

Adopted 4/13/2016



Community Technology and Telecommunications Commission July 2016 – June 2017 Work Plan

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

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

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

In this section:

- Information and communications technology includes digital devices, networks, and software that allow people to create, access, store, transmit, and manipulate information.
- Community technology includes information, communications technology training, and access that promotes civic and cultural participation, employment, and life-long learning.
- 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.

The purpose of the board is to advise the city council on 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 technology.

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.

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.

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.

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

Commission Effectiveness

1.1 Goal

ID scope of the Commission's roles, responsibilities and potential impact.

1.1.2 Objective

How might we better understand the purpose of our Commission so we can make the best use of our time and efforts?

1.1.3 Strategy

Create clear definition and understanding (a cheat sheet) of the bylaws, ordinance, etc.

1.2 Goal

Develop means for collaboration between Commissioners outside of monthly meetings.

1.2.1 Objective

How might we use modern online collaboration platforms given the limitations of the Texas Open Meetings Act (TOMA)?

1.2.3 Strategy

1. Engage other cities to learn how they manage collaboration in a digital world. What tools do they use? Identify 3-5 options to test against the current rule/regulations.
2. Advocate with City Council and support staff for a way to enable Commissioners to collaborate outside of the monthly meetings, while staying within the boundaries of compliance with TOMA, and do it electronically.
3. Research how other Texas cities collaborate. Who is making the most of modern communication technology?
4. Open a discussion with City's Legal Department about options for a online forum for Boards and Commissions to parallel City Council's online forum for hosting policy drafts and discussion.
5. Discuss how to organize Working Groups to collaborate effectively and avoid the limitations of TOMA.

If there isn't a method for working within the TOMA, then make recommendations for change.

1.3 Goal

Identify opportunity for cross-Commission collaboration.

1.3.1 Objective

How might we better serve our respective Districts by learning from and partnering with other commissions?

1.3.2 Strategy

1. Establish a cross-commission communications process. Identify need for online information sharing platform to facilitate sharing.
2. As we create recommendations, find additional Commissions to "co-sponsor".
3. Identify what other Commissions are addressing and who our District counter-parts are.
4. Engage in active collaboration with District counter-parts.

1.4 Goal

Create Commission Annual Report and historical record defined by Commissioners.

1.4.1 Objective

How might we set the standard for future Commission members to ensure they are effective in their tenure?

1.4.2 Strategy

1. Establish a CTTC Annual Report, structured as a living document, using any online tools to allow for changes to easily be made
2. Engage with our respective Council Members to understand what information they would like to hear from our commission. Also determine what the best format is for getting updates/impact reports from our Commission.

Community Engagement

2.1 Goal:

Creating public infrastructure that all private companies can share, competition among providers will increase the options and lower the cost of services for Austin citizens.

2.1.1 Objective:

Develop a roadmap on how it will be used by the service providers to provide more capability to the citizens.

2.1.2 Strategies

1. Investigate the cost of the replacement of poles and the fees gained from new pole

attachment agreements.

2. Investigate the legal feasibility of requiring service providers to use common fiber cables and common duct banks.
3. Present these proposals to the Austin Electric Utility Commission, the Austin Utility Coordinating Council, service provider companies, and City Council to obtain buy-in from all stakeholders.
4. Provide the incentive to enter underserved areas of Austin by creating the telecommunications infrastructure in these areas.

Civic Technology

3.1 Goal

Convince Council Members to Advocate for Budget to Support Increased Community Access Programs (via PEG, Studio, Etc.)

3.1.1 Objective

Recommendation to Council re: increased support for community access programs based upon a business case and documented community engagement.

3.1.2 Serves

How might we educate citizens to the potential of current city tech to enable transfer of information and skills?

What is the existing demand for community access programs and resources? How or where do we increase?

What kind of information is on the website that community members should know is accessible? How do we share that it's a resource for the community?

What PEG & studio resources are accessible and being used by the community?

3.1.3 Strategy

1. Presentations to varying groups that could benefit from the resources.
2. Identify workforce development and training opportunities.

3.2 Goal

Show demonstrated success of GTOPs grant winners via sustainable and measurable outcomes.

3.1.10 Objective

How might we advocate before council for more money for GTOPs?

3.1.12 Strategy

1. Identify & celebrate success stories
2. Propagate / promote success stories to City Council as a first step

3.2 Goal

Increase GTOPs funding from \$200,000 to \$500,000

3.2.1 Objective

Show demonstrated success of GTOPs grant winners via sustainable and measurable outcomes.

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How might we advocate before council for more money for GTOPs?

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1. Identify & celebrate success stories
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3.2.1 Goal

Increase GTOPs funding from \$200,000 to \$500,000

3.2.1.1 Objective

Structure the GTOPs program so that recipients are providing applications for programs that deliver outcomes that offer sustainable and measurable improvements in the community.

3.2.1.2 Objective

How might we get grant recipients to report outcomes rather than outputs from their grants?

3.2.1.3 Strategy

1. Based upon grantees' proposed outcomes, measure against it and let grantees know that "credits" will be applied for next time they apply.
2. Require pre- and post- surveys of outputs and outcomes for program participants / grant recipients.

3.2.1.4 Objective

How might we follow up and identify success of GTOPs 2015 rubric?

3.2.1.5 Strategy

3. Request "annual report" of grantee which has required questions and allows a baseline to be built.

3.2.1.6 Objective

How might we increase the number of GTOPs recipients that serve the 8% not digitally included?

3.2.1.7 Strategy

1. Build into the application scoring the need to increase service to the 8% not digitally included.

3.2.1.8 Objective

How might we identify trends in non-awarded GTOPS applicants with great ideas?

3.2.1.9 Strategy

1. Consolidate f/b from reviewers regarding what applicants submissions didn't resonate with graders.
2. Build an applications and presentation training (ex: fast-pitches) or create a mentorship/presentation training for applicants.

3.3 Goal

Long-game expansion of the GTOPs program

3.3.1 Objective

ID the potential for orgs to provide vision into the needs for the city through their Outcomes reporting.

Craft model for second term additional funding based upon outcome reporting.

Open Government

4.1 Goal

Create more channels for the existing implementation of Open Data at the City of Austin to get more feedback and broader reach.

4.1.1 Objective

How do we spread Open Data resources to entrepreneurs and other members of the innovation community?

4.1.2 Serves

Existing resources and outreach of Austin Government online and open data initiatives could include more voices and explain the benefits to citizens who have no idea what open data is or why it's beneficial

4.1.3 Strategy

Collaboration with groups like Glass House Policy, 1776, Open Austin, Code for America, UT Austin (LBJ School)

4.1.4 Objective

How do we understand what Austin citizens want within the constructs of Open Data?

4.1.5 Serves

Many times we go after initiatives that a small percentage of citizens request. These are normally the most outspoken, however the majority of citizen voices go unheard. We hope to gather a larger sample size by working with partner organizations and agencies to understand what exactly our community wants and needs from an open data perspective.

4.1.6 Strategy

1. Craft a survey, spread through partner channels, share results and raw data publically, create a realistic roadmap for how these ideas can be implemented.
2. Share what we learn through the commission to the public to our council members.

4.1.7 Objective

How do make Austin a leader in the nation with regards to open government?

4.1.8 Serves

There are other cities who already have a solid OpenGov strategy. How can we learn from them and their

models? Some examples include - Seattle, Boston, Kansas City, NYC, Chicago, DC

4.1.9 Strategy

1. Identifying those cities that have a strong OpenGov strategies and models. (aka “game-changers”)
2. Receive frequent updates from Open Data Initiative Team, likely CTM department.
3. Recommend an Open Governance Oversight group that includes internal City leaders, civic organizations, education institutions, and businesses.
4. Research how other cities make digital services websites and projects open-source and hosted on Github.com.
5. The City CIO has an executive level group that talks about this (Open Government Governing Board?) and possibly we can work with them and add our spin to what is being discussed. I can help and get Stephen Elkins to give the group more information.

4.1.10 Objective

How do we enable citizens to provide feedback on City of Austin web properties and open data?

4.1.11 Serves

The city has an issue tracking system (3-1-1) for citizens to report broken traffic lights and loose animals. There should be a system for citizens to report broken web links, bugs on the website, errors in data formatting in open data datasets, requests for missing datasets, etc.

4.1.12 Strategy

3. An issue tracking system for the City’s website and digital properties to encourage feedback and productive action in the form of site improvement
4. Discover who within the City IT hierarchy is in a place to evaluate and support open source volunteer projects.
5. To this one, the team behind AustinGo & 311 could potentially have the metrics or those lacking and we can find out how to make this process more accessible and effective.

4.2 Goal

Continue further buy-in (and/or introduce) and support for OpenGov initiatives at the City Council level

4.2.1 Objective

How do we push forward the spirit of Open Government policies at City Council?

4.2.2 Serves

In December 2011, the city council adopted resolution 20111208074 that commits the city to principles of open government. This resolution should be updated to reflect needs and experience over the past four

years, and adopted as an ordinance

4.2.3 Strategy

1. Consider including other items in the ordinance based upon latest economic and political conditions.
2. It is basic and general in its form. It only provides an outline and nothing concrete. Hence, having this working group will help make it more robust