



**Annual Internal Review  
July 1, 2016 to June 30, 2017**

**COMMUNITY TECHNOLOGY AND TELECOMMUNICATIONS COMMISSION**

**The Board/Commission mission statement (per the City Code) is:**

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

(A)

The 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; [Ord. No. 20141211-204, Pt. 11, 7-1-15](#).*

**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.**

The Community and Technology Telecommunications Commission (CTTC) reports are listed below. As noted, several actions were taken this year, 2016-17.

- Recommended (8-0 vote) to Council to approve the proposed Lobby Reform Ordinance that would update disclosure and digital publishing requirements for lobbyists paid to influence City policy.
  - <http://www.austintexas.gov/edims/document.cfm?id=260983>
- Received tour of the City of Austin's Community Media Center and overview from Mirasol Enriquez, Director of Community Media at Austin Film Society
- Received update from Parisa Fatehi-Weeks, Head of Community Impact Programs and Investments with Google Fiber, on Google Fiber deployment and Community Connections Program
- Appointed 2017 Grant for Technology Opportunities Program (GTOPs) Review Committee
- Received presentation on Smart Cities from Mitch Jacobson; Austin Technology Incubator Program Manager - IC2 Institute UT Austin)
- Received update from Kerry O'Connor, Chief Innovation Officer, on Goals of the City's new Open Government Principles.
- Hosted a Question & Answer forum with Austin's Broadband Providers including representatives from AT&T, Google Fiber, and Charter/Time Warner Spectrum
- Approved GTOPs 2017 grant recommendations
- Participated in the 2017 Work Plan Retreat hosted by the Innovation Office
- Received regular update from established working groups
  - o Commission Effectiveness
  - o Civic Technology
  - o Community Engagement
  - o Open Government
- Staff briefings on:
  - o Telecommunications & Regulatory Affairs Proposed FY 17 budget
  - o Wireless Communications ROW and downtown implementation plan
  - o Permitting for Communications Infrastructure presented by ATD, DSD, Austin Energy
  - o Update from the Innovation Office on the Smart Cities Digital Strategy
  - o Received update from Kevin Williams on City's Information Security Office

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

Board's action comply with mission statement.

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

Please see below the 2017-2018 work plan below for review.



## Community Tech & Telecom Commission 2017-18 Workplan

Quick Links: [\[Airtable\] 2017 CTTC Workplan Wireframe](#) | [\[Google Drive\] May Meeting Photos](#) | [10-May-2017 Meeting Draft Minutes](#) | [2016-17 Workplan](#)

*This Workplan sets out the areas of focus and corresponding working groups for the Commission. Each area of focus has teams, challenge statements, goals, and next steps listed below. Once formally adopted at the Commission's July 2017 meeting, the details of below are subject to be amended over the year based on the majority approval of each team.*

### Focus Areas for Community Tech & Telecom Commission

- [Technology Infrastructure & Innovation](#)
- [Digital Inclusion](#)
- [Knowledge, Information, and Data Stewardship](#)
- [Transparency & Civic Participation](#)

### Community Panels for Innovation Oversight

*In support of the Austin City Council's community-forward tech and innovation integration efforts, Commission working groups may choose to develop specific recommendations for Council and City Leadership consideration regarding the challenges identified within each of the four sections below.*

*Those recommendations, in the final form of separate reports to Council, would develop as a result of collaboration between working groups and established community partners, academic partners, civic partners and residents to provide expertise and perspective on workplan priorities.*

*Before being introduced to Council, these reports would be posted for community input on best practice, local impact, regional preparedness, and stakeholder identification.*

*These reports would be reviewed and revised by the working group and voted on by approval of the overall Commission. The Commission and staff will work to establish and propose the final scope of this initiative before September 2017.*

## Technology Infrastructure & Innovation

Who:

- David Floyd (PRIMARY)
- Sumit DasGupta (PRIMARY)
- Nehemiah Pitts
- David Alexander
- Malcolm Yeatts

### Topic Area

- ☐ Technology Infrastructure and Innovation

### Objectives Served:

- ☐ How might we use technology to improve municipal services?
- ☐ How might we use technology to improve infrastructure?
- ☐ How might we manage autonomous vehicles (drones, cars, etc.) to provide better transportation services to citizens in a safe manner?
- ☐ How might we have companies/startups easily expand or start in Austin?
- ☐ How might we gather relevant research about AI proposed regulations?
- ☐ How might we be at the forefront of smart city innovation in the USA?
- ☐ How might we advance public private partnerships to advance emerging technology outreach?
- ☐ How might we help the city advance its maturity toward smart city technologies?
- ☐ How might we promote broadband services with speeds competitive to those of peer cities?
- ☐ How might we catch up?
- ☐ How might we have data-driven decision making?
- ☐ How might we move the entire City forward in providing ever-increasing bandwidth in communication technology?
- ☐ How might we determine what & why certain permitting regulations & codes exist that impact technology?

### Needed Analysis

- ☐ Determine where the need is the greatest
- ☐ What are the trends on the projects active, inactive and why?
- ☐ Conduct inventory of N.G.O's and non-profits addressing issues

### **Needed Communication**

- ☐ What is the best way to reach this community/audience?
- ☐ What's the frequency of the information being published?

### **Needed Information**

- ☐ What are the current gaps?

### **Needed Relationship Building**

- ☐ What orgs can we partner/beta with?
- ☐ Who w/in the city are the sponsors leads of projects resolutions

### **Goals:**

1. Goal 1
  1. Improve the efficiency of city operations
  2. Enable decision-making that is based on data and facts
  3. Ensure easier and more consistent information access to citizens
2. Goal 2
  1. Support CoA to achieve and develop its iterative goals outlined in the “Smart City Strategic Roadmap”
3. Goal 3
  1. Move the city forward in broadband connectivity speed as a continuing focus to be best in class among peer cities
  2. Propose high-level strategy to remove obstacles to enabling higher broadband speeds
4. Goal 4
  1. Prepare CoA for autonomous vehicles, including cars, drones, etc
  2. Investigate AI-based tools to enhance city operations
5. Determine what, if anything, the City of Austin can do to accelerate access to all citizens.

### **Next Steps:**

1. Next Steps related Goal 1 above. (Yeatts, Alexander, Pitts....)
  1. Arrange a tour of CTTEC to determine how city departments share information.
  2. Determine how city departments coordinate projects to maximize efficiency and present to customers, e.g., if one department is putting in one fiber-optic cable, how do other departments know about it and get to use it.
  3. Work with office of Chief Information Officer to help determine needs from the PoV of the citizens.
  4. Interview ACM's on how they coordinate information on a real-time basis that maximizes efficiency.

5. Present to City Council on strategy to move forward in this area.
2. Next Steps related Goal 2 above (All)
  1. Invite the the Chief Innovation Officer to identify items in WG plan where this WG can help in the Smart Cities effort.
3. Next Steps related Goal 3 above (All)
  1. Continue practice of inviting broadband providers to update WG and CTTC on broadband map across all districts
  2. Work with COA legal department to interpret and identify county and state policies that enable redlining (as explained by Austin permitting orgs), as it relates to areas of town where broadband providers are allowed to exclude from services while serving others.
  3. Present above strategy to carriers and then to City Council for approval.
  4. Work with other commissions to support progress towards Smart Cities status.
4. Next Steps related Goal 4 (Alexander, DasGupta, Floyd)
  1. Contact other cities who are working on this topic and learn from their experiences
  2. Connect with UT Austin (CS and Transportation Eng) to determine next steps (new ordinances and regulations to manage autonomous vehicles) to inform City Council
5. Next Steps related Goal 5 (Alexander, Pitts)
  1. Connect with city departments (electric, water, public works, etc) to propose strategy to enable goal 5 above.

## Digital Inclusion

Who:

- Nehemiah Pitts III (PRIMARY)
- David Alexander
- Aaron Tao

### Topic Area

☐ Digital Inclusion

### Objectives Served:

- ☐ How might we increase funding for non-profit digital programs?
- ☐ How might we address the digital divide?
- ☐ How might we provide digital access to a large underserved segment to Austin?
- ☐ How might we enable a higher growth of digital literacy (close that divide)
- ☐ How might we make people more aware of resources available to them?
- ☐ How might we have civic technology that we can propagate throughout the community?
- ☐ How might we empower and teach the next generation of technologists and creatives?

- ☐ How might we support non-profits and public organizations who are investing in technology/digital enrollment for underserved communities?

### **Needed Analysis**

- ☐ Determine where the need is the greatest
- ☐ What are the trends on the projects active, inactive and why?
- ☐ Conduct inventory of N.G.O's and non-profits addressing issues

### **Needed Communication**

- ☐ What is the best way to reach this community/audience?
- ☐ What's the frequency of the information being published?

### **Needed Information**

- ☐ What are the current gaps?

### **Needed Relationship Building**

- ☐ What orgs can we partner/beta with?
- ☐ Who w/in the city are the sponsors leads of projects resolutions

### **Goals:**

1. Increase awareness in the community of available digital access and literacy programs.
2. Support initiatives that would increase funding or efficacy of digital access efforts of the City of Austin.
3. Help identify both institutional and structural, however policy-based, impediments to digital access and inclusion.

### **Next Steps:**

1. Work with [Digital Inclusion Program](#) to make available a comprehensive roster of the service providers and available programs in this space.
2. Identify what programs are being underutilized or could be eligible for more support.
3. Invite community programs to present the work of their organization at Commission meetings.
4. Work with COA legal department to interpret and identify county and state policies that enable redlining, as it relates to areas of town where technology and infrastructure providers are allowed to exclude from services while serving others.

## Knowledge, Information, and Data Stewardship

Who:

- Angela Newell (PRIMARY)
- Dave Floyd
- Nehemiah Pitts III
- David Alexander

### Topic Area

- ☐ Knowledge Information/Data Stewardship

### Objectives Served:

- ☐ How might we allow data regarding ATX public offices and policies to be available to its citizens (in an easy to find format)?
- ☐ How might we develop data management policies & practices?
- ☐ How might we streamline open data policies and projects?
- ☐ How might we determine how and why data is collected by the City?
- ☐ How might we increase trust in government through openness and transparency?
- ☐ How might we address privacy related to ICE raids?
- ☐ How might we destroy data when we don't need it anymore?
- ☐ How might we protect citizen's data and privacy especially those most vulnerable?

### Needed Analysis

- ☐ Research data privacy & retention best practices & standards
- ☐ Benchmark with other cities
- ☐ Who does the city comply with privacy laws and best practices

### Needed Communication

- ☐ What are the standards on privacy - which KID to target?
- ☐ Develop White paper on KID

### Needed Information

- ☐ Who: Learn what CTM & CISO & Open Data Initiative is working on
- ☐ What: Inventory of K.I.D. sources

### Needed Relationship Building

- ☐ Create K.P.I's

- ☐ White paper on needed data
- ☐ Report to Council on departments sharing infrastructure
- ☐ City department pooling resources w/ City groups
- ☐ How can City facilitate partnerships with tech groups?
- ☐ Engage w/ privacy & civil rights groups
- ☐ Engage w/ cyber security professionals
- ☐ Engage w/ lawyers who work with privacy and cybersecurity and civil rights

#### Goals:

1. Seek representation and participate in the creation of a "Data Quality and Standards Operating Board"
2. Participate in the evolution of Open Data & Data Privacy recommendations
3. Support initiatives that would make data related to Austin City Government more accessible to the public

#### Next Steps:

1. Meet with Jamila Siller, from the [Office of Performance Management](#). She is leading one of the 5 topic areas in the Open Data Initiative's current sprints around Data Quality and the Data Quality Operating Board.
2. Evaluate and enhance the City's current Data Privacy & Retention policies.
3. Create relationships and host discussions with other City Staff with key roles in Data Management including Open Data Initiative, Chief Information Security Officer, and others.

## Transparency & Civic Participation

#### Who:

- Malcolm Yeatts (PRIMARY)
- Claudia Yanez
- Aaron Tao

#### Topic Area

- ☐ Transparency and Civic Participation

#### Objectives Served:

- ☐ How might we provide transparency on our own work?
- ☐ How might we have lobbyist data?
- ☐ How might we increase citizen access to information?

- ☐ How might we make information on council voting available?
- ☐ How might we work collaboratively to support open government projects through the open government operating board?
- ☐ How might we use city resources more effectively?
- ☐ How might we create channels for citizens to interact and collaborate with public officials on technology and data projects that solve hard problems?
- ☐ How might we include technology information sessions at the recreation centers- open to the community?
- ☐ How might we get feedback on open data from community?
- ☐ How might we understand status of community engagement task force recommendations?

#### **Needed Analysis**

- ☐ Develop content and format of data structure
- ☐ List channels for citizens to collaborate city on hard problems
- ☐ Catalogue community orgs and commissions to collaborate with

#### **Needed Communication**

- ☐ Who are the points of contact w/in working groups and Depts. to provide status update
- ☐ What open source software as a mechanism for civic participation

#### **Needed Information**

- ☐ Where can we find, explore and locate resolutions?
- ☐ Website redesign project status

#### **Needed Relationship Building**

- ☐ Setup meeting w/council member
- ☐ Presentations to neighborhood groups

### **GOAL 1: IMPLEMENT COMMUNITY ENGAGEMENT TASK FORCE RECOMMENDATIONS**

The final report of this task force can be downloaded from the city website:

<http://austintexas.gov/content/meetings-task-force-community-engagement-page-1>

- TASK 1: Review the status of these recommendations. Has work started on some? Which will require more money, time, resources and staff?
- TASK 2: Prioritize the implementation of the recommendations. Decide which recommendations can be implemented in the next year.

- TASK 3: Schedule implementation of selected recommendations. Work with city staff to allocate funding in the FY 2017-2018 budget, which starts October 1. Monitor progress of the implementation during the year.

#### GOAL 2: MAKE INFORMATION MORE ACCESSIBLE TO CITIZENS

- TASK 1: Arrange for a presentation to the Austin Neighborhood Council. Ask for feedback on information that needs to be on the website.
- TASK 2: Review status of the city website re-design.
- TASK 3: Collaborate with Open Data Initiative group to recommend improvements to the city website.

#### GOAL 3: MAKE CITIZEN PARTICIPATION IN GOVERNMENT MORE CONVENIENT

- TASK 1: Have Council voting records online in an understandable format.
- TASK 2: Have the status of pending ordinances and commission actions online.
- TASK 3: Create online Civic 101 courses on city procedures.