

Council Technology Application Committee Meeting

Wednesday, January 24, 2007

5:30 P.M. to 7:00 P.M.

Hayward City Hall

777 B St. Hayward

Conference Room 4A

Hayward, CA 94541

AGENDA

Public Comments: (Note: For matters not otherwise listed on the agenda. The Committee welcomes your comments under this section but is prohibited by State Law from discussing items not listed on the agenda. Your item will be taken under consideration and referred to staff.)

1. Minutes of September 27, 2006
2. Status of Next-G Services in Hayward
3. Report on status of WiFi in the community
4. Update on Use of WEB for Community Surveying
5. Member Comments

Distribution:

Mayor and City Council

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Assistant City Manager

Assistant to the City Manager

Community & Economic Development Director

City Attorney

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Daily Review

Post

Assistance will be provided to those requiring accommodations for disabilities in compliance with the Americans with Disabilities Act of 1990. Interested persons must request accommodation at least 48 hours in advance of the meeting by contacting the Assistant City Manager at (510) 583-4302 or TDD (510) 247-3340

**Council Technology Application Committee (CTAC)
Meeting Minutes of September 27, 2006**

Members Present: Olden Henson (Chair), Bill Quirk, and Bill Ward

Staff: Jesus Armas, Fran David, Clancy Priest, and Millie Saad.

Others: Rick Hart of the Hayward Educational Wireless Network - HEWN

I. Public Comment: None.

II. Approval of Minutes

The Committee accepted the minutes of June 21, 2006.

III. Update regarding NextG Networks, Inc.

Staff contacted NextG, the voice/data telecommunications provider, about progress in installing their equipment in target locations throughout the city. No installations have been done to date since orders from cell phone carriers have yet to come in. There is a need in Hayward, especially in the hill area, for full cell phone coverage. Stonebrae is looking into signal improvements. An update about what cell phone providers are working with NextG will be placed on a future CTAC agenda.

IV. Consideration of Agreement with MetroFi to Operate a Wi-Fi Network

Staff would like to proceed in contracting with MetroFi for wall-to-wall WiFi in Hayward. The service is free to users since the income comes from streaming ad banners in the web browser. The city of Cupertino likes MetroFi because of the free service. No problems have been reported about the banner ads; however, staff will follow-up with more information. Staff has received assurances from MetroFi of coverage in the hill area and will work with City staff to address problem areas. Question raised about how many light poles will be needed. Clancy will follow-up and also find out about Metro-Fi's future security plans. Police and Fire handheld phones will be supported by MetroFi, but not able to pick up signal in moving vehicles.

An issue was raised by a representative of the Hayward Wireless Education Network about legal issues associated with contracting with WiFi companies. The City Manager added that the City has existing franchise relationships that present no legal liability. Since the poles are City-owned, the City is the best agency to enter into a WiFi relationship.

Committee members supported the MetroFi approach, despite the banner ads, but will keep the downtown WiFi as a stand-alone system. CTAC passed a motion to proceed, allowing staff to bring a recommendation to the full City Council in October, including information on the issues raised. Former City Councilmember Hilson will be invited to attend in recognition of his leadership in beginning free WiFi service in the downtown.

In response to an inquiry from Rick Hart of HEWN about adding the HUSD education portal as part of the WiFi network, the City Manager responded that HUSD was free to contract with Metrofi as well.

V. Member Comments

In response to Councilmember comments, the City Manager mentioned a possible future agenda item be how to handle resident complaints on the website.

VI. Next Meeting

The next Committee meeting is suggested for Wednesday, January 24, 2007 and will be confirmed at a later date.



CITY OF HAYWARD
STAFF REPORT

AGENDA DATE 01/24/2007

AGENDA ITEM _____

TO: Council Technology Application Committee

FROM: City Manager

SUBJECT: Status of NextG Operations in Hayward

RECOMMENDATION:

It is recommended that the Committee review and comment on this report.

DISCUSSION:

At the September 27, 2006 Committee meeting, staff presented the Committee with an update stating that no NextG activity had yet occurred within the City. Committee members were hopeful that NextG could offer cellular signal enhancement for areas within Hayward that were experiencing weak or intermittent cellular coverage such as the hills area. The Committee asked staff to contact the major cellular providers to inquire when and if they expected to contact NextG to provide their services within the City, and to encourage them to do so.

Staff contacted at least two primary cellular carriers inquiring about their planned or potential use of NextG within the City. They responded with questions back to staff regarding who was NextG and what did they offer: the representatives from the providers had never heard of NextG.

Staff then called NextG to inquire about their plans and if they had any contact from cellular providers for services within Hayward. In these conversations, NextG described their company and services as follows: "NextG, through its regulated wholly-owned subsidiaries, is a facilities-based carrier's carrier that builds, owns, and leases fiber optic distributed antenna systems to improve wireless coverage and capacity."

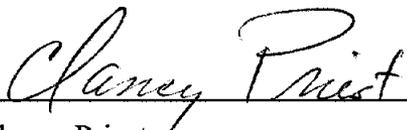
Their primary business model concerns fiber-optic connectivity to existing cell systems to help alleviate congestion and improve coverage in difficult areas. Their current business model does not call for them to install "backfill" cell sites on their own, but rather as a fee for service to cellular providers when requested by the providers.

Initially, NextG performed a needs assessment for the East Bay for their services and found that some cell providers may use their services. They approached Hayward as one of the areas of need and completed an agreement with the City. They completed these agreements in anticipation of need so that they would be ready to implement when and if they were approached by cellular providers. NextG stated that the cell providers have not yet requested their service and they have not implemented any system within Hayward. Further they only build to fulfill actual in-place, service contracts.

When queried about other installations in the surrounding area they stated the only working systems in place in the entire Bay Area are "a few in Contra-Costa County". Their WEB site describes installations at University of California Santa Cruz and in the San Diego area.

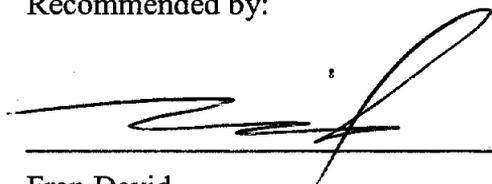
It is staff's opinion that this company does not offer any opportunity for additional cellular capacity or signal strength within the City at this time. Should this change, staff will report back to the Committee at that time.

Prepared by:



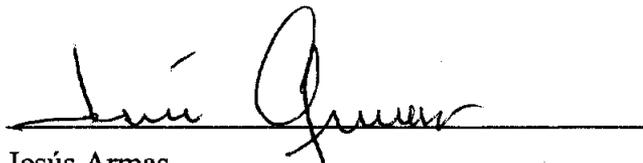
Clancy Priest
Technology Services Director

Recommended by:



Fran David
Assistant City Manager

Approved by:



Jesús Armas
City Manager



CITY OF HAYWARD
STAFF REPORT

AGENDA DATE 01/24/2007

AGENDA ITEM _____

TO: Council Technology Application Committee

FROM: City Manager

SUBJECT: Update on WiFi within the City of Hayward

RECOMMENDATION:

It is recommended that the Committee review and comment on this report.

DISCUSSION:

At the September 27, 2006 Committee meeting, staff submitted a report to the Council Technology Application Committee (CTAC) asking for the Committee's approval to present an agreement with MetroFi to the City Council. MetroFi had proposed to establish a WiFi network throughout the City utilizing existing streetlight poles within the public right-of-way. The network would operate by transmitting data via these pole-mounted access points throughout the community. Subscribers with WiFi enabled devices would receive an always-on, free, high-performance link to the Internet. The free access was to be financially supported by banner ads, and a higher-speed service without banner ads would be available for a fee.

MetroFi had agreed to pay the City an annual fee for each streetlight used, which would be in the form of credits the City could use to purchase secure municipal accounts; and MetroFi would provide additional free accounts for City use. These accounts were expected to improve our communications redundancy. The network was to be built out in 12 to 14 months after contract signing.

Committee members supported the MetroFi approach, despite the banner ads, but directed staff to keep the downtown WiFi as a stand-alone system. CTAC passed a motion to proceed, allowing staff to bring a recommendation to the full City Council in October, 2006.

After the September 27, 2006 meeting with CETAC, staff attempted to enter final negotiations with MetroFi. However, MetroFi became unresponsive to staff contacts and messages. After several attempts, MetroFi agreed to a meeting with staff, which was held on November 13, 2006.

In that meeting, MetroFi informed staff that their business model had changed and they were no longer offering a WiFi system installed free of costs to the city. They indicated that in order to go forward, they required an "anchor customer" (i.e., someone such as the City who would guarantee them annual income and who would assist in bearing the costs of system implementation and operation.) Staff informed the MetroFi representative that this was not the basis of the extensive contract negotiations to date nor was it the basis on which the Committee approved going forward to Council. Their proposed costs to the City for installing the WiFi

system were over \$1Million, plus annual operating costs. Staff ceased negotiations with MetroFi and did not take the item forward to Council.

Since initial discussions began with MetroFi, there have been many developments within the WiFi industry, including the entrance of several more WiFi providers. There is now a successful government consortium in San Mateo and Santa Clara counties that is inviting broader participation from local cities and counties. In addition, the City's own WiFi "hotspot" in the downtown area continues to operate with few problems.

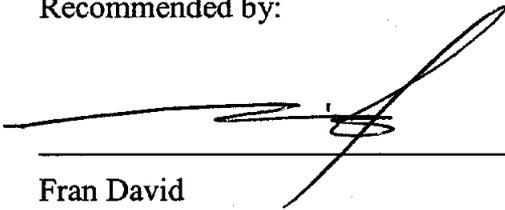
At the moment, there is a great deal of uncertainty in both technology and municipal WiFi business models. Until this uncertainty becomes clearer, and in light of a likely need for significant participation on the part of the City, staff recommends that no new action be initiated, and that we continue to monitor the situation and options.

Prepared by:



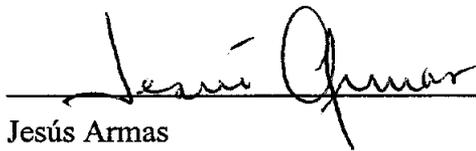
Clancy Priest
Technology Services Director

Recommended by:



Fran David
Assistant City Manager

Approved by:



Jesús Armas
City Manager



CITY OF HAYWARD
STAFF REPORT

AGENDA DATE 01/24/2007

AGENDA ITEM _____

TO: Council Technology Application Committee
FROM: City Manager
SUBJECT: Update on Use of WEB for Community Surveying

RECOMMENDATION:

It is recommended that the Committee review and comment on this report.

DISCUSSION:

At the June 21, 2006 meeting, the Committee asked that staff define a project for the year defining how the City might use the WEB for community surveys. Staff was tasked with developing categories of questions to review with CTAC, and well as reviewing and recommending software options for conducting the survey.

Over the Christmas Holiday, staff assisted the Downtown Business Improvement Association in their Holiday decorating contest by establishing a place on the City's WEB site where residents and business customers could vote for their favorite business Holiday decoration in the downtown area. This was viewed by staff as an opportunity to have an on-line interaction that could provide information and experience with on-line surveying.

Using a software application we already own (Class Apps), staff set up a survey site for the BIA. It included 28 business sites or contestants in the Downtown Area. The site was open for voting for the month of December and was publicized by signs in windows of downtown businesses, on the City's WEB site, and in various newsletters. There were 337 "hits" or votes cast, with the highest contestant receiving 154 votes and eight contestants receiving zero votes.

This opportunity gave staff some experience in setting up simple surveys and helped focus staff effort on questions that need to be addressed before moving forward on something more complex such as community surveys. For example, in the BIA survey, no effort was made to restrict the number of times any single entity could vote, (i.e., there was no back tracking to the voting source, or "lock out", to allow only one vote from that source.) However, this is something the City would likely want to do and it would require more staff time and a more sophisticated application.

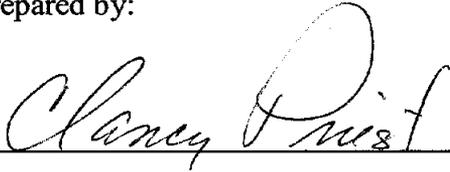
The current version of our software application, Class Apps, can handle restricted voting. However, it requires a potential voter to initiate a request to vote, wait for a password to be sent, and then apply the password to gain access to voting. It may be preferable to have a system that allows spontaneous access while still preventing or reducing the opportunity for vote loading

through multiple votes from the same source. This is a more sophisticated approach than may be currently available through Class Apps.

Staff is talking with the vendor to determine the full capability of Class Apps and to determine if there is a more robust version available, if needed. Staff is also comparing the costs, efficiency, and other attributes of in-house development vs. outsourcing or using alternate platforms such as Survey Monkey, Zoomerang, or Infopoll, which charge by the month, the year, and/or the vote.

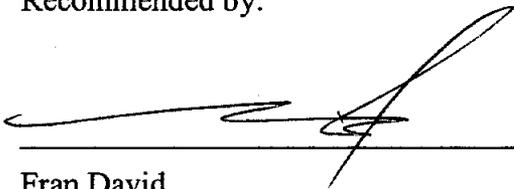
A full report and recommendation will be made at the next CTAC meeting.

Prepared by:



Clancy Priest
Technology Services Director

Recommended by:



Fran David
Assistant City Manager

Approved by:



Jesús Armas
City Manager