

# Seattle

## Department of Information Technology

### 2006 Annual Report

#### MISSION

##### **We make technology work for the City.**

The Department of Information Technology (DoIT) harnesses the power of computers and telecommunications to help City government serve Seattle's residents and businesses. The Chief Technology Officer sets technology standards and strategies to ensure City government uses technology tools efficiently, effectively and wisely.

#### HIGHLIGHTS

##### **PUBLIC SAFETY**

##### **Public safety radios**

DoIT is a partner in keeping Seattle's public safety radio system one of the most interoperable in the country, allowing all levels of government to talk to each other in an emergency. We successfully coordinated the upgrade of the Quantar radios on the trunked radio system and the upgrade of all dispatch consoles.

##### **Fire and Police**

In 2006, 113 computers and cameras were installed in public safety vehicles.

##### **Planning**

We developed and practiced a Tactical Interoperability Communications (TIC) Plan for the region that will help us respond to any event that causes us to seek assistance from neighboring governments. We were asked by the Department of Homeland Security to participate in peer review of national TIC Plans.

##### **Fire levy**

In November of 2003, 69% of people voting in Seattle approved the Fire Facilities and Emergency Response Levy. DoIT is responsible for IT infrastructure to support the new Fire Alarm Center, Emergency Operation Center, back-up 911 Center and Fire Station 10. In 2006, design was completed for phone systems, data networks, 911 CAD system, recording and console systems, 800 MHz radios, EOC multimedia system, and more.

## SMART TECHNOLOGY

### IT every day

- Telephone system, data center, and radio network maintained at greater than 99.8% availability during 2006
- Minimized the cyber-security risks for constituents who make web transactions on seattle.gov
- Significantly improved how web applications perform, making them easier to use for employees and the public
- Added 13 new web applications, e.g. code violation complaint form, billboard and environmental signs search, SPU permit and customer contact updates, business license and tax payment applications, campaign finance report upgrade, street use online permit application, online parks registration

### ***OnHold Music***

DoIT partnered with the Office of Arts and Cultural Affairs to create ***OnHold Music*** which plays music from some of Seattle's best artists on the City of Seattle phone systems and web page. ***OnHold Music*** features local artists and gives the public an easy way to find out where they are performing and purchase their CDs.



### **Service upgrades**

DoIT upgraded the wiring and communications circuits to over 50 remote sites for Parks Community Centers, DON Neighborhood Service Centers, and SFD Fire Stations, and others to increase bandwidth and improve data and voice service quality. Voice-over-IP technology was installed in these locations to reduce cost.

### **Emergency notification**

A new Community Notification System enables the City and departments to make recorded telephone calls to the public for emergency and some non-emergency situations and to employees for work call-outs.

### **IT project management**

- DoIT's Project Management Center of Excellence (PMCoE) strengthened its value as an IT project management resource by increasing time spent on one-on-one coaching of project managers, quality assurance, and advising project sponsors. PMCoE monitored 34 projects through its Dashboard Report in 2006. Seattle Department of Transportation received PMCoE's annual Excellence in Project Management award for its Street Utility Permitting Redesign.
- More than 200 projects were in the citywide IT portfolio. Quarterly review meetings tracked progress and raised issues with project sponsors.
- We facilitated five seminars and workshops on project management topics and facilitated/coordinated three PM training courses.

## SEATTLE.GOV

Seattle's award-winning website underwent a redesign to improve usability and overall consistency. Web security was upgraded to make payments and other interactions safer. We partnered with City departments to add 13 new web applications, including online billboard and environmental signs search, code violation complaint form, parks registration, and street use permit application.

Best of the Web - The Center for Digital Government awarded Seattle.gov first place in the 'city portal' category for an unprecedented second time. It cited excellent content and design and the number of web applications that provide useful services to business, residents, and visitors.



Recorrido Virtual de Seattle - A Spanish version of the Seattle Virtual Tour website was launched in 2006. Information is available on many Seattle locales, from El Mercado Pike Place to El Acuario de Seattle.

My Neighborhood Map was developed for Seattle.gov in 2006. It's an application that maps more than thirty City services and facilities by neighborhood, including Seattle Police Department crime statistics and Fire 911 calls. My Neighborhood Map received an Excellence Award in Strategic Innovation from the National Association of Government Webmasters after only six months of operation.



## COMMUNITY TECHNOLOGY

### Community technology grants

Thirteen community projects were awarded a total of \$104,000 in Technology Matching Funds for projects that promote technology literacy, access, and civic engagement. The City's investment was leveraged with approximately \$302,000 in matching community resources. Recipients include Artworks, Delridge Neighborhoods Development Association, Hilltop House, Municipal League, Phinney Neighborhood Association, Provail, Reel Grrls, Seattle MESA, Sustainable Seattle, Technology Access Foundation, Tigrean Community, WAPIFASA, and Washington CASH.



### Technology education

RecTech's youth after school program, TechNet, secured funding and launched in eight Parks & Recreation Community Center labs: Delridge, Garfield, Miller, Rainer, Rainer Beach, South Park, Southwest, and Yesler.

### Ezine

**Brainstorm**, the City's community technology electronic magazine – or ezine – grew its subscriber list in 2006 by almost ten percent to more than 770 subscribers, including schools, non-profit organizations and community technology centers nationwide.

### Digital divide

DoIT's Community Technology staff helped launch the **Communities Connect Network**, a new statewide community technology initiative to increase funding support for local digital divide efforts.

### Community computers

We upgraded computer terminals in Community Centers and established an Internet safety program, including implementing filtering software and policy.



## SEATTLE CHANNEL

Seattle Channel is a national leader in municipal television production. It is carried on Comcast and Millennium Digital Media channel 21. A customer survey in 2006 indicates that 21 percent of Seattle cable subscribers watch Seattle Channel at least once a week.



### Seattle Channel Awards

#### National Association of Telecommunications Officers and Advisors

- Second Place - Excellence in Government Programming
- First Place - Documentary - Profile  
Eccentric Seattle: The Inquisition: Seattle's Own Red Scare
- First Place - Performing Arts  
Seattle Repertory Theatre's Cathay: Three Tales of China
- Second Place- Children/Young Adults  
Seattle Children's Theatre: Peter and the Wolf
- Second Place - Documentary - Event Coverage  
The Making of Princesses
- Second Place - Profile of a City/County Department  
City @ Work: Water Quality
- Third Place - Election Coverage  
City Inside Out: Monorail Debate
- Honorable Mention - Documentary - Social Issues  
Ending Homelessness: There's No Place Like Home
- Honorable Mention - Magazine Format Series  
CityStream: William Cumming
- Honorable Mention - Use of Humor  
Seattle International Film Festival: Secret Festival

#### National Academy of Northwest Arts and Science, Northwest Regional Emmy Awards

- Video Effects  
Community Stories
- Entertainment Special or Series  
City A Go Go



#### Web award

The Democracy Portal (Seattle Channel and its website) received a First Place Web Solutions award from the Public Technology Institute's Technology Solutions Award competition. PTI is a national non-profit technology organization created by and for cities and counties. <http://www.seattlechannel.org/>

## Viewing improvements

Television and website improvements made Seattle Channel even more customer-friendly. Video on Demand, video streaming and podcasting help viewers find programs more easily than ever, and installing Real Player on Seattle Public Library computers gives everyone access to all Seattle Channel programming.

## Production in 2006 hit an all-time high:

- more than 200 new episodes in series productions... Neighborhood News, Book Lust, CityStream, Council Conversations, Ask the Mayor, City Inside/Out, Community Stories, Seattle Voices...
- more than 500 productions for the Mayor and City Council... Walking Tours, Mayor's Youth Town Hall, Council Budget Town Halls, Council committee meetings, press conferences. Broadway Clean and Green, Neighbor Appreciation Day...
- 50 feature stories... Olympic Sculpture Park, personal emergency preparedness, mental health...
- more than 70 community discussions with civic partners... Town Hall, Allied Arts, CityClub, Elliott Bay Books, Foolproof...



## CABLE COMMUNICATIONS

The Office of Cable Communications has overall responsibility for issues related to cable television and cable Internet service for Seattle residents. The Office oversees the City's non-exclusive cable television franchises with Comcast and Millennium Digital Media through enforcement of the franchise agreements, with an emphasis on citizen concerns. Seattle has about 187,000 cable subscribers.

In 2006 the City signed a ten year franchise agreement with Comcast which provides \$2 million for Seattle Community Access Network (SCAN), \$500,000 for youth civic involvement programs, \$15,000 for community technology, and maintains the country's strictest Cable Customer Bill of Rights. In a separate agreement, Comcast will fund *Art Zone*, a first-in-the-nation, ten-year, underwriting partnership with the Seattle Channel to develop programming that highlights regional art and culture.

Millennium Digital Media's franchise expires in March 2008. We began the technical review and customer surveys, and negotiations will continue in 2007.

### Citizens Telecommunications and Technology Advisory Board

CTTAB studies and makes recommendations to the Mayor and the City Council on issues of community-wide interest relating to telecommunications and technology, including cable television access, technology access, and regulatory issues within the City's authority regarding wire and wireless communication systems. CTTAB also promotes accessibility and citizen participation in telecommunications and technology decision making.

In 2006 CTTAB completed work on the Comcast franchise, began work on Youth Civic Engagement, and served on the *Art Zone* Task Force for the SEATTLE CHANNEL. CTTAB continued to consult on the My Neighborhoods Map project and Seattle Wi-Fi pilot project. CTTAB also reviewed and recommended grants totaling \$104,000 in Technology Matching Funds to 13 applicants. Two CTTAB members served on the review team for the Broadband Initiative Request for Interest, reviewing 28 proposals and interviewing 11 firms.

Fifteen members serve over-lapping two-year terms. One member represents *Get Engaged: City Boards and Commissions* and serves a one-year term.

Todd Achilles

Manny Ovena

Maryann Budlong

Charles Brennick

Leah Altaras

Ann Robinson

Pwint Htun

Damien Koemans

Nina Sanders

Shivani Tejuja

William F. Baron

Huat Chye Lim

Paul Kenneth Green

Jerry Lin

Harry Hart, III

Andrea Lee

## STRATEGIC INITIATIVES

### Broadband and fiber optics

In 2005 a citizen's Task Force on Telecommunications Innovation recommended exploring the feasibility of using the City's broadband assets in a telecommunications network available to the public. In May 2006 DoIT issued a Request for Interest seeking private partners to join the City in creating a competitive fiber to the premises (FTTP) broadband network.

*"A state of the art technology infrastructure is vital to taking Seattle into the future. We are looking for a partner who has the vision and ability to join us in this exciting endeavor." - Mayor Greg Nickels*

We received 28 letters of interest and interviewed ten firms. The interviews indicated considerable interest in a broadband network with City participation, and a feasibility study was commissioned for 2007.

### Wi-Fi pilot project

Seattle Wi-Fi pilot project served more than 14,000 unique users in 2006, with more than 1,000 new users per month. We completed a series of technical upgrades, including fiber to the Columbia City/Rainier Valley system. We also completed an evaluation of the project which indicated that Wi-Fi service



increased revenue and customers for the business districts, saved driving for users, and is seen as very valuable by both businesses and Wi-Fi users. Seattle Wi-Fi can be found in Occidental, Steinbrueck, Freeway and Westlake Parks and the University District and Columbia City.

### Web security

The Web Access Layered Defense (WALD) project was implemented in 2006 to minimize cyber-security risks for constituents who make web transactions on seattle.gov. It creates a secure web application infrastructure to reduce the risks associated with public facing web applications and protect the City's internal network and servers from malicious attacks through our website. In addition, WALD creates solid, repeatable processes for safe and secure development and implementation of Internet based applications. City departments can quickly deploy web application services using established standards and best practices to better serve the public. Now it's safer than ever to apply for permits and pay utility bills online.



## CITY ENTERPRISES

### Mayor's Race & Social Justice Initiative

DoIT's Change Team spearheaded participation in Mayor Nickels' RSJI:

- Three high school students of color from the Technology Access Foundation's Technical Teens Internship program completed summer internships at DoIT. This is the fifth year that DoIT has sponsored internships for TAF students.
- Employees completed two rounds of facilitated discussions using the Public Broadcasting System series, "Race: the Power of Illusion."
- The Education, Awareness and Capacity Building committee organized department participation in Seattle Public Library's reading of Marjane Satropi's Persepolis 1 and 2.
- The Employee Development committee initiated an employee development program and hired a consultant to help employees assess their skills and interests. More than 70 percent of employees participated in the assessment, which will be used to develop training programs in 2007 and beyond.
- The Arts & Culture committee organized the Byte of DoIT potluck luncheon featuring cuisine from many lands and cultures.



### Contracting

By year's end DoIT raised its WMBE utilization of purchase and consultant contracts to 6.67 percent, spread among 35 vendors.

### Paper Cuts

DoIT reduced its paper consumption over the 2004 baseline by 28.5 percent.

### Recycling

The DoIT warehouse now recycles all plastics, including plastic bags, bubbles, air filled and shrink wraps, along with the paper and cardboard. Even styrofoam popcorn used in packaging is reused.

### Emergency preparedness

DoIT was the first city department to complete personal/family emergency preparedness training for all employees. Sixty-eight employees passed the tests for federal National Incident Management System (NIMS) certification.

### Charitable involvement

Each year DoIT employees participate in the City's Combined Charities campaign and field a team for the Heart Association Walk.

## DOIT BY THE NUMBERS

200+ projects monitored in citywide IT project portfolio

2,200 desktop computers supported by Desk Top Computing

7,400 service tickets closed by Technical Support Services

8,000+ computers connected to City departments and the Internet

12,000+ City telephones in 300 facilities operated and maintained by Telephone System Services

14,638 batch jobs run and 9.5 million bill pages printed in Data Center

68,000 calls answered by the Service Desk

10 million incoming telephone calls to City phones

187,000 cable television subscribers

950+ programs produced by the Seattle Channel

2 first place Emmys to Seattle Channel (City a Go Go for Entertainment Special or Series and Community Stories for Video Effects) from the Northwest Chapter of the National Association of Telecommunications Officers and Advisors

10 year underwriting agreement between Comcast and Seattle Channel for *Art Zone*, a first-in-the-nation underwriting partnership to develop programming that highlights regional art and culture

12,487,752 user sessions on seattle.gov web site

109,858,568 page views on seattle.gov web site

13 new web applications added to Seattle.gov web site in partnership with City departments

26 languages represented in Seattle.gov Language Bank

14,000 users for free Seattle Wi-Fi service in downtown parks, Columbia City, and the University District

\$104,000 in Community Technology Fund grants awarded to 13 community projects aimed at closing the digital divide, leveraged with \$302,000 in matching community resources

## FINANCIALS

### 2006 Statement of Revenue and Expenses

#### Revenues

Non General Fund	\$13,977,049	33%
General Fund	15,411,399	37%
Cable Franchise Fee	6,195,032	15%
Other Government	6,585,314	16%
<b>Total</b>	<b>\$42,198,794</b>	<b>100%</b>

#### Expenditures

Personnel Services	\$18,670,383	48%
Expenses	17,327,857	45%
Equipment	2,716,648	7%
<b>Total</b>	<b>\$38,714,888</b>	<b>100%</b>

### City of Seattle

Greg Nickels, Mayor

### Department of Information Technology

Bill Schrier, Chief Technology Officer and Director

### Seattle City Council

Jan Drago, Position 4, President

Jean Godden, Position 1

Richard Conlin, Position 2

Peter Steinbrueck, Position 3

Tom Rasmussen, Position 5

Nick Licata, Position 6

David Della, Position 7

Richard McIver, Position 8

Sally Clark, Position 9

Seattle Department of Information Technology

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