



Annual Internal Review

This report covers the period of 7/1/2019 to 6/30/2020

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

Annual Review and Work Plan
2019 - 2020

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.

(Reference all reports, recommendations, letters or resolutions presented to the City Council on mission-specific issues. If some of the elements of the mission statement were not acted on by the board in the past year, the report should explain why no action was taken.)

Reflecting adoption by our 2019-2020 Commissioners and the topical focus of prior standing Commissions, the following first describes the agreed-upon challenges facing the Commission in service of our mission as “CTTC Challenge Statements”, before separately listing the key presentations and actions taken to address them during the previous calendar year. Although representative of the Commission as a whole, the presentations before the Commission described above and the representative Commission actions are grouped by the Working Group for the purposes of this Annual Review.

Previous Year Challenge Statements, Working Group Related Presentations, and Actions

Items in italics represent agenda items or representative Commission actions.

2019-2020 CTTC Challenge Statements

1. How might the Commission encourage and monitor the development, adoption, and deployment of small-cell and other advanced/upcoming technology?
2. How might the Commission provide citizen oversight over and insight to smart city and open government efforts?
3. How might the Commission work with other Commissions and across all City departments to identify opportunities for collaboration?
4. How might we use city technology to promote civic participation, transparency, open data, and equitable access to services by citizens?

Technology, Infrastructure, & Innovation Working Group

1. One-Touch-Make-Ready discussion with San Antonio or other cities
 - a. *Held telephone conference call with members of CPS Energy of San Antonio to understand their use of OTMR. They mentioned that they have deployed OTMR with limited scope to simple attachments only. There have been no legal problems to-date.*

- b. The above led to an extended discussion with Austin Energy on their application of OTMR and the priority they have applied to it.*
2. Google deployment
 - a. Chair engaged Google Fiber contacts about rollout and received a partial update from Daniel Lucio (Google Government & Community Affairs Manager). Pending formal update request with TARA support.*
3. Rollout of upgrades by carriers to interconnect technology
 - a. Corridor development and alignment with interconnectivity upgrade*
 - b. Benchmark what other cities are doing on shared conduits*
4. CoA network sharing, e.g., GATTN
 - a. Presentation on Community Wi-Fi by AISD, CapMetro, and City of Austin*
5. 5G and small cell deployment
 - a. Small Cell Permitting Process (John Guinan, Project Manager, City of Austin)*
6. Smart Cities
 - a. Sustainable Transit Strategies (Susan Engelking, Executive Director, Institute for Community MicroMobility)*
7. ATD smart mobility effort
 - a. Smart Mobility and Innovation at CapMetro (Charlie Jackson, Director of Transit Technology Systems, Capital Metropolitan Transportation Authority)*
8. Upgrade to city fiber technology

Digital Inclusion and Civic Engagement Working Group

1. Expansion and improvement of the Grant for Technology Opportunities Program (GTOPs).
 - a. Recommendations for the 2020 Grant for Technology Opportunities Program (Jesse Rodriguez, City of Austin)*
 - b. GTOPs 2020 Process Update (Jesse Rodriguez, Telecommunications & Regulatory Affairs)*
 - c. Commission discussion and action on GTOPs 2020 Award Recommendations*
 - d. Selection of the GTOPs 2020 Grant Review Panel and update on the Letters of Interest received for the GTOPs 2020 application process (Jesse Rodriguez, Business Process Specialist, City of Austin)*
 - e. Commission discussion and action on the FY21 Budget Recommendations including Grant for Technology Opportunities Program Marketing and the maintenance of the award budget.*

2. Austin Public Library Wi-Fi Lending Program Expansion
 - a. *DECA & Digital Inclusion Office information and resource distribution amid COVID-19 (Funds to increase the APL Hotspot Lending Program recommended)*
 - b. *Commission discussion and action on the FY21 Budget Recommendation supporting APL Wi-Fi Lending Program*
3. Digital Empowerment Community of Austin (DECA) Expansion
 - a. *Digital Inclusion Ecosystem - Austin Urban Technology Movement (Michael Ward, Jr., President of AUTM)*
4. Remote Participation at Boards & Commissions meetings
 - a. *Commission discussion and support of a pilot program for remote participation at commission meetings.*
 - b. *Commission discussion and action on the FY21 Budget Recommendations including Remote Meeting Participation,*
5. Cross Commission Collaboration (COA & Travis County)
 - a. *Chair has met with Brigid Shea (County Commissioner, Precinct 2) on two separate occasions over the past year, the second being accompanied by Paul Hopinggardner (County CIO), while also reaching out to other Precinct Commissioners.*
6. Website Redesign Progress & Implementation
 - a. *Improving the resident experience with City forms (Daniel Honker, Soolin Withrow, and Andrew Do, Communications and Technology Management)*
 - b. *City Website Upgrade and Redesign Update (Yasmin Wagner, Corporate Public Information & Marketing Manager, Communications & Public Information Office & Marni Wilhite, IT Project Manager Senior, Office of Design & Delivery)*
 - c. *Commission discussion and action on the FY21 Budget Recommendation supporting the sustaining of work on the Austin Public Health Department website.*
7. Residential Technology Survey review
 - a. *Commission discussion and action on the FY21 Budget Recommendations including Residential Technology Study*
8. Collaboration Summit planning, including:
 - a. Identifying Boards, Commissions, and City Departments uniquely budgeted for technology pilots, innovation, and city services
 - i. *Potential Strategic Technology & Telecom Policy Impact Working Group merger with Digital Inclusion & Civic Engagement Working Group (Chair Nehemiah Pitts)*

- ii. *Commission discussion and action on the Digital Inclusion Stakeholder Summit*
 - iii. *Commission discussion and action on the FY21 Budget Recommendations including Digital Inclusion Stakeholder Summit*
 - b. Organizing a summit with the identified entities
- 9. Strategic collaboration between City Council, other COA boards and commissions including:
 - a. Identifying key individuals from these entities
 - b. Identifying the entity goals that align with the CTTC
 - i. *Chair led an information gather exercise at DECA the Halls event which yielded an expansive Digital Inclusion Stakeholder Ecosystem Report Document helping to identify people, entities, goals and topics*
 - c. Identifying state, county, and local policy relevant to topics discussed
 - i. *Active Commission collaboration with COA Community Technology Management and TARA staff on impactful policies and agreements.*
 - d. Collaboration with and between these entities
 - i. *Commission discussion and action on the Digital Inclusion Stakeholder Summit*
 - ii. *Commission discussion and action on the FY21 Budget Recommendations including Digital Inclusion Stakeholder Summit*

Knowledge, Information, and Data Stewardship Working Group

1. Website Redesign Progress & Implementation
 - o *Improving the resident experience with City forms (Daniel Honker, Soolin Withrow, and Andrew Do, Communications and Technology Management)*
 - o *City Website Upgrade and Redesign Update (Yasmin Wagner, Corporate Public Information & Marketing Manager, Communications & Public Information Office & Marni Wilhite, IT Project Manager Senior, Office of Design & Delivery)*
 - o *Commission discussion and action on the FY21 Budget Recommendation supporting the sustaining of work on the Austin Public Health Department website.*
2. Open Data Portal Awareness Campaign Review
3. Technology Pilots
4. Residential Technology Survey review

- *Commission discussion and action on the FY21 Budget Recommendations including Residential Technology Study*
- 5. City Council vote tabulation
 - *Commission discussion and action on the FY21 Budget Recommendations including City Council Vote Tabulation*

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

The Commission's actions fully comply with the mission statement.

- 3. List the board's goals and objectives for the new calendar year.**
(Make sure the goals and objectives fall within the mission statement of the board/commission.)

Community Technology & Telecommunications Commission 2020-2021 Work Plan (Goals & Objectives)

This Work Plan sets out the areas of focus and corresponding Working Groups for the Commission. Each area of focus has a working group and identified topics to discuss, as agreed upon during prior Commission meetings and working group meetings. Once formally adopted by Chair submission to the City Clerk, the implementation and actions can be amended over the year based on the majority approval.

CTTC Focus Areas & Working Groups

- Technology Infrastructure & Innovation
- Digital Inclusion, Civic Engagement & Strategic Policy Impact
- Knowledge, Information, and Data Stewardship

Strategic Intent

It is the City's intent to use information and communications technology to enhance its livability, workability and sustainability design. The Commission will play a role in ensuring "the use of smart computing technologies to make the critical infrastructure components and services of a city (such as city administration, education, public health and emergency services, public safety, real estate and planning/ development, code enforcement, transportation and utilities) more intelligent, interconnected and efficient."

The Commission's vision is to help improve service delivery and improve quality of life with and for all Austinites, businesses, and visitors through the focus areas listed above. The Commission's goal is to support the City's efforts to become increasingly efficient in solving real problems for real people.

The Commission will develop reports and recommendations to Council through collaboration with relevant City departments and commissions, community partners and stakeholders (including the local technology community).

These reports and recommendations will:

1. Inform City policy decision-making
 2. Identify Smart City solutions and initiatives to tackle local challenges and improve city services, and...
 3. Recommend potential public and private opportunities for these initiatives.
- These reports would be generated in the Commission Working Groups and be voted on by the whole Commission.

Community Technology & Telecommunications Commission

Commission Chair and Members:

Chair Nehemiah Pitts III - Council Member Natasha Harper-Madison, District 1

Sophie Gairo - Mayor Steve Adler

Claudia Yanez - Mayor Pro Tem Delia Garza, District 2

Malcolm Yeatts - Council Member Sabino "Pio" Renteria, District 3

David Alexander - Council Member Gregorio Casar, District 4

Dave Floyd - Council Member Ann Kitchen, District 5

Irfan Syed - Council Member Jimmy Flannigan, District 6

Vacant - Council Member Leslie Pool, District 7

Michelle Reinhardt - Council Member Paige Ellis, District 8

Nicole Thompson - Council Member Kathie Tovo, District 9

Sumit DasGupta - Council Member Alison Alter, District 10

2020 - 2021 Commission Challenge Statements:

The Commission shall address these challenges over the next year:

1. How can the Commission best support sustained access to Community technology devices and internet for all Austin residents amid extreme disruptions

to normal COA service operations, such as Library, School, and COA property closures?

2. How might the Commission encourage and monitor the development, adoption, and deployment of small cell and other advanced carrier technology on a City-wide basis, with particular focus on extending such services beyond the downtown area?
3. How might the Commission accommodate citizen oversight and insight sharing for COA Smart City and open government efforts?
4. How might the Commission work with other Commissions and across all City departments to identify opportunities for insight, knowledge sharing, and collaboration on matters impacting community technology and telecommunications strategy, budget, implementation, and service delivery?
5. How might the Commission use city technology to promote civic participation, transparency, open data, and equitable access to services by citizens?
6. How might the Commission encourage City-wide and equitable geographic implementation by all carriers, including possibly providing city incentives to carriers to deliver equitable access?

Actions:

Over the next year, the Commission shall support and implement actions of the working groups in alignment with the Commission's Strategic Intent.

Technology, Infrastructure, & Innovation Working Group

Working Chairs and Members:

- Co-Chair Sumit DasGupta
- Co-Chair David Floyd
- Malcolm Yeatts
- Nehemiah Pitts III

Topics:

Over the next year, this Commission Working Group shall explore and commit to the following:

1. Identify obstacles to the completion of Google city-wide deployment
2. Identify opportunities for city department collaboration in the Rollout of upgrades by carriers to interconnect technology, particularly in areas where the city is upgrading its roads infrastructure
3. Identify opportunities for CoA network sharing, e.g., GATTN, AE fiber network, Traffic fiber network, and evaluation of means by which city could incentivize carriers to provide upgraded services throughout the city
4. Identify and resolve obstacles to equitable 5G and small cell deployment
5. Identify opportunities to improve Smart Cities progress
6. Monitor ATD smart mobility effort and alignment with CapMetro plans
7. Provide citizen oversight of the Upgrade to city fiber technology
8. Act as an advocate to City Council for city technology projects.
9. Advise City Council on the impact to the city by emerging technologies.

Digital Inclusion, Civic Engagement, & Strategic Policy Impact Working Group

Working Group Chair and Members:

- Chair Nehemiah Pitts III
- David Alexander
- Claudia Yanez
- Elizabeth Nicole Thompson Beavers

Topics:

Over the next year, this Commission Working Group shall explore and commit to the following:

1. Municipal Broadband
2. City-wide Carrier Service Delivery Standards & Equity
3. Expansion and improvement of the Grant for Technology Opportunities Program (GTOPs).
4. Austin Public Library Wi-Fi Lending Program Expansion
5. Digital Empowerment Community of Austin (DECA) Scope Expansion
6. Remote Participation at Boards & Commissions meetings
7. Cross Commission Collaboration (COA & Travis County)
8. Website Redesign Progress & Implementation
9. Residential Technology Survey review.
10. Collaboration Online Summit planning, including:
 - a. Continuing to identify Boards, Commissions, and City Departments uniquely budgeted for technology pilots, innovation, and city services
 - b. Continue organizing and planning an online summit with the identified entities for execution in FY 2021.
11. Continued strategic collaboration between City Council, other COA boards and commissions including:
 - a. Actively identifying key individuals from these entities
 - b. Actively identifying the entity goals that align with the CTTC
 - c. Actively identifying state, county, and local policy relevant to topics discussed
 - d. Actively collaborating and partnering with and between these entities

Knowledge, Information, and Data Stewardship Working Group

Working Group Chair and Members:

- Chair David Alexander
- Dave Floyd
- Michelle Reinhardt
- Irfan Syed
- Nehemiah Pitts III

Topics:

Over the next year, this Commission Working Group shall explore and commit to the following:

1. Website Redesign Progress & Implementation
2. Raise Awareness & Relevancy of Open Data Portal
3. Technology Pilots
4. Residential Technology Survey review
5. City Council vote tabature
6. Collaboration w/Travis County, on IT Infrastructure
7. IoT & Smart City Data Privacy, Facial Recognition
8. Security Evaluation
9. Police Video Processing Solution Recommendation