

The MCity Project

also known as

Fully Mobile City Government

Briefing Slides

NSF Program 05-551

- Division of Information & Intelligent Systems
 - Digital Government: to improve access to information and services provided by governmental entities; as well as the workings of governments
- Two classes of proposals were sought in the Digital Government area:
 - Partnerships of computer science researchers and government agencies with the goal of building advanced technology that addresses challenges at the participating agencies
 - Social, political, and behavioral research on the effect of IT on forms, processes, impact and outcomes within government, both from the standpoint of government agencies and from the standpoint of the public. Relevant topics include, but are not limited to: government organizational forms, learning, and adaptation; new forms of government-government and government-citizen interactions; and digital democracy

The Project We Proposed

- Focus on the 2nd class (socio/political/behavioral) with a strong link to the 1st (technological) when studying the premises, requirements, constraints, challenges, and effects aimed at developing a formative model of *fully mobile city government*
- List of Projects Funded in 2005

535088	Fully Mobile City Government	11/01/2005	Scholl, Hans	WA	University of Washington	\$498,546.00
455995	Robust Technologies for Automated	07/15/2005	Ja'Ja', Joseph	MD	University of Maryland College P	\$490,157.00
534094	Modeling Uncertainty in Land Use ar	01/01/2006	Borning, Alan	WA	University of Washington	\$385,060.00
535099	Natural Language Processing Suppo	11/15/2005	Cardie, Claire	NY	Cornell University - Endowed	\$250,000.00
540069	Building and Sustaining an Internati	09/01/2005	Dawes, Sharol	NY	SUNY at Albany	\$239,101.00
534276	Collaborative Knowledge Discovery	01/01/2006	Pottenger, Wil	PA	Lehigh University	\$204,815.00
456022	Incentives for Data Producers to Cre	08/15/2005	Hedstrom, Mai	MI	University of Michigan Ann Arbo	\$157,555.00
456001	Digital Engineering Archives	07/01/2005	Regli, William	PA	Drexel University	\$157,555.00
529798	SGER: The CapWIN project - Deploy	08/01/2005	Gaynor, Mark	MA	Boston University	\$50,000.00
548917	SGER: Citizen Centric Analysis of Ar	09/01/2005	Rao, H. Ragha	NY	SUNY at Buffalo	\$49,990.00

Intellectual Merit & Broader Impact

- Interdependencies and interactions will be studied rather than just factors (fieldwork orientation)
- Formative framework rather than hindsight analysis
- Requirements for FMWC applications and workflows
- Success factors and processes for developing and implementing fully mobile city government
- Understanding the strategic choices when advancing toward fully mobile applications and processes
- Relevancy for government practice (in Seattle and beyond)

The Research Team



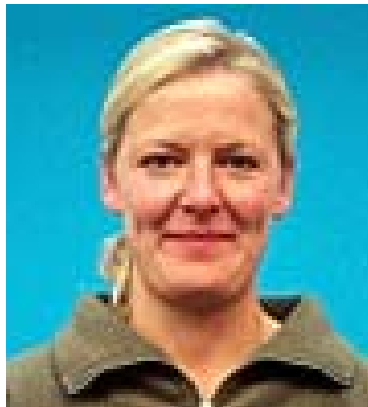
Prof. Dr. Jochen Scholl
Principal Investigator



Prof. Dr. Raya Fidel
Co-PI



Prof. Dr. Jens-Erik Mai
Co-PI



Kari Holland
PhD Student



Monica Liu
PhD Student



Kristene Unsworth
PhD Student

What We Will Do

- 50 case studies (40 in Drainage and Waste Water and 10 in Water Operations) spread over two years, one at a time
- Case study typically consists of an approx. 1-hour interview with a field worker, crew chief, or back office worker; further on-site observation; and document study
- Back office study as necessary
- Total SPU impact time approximately 130 hours, that is, 1.25 hours per week (for the whole organization)
- Feedback as the formative model unfolds

Great Support - Thanks so Much!

May 3, 2005

Lawrence E. Brandt
National Science Foundation
Directorate for Computer & Information Science & Engineering
4201 Wilson Boulevard
Arlington VA 22230

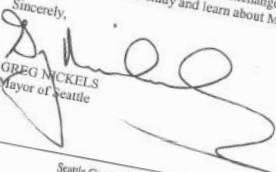
Dear Mr. Brandt:

The City of Seattle prides itself as a progressive, technology-savvy organization and we value opportunities to partner with other agencies and explore new ways of improving how we communicate and share resources. I support the Fully Mobile City Government research proposal between Seattle Public Utilities (SPU) and the University of Washington (UW).

One of my priorities for the city is building strong families and healthy communities. Ensuring that we provide reliable and efficient basic utility services to Seattle citizens and businesses is an essential part of generating economic opportunities and building healthy and vibrant communities. This project proposes to help SPU improve its delivery of programs and services and will help us create an environment that invites new ideas and investments. This will result in business that flourish and an environment that ably supports its business partners and residents with necessary services.

Another key benefit of this project is improved response to emergency situations. In these past September 11- times, the City of Seattle is committed to being the most prepared city in the United States in dealing with a natural or man-made disaster. Having innovative, cutting edge technology at our fingertips and providing necessary resources to streamline our response efforts is critical.

The City of Seattle is an ideal location to invest in this progressive venture. We welcome the opportunity to participate in the open exchange of shared resources and look forward to partnering with UW to study and learn about Mobile Government at Seattle Public Utilities.

Sincerely,

GREG NICKELS
Mayor of Seattle

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Seattle
Department of Information Technology
Gregory J. Nickels
Mayor and Chief Technology Officer

My Concern:

This letter to provide my support for the collaborative research proposal on Fully Mobile City Government at the City of Seattle, Public Utilities between University of Washington (UW) and Seattle Public Utilities (SPU).

The Puget Sound region is a hotbed of technology ideas and companies, and the City of Seattle provides an opportunity for building and documenting a benchmark operation, which could be used as a model for other departments and beyond. Having academic backing to a pragmatic, user-based system lends the opportunity for developing deep and detailed understanding of the technology complexities, which the city often doesn't have resources to do on its own. The city does, however, have a strong interest in maintaining and expanding the City's practical and intellectual pioneering position in modern digital City government.

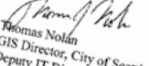
Establishing a long-term practical collaboration between the City of Seattle and the UW researcher community regarding technology can provide many benefits to the City, beyond the specific benefits to SPU. I welcome this partnership, and look forward to learning from the results.

Sincerely,

Bill Schrier
Chief Technology Officer
City of Seattle

Department of Information Technology
Seattle Municipal Tower, 700 5th Avenue, Suite 2700 PO Box 94799 Seattle, WA 98124-4799
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...stud...
...of Full...
...develop a deeper unde...
...choices, including the comple...
...and successfully with further implem...
...ity to build a high-caliber, showcase/benchmark...
...coming a role model in functionality and design of FM...
...merging mobile environment, tailoring FMWC applications to field...
...operation—would be readily addressed by the partnership with UW, and would greatly...
...enhance SPU's ability to successfully move forward with our Phase II deployment.

As an agency that relies heavily on technology in a city that is cutting edge, SPU's IT department supports the potential UW partnership fully. With an already developed mobile platform, and the potential for developing deeper understanding during the deployment of our next utility operations groups, this partnership would be a very beneficial for the City of Seattle and its citizens and ratepayers.

Sincerely,

Thomas Nolan
GIS Director, City of Seattle
Deputy IT Director, Seattle Public Utilities

City of Seattle
Gregory J. Nickels, Mayor
Seattle Public Utilities
Chuck Clarke, Director

April 21, 2005

To Whom It May Concern:

Thank you for inviting our organization to participate in this important collaborative research project, the Fully Mobile City Government proposal, between the University of Washington (UW) and Seattle Public Utilities (SPU).


Seattle Public Utilities' strategic business plan contains four consistent key points:

- Our most important responsibility is providing basic utility service;
- Customer service is a key to our success;
- Employees must be provided with resources to do their jobs;
- We are changing the way we make all decisions by incorporating social, environmental and financial outcomes and benefits.

Two essential parts of our commitment to the public for providing basic utility service are and also in the case of emergency. Mobile Computing has allowed our crews to provide better customer service by having necessary utility information at their fingertips, being able to track and record work more consistently and accurately. Business analyses have justified the benefits of this technology.

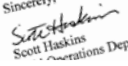
We can always do better. A partnership with UW establishes a long-term, and fundamentally practical collaboration between the City of Seattle and the UW research community. We have an opportunity for furthering our best practices, innovating more successfully, and continuing to be strategic in our utility practices.

I therefore welcome and support this collaborative research project on behalf of Seattle Public Utilities


Chuck Clarke
Director

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...accom...
...understandin...
One of the biggest challenges...
...encountering field worker read...
...offers the opportunity to explore new wa...
...us move forward and deploy the technology to ...
...Operations Branch. This will be an investment in emp...
...employees more exposure and comfort level with new techn...
...result in performance enhancements and increased productivity, two...
...important to SPU's Field Operations Branch.

Sincerely,

Scott Haskins
Operations Deputy Director, Seattle Public Utilities

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... Address: http://www.seattle.gov/util
... disabilities provided upon request.