect.** He and his transition team of 10 people moved into space on Floor 60 of Seattle Municipal Tower today.
- The City's budget is likely to be final this week. In addition to previous cuts of over \$2 million in expenditures and over \$4 million in revenues, the Council took another \$500,000 in training and equipment dollars from DoIT's budget this past week. The Council budget is likely to include small amounts of additional funding for Government/Web 2.0 initiatives including the ten technology initiatives for 2010 previously announced by Councilmember Harrell.

CABLE AND BROADBAND NEWS

- See Tony Perez' report.

SEATTLE CHANNEL NEWS

- Tonight the Seattle Channel is putting on a **Youth Violence Forum** at Town Hall, featuring "a former gang member," Seattle City Council Member Bruce Harrell, Assistant Police Chief Jim Pugel, and the director of Seattle's Youth Violence Prevention Initiative, a program created by Mayor Nickels in 2008.
 - The question posed to the participants is, has the Youth Violence Prevention Initiative, and the \$9 million the City set aside for the efforts, actually made a difference in the trends of youth violence since it was set up last September?
 - But the interesting part is that the audience, made up of youth and adults from groups like El Centro de la Raza and the Urban League, get to respond on "polling devices" handed out before the show.
 - The event is also coordinated with the Garfield Teen Life Center, the Rainier Valley Teen Center and the Southwest Teen Life Center, the three community centers that have received funding from the Youth Violence Prevention Initiative.
 - The forum will be broadcast **on the Seattle Channel and at seattlechannel.org starting at 7 pm.**
- The one-hour "AYP-Seattle's Forgotten World's Fair" started running Sunday November 1st.

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

- **Customer Service Bureau internal website.** We designed, built and launched a new web site for the Customer Service Bureau on InWeb, which includes helpful guidance for employees on how to deal with customer service issues such as forwarding voice mails and emails, sending breaking news, and more. We are also in the process of setting up Adobe Contribute (a web editing tool) for the Customer Service Bureau, so they can make direct edits to their Seattle.Gov and Inweb sites.
- **Music OnHold for Fall/Winter 2009** (<http://www.seattle.gov/html/OnHold/default.htm>). We launched the fourth quarter OnHold Music web site for fall/winter 2009, highlighting ten local artists.
- **Emergency Management internal website.** We completed Inweb site for the Office of Emergency Management. This new site features a Trumba calendar, blog, weather alerts, and a streaming video viewer that allows EOC responders to monitor multiple news channels outside of the EOC.

COMMUNITY TECHNOLOGY NEWS

- See also David Keyes' report.

- **Brainstorm.** We launched the November issue of Brainstorm last Tuesday. Articles include a feature on Youth in Focus's work in empowering youth through photography, promo for the Youth Violence Forum, addition of the TechMap publicly accessible computer labs in My Neighborhood Maps, a new online job handbook created by Neighborhood House and Asian Counseling and Referral Services for limited English speaking job seekers, information about the upcoming release of the Indicator's report, and more.
- **Puget SoundOff People's Choice Award.** Puget SoundOff (PSO) was one of six projects awarded the 2009 City Club People's Choice Award. PSO was recognized as being a catalyst for increasing youth involvement and engagement within the community while encouraging expression of one's beliefs, respect for others and commitment to public service. A ceremony will be held on November 16, 6:00 to 8:00pm at the Bertha Knight Landes Room with Councilmember Sally Clark, former Mayor Norm Rice and others

INFORMATION TECHNOLOGY OPERATIONS NEWS

- We continue our migration of City government from Novell's GroupWise to Microsoft Exchange for electronic mail. About 9,000 employees (of 11,000) have moved. Only Seattle Police remains and they will migrate in early December. GroupWise will be formally decommissioned later in December.

CHIEF TECHNOLOGY OFFICER NEWS

- I've presented and participated in several events over the last two months, including:
 - A cyber security/cyber terrorism event at the University of Virginia in Charlottesville.
 - FiReGlobal, Mark Anderson's Strategic News Service conference in Seattle.
 - A CIO forum sponsored by the Washington Technology Industry association.
 - A meeting of a number of national public safety organizations (chiefs of police, fire chiefs, communications officials) in New York City.

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

Bill Schrier's blog: blog.chiefseattlegeek.com

Public Engagement Portal (PEP)

Vision:

A personalized, customizable version of Seattle.gov that allows users to select the City web services that are most important to them and display those services in the way they choose.

One project, four pieces:

1. **Web Portal (my.seattle.gov)** – customizable interface to seattle.gov services
 - a. Will use Google Sites
 - b. Citywide Web Team will develop
 - c. Prototype for review 3/1/2010
 - d. CTTAB input
 - e. Go live 7/1/2010
2. **Interactive Government** – tools for elected officials that can: gather constituents' feedback and opinions; and create interactive opportunities between elected officials and constituents
 - a. Will use IdeaScale by System Analytics
 - b. UW team will develop
 - c. Options for review 3/1/2010

- d. CTTAB input
- e. Go live 7/1/2010
3. **Single Sign-on** – Enterprise-wide user authentication from a single source
 - a. Enhancement of existing service
 - b. Designed to work with Google Sites
 - i. OAuth/OpenID compatible if possible
 - c. Citywide Web Team will develop
 - d. Beta: 3/1/2010
 - e. Production 5/1/2010
4. **Application Integration** – Establish easily repeatable process for integrating applications to single sign-on
 - a. Citywide Web Team will develop in partnership with departmental teams
 - b. Two applications integrated for My.Seattle.Gov go live (7/1/2010)
 - c. Ongoing

Project management team:

Executive Sponsor: Gary Gibson - Director DoIT Office of Electronic Communications

Steering Committee: Gary Gibson, Darby DuComb – Director Customer Service Bureau, Bryon Tokunaga, Director DEA Enterprise Applications

Project Director: Bruce Blood

Project Manager: Julie O'Brien

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Office of Cable Communications, Director's Report

Comcast Digital Transition:

We received notice from Comcast that the final steps in its digital transition will be completed from December 8 through December 10. Comcast representatives will be at tonight's CTTAB meeting to discuss the transition with the Board.

Broadband:

- Today the NTIA and RUS released a Request for Information. The RFI will ask for additional advice on such issues as the definition of "underserved" and other areas. We will be providing comments. NTIA announced that Round 2 will start in January with apps due sometime thereafter (45 days or more presumably). The NTIA also formally announced that this will be the last funding round.
- I was one of the co-authors of NATOA's comments to the FCC regarding the role of local governments in Broadband. The comments were officially endorsed by the US Conference of Mayors, National League of Cities, and the National Association of Counties. (See Attachment)
- I participated in a conference call with 5 members of NATOA and FCC staff working on the National Broadband Plan, to discuss case studies of successful government communications infrastructure projects.

Cable Privacy: We were interviewed by the Queen Anne/Magnolia News. They wanted to know whether the upcoming Comcast Digital Transition will affect subscriber privacy and allow Comcast to monitor viewer behavior in order to sell them targeted advertising. Seattle has the strongest cable privacy law in the country.

Community Outreach: On October 20 Cable Office staff provided outreach about the Cable Office, senior discounts, etc. at two separate community events: Brenda attended the Senior Adult Resource and Preparedness Fair and Jill covered the Seattle Utilities Assistance Summit.

Community Technology Update: November 2009

Puget SoundOff is City Club People's Choice Award Winner

Puget SoundOff is one of six winners who demonstrate "the ecology of community engagement needed to make a difference." This is part of the CityClub's 2009 Community Matters Campaign (CMC) focused on education and economic opportunity with public dialogues grounded in the findings of the Foundation's newly released Healthy Community Report www.seattlefoundation.org. The CMC Steering Committee with representatives from CityClub, Communities Count, Executive Service Corps, The Seattle Foundation, Seattle Works, The United Way of King County, and the YMCA of Greater Seattle, chose the winners.

We invite you to join us **November 16 from 6-8pm at City Hall** for the awards ceremony with Former Mayor Norm Rice, Councilmember Sally Clark and others. For more information visit www.seattlecityclub.org

Technology Survey Report

We are sending out a press release this week jointly from the Mayor and Councilmember Harrell. We're hoping CTTAB members will also start blogging about it. David presented the findings to the Department of Planning and Development (DPD) for use in their Comprehensive Plan Update public process, and to the Public Engagement Interdepartmental Team.

Brainstorm

Vicky launched the November issue of Brainstorm. Articles include a feature on Youth in Focus's work in empowering youth through photography, addition of the TechMap publicly accessible computer labs in My Neighborhood Maps, a new online job handbook created by Neighborhood House and Asian Counseling and Referral Services for limited English speaking job seekers, information about the upcoming release of the Indicator's report and more.

Technology Matching Fund Impact Measurements

We have revised the Technology Matching Fund reporting forms to be simpler, easier for the grantees to complete. We've also included more outcomes-based measures to provide better data tracking of program impacts. This was distributed to the CTTAB TMF Committee for feedback.

Community Technology Center directory on My Neighborhood Maps

The directory was launched on MyNeighborhoodMaps. Only public sites were included.

MS Office giveaway

We distributed the remaining 15 copies of Office 2007 upgrades to 3 of our Technology Matching Fund project sites: Literacy Source, Youth Media Institute, and WAPI Community Service.

Puget SoundOff SYEP Partnership for youth internships

PSO will be partnering with the Seattle Youth Employment Program as the recipient of approximately 15 interns interested in technology. Each intern will be eligible for over 100 internship hours spread across the school year. Chris Tugwell from the YMCA has been working with Jenifer Chao, SYEP director, on this.

Puget Sound Off Advisory meeting

We had a very successful first meeting of the advisors for Puget Sound Off. This includes Diane Douglas from City Club and Hanson Hosein, the director of digital media studies at the University of Washington School of Communications.

Stimulus Funds

The NTIA has announced the next round of applications will be in January and they are currently seeking comments on the application and review criteria. See http://www.ntia.doc.gov/press/2009/BTOP_BIP_RFI_091110.html

The Communities Connect Network received 21 proposals for partners for their statewide Public Access Computing proposal. This represents about 35 sites statewide. We are awaiting potential participation from other libraries and from the Workforce Development Council sites. The Gates Foundation has chosen to provide Washington libraries with some match (less than the full 20% required for NTIA/RUS funding).

Home Computer and Internet Security Brochures.

Vicky completed distribution of the initial printing of the Home Computer and Internet Security brochures created in coordination with the Information Security office. We've done a second printing of 1000 brochures and are going to translate the brochure into other languages.

NATOA workshop on community technology

David presented our work at a national NATOA e-seminar, along with representatives from San Francisco and Austin.

Center Park lab for disabled: 10 years old

The computer lab for the disabled community at SHA's Center Park is celebrating its 10th anniversary this week. We were one of the initial supporters of the center and have continued to provide support.

Cable modems: Seattle Indian Center, East African Arts & Culture

We have request for services from the Seattle Indian Center on 12th Ave and the East African Arts and Culture Association's Multimedia Resource and Training Institute on 23rd & Jackson. Both programs are 2009 Tech Matching fund recipients.

Senior Fair & Computer Security Information

Vicky attended Senior Adult Wellness and Resource fairs at Meadowbrook Community Center and at Garfield Community Center. She distributed over 100 brochures on Home Computer and Internet Security, signed up new subscribers to the Brainstorm and assisted Brenda Tate in gathering information from people qualifying for the senior discount from Comcast for cable television service.

Reel Grrls – TMF 2009

Reel Grrls (www.reelgrrls.org) is moving forward on their 2009 TMF project “ the Media Apprentice Program”. Ten girls participated in the program this fall to gain professional video experience by creating promotional videos for nonprofit partners. The students created promotional videos for El Centro de la Raza, City Year Seattle and Pawsitive Alliance, then showcased their work at a screening on September 16th at Central Cinema.

Refugee Women’s Alliance – TMF 2009

ReWA, and the Refugee Federation Service Center (RFSC) held a joint fundraising event at the Seattle Marriott Waterfront Hotel on October 1st. The event was a huge success and will help support their computer labs. They raised more than \$95,000 to help refugees and immigrants gain technology skills, find jobs, and learn English. (Photo: TMF project lead Jeff Sikora, helped out with an international fashion show at the event)