Annual Internal Review
1/1/2013 to 12/31/2013

Austin Community Technology and Telecommunications Commission

The Board/Commission mission statement per the City Code Section 2-1-107 is:

§ 2-1-107 AUSTIN COMMUNITY TECHNOLOGY AND TELECOMMUNICATIONS COMMISSION.

   (A)   The Austin Community Technology and Telecommunications Commission membership should be broadly representative of community interests. A commissioner should have resided continuously within the City for not less than 180 days.

   (B)   In this section:

      (1)   Information and communications technology includes digital devices, networks, and software that allow people to create, access, store, transmit, and manipulate information.

      (2)   Community technology includes information, communications technology training, and access that promotes civic and cultural participation, employment, and life-long learning.

      (3)   Telecommunications services include all transmission of voice, data, or video by means of permanent facilities installed in the City's rights-of-way or by means of radio transmission.

   (C)   The commission shall advise the city council regarding issues that include:

      (1)   community technology;

      (2)   telecommunications services;

      (3)   new sources of funding for access television projects;

      (4)   new sources of funding for community technology projects;

      (5)   allocation of annual financial support;

(6)   the evaluation of the performance of access television contractors and other community technology contractors, including development of criteria to be used for evaluations; and

(7)   Information and communications technology facilities and services that are operated by the City for public use, including the City web site, Internet services and open government technologies.

(D)   The commission shall conduct public hearings regarding issues that include:

(1)   the performance of access television contractors and other community technology contractors; and

(2)   the identification of community cable, telecommunications, and technology needs.

(E)   The commission shall promote access to telecommunications services and community technologies by methods including:

(1)   public awareness, use, and viewership of access television programming and other community media;

(2)   identifying community technology needs and problems in the City and defining innovative programming approaches to those needs and problems; and

(3)   public awareness of telecommunications policy and community technology issues.

(F)   The commission shall serve as a coordinating forum for issues relating to the provision of every different type of telecommunications services and community technologies, by receiving reports and recommendations from other City boards and commissions and from City departments, and forwarding these to the city council.

(G)   The commission does not possess any sovereign authority regarding any cable television or cable related telecommunications issue, and the commission serves in an advisory capacity only.

(H)   The Commission may create a Grant Review Committee consisting of up to seven members to review grant applications, conduct interviews, and evaluate applications for the purpose of providing recommendations to the Commission for grant awards under the City's Grant for Technology Opportunities program. The Commission may appoint persons to the Grant Review Committee who are not members of the Commission, but must appoint one member of the Commission to the Grant Review Committee who shall serve as ex-officio chair of the Grant Review Committee. All

members of the Grant Review Committee are subject to [Article 4 of Chapter 2-7](#) of the Code (*Code of Ethics*).

Source: Ord. 20071129-011; Ord. 20080618-030; Ord. 20111208-073.

1. **Describe the board's actions supporting their mission during the previous calendar year. Address all elements of the board's mission statement as provided in the relevant sections of the City Code.**

   ## Exhibit A

2. **Determine if the board's actions throughout the year comply with the mission statement.**

   ## Exhibit B

3. **List the board's goals and objectives for the new calendar year.**

   ## Exhibit C

Exhibit A

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RECOMMENATION NUMBER: 20130508-010
BUDGET RECOMMENDAITON

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NOW, THEREFORE, BE IT RESOLVED THAT THE AUSTIN COMMUNITY TECHNOLOGY AND TELECOMMUNICATIONS COMMISSION:

Recommend that the Austin City Council approve in the FY 2013-2014 budget, $50,000 in funds necessary to conduct and support a Connected Austin Residential Survey.

Date of Approval: May 8, 2013

Record of the vote: Unanimously approved by the Austin Community Technology and Telecommunications Commission on a 6-0 vote.

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RECOMMENDATION NUMBER: 20130508-010A
BUDGET RECOMMENDATION

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NOW, THEREFORE, BE IT RESOLVED THAT THE AUSTIN COMMUNITY TECHNOLOGY AND TELECOMMUNICATIONS COMMISSION:

Recommend that the Austin City Council approve in the FY 2013-2014 budget, a $25,000 increase in funding, for a total budgeted amount of $200,000, for the Grant for Technology Opportunities Program (GTOPs).

Date of Approval: May 8, 2013

Record of the vote: Unanimously approved by the Austin Community Technology and Telecommunications Commission on a 6-0 vote.

MEMORANDUM

TO: Council Committee for Emerging Technology & Telecommunications

FROM: Austin Community Technology & Telecommunications Commission

DATE: November 6, 2013

SUBJECT: Methodology and rankings for the site evaluation process for the Google
            Fiber Community Connections

The Commission considered the applications across a variety and wide range of selections to be determined by Council, along with Council's selection of geographic and demographic diversity. The Commission supports the 4 categories provided to the identified sites and we concur with the scores provided, the Commission recommends the Council Committee for Emerging Technology & Telecommunications adopt the methodology and rankings for the site evaluation process for the Google Fiber Community Connections:

Arts, Culture & Community: 75-100 percentile scored organizations

Education, Workforce & Higher Education: 70-100 percentile scored organizations

Social, Health & Well-Being (including family services): 80-100 percentile scored organizations

Public Facilities & Entities: Spotlight Austin Free-Net, channelAustin, Skillpoint Alliance (4th St location) as priority

Public Facilities & Entities: Per the Council's consideration: Independent School District's, Austin Public Library, Housing Authority of the City of Austin, and other City of Austin Facilities

Second Tier Consideration: Social, Health, & Well-Being (including family services): 70-75 percentile scored organizations

Motion that the Commission adopt the recommendations relating to the staff review and assessment for the Community Connections Program and forward the methodology to the Emerging Technology and Telecommunications Council Committee at their November 13th meeting was approved on Commissioner's Ramsey's motion; Commissioner Rosenthal's second on a vote of 5-0-0.
(Commissioner Quintanilla absent)

RECOMMENDATION NUMBER: 20130612-010
BUDGET RECOMMENDATION

BE IT RESOLVED BY THE COMMUNITY TECHNOLOGY AND TELECOMMUNICATIONS COMMISSION:

That the City of Austin should allocate staff and funding resources to implement the following civic technology projects.

Issue Management System - An Internet-based system that residents can use to initiate problem or support cases relating to online services such as the city website and data portal. A user should be able to open a case, receive a "ticket", track status of the ticket, and communicate with the support analyst on problem resolution. The system should also allow the public to get reports on incident and response activity. An open ticket system should be considered, where the public can view and comment on prior incident cases.

Open Data Dashboard - A facility that reports on the contents of the open data portal, as well as trends in provisioned datasets. The portal should indicate which departments are furnishing data, distinguish between historical and current datasets, provide some indication of data quality (e.g. high quality, complete, timely, etc.).

Open Data Administrator - Dedicated personnel to provide technical support for the open data portal. Tasks would include:
● responding to data quality or support issues raised by residents
● assist city departments with the process of publishing data
● designing and implementing data integrations and other processes to automate the updating of "current snapshot" datasets
● assist in the development of tools that utilize the open data portal and its APIs
● coordinate with other local and regional government entities to support use and release of additional datasets

Civic Software Hosting Platform - Develop a platform and roadmap to allow the incubation, deployment and ongoing hosting of network-based civic applications. The platform should allow for levels of non-employee access, in a way that preserves security and assurance of city systems.

Date of Approval: June 12, 2013

Record of Vote: Unanimously approved by the Austin Community Technology and Telecommunications Commission on a 6-0 vote.

RECOMMENDATION NUMBER: 20130612-008
BUDGET RECOMMENDATION

WHEREAS, the City of Austin uses the Internet to deliver valuable information and services to its residents, wants to ensure residents have the means and skills to access these resources, and wants to use the best technologies available to serve its residents; and

WHEREAS, residents need to have the means and skills to utilize information and communication technology (ICT) resources to be best equipped to fully participate civically, socially and economically in their community, and;

WHEREAS, historically the City of Austin entered into franchise agreements with video cable providers, and would perform a technology ascertainment survey to obtain information needed to develop and support those agreements, and;

WHEREAS, the technology ascertainment survey that was performed as part of the cable franchise process also provided valuable information on the means and skills local residents had for ICT prevalent at the time, and;

WHEREAS, past technology ascertainment surveys provided crucial information that helped launch programs such as Austin Free-Net and the City of Austin Community Technology Initiative, and;

WHEREAS, in 2005 the State of Texas gave the Texas PUC authority to issue state-wide video operating certificates, and since that time the City of Austin has not issued or renewed any video franchises, nor has it engaged in a related technology ascertainment survey, and;

WHEREAS, the last time the City of Austin performed a technology ascertainment survey was in 1995 as part of the Time Warner Cable franchise renewal process, and;

WHEREAS, in 2010 the City of Austin conducted a residential technology survey of Internet users and non-users to collect demographic and use information, which served as basis for a research report entitled "The Austin Internet and Global Citizens Project", and;

WHEREAS, the data from the 2010 residential technology survey has proven to be valuable, and has been used by both the City of Austin and local non-profit organizations to tailor ICT services to address areas and issues of highest need, and to avoid service redundancy, and;

WHEREAS, due to changes in technology, the information in the report can be considered valid only for a limited amount of time, and the benefits dissipate with time,

BE IT RESOLVED BY THE COMMUNITY TECHNOLOGY AND TELECOMMUNICATIONS COMMISSION:

That the City of Austin should periodically engage in a residential technology survey to develop a profile of the information and communication technology means, skills, and needs in the community; the survey should be revised and administered at three year intervals; and the survey results should provide the following information on Austin residents:

- Types of access used for prevalent and emerging ICT
- Locations of and frequency of access to prevalent and emerging ICT, as well as unmet needs for access
- Skill levels for prevalent and emerging ICT
- Prevalence of ICT use for various civic, social, and economic functions
- Methods used by more and less advantaged Austin residents for access to information in areas such as city services, jobs, educational opportunities, and health
- Barriers to use and reasons for non-use
- Allow for comparative evaluation with other ICT studies, both those performed by other organizations as well as prior versions of the residential technology survey
- Other items that may benefit local community technology initiatives

Date of Approval: June 12, 2013

Record of Vote: Unanimously approved by the Austin Community Technology and Telecommunications Commission on a 6-0 vote.

Exhibit B

Austin Community Technology and
Telecommunications Commission 2013 Workplan Accomplishments

1. Access Television and Community Media
Promote the use and public support of access television and community media.
Investigate ways to sustain and improve access television. Identify and develop
sustainable funding mechanisms for Public Access Television.
* *
* Ensure robustness of Public Access
     - Maintain current City contract funding level ($450K)
     - Assist in developing a sustainability plan for year-to-year operational funding
(salaries, etc.)
     - Receive quarterly reports from public access management including status of
operation and services

          o Identify revenue generating ideas and other funding
          o Monitor contractor performance to existing metrics

     - Advocate for community relevance through City Hall and to the public
          o Arrange tour for City (Budget Officer, Chief of Staff) to witness the value

     - Make sure public access is serving the community need in Austin
          o Work to better understand public access needs, utilization, and satisfaction
          o Engage the public to identify ways public access can better serve emerging
community media needs
          o Engage in outreach to increase number of producers/clients

* Propose policy and strategic plan for PEG capital expenditures

* Dialogue with channelAustin Board and management to communicate Commission
imperatives and receive feedback
     - Request invitation to channelAustin Board meeting and attend
     - Request invitation to participate in channelAustin producer forums

* Support other PEG entities
     - Receive periodic updates from Channel 6 management
     - Receive periodic updates from PEG Manager's group and PEG representatives
from AISD, ACC, and Travis County

* Meet with other community media outlets to explore collaborative opportunities and
ensure all resources are best serving the community

* Advocate for new community media outlets (such as low-power FM)

- Received staff presentation on Public, Educational and Government (PEG) capital funding received by the City – **January 9**
- Received public comments on the use of PEG capital funding – **January 9**
- Round table discussion with PEG channel managers on the use of PEG capital funding including projected short and long-term capital need. Moderated by Larry Schooler, Communications and Public Information Office – **January 9**
- Received staff update on strategic vision for community media capital investment – **February 13**
- Approved staff recommendation on strategic vision for community media capital investment **– April 10**
- Received update report from channelAustin **– April 10; August 14, December 11**

2. Grant for Technology Opportunities
Provide support and oversight to the Grant for Technology Opportunities (GTOPs) program to assure continued success.
* *
* Manage the process to review grant applications and make award recommendations.

* Review and make recommendations for the annual funding of GTOPs.

* Continue to monitor and conduct annual review of GTOPs goals, process and procedures.

* Communicate to Council and the community GTOPs' value, benefits, and accomplishments.

* Request periodic tours of and presentations from past GTOPs recipients.

* Support staff in the success of GTOPs.

* Continue to encourage partnerships between organizations so they can leverage resources.

* Find additional ways to make GTOPS more accessible to smaller grass-roots organizations.

* Advocate for program expansion to anticipate future needs.

- Adopted 2013 GTOPs Grant Review Committee grant recommendations – **March 13**
- Received staff update on Community Technology Initiatives and GTOPs **– February 13, March 13, April 10 June 12, August 14, September 11, October 9**

- Received report from Community Technology Assessment Working Group **- April 10**
- Appointment of Commissioners Quintanilla, Overstreet and White as the 2014 GTOPs Review Working Group – **May 8**
- Received update from GTOPs Grant Review Working Group **– August 14**
- Adopted recommendation to City Council that the Austin Community Technology and Telecommunications Commission support the Grant for Technology Opportunities Program funding in the amount of $200,000 to be included in the FY 14 budget – **May 8**
- Adopted recommendations from GTOPs Grant Review Working Group **- September 11**
- Received presentation from Skillpoint Alliance on their Empower Computer Literacy Program and the Austin Housing Authority from Casey Smith, Director-Adult Workforce of Skillpoint Alliance; Margo Dover, Executive Director of Skillpoint Alliance; Brenda Colin, Manage of Skillpoint Empower Program; and Michael Gerber, Executive Director of Housing Authority of the City of Austin - **October 9**
- Appointment of the 2014 GTOPs Grant Review Committee – **December 11**
- Conducted 2014 orientation for Grant Review Committee **– December 17**

3. Digital Inclusion and Community Technology
Continue to support the City of Austin opportunities, initiatives and budgeted plans for expanding equitable public access telecommunications and information services for all of Austin. Continue to support the City of Austin Community Technology Initiative. Continue to support community networks and community technology centers. Continue to work with programs, events and organizations that assist local interactive, music, film, digital entertainment companies, community media and community technology groups.
* *

* Continue to support Austin Free-Net.
     - Receive periodic updates from Austin Free-Net.
     - Support staff in developing the scope of services and amount of funding for new computer technology and training services contract

* Continue to support the Austin Connects Initiative.
     - Receive periodic updates from staff.

* Continue to support the Austin Residential Technology Survey project.
     - Identify other organizations doing community surveys and advocate for the addition of technology availability, accessibility, and use questions
     - Begin planning and advocate for funding to conduct another ARTS survey starting in 2014
     - Recommend a policy to City Council to periodically perform and fund a residential technology survey

* Initiate a strategic process for determining need and opportunity to improve broadband services and availability in Austin.

* Offer invitations to community groups to address the Commission.

- Received presentation from Hugh Forrest, SXSW Director speaking on the state of SXSW – **February 13**
- Received presentation on 311 from Joe Calabrese, Manager – **February 13**
- Adopted recommends of the proposed contract amendment for 311 Customer Service Request system and services – **February 13**
- Received update on 311 – **August 14**
- Received presentation on how Amatra, a global provider of smart communications, helps the community using technology – **March 13**
- Special Called Meeting (brown bag lunch) to discuss scope of work for Public Access to the Internet contract and management services from Austin Free-Net – **April 5**
- Staff presentation and discussion on scope of work for Public Access to the Internet contract and management services from Austin Free-Net from Rondella Hawkins & John Speirs – **May 8**
- Discussion about Commission's role on Google Fiber – **May 8**
- Adopted Scope of Work Recommendations for Austin Free-Net contract – **June 12**
- Received update from Austin Free-net – **August 14**
- Adopted selection criteria on Google Fiber Community Connections Program – **August 14**
- Received update on Google Fiber Community Connections Program from Rondella Hawkins and John Speirs – **October 9, November 13, December 11**
- Recommendation on methodology & rankings for the site evaluation process for the Google Fiber Community Connections to the Council Committee for Emerging Technology & Telecommunications Committee. – **November 6**
- Adopted recommendation to City Council that the Austin Community Technology and Telecommunications Commission support funding in the amount of $50,000 for the Connected Austin Survey to be included in the FY 14 budget – **May 8**
- Adopted recommendation for the City to periodically survey residents to ascertain technology access, capabilities, and needs of the community – **June 12**
- 311 update – **December 11**

4. Open Government
Support open government technology initiatives that improve citizen access to public information and increase engagement in civic activities.
* *

* Monitor status of Austin Government Online (AustinGO) initiative, and receive periodic
updates on the city website, data portal, and other online facilities.

- Help identify and advocate for City inclusion of additional data sets and new applications
  - Identify metrics for City online initiatives and receive periodic updates from staff
    o Measure website services and utilization (Google Analytics, etc.)
    o Measure open data provisioning and utilization

* Explore ways to leverage the City's open data infrastructure to support other civic entities (hyperlinks, etc.)

* Support creation of City Innovation Office by receiving staff updates and providing Commission priorities and feedback
  - Clarify expected outcomes for Innovation Office
  - Advocate for necessary funding to enable completion of Innovation Office mission

* Highlight and support citizen efforts that utilize open government data and services.

- Received presentation on ATX Civic Hackathon – **March 13**
- Received Staff presentation from Communications & Technology Management on projects for civic and public technology from Bruce Hermes, Deputy CIO Project Office & Training, Communications & Technology Management - **May 8**
- Received update report from Open Government Working Group – **February 13, May 8, September 11, October 9, November 13**
- Received presentation from Ashley Hand, Kansas City, MO, Office of Innovation via phone – **August 14**
- Received update report on City of Austin's Office of Innovations proposal from Howard Lazarus, Director of Public Works – **June 12**
- Stephen Elkins, Chief Information Officer presented update on City of Austin Information Technology - **September 11**
- Received AustinGO Initiative update on recent and planned development for city website, data portal and online initiatives – **October 9**
- Passed motion to continue the Open Government Working Group – **October 9**
- Adopted recommendations relating to the creation of an Office of Civic Innovations – **October 9**
- Received presentation on National Days of Civic Hacking (June 1-2) and Austin Civic Technology Expo (May 23) from David Waldron, Vice President for Information Technology, St. Edward's University; Commissioner Rosenthal, Chair, Open Austin – **May 8**
- Adopted budget recommendation regarding funding for civic technology initiatives – **June 12**
- Received update on the Innovation Officer hiring process. - **November 13**
- Open Government Working Group met with ACM Anthony Snipes and city staff regarding issues on Innovation Office activity. – **September 30**
- Open Government Working Group conducted videoconference to develop draft for Innovation Office recommendations. – **October 8**

- Open Government Working Group met with Howard Lazarus and city staff regarding Innovation Officer hiring process. – **October 30**
- Commission Chair Williams and Open Gov Working Group Chair Rosenthal participated on Innovation Officer interview panels. - **November Nov 18**

5. Legislative, Regulatory and Consumer Issues
Continue to monitor legislative and regulatory issues relating to regulated communication industries and media, at both the federal and state levels. Offer policy recommendations to staff and Council.
* *
* Receive periodic updates from TARA.

* Monitor impact of State and Federal regulation on the availability, quality, and affordability of broadband services, including network neutrality issues.

* Monitor impact of State and Federal regulation on the availability, quality, and affordability of PEG services, including network neutrality issues.

- Received staff briefing on Legislative, Regulatory and Policy update – **February 13, March 13, April 10, May 8, June 12, August 14, September 11, October 9, November 13, December 11**

6. Program and Funding Recommendations
Provide program and funding recommendations for FY 2013 based on workplan items as appropriate.

- Discussed budget recommendations for Commission priorities – **March 13**
- Received presentation from TARA Staff on proposed FY 14 Budget - **May 8**
- Received Staff presentation on Communications & Technology Management's (CTM) proposed FY 14 Budget from Stephen Elkins, Chief Information Officer – **June 12**
- Commission FY2014 Budget recommendations –
  - Council approved an additional $25,000 for the GTOPs program which brings the total program amount to $200,000 for non-profits and community based organizations.
  - $50,000 to conduct an updated residential technology survey.
- **Other budget recommendations under their subject.**

7. Coordination and Communication
Develop and maintain working relationships with other boards and commissions, other city departments, event organizers and community groups.

- Received presentation on from Mike Trimble, Capital Planning Officer with the City of Austin on Capital Improvements Visualization, Information and Communications (CIVIC) system – **September 11**
- Received presentation from Dee Dee Patience with Capital City African American Chamber of Commerce on their community efforts and membership activities - **September 11**
- Update Texting and Driving ordinance from Bianca Bentzin, City of Austin's Law Department – **December 11**

Exhibit C

Adopted 2/14/2014

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**Austin Community Technology and
Telecommunications Commission 2014 Workplan**

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SMART Goals and Key Strategies for 2014

1. **Commission Effectiveness**
By 12/31/14, submit at least one recommendation to Council in one of our key charter areas, e.g. Public, Education, Government (PEG) access channels, Open Government, broadband.)
    Key Strategies:
    - Conduct an update with PEG access managers.
    - Reactivate the Working Groups.
    - Receive reports or updates from Austin Free-Net, channelAustin and City Departments working on initiatives of interest to the Commission.

2. **Community media and PEG**
By 4/30/15, finalize a new scope of work for the public access TV management contract.
Key Strategies:
    - Conduct community forums and/or public hearings.
    - Investigate best practices in community media.
    - Conduct a user survey among the media artists regarding their interests and future needs.
    - Cultivate grassroots community interest in community media.

3. **Open Government**
By 12/31/14, evaluate and offer recommendations on updates to the Open Government Initiative.
Key Strategies:
    - Receive regular status updates on the Open Government Initiative.
    - Cultivate an effective working relationship with the Chief Innovation Office and identify areas of joint action (including perhaps public education on the value of Open Government.)
    - Engage external entities who are involved with Open Government and learn from them.

- Planned activities in support of Internet services and open government technologies offered by the City of Austin:
  - Receive regular updates:
    - from the Austin GO team on status of current initiatives, and discuss plans for improvements to and new capabilities for City online services.
    - from Communications and Technology Management (CTM) on technology initiatives that impact public services.
    - from other key city departments on issues relating to the Open Government Initiative.
  - Coordinate with the new Office of Civic Innovation to help develop its role in supporting open government and civic technologies.
  - Identify, recommend and support new technology projects that promote community services and citizen engagement, such as those identified in Commission resolution 20130612-010
  - Advocate and promote new technology capabilities to the community, such as 311 open data, and support ongoing initiatives, such as deployment of Open 311 Application Programming Interface (API) Data Portal.
  - Provide recommendations to Council on potential updates and improvements to the Open Government Initiative.
  - Provide recommendations and support for the release and implementation of a City of Austin Open Government/Open Data Directive.

4. **Digital Divide/Inclusiveness**
By 12/31/14, complete the "Austin Residential Technology" survey.
Key Strategies:
- Hold users forums.
- Agree on survey questions and survey process.
- Identify and partner with community organizations to distribute the survey and educate the community on broadband.
- Participate in the development of an Austin Playbook (for high speed internet) including advocating for digital opportunities for the community.

5. **Grant for Technology Opportunities Program (GTOPs)**
By 12/31/14, complete implementation of all 2014 programs and receive data and metrics from all 2013 programs.
Key Strategies:
- Encourage the selected organizations to use free community resources, e.g. Texas Association of Nonprofit Organizations (TANO), Skillpoint, Austin Free-Net, and to blend/collaborate on programs.

- Use what we learn from 2014 to refine the 2015 GTOPs process.
- Encourage the selected organizations to maximize their opportunities from the Community Connections Program.