Citizens Find it Easier to Communicate with Cities and Counties

by Mary MacDonald

Volume III, Issue 1

Although community access to public information has been utilized for some time, it has been a laborious job in the past. Technology now makes it easier for jurisdictions to get information to the public faster and more comprehensively. In order to assist jurisdictions on learning more about community access, the California-Colorado-Arizona-Nevada (CCAN) Innovation Group held three workshops in Santa Monica and Palo Alto, California and Colorado Springs, Colorado. Their aim was to bring as much of the information as possible on the topics to interested people in cities, counties, and the private sector. Featured at the workshops were Hewlett-Packard/ City of Santa Monica's PEN, Apple's Information Kiosk, IBM's 24-Hour City Hall and 24-Hour Courthouse, Client Entry Assistance Network (CLEAN), Public Access Library System (PALS), and Voice Mail.

The Public Electronic Network (PEN) is an interactive computer network that allows Santa Monica residents to communicate with city government and fellow users in the community. PEN is sponsored by the City of Santa Monica in cooperation with Hewlett-Packard and Metasystems Design Group. As a free public access network, PEN can be accessed from a resident's home or office PC, or public terminals in community centers, libraries and City Hall.



1989 High-Technology Award Winner

The City of Santa Monicathe Most Innovative Application

by Sharon Mayell

The Public Electronic Network (PEN) of the City of Santa Monica is an interactive computer network that offers greater access to public information and provides a new channel for communication between residents and city officials. The network provides four services: 1) an electronic data base of public record documents and information about city services and events; 2) electronic mail for exchange of comments, suggestions and questions between residents and city departments; 3) electronic conferencing where residents participate in on-going public discussions, a form of 'electronic town hall meetings" over time; 4) dial-up access to the city's automated library catalog. All services are provided free.

PEN is accessible from home or office computers, or from the cityprovided public terminals. There are currently twelve public terminals in the city libraries, community centers and City Hall. A total of thirty-five public terminals will be placed throughout the community.

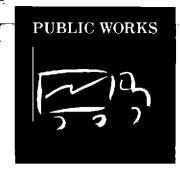
January 1990

The key objectives in offering an electronic network to the residents of Santa Monica are:

- 1. To provide easy electronic access to public information for use by city residents.
- To provide an alternative means of communication for residents to convey their needs, preferences and intentions to their local government and to other residents.
- To enhance delivery and awareness of public services which are available to residents, and to facilitate the public service inquiry process.
- To provide an electronic forum for participation in discussions of issues and concerns of residents in order to promote an enhanced sense of community.
- 5. To extend to all members of the community the opportunity to understand computer technology, and to provide access to the hardware and software needed to learn to communicate via an electronic network.

PEN runs on an HP 9000 Series 800 host computer with the HP-UX operating system. The system has 1200MB of disc storage and 52MB of main memory. The system has the capacity to support up to sixty-four simultaneous users (32 modems are currently in place).

continued on page 3



Deltasystems Installs Two GIS Systems

by Tom Bramble

Wilson County, North Carolina, Recently selected Deltamap as the Geographic Information System (GIS) to make all of their map data readily accessible to the various County departments. Initially the Mapping Department will automate their cadastral mapping process. In the future, the County will incorporate soil data for overlay analysis of the parcel and soil layers in their Deltamap data base.

To keep start-up costs at a minimum, the County selected an entry-level HP 9000 340 engineering workstation, an HP Draftmaster plotter, a 36" x 48" digitizer, a cartridge tape drive, an HP PaintJet printer, and 304MB of disc. This entry-level system is providing the County with outstanding price/performance during the initial data conversion process. The County plans to add additional HP workstations as more data comes on-line and other departments need access to the latest map and attribute information in Deltamap.

The Count's Office of the Tax Administrator has selected W.P. Ferris' Tax Assessment software which runs on the HP 3000. They plan to integrate Deltamap running on the HP 9000 with the tax assessment software on the HP 3000 via a Local Area Network, a process in which Deltasystems has extensive experience.

Another Deltasystems installation includes the California Department of Fish and Game's Natural Heritage Division. Deltamap, lined with Oracle, was selected as the GIS to maintain. update, and expand their Natural Diversity Data Base (NDDB) program's heritage inventory. The CDFG established the NDDB as a statewide computerized inventory of location and condition information on rare, threatened and endangered species, and natural biotic communities.

The system is comprised of an HP 9000 Series 370CH workstation as the server and two HP 9000 Series 340C+ workstations running as discless nodes. These are networked together along with 6 existing PCs to support 6 to 12 simultaneous graphics users.

Using a Calcomp color electrostatic plotter, a laser jet printer, and a high speed line printer, the State will be able to generate information in the form of textual reports and map overlays. This information will be available for a fee to individuals, and local, state and federal agencies involved in resource management and protection, energy development, land use planning, and research.

For additional information on Deltasystems, contact: Tom Bramble, 2629 Redwing Road, Suite 330, Fort Collins, CO 80526. (303) 226-3283.



1989 High- '' \
Technology Awards
Event Rescheduled!

The 1989 High-Technology Awards, originally scheduled for October 18-20, was postponed due to the October 17th Bay Area earthquake. The event will be held at Hewlett-Packard's Cupertino Facility (building 46) on January 18-19, 1990. Please contact George Low (408) 447-1434 for more details.

Continued from page 1

Santa Monica

Residents can sign onto the network from home or office PCs, or from any one of the public terminals in the city libraries, community centers and at City Hall.

PEN's conferencing and electronic mail software is based on the Metasystems Design Group program called Caucus. The program is designed to be compatible with any PC for maximum accessibility. PEN also utilizes HP's Allbase data base program for extensive data bases of information (such as past City Council agendas and minutes, a Social Services Directory of more than 300 agencies, and others). Programmers in the City's Information Systems Department modified and added to these programs to design a customized PEN system.

As an innovative use of communication technology, PEN mitigates time and distance barriers to citizen involvement in local government. Its interactive services, electronic mail and electronic conferencing, allow residents to communicate with local government offices and officials without encumbrances of time, travel, scheduling or postal services. PEN provides nearly instantaneous delivery of city documents as well as the continuous ability to update information. It also alleviates costs related to publication and distribution of lengthy public documents. PEN's files can be downloaded or printed by residents requiring copies. In effect, PEN keeps City Hall open 24-hours a day, seven days a week.

Electronic mail messages from the public to City Hall departments are responded to within 24 hours of being received, excluding weekends and holidays. From the February 21st opening of the system through December 5, City Hall responded to 2,407 E-mail messages from the public.

Electronic conferences have been used for communication and exchange of information between residents and City councilmembers and city departments. The conferences have created an additional channel for increased public dialogue on pressing local issues. There are currently 13 on-going conferences with over 50,000 responses posted by the public and the City.



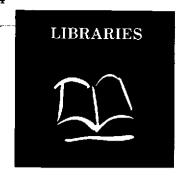
As a technological and social innovation, there have been many unknown variables requiring the system to be flexible and open to change. Management has adopted a position of willingness and openness to let the system evolve reflecting user feedback. However, regarding security, the City took deliberate measures to insulate the city's computer files. The PEN system was installed and operates on a host computer separate from the existing network of computers that process City Hall business (e.g., police, city attorney, personnel, finance, etc.). The City is highly automated with an in-house E-mail system and extensive word processing, data base and document retrieval used by over 800 staff members which effectively prepared the staff for PEN. City documents were transferred to the PEN system and departmental coordinators were able to use the system with minimal training in order to communicate with the public.

PEN's objectives are to reach a mass audience including a very educationally, socio-economically and ethnically diverse population of residents. To provide a system offering data bases, E-mail and electronic conferencing in a format which is user-friendly enough to entice non-computer users continues to be one of PEN's challenges. Community outreach to organizations and to specific target groups, as well as offering public training sessions, aims to counter inexperience of such a generalized audience.

Participation and use of the network has risen quickly and steadily in the first ten months of operation. More than 1,700 residents have registered to date. PEN's data base has grown steadily offering over 200 menu choices of read-only information. Keyword search features are available for several large data bases including a guide to city services, City Council agendas and minutes dating back to 1/88, and a social services directory of over 300 local agencies.

PEN is highly transferable to other municipal computer systems. The system relies mainly on existing equipment including PCs, phone lines, and a host computer. PEN offers an alternative, supplemental channel of communication between residents and city government with distinct advantages over traditional means. The system also provides a new means for city departments to publicize programs and services to the public. The system provides publication and distribution of notices, releases, staff reports and agendas. It affords the opportunity to foster a greater sense of community through the exchange of information and ideas among residents, city staff and elected officials.

For more detailed information about the PEN system, contact: Sharon Mayell, City of Santa Monica, 1685 Main Street, Santa Monica, CA 90401-3295. (213) 458-8381.



SCOLIS Benchmark Test Succeeds on Every Count!

by Susan Goodrich

"Full load response testing of the Inlex System at the Spokane Cooperative Library Information System (SCOLIS) in Spokane, WA was a complete success," reports Don Jones, Manager of Customer Support for Inlex. The 30 minute test simulated a system throughput of 13,960 library transactions per hour, a far greater number than SCOLIS would normally have even at peak times. "In all of the functions tested. Inlex software performed better than the maximum criteria allowed," says Jones.

SCOLIS, a 4-agency library system consisting of the Spokane Public Library, the Spokane County Library District, Spokane Falls Community College, and Spokane Community Colleges, went live with the Inlex System in May. More than 100 terminals are currently in use, with expansion to approximately 300 terminals planned.

The benchmark test involved 89 terminals in 3 agencies at 18 different locations. The functions tested were: circulation-holds, check out, check in; full term search--author, subject, title; single keyword-author, subject, title, notes; data input/update--item, patron. In every case, the

Continued from page 1

Citizens

At each of the workshops, there were presentations and demonstrations of the various public access technologies. PEN continually received stellar reviews as the most innovative application that provides interactive communications between a citizen and government. Unlike PEN, the information kiosks are non-interactive and can be accessed from public terminals only.

Along with the outstanding reviews at the workshops, PEN has also received numerous awards and recognition from various organizations (e.g., awards from Government Technology Conference, Urban & Regional Information Systems Association (URISA), and HP's '89 High-Technology Award: National Public Radio; Personal Computing Magazine; California Journal; American City & County, etc.). The PEN system has generated interest from foreign governments and municipalities all over the country.

Like the City of Santa Monica, the County of Los Angeles is also faced with the task of providing information and services to a growing population. Due to its ethnic and cultural diversity, in addition to the sheer size of the county, this task takes on monumental proportions. The LA County Kiosk is being undertaken in an effort to supply an alternative method for providing information, services, and interaction with government agencies to citizens of the County.

The pilot kiosk is being developed by staff in the End-User Computing division within Internal Services Department. Apple provided a Macintosh II equipped with Hypercard software and touch screen. The pilot kiosk is placed in a public county facility on an experimental basis. Citizen reaction and response data will be collected through observation, questionnaires and a

survey contained as part of the kiosk system. The information provided from the kiosk includes board meeting schedules, health services, social services, and entertainment.

The City of Mountain View's Community Information Kiosk also uses an Apple Macintosh II with a 19" screen and mouse housed in an eight foot display. The kiosk is used to communicate a broad variety of civic information day or night. The system combines graphics with sound and animation. When an Italian restaurant is displayed on the screen, the computer plays a popular Italian song.

The 24-Hour City Hall computer kiosk system implemented in Kansas City, MI; Charlotte, NC; and Hillsborough County, FL is an application of IBM. The main feature is the use of IBM developed InfoWindow technology. The InfoWindow Touch Display is a high resolution video and graphics system which is based on the PS/2 architecture. InfoWindow uses a laser videodisc to store highresolution video and stereo sound, and to display it with fast random access. It also features a proprietary touch screen so that the system can be controlled by anyone pointing at graphic objects on the monitor.

The 24-Hour Courthouse in Hillsborough County consists of two systems, one is located at a major shopping mall and the other is in a mobile unit that will travel to various locations. The primary purpose of the project is to better serve the needs of citizens by using telecommunications technology to deliver information and services, making transactions with the county easier, and increase citizens opportunities to conduct business with the county.

The Client Entry Assistance Network (CLEAN) was developed by a public-private partnership between Tulare County, CA; IBM; VM Solutions (Da Vinci Group); North Communications; and PI Technologies. The CLEAN system was developed to streamline the welfare applicant process. It consists of two parts which have been implemented in two phases. The first part uses Expert System Software to automate the eligibility determination procedure used for initial intake and for continuing processing of clients. The second part uses touch screen technology to allow clients to directly enter their own information. Document scanning is also used to enter supplementary data which is then stored on optical discs. Phase I was completed in September, 1989 with Phase II scheduled to be completed in March of 1990.

Public Access Library System (PALS) was developed by EMDA, Inc. in conjunction with the staff of the City of Pasadena Public Library. PALS operates on seven DEC PDP 11 series computers linked together. Four data bases are available: Your Officials, Community Calendar, Community Organizations, and School Find. Three data bases will be made available in the future. The PALS system is accessed from special computer terminals at all Pasadena Public Library locations during normal library hours.

Another part of the workshops consisted of Voice Mail presentations. Voice Mail is a telephone based store and forward information center, answering service and voice response system that can help improve communications among all levels of employees, and especially residents of the communities. Voice Mail allows the user to communicate whether at work, at home, in a telephone booth or hotel room, even from a car telephone. The user can create messages, listen to messages, dictate responses, and have the system deliver it anywhere, anytime, day or night. The Voice Mail system works toward alleviating telephone tag.

To summarize the current state-of-the-art community access technologies in local government, the following matrix has been provided:

Vendor System	Hardware	Acccess Method & Time	Type of Information Available	Screen Display
PEN	HP 9000 Series 800	Home PC Office PC Public Terminal Public Library 24-hour access	E-mail Interactive Text -Crimewatch -Education -Environment -Homeless -Ideas -Leisure -Nation -PENHelp -Planning -Santa Monica -Science -Youth Read-only Bulletin Board -City Hall (117 submenus) -Community Center (48 submenus) -Current Events Library Catalog	ASCII Text to interface with any PC and software -PCWord -MSWord -WordPerfect -WordStar
Apple Kiosk	MAC II	Shopping Mall Public Library Access based on facility hours	Read-only Bulletin Board -Entertainment -City Services and Programs -Parks & Rec facility -Civic Events	Graphics Sound Animation
IBM 24-Hour City Hall	Mid-range Mainframes	Shopping Mall Gov't Bldg. Access based on facility hours	Read-only Bulletin Board -Guided Tour -Public Transit -Civic Events	Color Graphics Sound Touch screen
CLEAN	9370 4300	6 Kiosks in public facilities Access based on facility hours	Printed Applicant Welfare Eligibility forms Data Verification	Touch screen Sound Graphics
PALS	DEC PDP 11	Public Library Accessed based on facility hours	Read-only Bulletin Board	Text

Due to the overwhelming interest in community access to public information, another workshop is planned for the Phoenix area in the spring of '90. This is largely due to the excellence of the presenters and the technical commitment of the vendors. The Community Access to Public Information workshop is one of ten topics offered in the CCAN Innovation Group workshop series. These workshops will be offered in the states of California, Colorado, Arizona and Nevada over the next seven months.

If you would like more information on CCAN, contact: CCAN Innovation Group, 320 Pine Ave., Suite 303, Long Beach, CA 90802. (213) 495-5930.

Continued from page 4

SCOLIS

average time recorded was less than the maximum allowable.

Linda Predmore, Coordinator for the SCOLIS project, comments: "We are extremely pleased with the results of the testing. It augers well for our growth. We tested the system with a load that was much greater than we would normally have, even at peak hours, and the testing far exceeded our expectations. The positive results now make it possible for us to get on with our work--providing the best services possible for our patrons."

For more information on Inlex, contact: Pat Barkalow, P.O. Box 1349, Monterey, CA, 93942. (800) 553-1202.

Hewlett-Packard Calendar of Events

Listed below are events that Hewlett-Packard will be participating in with our Value-Added Businesses (VABs) over the next few months. If you would like further information about the extend of our participation, please contact your local HP sales representative.

Events Mid-Winter American Library Association Dates January 6-11 Chicago, IL - Hyatt Regency HP's 1989 High-Technology Awards Event Cupertino, CA - Hewlett-Packard Facilities January 18-19

CCAN Image Processing Workshop Glendale, AZ - City Hall January 24

CCAN GIS Workshop Redlands, CA - Corporate Yard Office January 30

Government Technology Conference Austin, TX - Palmar Auditorium February 14-16

CCAN GIS Workshop Tempe, AZ - City Council Chambers March 2

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Please direct questions concerning the "Leading the Way" newsletter to:

Hewlett-Packard 19091 Pruneridge Avenue Cupertino, CA 95014 Attn: Wanda Carter, Editor (408) 725-8900

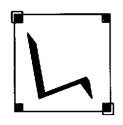
Conferences - set up - à various items -	Kevrin - PEN free Sevrice public tumerall!
Mike Levitt-	public funeral!
Johns Slevers	· Did-In issues - City council coled in
	hisa/Ken - Z stable people -
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(KEN PHILLIPS)

- NO RESPONSE SINCE THEN MARCH 2'88
- · HAVE 25 NEIGHBORHOOD WATCH TERM (PRIVATEHOMES).
 · WANT TO EXPAND -> 30 INTO LIBRARIES.

- · 100+ PLANNED EXPANSION. · 5000 PUBLIC & PRIVATE PIPE DREAM
- · SPOKE W/ KAREN LATE JUNE 88
 - · 11/15/88 SET NOTES ON CONV. EPSATON.
- . 2/23/89 UISITED W/ KEN P. O.S.H. 2 DAYS AFFER P.E.N. WENT ON-LINE



Community Memory

A public access information and resource exchange

Lisa Kent
Public Electronic Network
1685 Main Street
Santa Monica, CA 90401-3295

August 15, 1990

Dear Lisa,

On a chatty night at the Electronic Café I made promises...

Truly, Evelyn, Chris and I had a great time speaking with you several weeks back at the S.F. - S.M link. We are very interested in turning that pleasant introductory ice-breaker into ongoing dialogue. Sorry about the long pause.

At times, I liken PEN to Goliath and CM to David. This comparison is somewhat tempting when comparing current database sizes, user bases, monthly usage figures. But in truth, both systems are really infants, exploring nuance and possibilities, pushing the definitions of online communications.

Since the culture of an online system is what fascinates us at CM, I hope we can arrange to have visitor's access to your system. Naturally, we would be delighted to have you drop in and visit CM periodically. I can send you CM's frontend software (complete with an easy dialer script) that will run under DOS, and if Ken gives the OK you can set up an account for us on PEN. Please let me know if this is interesting / do-able.

Just today I learned that PEN and CM have been paired in a joint workshop entitled Public Networks at the SeniorNet conference taking place in San Francisco on September 1st. Will Ken Phillips be representing PEN? Will you be attending?

The articles that you will find included are all from the last half year and they provide a fair intro to what we are attempting to do. The blue brochure is our only promo piece at the moment. It is available at all the terminals and other sites throughout town. The yellow pull-out which is updated monthly, is a guide to Forums that one can find on CM.

I would be very interested in seeing your promotional materials and reading some of the news and feature stories (I understand you received global coverage) that dealt with your pioneering work. Hope to hear from you soon. 'Till then,

Warm regards,

Tom Nemcik

GUOLOSED: 1 POSTER, 2 POSTCARDS, 2 BLUE BROCHURES W/ YELLOW INSOMY APTICLES: CXPRESS; GARRINAT, TRIB; CXCHANGE, WEST. CITIES.

The Community Memory Project

2617 San Pablo Avenue, Berkeley, California 94702 (415) 841-1114

March 1, 1989

Ken E. Phillips, Director Information Systems Department 1658 Main Street Santa Monica, CA 90401-3295

Dear Ken,

Foremost, I would like to thank you for meeting with me last week and talking to me about PEN. I came away awed, if not a bit jealous by the scope and momentum of the project.

As I mentioned during our meeting, Community Memory would very much like to be able to gain PEN visitation privileges. We look forward to logging on when this becomes a possibility. As developers of software tools intended specifically for community use, we are most curious about PEN's "personality." We will be happy to offer any feedback and suggestions that may be of value to you and your staff.

We hope to have dial-in capability within four to six weeks at which point I will send you a copy of our Frontend software and access rights to Community Memory.

Thank you again, and best of luck during the media blitz.

Sincerely,

Tom Nemcik

1: Lisa Carlson (lcarlson)

E 4" " Do

Mon, Jun 4, '90 (20:31)

6 lines

A study by the Annenberg School (now in draft form) has found that more than 20% of the most active users on PEN have no home access to computers. It's interesting to note that several of the folks involved in the project described in this article are themselves homeless - and have been accessing PEN via the free terminals in Santa Monica's library.

2: Steve Cisler (sac) Mon, Jun 4, '90 (21:02) 8 lines

That's a great article. I'll pass it on to Russ Hobby at U.C. Davis. They have big plans (but not Caucus, sorry) for a project.

I spoke with the reference staff a year ago about the public terminals, and at that time most of the people using them were middle-class white males 20-40 years old, according to their rough impressions. Seems to have changed I guess. <By reference staff, I mean those working on the Ref. desk at Santa Monica Public Library>

3: Clifford Figallo (fig) Tue, Jun 5, '90 (10:00) 2 lines

Thanks for bringing that article to the WELL, Lisa. Truly inspiring stuff. We would love to get Marin County talking to itself.

6: Matthew Rapaport (mjr) Tue, Jun 5, '90 (23:59) 5 lines

Very interesting indeed! a great counter-point to the shinanigans going on in Colorado Springs no? The most interesting part is that the Santa Monica system is open to the public! Is there any information about how many computers/terminals/modems, etc. have been acquired in SM for the purpose of getting to the PEN system?

7: Steve Cisler (sac) Wed, Jun 6, '90 (05:32) 3 lines

Matthew, the person to talk with is Ken Phillips or Lisa Kemp (?) for this sort of info. The system is still for the locals, not us verbose WELLites.

8: John Coate (tex) Wed, Jun 13, '90 (15:14) 2 lines

former WELL luminary Brian Hutchings now lives in Santa Monica and is a regular on that system..

11: Hank Roberts (hank) Thu, Jun 14, '90 (13:05) 4 lines

Brian was also by Whole Earth to visit (a long time supporter/subscriber) and through Berkeley to visit friends as well.

He had nothing bad to say about the people on the WELL, interestingly enough.

12: Daniel A. Murphy (murphy) Thu, Jun 14, '90 (18:43) 1 line

So you folks met him f2f, eh? Tell more...

13: David Gans (tnf) Fri, Jun 15, '90 (10:36) 1 line

Really! What sort of person is he tilt the 3-D world?

14: Hank Roberts (hank) Fri, Jun 45, '90 (16:44) 12 lines

Address is the name or number of a network participant which is used for sending or receiving electronic mail.

ANSI stands for American National Standards Institute, an organization that publishes standards on a large number of subjects, including ANSI code for keyboards.

Archive is to store data or computer programs for normal long-term use. Also refers to a file that is in a condensed format to make electronic transmission of that file faster.

ASCCII (pronounced "ask-ee") stands for American Standard Code for Information Interchange. One of the oldest, most widely used standards for the exchange of data between computers. Capable of displaying text and numbers only.

Asynchronous Communication, or Asynchronous Transmission is a name given to one of the ways that characters are changed into a sequence of bits for transmission. All popular personal computer communication uses asynchronous transmission and sends 10 bits per character.

Baud is the unit measuring the transmission speed of data. Named after Emile Jean Baudot, who in 1874, developed a 5-bit code for data transmission. For general use, baud is a synonym for bits per second (see BPS). Common modems operate at 1200 or 2400 baud.

Bit is the acronym for Binary digIT, the smallest unit of information recognized by a computer. Binary is a base-2 number system in which there are but two possible alternatives: (\emptyset or 1) (+ or -) (on or off). All computer data is coded in binary.

BPS or Bits Per Second is the number of bits of data transferred by the terminal or computer in one second. The higher the BPS, the faster the transmission rate of data.

Break is a communication circuit interruption, commonly used by the receiving computer to interrupt the transmitting computer.

BBS or Bulletin Board System is usually a small on-line service provided on a noncommercial basis focused on a single interest area. Many are operated by individuals as a hobby, others are operated by computer or special interest groups. Listings of BBS's may be found at the back of Computer Currents and MicroTimes.

Bug is an error in a computer program.

Byte is a single unit of information handled by a computer. Several switches, or bits, are bunched together to make up one byte. One byte is used to represent one character of text. For numbers, each byte can represent a small number, or a very large by the use of scientific notation. Older personal computers used 8 bits in each byte. IBM compatibles use 16 bits to represent each byte, and Macintoshes and newer IBM-AT's use 32 bits in each byte.

Chat is an exchange of messages, or "conversation," hetween two or more people who are online at the same time. In a chat session, users type their messages and see the messages written by others.

Central Processing Unit, or CPU is the "brain" of a computer, containing the processor, memory and circuits that perform all the calculations.

< · · · · /

Tall, skinny, amazingly red hair, typical WER subscriber of the sort who walks in the door (that may not help, but it's quite true from the office perspective). He was younger than Robin thought and older than I thought (we'd guessed 40s and teens respectively; he's in his twenties). Eclectic interest in many things; in delight seeing the Whole Earth library and sad not to be able to take it home with him.

He said his prose style improved considerably during his online time, and is clearer now on PEN, though people still complaint that he does not create neat 80 column by 26 line pieces of text (we laughed at that -- you can find similar criticism in Dave Hughes's 'Eyesongs' topic in Writers' Conference as i recall).

16: Robert Horvitz (rh) Fri, Jun 15, '90 (19:32) 6 lines

The "Online RePorter" (the magazine for subscribers to "Capital Online") features this PEN story on the front page of the June issue. Also has shorter items about Dave Hughes' calls to the Estonian BBS, an article about inter-network "porting," etc. Taylor Walsh edits the mag, and it's not just about C.O., it's about what makes electronic community valuable to users, with specific examples like PEN, etc.

18: Robert Horvitz (rh) Mon, Jun 18, '90 (17:10) 6 lines

Washington Information Services Inc.

1250 24th St. NW, Suite 600

Washington, DC20037

voice: 202-466-0522

modem: 202-833-1591 (3/12/2400 baud, 8N1, hit spacebar & type preview

at the login prompt)

19: Griff Wigley (gwigley) Sat, Aug 4, '90 (08:23) 10 lines

I spoke with Michele Wittig and Lisa Kemp this week. The Santa Monica city council evidently just awarded the SWASHLOCK project \$150,000 for restoration and expansion of the lockers, showers, toilets, etc under the Santa Monica pier for use by the homeless.

Kudos to Santa Monica city staffers, council, HP, Metasystems Design Group, the PEN Action Group and whoever else has been involved. Their success is a real inspiration and should give a boost to civic use of telecomputing everywhere.

20: John Coate (tex) Mon, Aug 6, '90 (13:54) 2 lines

So what could we do with what we have going here that would make some sort of difference?

& THERE SYSTEM IS UP AND PUNTNING WITHIN

- · CANCUS conf. softw.
- · MENU-DRIVEN FRONT END
- · INVESTIGATING VOICE SYNTHESIS
- JAN 1914 WILL MAKE SYSTEM AVAILABLE for DIAL -IN.
 - · USERS MUST REGISTEDZ, MUST USE FULL NAME
 - · 30 MICROS WILL ISE SITED THROUGHOUT CITY
 - · CIBRARIES
 - . CITY PARKS
 - . SR. CENTERS
 - · CommUNITY CENTERS
 - . SETTING UP COMP LARS IN PICO NEIGHBORFOOD POLICE WILL HELP WORKING WY GANGS, GETTING THEM INTERESTED
 - WILL SITE PETENSS) @ SANTA MONICA PIER IN THE CAROSER L.
 - * NOT PLANNING ON HAVING PTCINIETES
 - O DIAL IN AS DUMB TORMINAL
 - READ ONLY PORTION . ENTIRE LIBR. CATHLOGUE
 - · CITY COUNCIL AGEND 45 MINUTES of PELEVANT STAFF REPORTS.
 - · SOCIAL SERV. AGENCIES INFO.
 - SYSOP WILL DEFINE CONF (S) IN CONFERENCING PESPONSE TO COMMUNITY INTERESTS REQUESTS.
 - · CITY LIBRARIAN IS HEAVILY INVOLVED WORKING WY LOCAL AUTHORS

LATE JUNE 88 CONV. W/ KAZEN When does it steet - Janceary? Donated H-P garage 9840, UNIX Ferminale, PISC 50 incoming ports Software Looking @ confirment Jaft hace - aucus/ - Cusy - Contecepate will do now prophenous défault is nience drivers (1) E Sact City Hall

(2) Ed. Okr. - invalue schools Comity Ckr.

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Notice letter for Cerce Accelertor. agandos, medentes + deminal Jehamen Campains Die Poleono 1. Somme Clark Cevec Acceletoriem, asolines (readonly) public leby 20 E-Mail to PETP on to preside there of city City Mgn, City Caeshail, Monghatasha Ward Kest garages has home conjusters) Canty Desdewisons fased on topicos Pollection , Contra Miss Mountaine 1 to get Will

The Community Memory Project

2617 San Pablo Avenue, Berkeley, California 94702 (415) 841-1114

March 2, 1988

Ken Phillips Director of Information Services 1685 Main St. Santa Monica, CA 90401 213 / 458 8381 orthogonesis and the course of the recording to Dear Ken,

I enjoyed our conversation on the phone very much. You certainly inspired me (and others at Community Memory) with your plans of developing a citywide forum for information exchange via public computers. I agree with you that such systems are ideally sponsored by local government --- just wish the City of Berkeley felt the same way. Well, we are working on that.

In the interim, CM will continue to make its contribution toward promoting interactive, public-access computer bulletin board systems. Two aspects make CM unique from other BBS's: 1) terminals are placed in the public domain so that users need not own a computer and modem to participate 2) advanced software techniques that encourage people to respond to previous messages, i.e. it's very design facilitates active two-way communication instead of passive data production or consumption. I think this software system should be of particular interest to your project in Santa Monica. I mention this not for self-promotion (at least in a commercial way) since we freely share the software with projects and groups serving the public interest, but because it is unique in utilizing computer technology as a powerful medium for public dialogue.

Enclosed is the "Community Memory User's Guide" which describes in a simple, straight-forward fashion how the CM system operates. Briefly, the system is based on a user-generated database. Users freely browse, read, or type in messages of their choosing. A diverse mix of concerns are addressed ranging from housing to poetry, local politics to personal relationships, jobs to jokes. New messages are filed under one or several subject indexes ('forums') chosen by the author. Thus a message seeking childcare might be listed separately under the following headings: Childcare, Parents, Children, Co-ops, Community, Schools, Services, Wanted, and so on.

Another important feature is a hyper text button allowing users to link several messages together. For instance, a group of science fiction buffs might start a 'multilogue' about Philip K. Dick which leads to a reference asbout Marge Piercy's "Woman on the Edge of Time" that in turn prompts a discussion on the emerging role of women writing science fiction. A user might want to link the last three comments in this multilogue to a another group of messages concerning women writers in general.

There are mountains of questions I would like to ask you. I'll restrict them for now until I receive your public report. There are, however, some immediate queries I hope you can answer. What is the history behind Santa Monica's interest in publicaccess computers? How interactive is your current system? Can the library terminals access information other than the automated catalogues? Are the terminals in the homes (I presume) of the neighborhood block captains linked to sources other than the

from the existing one? Will the public be able to leave uncensored comments in the new system? How will information be organized? Will access be restricted/prioritized? Your rough time-table?

I could go on and on but I'll let my curiosity simmer a bit longer. Any information you can send our way will be greatly appreciated. I hope there are ways CM can assist Santa Monica's community computer project --- especially in maximizing public communication and interaction in how the system operates. If you have any questions please feel free to write or call. I also enclosed some past newsletters, flyers, and media stories to give you a sketch of our history.

Enjoy.

For a future on our own terms, Michael Whitson

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Spring Program Lineup for CityTV

Think back, it's December 1st and you're flipping through your cable channels and suddenly you see some shiny glass plates floating in space, a giant glass ball fills the screen and becomes transformed into the CityTV logo. As the "i" is dotted, the scene fades to black and suddenly you see Santa Monica programming. It's CityTV 16, the new Santa Monica municipal cable channel. This spring, the station's program line-up will grow as more and more community members participate in city program production. CityTV now has several volunteer special interest production groups which are working on new program development including an active children's production group, a senior citizen's group and a new sports production group.

Beginning in March, CityTV will present the first in a series of evenings devoted to programming about housing issues. Mark your calendars for Wednesday, March 15th and plan to call-in to share your views about the issues of homelessness. Producer Maurice Jacobsen is working with a team of independent producers to explore the many sides of this controversial subject.

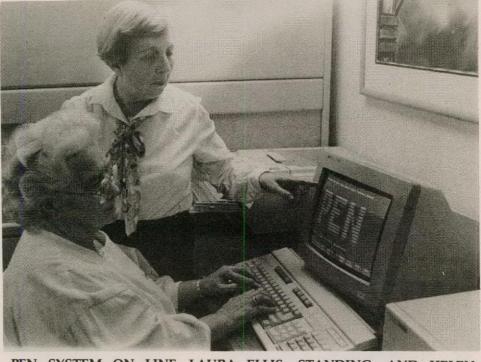
March is Women's History Month and CityTV is working with the Santa Monica Commission on the Status of Women to offer documentary specials to commemorate the contributions of women in our society. Among the specials planned, the documentary film, "Union Maids" will be featured several times on CityTV 16 during the month of March.

Earth Day is in April and CityTV will feature programming about the environment throughout the month. Programs about recycling issues, including a new locally produced do-Trash" will precumentary entitled " miere on CityTV 16.

On Mother's Day, May 14th, CityTV will offer programming of special interest to Moms. The pilot for a new program series, "Babyhood" will premiere on that day. "Babyhood" will focus on parenting issues, childcare options in Santa Monica and family social activities around town.

Watch for the CityTV mobile production truck which is due to "hit the road" in March.

Volunteers play an active role in CityTV programming, and recently, CityTV Volunteer Genie Lyons was honored by the National Federation of Local Cable Programmers with an award for the best documentary by a community volunteer in the Western Region for producing the program, "Abilities Expo: Exploring the Possibilities." Genie has been volunteering with CityTV since last spring. To become a CityTV volunteer call Laura Greenfield at 458-8590.



PEN SYSTEM ON LINE...LAURA ELLIS, STANDING, AND HELEN CODY, SEATED, TRY OUT NEW INFORMATION SYSTEM AVAILABLE TO ALL SANTA MONICA RESIDENTS.

Olive Stone Center Offers Unique Adult Day Care

ber morning late last year in Santa Monica, 18 seniors gathered in an outdoor, sheltered patio with a halfdozen 4-year-olds to make bubbles from little jars of soap water and green plastic wands. It was a gather-

On an unseasonably warm Deceming both peaceful and lively at the same time. The sun shone, the birds sang, music drifted from inside through open doors. The children giggled and tried to catch the drifting bubbles, while their elders smiled at the little ones and at one another. Four or five women moved about, observing and assisting



OLIVE STONE PARTICIPANT MARTHA OLIVER SHARES A MO-MENT WITH A PRESCHOOLER FROM HILL 'N DALE DAY CARE CENTER.

Continued On Page 7

Santa Monica Becomes An **Electronic City**

Imagine the city of the future where you would sit at a computer to scan listings of community events, send electronic messages to city officials or exchange ideas by computer on important civic issues.

That future is now in Santa Monica. The City has launched PEN, its Public Electronic Network. With PEN, the City is pioneering the use of computers to enhance communication between city government and city residents.

The network, free to all Santa Monica residents, offers information ranging from Neighborhood Watch bulletins to community events to children's library programs to senior citizen services, to name but a few of the listings. PEN also offers a new way to send and receive messages from City Offices.

PEN will eventually be available from one of the public terminals set up in city library branches and several community centers. If you have a computer and modem at home you can connect to PEN through it as

Registration forms are available at City hall and at library branches. To request a registration form, call 458-8383 or mail in the registration request form below.

By offering the Public Electronic Network, the city's intent is to enhance city services to provide greater access to public information.

In computer terms, PEN offers electronic bulletin boards, electronic mail and electronic conferencing.

Electronic bulletin boards offer a wide range of information about city services and events, available any time. PEN currently offers parks and recreation class schedules, Council agendas and minutes of meetings, the Civic Auditorium event schedule, the CityTV program guide, police safety tips, library programs for children, a directory of Continued On Page 7

PROGRAM SCHEDULE MARCH-JUNE

8:00 am Seniors

8:30 am City Info/Community

Agency/Announcements 9:00 am Disabled Community

9:30 am Children

10:00 am Arts/Performance

11:00 am Documentary

*11:30 am Specials/Sports/ Community Events/ **Government Meetings**

1:30 pm City Info/Community Agency/Announcements

2:00 pm General Interest

3:00 pm Health/Science/ Environment

3:30 pm Children

4:00 pm General Interest

4:30 pm Seniors

5:00 pm City Info/Community Agency/Announcements

5:30 pm Disabled Community

6:00 pm Children

6:30 pm Arts/Performance *7:30 pm Specials/Sports/

Community Events/ **Government Meetings**

10:00 pm City Info/Community Agency/Announcements

10:30 pm Seniors

11:00 pm Documentary

11:30 pm Health/Science/ Environment

*Beginning in March, City Council meetings pre-empt regular schedule. Live cablecast 2nd & 4th Tuesday, 7:30 p.m. Replays on Thursday & Saturday at 11:30 a.m. of the same

Request for Public Electronic Net	work (PEN) Registration Form
Please send (how many?)	form(s) to:
Last name	First name
Street Address	Apt
City	State ZIP_
Home phone	Work phone
Mail this form to:	For dial-up access to PEN:
City Hall	Set modem to: 300, 1200 or 2400 bau
Information Systems Department	
Attn: PEN	stopbits 1
1685 Main Street	parity none
Santa Monica, CA 90401	Dial 458-8989

Newscape

CRIME PREVENTION NEWSLETTER

The Santa Monica Police Crime Prevention Office is now publishing a monthly newsletter. Interesting and informative articles on the latest crime prevention tips as well as community safety news and events are featured in each issue. Upcoming articles will include personal safety advice, home security techniques, City crime statistics and police safety operations.

If you would like to be placed on a mailing list to receive your free copy, call (213) 458-8743.

NUTRITION PROGRAM VOLUNTEERS NEEDED

Volunteers are needed for the Santa Monica Senior Nutrition Program, specifically to assist at one of four nutrition sites, between the hours of 10:30 a.m. and 1:30 p.m. Volunteers may work one to five days per week. A designated site manager will coordinate tasks among volunteers.

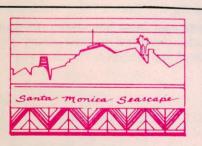
Duties include assisting in the following areas: 1) setting up tables; 2) greeting senior clients; 3) preparing steam tables for serving; 4) actual serving of food to senior clients; 5) assisting with the necessary clean-up and 6) preparing the nutrition site for any special or holiday events with decorations provided.

A cheerful, friendly and warm attitude is a must. Persons over 60 years are desirable.

For more information or an appointment, please call (213) 451-1673.

RECYCLE USED MOTOR OIL

Attention do-it-yourselfers! Santa Monica's Waste Oil Recycling Program is in full swing. When you change the oil in your car, take the used oil to one of the many participating local businesses for recycling. These businesses are acting as collection centers accepting used oil from



Santa Monica Seascape is a publication of the City of Santa Monica designed to inform residents about City programs and services.

Requests for editorial information and comments are welcome and should be addressed to:

Kathryn Spellman Santa Monica Seascape City of Santa Monica 1685 Main Street Santa Monica, CA 90401 Santa Monica residents.

Don't pour used oil onto the ground or into the street, RECYCLE

Call Santa Monica Recycle at (213) 458-8526 or 458-8527 for the collection center nearest you.

SPAY & NEUTER VOUCHER PROGRAM

The Animal Regulation Section of the Santa Monica Police Department is now offering spay and neuter vouchers to eligible Santa Monica residents.

Procedures to receive the vouchers are simple.

- · Vouchers are available at the Santa Monica Animal Shelter at 1640 9th Street, 9 a.m. - 5 p.m. every day except holidays.
- Eligible residents need to provide proper identification.
- Dogs need to have a current City of Santa Monica dog license.
- Vouchers are worth \$20 for dogs and \$15 for cats toward the cost of a spay or neuter.
- All Santa Monica veterinarians will accept the vouchers. A list of participating local veterinarians is available at the Shelter.
- No more than three vouchers per residence will be issued.

For additional information, telephone John Sanchez, Senior Animal Control Officer, at 450-6179. Kennel and pet stores are not eligible.

SENIOR SPEAKERS **BUREAU FORMED**

WISE Senior Services has formed a speakers bureau available to small and large groups. The purpose of the bureau is to bring issues concerning older adults to the attention of civic groups, service clubs, hospitals, schools and other community organizations. Topics include "The Graying of America," "The WISE Story," "Parenting Our Parents and Ourselves" and "The Impact of Alzheimer's Disease."

Speakers are members of the WISE Board of Directors, staff and experts who can deliver a talk ranging from 15 minutes to a full hour.

To schedule a speaking engagement or for further details, please call Myra Taylor at (213) 394-9871.

CATALINA POTTERY **EXHIBITION OPENS**

The Santa Monica Heritage Museum will present a "Catalina Pottery" exhibition opening on February 26, and running through April 30, 1989. The exhibition is rich in history and color and is the second of a series of exhibitions concentrating on individual companies working during the late 1920's and 1930's. The year long exhibition is Guest Curated by artist and art historian Caroline Kent.

Catalina Tile

In 1915 on the island of Catalina, off the coast of Southern California, a tremendous fire left the small town of Avalon in shambles. When Willi-

am Wrigley, Jr. purchased the island in 1919, little had been done to restore the town. It was Mr. Wrigley's intention to rebuild Avalon as a resort for working people.

While Wrigley and David Renton, Pasadena contractor, were inspecting the site of the future resort, the automobile in which they were driving become mired in the island's adobe soil. After extricating the car, Mr. Renton noticed that the clay soil had a texture that might be used to make bricks. The clay proved to have the plasticity, shrinkage, tensile strength, and fusibility necessary for making brick and tile.

The Santa Catalina Island Company formed a pottery works on the island that supplied the tile for Sumner Spaulding's prize-winning casino at Avalon, as well as many Catalina and southern California buildings built in the 1920's and 30's "golden age" of time.

The Santa Monica Heritage Museum is located at 2612 Main Street, at the corner of Main and Ocean Park. Museum hours are Thursday through Saturday, 11:00 a.m. to 4:00 p.m.; Sunday, noon to 4:00 p.m. Parking is free. For additional information, please call (213) 392-8537.

BIG BLUE BUS CAPISTRANO TRIP SET

On Saturday, March 25, the Santa Monica Municipal Bus Lines is offering a Big Blue Bus excursion to the San Juan Capistrano Mission. The Mission which was founded in 1776 is the site of the traditional return of



swallows to the Mission every year on March 19th. The Big Blue Bus

HOMELESS RESOURCE CARD

tour will visit the mission just one week after the arrival of the swallows, to avoid the huge crowd and to allow our riders to enjoy the serenity of this beautiful mission.

Round trip transportation and admission to the mission costs \$12.00 for adults and \$11.00 for children under 13 years of age. Excursion participants will have adequate time to visit the charming City of San Juan Capistrano with its many restaurants and attractive shops. Buses will depart Santa Monica City Hall at 8:00 a.m. The return trip will leave San Juan Capistrano promptly at 3:00 p.m. returning to Santa Monica City Hall at approximately 5:00 p.m.

For further information call 451-5444, or stop by the home of the Big Blue Bus at 1660 Seventh Street in Santa Monica Monday through Friday, 8:00 a.m. to 5 p.m.

MEALS ON WHEELS SEEKS VOLUNTEERS

Meals On Wheels provides meals for those who are physically unable to shop and prepare meals for themselves. Meals are delivered at midday, a hot meal for noon and cold food for the evening meal. Meals are prepared by Santa Monica and St. John's Hospitals that meet 2/3 of the nutritional needs per day.

Volunteers are needed to continue service and to add one more much needed route. Volunteers generally work one day per week, between the hours of 11 a.m. and 1 p.m. They work in pairs, driving their own cars, with a driver and assistant on each route. Not only do these volunteers help by bringing this fine nutritional service, they are a contact with the outside world. Perhaps the volunteers are the only voices they will hear all day.

To become a Meals on Wheels volunteer, please call Joana Vasquez at 394-7558. To receive Meals on Wheels service, please call Rosemary Regalbuto at 394-5133.

With This Information You Can Help...

	Info. Line
FOC	0
CLA	
	PCAP (grocerles)
	an Park Community Center (groceries)
P.A.	F.H. (grocerise)
Salv	stion Army (breakfast)
St. J	oseph Center (groceries)
	rday Food Program (noon lunch) 1685 Main St. (City Hall), Santa Monica Open 10:30 a.m., Sat. only
SOV	A (groceries)
Эсер	Up On Second (funch)
OVE	RNIGHT SHELTER
LIEU	-CAP (women, children, by referrals only) 453-3591
	wood Wesley House (men, women, families) 392-5540
	CH. (men, women, children, by referrale only) 558-4295
	um Shelter (bettered women/children only) 392-9896
	ping Stone Shelter (runaway youth only, 7-17 years old)
	ing Point (adults only)
	Tabernacie (men, women, children)
	ght Mission (families)
DAYT	TIME SHELTER
	RE/Sober Inn
Dayb	reak (emotionally disabled women)
St. Je	paeph Center
Step	Up On Second (emotionally disabled adults) 395-8686 328 - 2nd St., Santa Monica

COU	SELING/S	UPPORT S	ERVICES				
CLAR 9	IE/Sober In 05 Ploc Blvc Open 8:00 a.	n I., Santa Mo m. • 5:00 p.i	onica m., M-F			314	-620
LIEU-	CAP 552 - 18th S pen 8:30 a.	., Santa Mo m 5:00 p.	onica m., M-F			453	-359
Ocean 2 C	n Park Com 45 Hilf St., S Open 8:00 a.	munity Ce lanta Monic m 5:00 p.	nter a m., M-F	•••••	••••	399	922
P.A.T.	H 756 Overlan open 10:00 s	d Ave., W.L .m 3:00 p	.A. .m., M-F	•••••		558	420
C	tion Army 530 - 4th St. Open 8:00 a.	m 5:00 p.	m., M-F				
81. Jo	reeph Cente 73 Rose Ave open for wall by appointme	er L, Venice Fin 9:30 a.r ent 2:00 p.n	n 12:30 p. n 5:00 p.r	.m., M-F n., M-F		399	-687
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Senta 1	Monica W 525 Euclid S open 8:00 a.	est Mentel St., Santa M	Health				
Senio 2 C	r Health an 125 Arizona Ipen 9:00 a. age 55 + n	Ave., Santa m 5:00 p. nental healt	Monica m., M-F; h services	Center		829	-471
Step	Up On Sect 328 - 2nd St 329 - 30 a.	ond Santa Mo	nica m., M-F, S	atSun.		395	-888
EMER	IGENCY ME	EDICAL AN	O MENTA	L HEALTI	4 SER	VICES	
1	Monica Ho 225 - 15th S pen 24 hou	I., Santa Mo	MICE	ces		319	-478
St. Jo	hn's Hospi 328 - 22nd S Ipen 24 hou	tal St., Santa M	lonica Jency servi			829	-821
DISA	BILITY SER	VICES					
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(D.M.	II McDaniel L. C.) Accessible s y appointme 4354 Hayne	helter and o	lisability se	Center, I	nc. rdinatio	818- 986 XI	952
	the City of	Compi Santa Mon	led and price's Social City of San	Inted by I Services	Comm	nission	

Santa Monica Recreation and Cultural Affairs

Civic Anditorium

February

25-26 Chocolate Show

March

Junior League Rummage Sale

April

- Israeli Pop Concert SHALOM HANOH
- Santa Monica Symphony 2
- International Gem and Jewelry Show
- 13 14 Stairway of the Stars
- **Bustamente Antique Show** 20 - 23
- 25 26 Career Exploration Day

Contents

FOR YOUNG PEOPLE	ADULT ARTS PROGRAM
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Teen Scene	Miscellany3
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Sports & Games for Guys & Dames 3	Developmentally Disabled 4
Health and Fitness3	
Tennis Instruction & Schedule3	OTHER
In the Swim	Registration Information4
Oriental Healing Arts	Volunteer Solicitation 2

Kid Striff Specials

Park & Playground Program
A diversified after school recreation program is conducted at many Santa Monica park and school playgrounds. Trained staff supervise a wide variety of activities including sport leagues, table games, contests, arts and crafts, storytelling and field trips. Contact the site nearest you for a program schedule.

Playgrounds

Edison, Franklin, Grant, McKinley, John Muir, Will Rogers, and Roosevelt Schools will operate a free spring after-school playground program for grades K-6, Monday-Friday, from 3-5 pm. Adult supervision provided. Playgrounds closed on school holidays. grounds closed on school holidays.

Parks/Weekdays Clover, Douglas, Joslyn, Lincoln, Marine, and Virginia Parks host free spring programs for ages 5-12, Monday-Friday, from 3-5:30 pm. Adult supervision pro-

Parks/Weekends

Staff on duty Saturday and Sunday from 12-4 pm at: Clover, Joslyn, Lincoln, Marine and Virginia Parks. Sports and table game equipment are available for

"Ramblin' Rec" Crafts Van

The Recreation and Parks Division crafts van "The Ramblin Rec" tours elementary school playgrounds. Free arts and crafts sessions are currently underway.

"Ramblin' Rec" Itinerary Monday John Muir Will Rogers 3-4 pm 4-5 pm

3-4 pm 4-5 pm Edison Grant McKinley 3-4 pm Wednesday 4-5 pm Franklin Roosevelt 3-4 pm Thursday 4-5 pm Douglas

Easter Bunny Breakfast

Saturday, March 18, 8-10:30 a.m. at Memorial Park. Cost is \$2.00 in advance per person. Breakfast consists of flopsy pancakes, mopsy sausage, carrot juice and cottontail milk. Holiday activijuice and cottontail milk. Holiday activities (including a hopping race) will be conducted. Bring your Easter basket because the Easter bunny will give treats to each child. Children under eight must be accompanied by an adult. Don't forget your camera! Advance tickets available beginning February 20th at Santa Monica Cultural & Recreation Services Department, 2600 Ocean Park Boulevard, Santa Monica. For information call 458-8311. NO TICKETS SOLD AT DOOR. Tickets limited to the first AT DOOR. Tickets limited to the first 200 rabbits to register.

Knott's Berry Farm

Wednesday, April 19, 9:00 am - 6 pm. \$15.00 per person. Deadline to register is Friday, April 14. Children under 6 must be accompanied by an adult. Registration is accepted at the Recreation and Parks Office, 2600 Ocean Park Blvd., Santa Monica, CA 90405 or by Recreation Leaders at the parks and playgrounds. Trip leaves from Memorial Park (14th & Olympic). Parent permission slip required. For more information, call 458-8311.

Sport For The Short

Youth Track and Field Championships

For boys and girls grades 3-8. Participants will compete in a variety of track and field events at a city wide track meet to be held at Santa Monica College in April. Date to be announced. Ribbons will be awarded to each participant. Winners of each event will advance to regional competition. Young athletes interested in participating may sign up with the afterschool Recreation Leader at each elementary and middle school beginning March 27.

Superstar Club

youth sports program is designed to give youth ages 5-7, a positive experience in a non-competitive environment. Participants learn basic skills and rules of softball. Class provides an excellent foundation for playing competitive team sports.

Wed.	Roosevelt
3:45-4:30 pm	Franklin & Rogers
Thurs.	School
3:45-4:30 pm	4/5 to 5/31

Junior Gymnastics

Fundamental gymnastic and tumbling skills designed to develop coordination, strength, rhythm, and overall fitness are taught. Participants should wear shorts, sweat pants, or leotards, and a T-shirt. NO tights please!

Saturday	Marine Pk/	Lee
2-3 pm (6-9 years)	Aud	\$16.00
#1174A	4/8-5/27	
3-4 pm (10-12 yrs)		
#1174B		

Are You a Tennis Menace?

Quality instruction for youths 8-14 years old. Fee: \$16. All programs held at Memorial Park (14th and Olympic). Code: B=Beginner, I=Intermediate, A

= Advanced. Note: Students must bring a can of new balls to class

Code	Session	Day	Time	Inst.	Dates
I	1177A	Wed.	3:30 pm	Hoy	4/5-5/24
В	1178A	Wed.	4:30 pm	Hoy	4/5-5/24
В	1179A	Sat.	9:00 am	Hoy	4/8-5/27
I	1180A	Sat.	10:00 am	Hoy	4/8-5/27
A	1181A	Sat.	11:00 am	Hoy	4/8-5/27
B *	1182A	Thurs	3:30 pm	Hoy	4/6-5/25
I ,	*1183A	Thurs	4:30 pm	Hoy	4/6-5/25
*Mee	t at Doug				

MUSIC AND DANCE FOR YOUTH

All That Jazz/Beginner #1175A (Youth)

Combines ballet and contemporary dance. Gain flexibility, endurance, coordination and grace. Learn barre exercise, basic steps and a jazz dance routine.

Monday	Marine Pk/	Stewart
4-5 pm	Aud	\$18.00
(4-7 yrs)	4/3-5/22	

All That Jazz, Intermediate #1176A (Youth)

Previous experience required. This program covers advanced barre exercises, center floor steps, and students perform a routine. Dance clothing required.

Monday	Marine Pk/	Stewar
5-6 pm	Aud	\$18.0
(7-11 yrs)	4/3-5/22	

Ballet Con Salsa #1169A (Youth)

Learn to enjoy a variety of Latino dances from Mexico, South America and Spain such as Guadalajara, Jarabe Michoacan, Me Traes De Una Ala, Joropo, Flamenco, Jotas, Calypso, Cha-Cha, Cumbia, and Zamba.

Virginia Pk/	Cox
Aud	\$16.00
4/8-5/27	
	Aud

Guitar #1171A (Youth)

Wanna be a rock and roll star? Learn basic chords and strumming techniques. Learn to read music, chord charts, and basic rhythms. Bring your own guitar.

Thurs. (9-12 yrs)	Marine Pk/	Green-
4-5 pm	Aud	field
	4/6-5/25	\$21.00

International Folk Dance #1170A (Youth) The world's at your feet! Learn a new dance from a different country each

Friday (8-14 yrs) 3:30-4:30 pm Muni Pool/ Tikva Rec Room \$16.00

4/7-5/26

Mime Time #1257A (Youth)

Students learn basic skills, clowning, and improve coordination and spatial awareness. Instructor is a professional mime and artist-in-residence for the L.A. Unified School District.

Monday (7-11 yrs)	Joslyn Pk/	Pulver
4-5 pm	Craft Room	\$16.00
	4/3-5/22	

Preparing for Piano #1172A (Youth)

Fundamental musical training including an introduction to note reading, singing, rhythm reading, and development of listening skills through written exercises and musical games and projects. It is not necessary to have a piano at home to benefit from this course. \$10.00 material

Saturday (5-9 yrs)	Lincoln Pk/	Olim
4:30-5:30 pm	Joslyn Hall	\$16.00
The property of the same of th	4/8-6/3	

Tutus and Toeshoes (Youth)

Learn ballet positions and movements at the barre and on the floor. Wear leotards, tights and ballet slippers.

Wednesday	Marine Pk/	Chang
3:30-4:30 pm	Aud	\$16.00
(6-9 yrs) #1168A	4/5-5/24	
4:30-5:30 pm		
(10-14 yrs) #1168B		

Pre-Registration Required For Classes With Fee -

See Page 4 For **Registration Information**

9710

Lincoln Pool - 1024 16th Street. The pool is enclosed and average water temperature is 81 degrees, so lap it up!

ne 2
5:00-6:30 pn
7:30-9:00 pn
6:00-8:00 pn

Pool Closed:

All school holidays including April 17-23, 1989.

Entrance Fees:	
Youth (17 and under)	\$.25
Student (18 and over with school I.D	
	\$.50
Adult (18 and over)	\$1.50

\$.50
Adult (18 and over) \$	1.50
Resident Season Pass	
(Good February to June 1, 1989)	
Youth (17 and under)\$	7.50
Student (18 and over with school I.D.)	
	9.50
Adult (18 and over)	7.50
Family\$3	

Get In The Swim

A learn to swim program for youth 4-17 years of age, and adults. Includes classes for beginners through advanced level. Classes meet twice weekly for five weeks (Monday and Wednesday or Tuesday and Thursday). Class times are 5:00-5:40 pm and 5:45-6:25 pm. All classes held at Lincoln Pool, 1024 16th Street. Registration takes place at Municipal Pool, 17th and Pico, on Saturday only.

Registration Information

Advance registration is required for all programs. Parents must estimate child's ability according to classifications described at registration time. Children need not be present for registration. stration.

Winter Registration Dates:

Session 5 (Spring) . . Saturday, March 18 Session 6 (Spring) . . . Saturday, April 29 Santa Monica Residents may register from 9-11 am

Non-Residents may register from 10-11 am

No mail-ins

Session Dates

Instruction Fee:

Santa Monica Residents

...........\$5.00 per session Non-Residents and adults\$20.00 per session

Santa Monica Master Swim Team

Every adult age and skill level accept-

ed. Coached workouts stressing form, strength, and endurance. This is a year round program with introduction and/ or continuation of Masters swimming and triathlon training, i.e. serious swim fitness. Workouts at Muni Pool, Samohi Pool and Venice Pool. For information, call 391-0094.

Santa Monica Water Polo Club

Wednesday workouts, scrimmages, and games held at Samohi. Contact Mike Moore, 321-4608 or Roy Salter at 550-2261.

Team Santa Monica - U.S.S. Swim Club

Swimming for youth 5 years and over. For further information, call: 450-7578, M-F 4:30-6:00 pm.

Advanced Lifesaving
Will provide individuals with skills and knowledge that can save their life and that of another in an emergency. Minimum age is 15 years. Participants must pass a 500 yard swim demonstrating crawl, side, and back strokes. American Red Cross text and class fee is \$25.00. March 17-19. For more information, call 458-8311.

WSI

Will provide individuals with skills and knowledge to teach American Red Cross swimming. Must have a current advanced lifesaving certificate and must be 17 years of age or older to receive completion certificate. Text is

\$5.25.

Saturday Muni Pool 9:00am - 2:00pm \$25.00 4/8-6/10

Fee

Adaptive Aquatics Programs

Conducted at Lincoln Pool (16th St & Washington). Lincoln Pool is handicapped accessible. Water temperature averages 80 degrees. Sign up directly at the pool during program time. Free!

Tuesday and Thursday 6:30-7:30 pm

AQUATIC SPECIALITY PROGRAMS

Basic Scuba #1153A

Physician's approval suggested prior to certification. Swim evaluation will be held. Masks, snorkel and fins are needed after first meeting. Participants receive P.A.D.I. certificate upon completion of the course. Bring swim suit and towel.

Mon./Wed. Muni Pool Bush (SMC)

4/3-5/24 \$72.00 7-10 pm Note: Instructor will discuss added cost for equipment and dives - (approximately) \$150 at first meeting.

Swim Conditioning I

Participants must be able to swim 200 yards freestyle in good form. Sessions are structured like swim team workouts with an emphasis on physical conditioning. Workout covers 3,000

Continued to Next Page

Tired of chilling out around the T.V.? Take a trip to your local Teen Center for a truly cool time. Trips, sport ski clubs, dances, games, tournaments and art programs are just the tip of the iceberg. We have 3 convenient locations. So don't freeze us out. For more information call 458-8540.

Virginia Park (2200 Virginia Avenue) Monday - Friday 4-9 p.m. Saturday 12-5 p.m.

John Adams Middle School Gym (2425 16th St.)

Monday - Thursday 3:45-5:30 p.m. Monday & Wednesay 6-9 p.m.

Lincoln Middle School Gym (1501 California Ave.) Monday - Thursday 3-5:30 p.m. Tuesday & Thursday 6-9 p.m.

VOLUNTEERS WANTED!

Give a part of yourself to your community.

The Santa Monica Cultural & Recreation Services Department is seeking volunteers in the following areas:

Senior Programs, Nursing Home Program, Special Olympics, Entertainers, and Special Events. For more information, please call Mary Humm at 458-8311.

Dance. Music and art

Ballet - Beginning #1101A

Beginning course, includes basic positions and movements. Wear leotards and ballet shoes to first meeting.

Monday

Muni Pool/ Rec Rm (SMC) \$25.00

6-7:30 pm

4/3-5/22

Ballet - Intermediate #1102A For people with at least one year of experience. All beginning exercises will be covered as well as intermediate level positions and movements. Wear leotards and ballet shoes to first meeting.

Wednesday 6-7:30 pm

Muni Pool/ Lee Rec Rm (SMC) \$25.00 4/5-5/24

Ballet Folkloric International #1103A

Learn to dance a variety of Latino dances from Mexico, South America and Spain such as Guadalajara, Jarabe Michoacan, Me Traes de Úna Ala, Joropo, Flamenco, Jotas, Calypso, Cha-Cha, Cumbia and Zamba.

Saturday 2-4 pm

Virginia Pk/ Cox Aud \$26.00 4/8-6/3

Ballroom Dance

Learn to fox trot, waltz, samba, rhumba, cha-cha. Registration with a partner helpful but not required.

Tuesday (Beg) Mini Pool/ Andrews #1104A Rec Rm (SMC) \$25.00 8:30-10:30 pm 4/4-5/23 Thursday (Int) Bradley 4/6-5/25 #1105A \$25.00 7-9 pm

Calligraphy #1237A

This course teaches basic lettering techniques. Eight different alphabet styles will be introduced and explored with extra attention given to italics. Approximate cost of supplies: \$13-\$18.

Thursday 6-8 pm

Marine Pk/ Allen Marine Room \$24.00 4/6-5/25

Country and Western #1109A

The Texas Two-Step, Polka, Country Swing and others. Make new friends at a downtown hoe-down.

Wednesday 8:30-9:30 pm

4/5-5/24 \$25.00 Dancercise #1146A

Joslyn Pk/Aud

you down and shape you up. Exercises are done to music. Simple dance routines enhance the fun. Towel or mat suggested.

Monday

6-7 pm

Lee

Marine Pk/Aud Niles 4/3-5/22 \$20.00

Drawing I #1111A

A drawing class for beginning, intermediate and advanced students. Instruction focuses on individual needs and includes the latest "right brain" learning techniques. Bring paper and pencil.

Thursday 7-9 pm

Lincoln Pk/ Card Rm 4/6-5/25

TBA \$24.00

field

\$26.00

Guitar #1115A

Learn the basic chords and strumming techniques and play your favorite songs. Learn to read music, chord and rhythm charts. Bring your own guitar.

Wednesday 7-8 pm

Green-Joslyn Park/ Craft Rm 4/5-5/24

International Folk Dancing #1118A

Learn basic steps and styles of a variety of folk dances from around the world. Circle, line and couple dances are taught.

Wednesday 7:30-9:00 pm

(Beg/Int)

Muni Pool/ Tikva Rec Rm (SMC) \$25.00 4/5-5/24

Modern Jazz - Beginning

Approximately 45 minutes of warm-up exercises followed by jazz routines of different styles and rhythms. Previous experience not required. Comfortable clothing or leotards recommended.

Thursday Marine Pk/Aud Niles 8:30-10 pm 4/6-5/25 \$25.00 #1121A OR Saturday **Niles** 11-12:30 pm 4/8-6/3 \$25.00

Modern Jazz - Intermediate #1149A

Develop advanced routines and rhythm combinations. Previous experience required. Comfortable clothing or leotards recommended.

Tuesday 6-7:30 pm

Martin

#1121B

Muni Pool/ Rec Rm (SMC) 4/4-5/23

Niles \$25.00

Modern Primitive Dance #1264A A balanced fitness program to help slim Learn the Latin-based isolated move-

ments perfected by Katherine Dunham. It is a unique and exciting blend of classic and modern dance based on primitive rhythms, isolations and the relationship between form and function.

Thursday Joslyn Pk/Aud

R'Wanda 4/6-5/25 \$26.00 7-9 pm

Oil Painting #1122A

Beginning course in oil painting techniques, color, design, composition, etc. Intermediate level students welcome. Initial supplies cost approximately \$20.

Tuesday 7-9 pm

Lincoln Pk/ Card Rm D'Epinoy 4/4-5/23 \$21.00

Lincoln Pk/

Joslyn Hall

4/8-6/3

Virginia Pk/

Aud

4/5-5/24

Olim

\$26.00

Rennie

\$24.00

Piano - Beginning #1123A

Repertoire, rhythm, technique, keyboard harmony, theory and ear training through classical and popular music. Other instrumentalists welcome. Final session includes performance.

Saturday 3:30-4:30 pm

Scottish Dance - Beginning, Intermediate & Advanced

Basic steps, figures and formations; intermediate level improvement of steps and figures; advanced concentration on more intricate dances. Participants perform at civic functions. Hoot man!

7-9 pm (Beg) #1124A 8:30-10:30 pm

(Int/Adv) #1125A

#1127A

Wednesday

Mini-Session Wednesday Virginia Pk/ Rennie 7-9 pm (Beg) Aud \$12.00 #1126A 5/31-6/21 8:30-10:30 pm (Int/Adv)

Stained Glass, Beginning #1119A

History, designs, materials and techniques. A small leaded window is completed in class. Also covered: copper foil and window reinforcing and installation techniques. Tools and materials may be purchased at a discount from instructor (Approx. cost \$100-\$150) Lab fee \$2.00.

Wednesday 7-9 pm

Marine Pk/ Kenyon Craft Rm \$34.00 4/5-5/24

Stained Glass Art Workshop, Advanced #1120A

Workshop instruction tailored to the individual student with prior experience. Design, construction of three dimensional gift items. Tiffany style lamps and utilization of bevels and glass etching techniques. Students furnish own tools or may purchase them from instructor at discount. Lab fee \$2.00

Wednesday 7-9 pm

Marine Pk/ Kenyon Craft Rm \$34.00 4/5-5/24

Muni Pool/ Andrews

\$20/per

person

person

\$20.00

Popular 40's dance form! Starts with the East Coast Swing and jumps to the Jive, Lindy and Jitterbug. Registration with a partner helpful but not required.

#1131A East Coast Swing 7:30-8:30 pm

Tuesday (Beg)

Monday (Int) #1132A 7:30-8:30 pm Monday (Adv) #1133A 8:30-9:30 pm

Muni Pool/ Andrews Rec Rm (SMC) \$20/ per 4/3-5/22 person Muni Pool/ Andrews \$20/per Rec Rm (SMC)

4/3-5/22

Rec Rm (SMC)

4/4-5/23

Tap Introductory Fundamentals, course. techniques, and combinations lead to development of toe-tapping dance routines. Intermediate course develops techniques further and requires experience.

Monday 7-8 pm (Beg) #1135A 8-9 pm (Int) #1136A

West African Jazz #1138A

West African Dance and Jazz are blended to provide a blood pounding bare foot workout. African wraps a must so bring a yard of colorful material.

Tuesday 7-9 pm

Virginia Park/ R'Wanda \$26.00 Aud 4/4-5/23

Virginia Pk/Aud Parmelee

4/3-5/22

Lots for Tots

For 3-5 year olds, stresses group awareness, interaction and activity. Includes arts and crafts, storytelling, singing, music and rhythm. Children must be 3 years old and toilet trained by first class meeting. Program meets two days a week. Parents can register with instructor on first day to serve as helper during the eight week program. Birth certificate must be presented to instructor at first meeting. Parents are responsible for picking up their child promptly at 12 noon. See registration information.

Mon/Wed	Douglas Park	Foy
9 am-12 noon	#1165A	\$45.00
	4/3-5/24	
Tues/Thurs	Douglas Park	Foy
9 am-12 noon	#1165B	\$45.00
	4/4-5/25	
Mon/Wed	Marine Park	Pena
9 am-12 noon	#1166A	\$45.00
	4/3-5/24	
Tues/Thurs	Marine Park	Pena
9 am-12 noon	#1166B	\$45.00
	4/4-5/25	

Miscellany

Bead Basics #1261A

All you need to know about stringing and knotting beads and how to create and repair your own jewelry. Materials fee \$10.00

Tuesday	Marine Pk/	Needle
7:00-9:00 pm	Marine Rm 4/4-5/23	\$24.00

Dog Obedience

Dog obedience class that deals with behavioral problems of both owner and pet. Dogs must be on a choke chain and leash. Up-to-date vaccinations and rabies certificate required. Kids, grownups and all breeds welcome.

Sat. #1110A	Civic Aud/	Chill
9-10 am OR	Pkg Lot	\$27.00
10:15-11:15 am	4/8-6/3	
#1110B		

Physical Comedy #1256A

Mime technique, clowning, group improvisation, and scenework through movement. Instructor is a professional mime. No experience required. A sense of humor is mandatory.

Pulver
\$25.00

Spanish Conversation #1147A

A beginning class covering basic essentials needed for effective communication.

Saturday	Virginia Pk/	Meiojas
10 am - 12 pm	Craft Rm	\$25.00
	4/8-5/27	

et In The Swim

Continued from Preceding Page

yards per night!		
Mon/Wed/Fri	Muni Pool	Partridge
7:30-8:30 pm	(SMC)	
Session 1 #1156A	4/3-5/5	\$26.00
Session 2 #1160A	5/8-6/12	\$26.00

Swim Conditioning II

Participants must be able to swim 100 yards freestyle in good form. Program designed for the swimmer who wants to improve performance. Participants pace themselves.

ni Pool Lottor
MC)
4-5/4 \$20.00
9-6/8 \$20.00
1

Sunday Swim Conditioning

Enjoy a weekend workout. You must be able to swim 100 yards freestyle in

good form.		
10-11 am - Sunday	Muni Pool	Lottor
	(SMC)	
Session 1 #1163A	4/9-5/7	\$12.00
Session 2 #1164A	5/14-6/11	\$12.00

Sports and Games For Grups and Dames

Softball Leagues

Spring leagues are in session with all games played at Memorial Park, 14th & Olympic. Game times ar 6:30, 7:45 and 9:00 p.m. Women's teams play on Monday evenings. Men's teams on Tuesday, Wednesday, Thursday and Friday. Coed Leagues play on Sundays. Admission is free and spectators are welcome. are welcome.

Men's "Open" Slow Pitch Softball Tournament

Seventh Annual Memorial Day Weekend Open Men's slo-pitch Tourney. Entry deadline is May 23rd, 5 pm. The cost is \$150.00 per team. For an entry application send a S.A.S.E. to: Men's "Open" Softball Tourney, Recreation Division, 2600 Ocean Park Blvd., Santa Monica, CA 90405.

Co-Ed Volleyball

Coed Volleyball is currently being conducted at Samohi Boys and Girls Gyms and at John Adams Jr. High gym on Tuesday evenings. Matches are at 6:30, 7:45 & 9:00 pm. Spectators are wel-

Adult Volleyball Instruction A course in volleyball skills. Intermediate players should possess good ball control and basic knowledge of strate-

gy.		
Thursday	John Adams	Coleman
6:30-8 pm	Gym	\$15.00
(Beg.) #1151A 8-9:30 pm	4/6-5/25	
8-9:30 pm		
(Int.) #1152A		

Beginning Sailing #1154A
Puts would-be sailors on the water aboard a 27' sloop. Wind, docking, rules of the road, sail trim, and seamanship are covered in a 12 hour course. Participants are contacted and given choice of days and times.

Marian Del Berry, Lefferage Lefferage 150 per page 150 Marina Del Rey

\$126.00 **Boating Safety and Seamanship**

Introductory course in basic seaman-ship and safety includes small boat handling, legal requirements, rules of the road, nomenclature and aids to navigation. For information, call 452-0534 after 6 pm.

Marine Pk/ USCG B Monday 7:30-9:30 pm Marine Rm No Fee 4/3-5/22

Bridge - Beginning #1444A Introductory course in contract Bridge covering all basic fundamentals. Playing experience helpful but not re-

quirea.		
Thursday	Lincoln Park/	Cohen
7:30-10 pm	Joslyn Hall	\$28.00
A CONTRACTOR OF THE CONTRACTOR	AIC FIDE	

Bridge - Intermediate #1145A

Players must have knowledge of convention, hand re-evaluation, signal re-

sponse and sc	oring.	
Tuesday	Lincoln Park/	Cohen
7:30-10 pm	Joslyn Hall (E)	\$28.00
	4/4-5/23	

Navigation and Coast Piloting
Basics of coastal navigation using chart and compass. This course is a supplement to "Boating Safety and Seaman-ship". For information call 452-0534

arter o pin.		
Monday	Marine Pk/Aud	USCG
7:30-9:30 pm	4/3-5/22	No Fee

Sailing for Landlubbers Course to acquaint the would-be sailor with basic terminology, marlinspike, seamanship and the theory and practice of sailing. Course does not include an actual sail. For more information call 452-0534 after 6 pm.

can 452-0554 ai	ter o pint.	
Monday	Marine Pk/	USCG
7:30-9:30 pm	Driftwood Rm.	No Fee
	1/2 5/22	

Adult Tennis Instruction
Fee: \$25. Eight week, 50 minute sessions. Minimum age is 15 years. Code: A=Advanced, I=Intermediate, B=Beginner, RR=Advanced Round Robin Doubles. Check registration information. Note: All students MUST bring one NEW can of balls to class. Tennis one NEW can of balls to class. Tennis instruction schedule:

Douglas Park _ 25th & Wilching

Code	Session	Day	Time	Instructor	Dates
				Cook	4/3-5/22
I	#1185A			Cook	
RR	#1186A	Mon		Cook	
B	#1187A	Tue	5:30 pm	Cook	4/4-5/23
I	#1188A	Tue	6:30 pm	Cook	4/4-5/23
A	#1189A	Tue	7:30 pm		4/4-5/23
I	#1190A	Tue	9:00 am	Cook	4/4-5/23
I	#1191A	Tue	10:00 am	Cook	4/4-5/23

#1192A Tue 11:00 am Cook 4/4-5/23 #1193A Wed 9:00 am D'Arcus 4/5-5/24 #1194A Wed 10:00 am D'Arcus 4/5-5/24 #1195A Wed 11:00 am D'Arcus 4/6-5/25 #1197A Thur 5:30 pm Nakatsuka 4/6-5/25 #1198A Thur 7:30 pm Nakatsuka 4/6-5/25 #1199A Fri 9:00 am D'Arcus 4/7-5/26 #1201A Fri 10:00 am D'Arcus 4/7-5/26 RR #1201A Fri 11:00 am D'Arcus

Marine Park - 16th and Marine

Code	Session	Day	Time	Instructor	Dates
	#1202A	Mon	5:30 pm	Wickstrom	4/3-5/22
4	#1203A	Mon	6:30 pm	Wickstrom	4/3-5/22
В	#1204A	Mon	7:30 pm	Wickstrom	4/3-5/22
В	#1205A	Wed	5:30 pm	Wickstrom	4/5-5/24
	#1206A	Wed	6:30 pm	Wickstrom	4/5-5/24
4	#1207A	Wed	7:30 pm	Wickstrom	4/5-5/24
В	#1208A	Thur	9:00 am	Cook	4/6-5/25
	#1209A	Thur	10:00 am	Cook	4/6-5/25
	#1210A	Thur	11:00 am	Cook	4/6-5/25
RR	#1211A	Thur	5:30 pm	Alwag	4/6-5/25
RR	#1212A	Thur	6:30 pm	Alwag	4/6-5/25
RR		Thur		Alwag	4/6-5/25

Memorial Park — 14th and Olympic Code Session Day Time Instructor Dates

#1214A	Mon	9:00 am	Roberti	4/3-5/22
#1215A	Mon	10:00 am	Roberti	4/3-5/22
#1216A	Mon	11:00 am	Roberti	4/3-5/22
#1217A	Mon	5:30 pm	Roberti	4/3-5/22
#1218A	Mon	6:30 pm	Roberti	4/3-5/22
#1219A	Mon	7:30 pm	Roberti	4/3-5/22
#1220A	Tue	9:00 am	Alwag	4/4-5/23
#1221A	Tue	10:00 am	Alwag	4/4-5/23
#1222A	Tue	11:00 am	Alwag	4/4-5/23
#1223A	Tue	5:30 pm	Alwag	4/4-5/23
#1224A	Tue	6:30 pm	Alwag	4/4-5/23
#1225A	Tue	7:30 pm	Alwag	4/4-5/23
#1226A	Wed	5:30 pm	Roberti	4/5-5/24
#1227A	Wed	6:30 pm	Roberti	4/5-5/24
#1228A	Wed	7:30 pm	Roberti	4/5-5/24

Clover Park - 2600 Ocean Park Blvd.

			-000	CCMIT T MIL	C DIVEL.
	#1229A	Tue	5:30 pm	Nakatsuka	4/4-5/23
	#1230A	Tue	6:30 pm	Nakatsuka	4/4-5/23
	#1231A	Tue	7:30 pm	Nakatsuka	4/4-5/23
	#1232A	Thurs		Cook	4/6-5/25
	#1233A	Thurs	6:30 pm	Cook	4/6-5/25
	#1234A	Thurs	7:30 pm	Cook	4/6-5/25
- 0					

Ocean View Park — 2600 Barnard Way

1	#1265A	Sat	8:00 am	D'Arcus	4/8-6/3
3	#1242A	Sat	9:00 am	Cook	4/8-6/3
	#1243A	Sat	10:00 am	Cook	4/8-6/3
1	#1244A	Sat	11:00 am	Cook	4/8-6/3
-					

Senior Tennis \$17.00

Specially designed for those over 50. Program includes basic strokes, strategies and rules, and proper warm-up, stretching exercises and health tips. Beginning - Little or no experience

Intermediate - Some playing experience Marine Park - 16th and Marine Street

В	#1240A	Mon	10:00- 11:30 am	Kall	4/3-5/22
I	#1241A	Mon	11:30-1pm	Kall	4/3-5/22

Health and Fitness

Aerobic Dance

A cardiovascular workout that stretches, tones and tightens muscles. Session followed by a yoga-based meditation cool down.

Tues. #1100A	Joslyn Pk/Aud	TBA
6:30-7:30 pm	4/4-5/23	\$25.00
Wed. #1100B		Martin
7:30-8:30 pm	4/5-5/24	\$25.00
Thurs. #1100C	Marine Pk/Aud	Eden
6:30-7:30 pm	4/6-5/25	\$25.00

Gently Trimmed #1114A

Gently stretch, strengthen, and slim down! The course focuses on toning, firming, stretching, and cardio-vascular fitness through a series of gentle exercises and movement. Wear comfortable clothing. Bring a towel or

Saturday	Marine Pk/Aud	Smetana
10-11 am	4/8-6/3	\$17.00
*** 1 751	. 1 "	

Hips and Thighs #1262A Beginning with a warm-up, this 30-minute class concentrates on problem

area of hips & thighs. Bring a towel or mat.

Memorial Park/ Weather-Thursday 7:45-8:15 pm CAB \$9.00 4/6-5/25

Mini Session #1268A Memorial Pk/ Weather-Thursday 7:45-8:15 pm CAB ford 6/1-6/22

Morning Exercise #1246A

Focus on endurance, stamina, good muscle tone, and cardio-vascular fitness. Wear leotards or loose clothing. Bring towel or mat.

Tues/Thurs	Memorial Park	Stewart
7-8 am	Gym	\$17.00
	4/4-5/25	

Postnatal Fitness

For mothers with babies up to 6 months. Toning, flexibility and relaxation program to restore energy and balance for the new mother. Get into shape as you interact with your baby in a relaxed supportive atmosphere.

There will be plenty of time for quiet relaxation. Bring baby blanket. Don't forget your baby!

Tues. **#1248A** Joslyn Pk/Aud Cooper 1-2:30 pm 4/4-5/23 or \$26.00 1-2:30 pm Thurs. #1248B 4/6-5/25

Slim and Trim #1128A

Exercise course using free movement and rhythm to produce muscle tone, fitness and grace. Bring a towel or mat. Tues/Thurs Memorial Park Weather-

6:30-7:30 pm Gym ford \$15.00 Mini Session

Tues/Thurs Memorial Park Weather-#1129A ford 6:30-7:30 pm 5/30-6/22 \$7.50

Slow Stretch #1245A

Combining yoga elements and passive exercises set to classical music. This class is designed to increase flexibility, elongate muscles and provide wider range of motion.

Tuesday 7:30-8:30 pm Memorial Pk/ Weather-Cedar Rm 4/4-5/23

Mini Session #1269A Memorial Pk/ Tuesday 7:30-8:30 pm \$10.00 5/30-6/20

Stretch for Stress #1130A Combination of yoga stretches and other coordination disciplines set to music. Culminates in a study of relaxa-

Thursday Marine Pk/Aud Eden 7:30-8:30 pm 4/6-5/25 \$20.00

ORIENTAL HEALING ARTS

Hatha Yoga

tion techniques.

Development of yoga postures, chanting, deep relaxation techniques, concentration and meditation. Be prepared to stretch and move. Comfortable clothing recommended. Bring floor

Wed. #1140A	Sr. Rec. Cntr	Heriza
6-7:30 pm	4/5-5/24	\$25.00
Tues. #1141A	Joslyn Pk/Aud	

Thurs. #1141B 4/5-5/23 or Cooper 10-11:30 am Hatha Yoga II #1143A

Experience in beginning positions required. Course concentrates on further development of postures and techniques. Bring floor mat. Tuesday Sr. Rec. Center Heriza

6-7:30 pm 4/4-5/23 \$25.00 Kundalini Yoga System of exercise, breathing, and relaxation techniques enable partici-

awareness. Bring floor mat. Mon. #1142A Joslyn Pk/Aud Weiss 7-8:30 pm 4/3-5/22 \$25.00 Wed. #1142B Marine Pk/ Khalsa 7-8:30 pm Driftwood Rm \$25.00

4/5-5/24

pants to experience relaxation and self-

T'ai Chi Ch'uan #1134A

System of meditative exercise developed in ancient China which promotes good health, circulation and flexibility of body and psyche. Movements are graceful and flowing. Good for any age group. Instructor has 17 years experience.

Memorial Pk/ Thursday Spraker 6:30-7:45 pm CAB \$31.00 4/6-5/25

T'ai Chi Ch'uan

T'ai chi as an art form with emphasis on dance and martial arts. A subtle exercise for muscles, sinews, internal organs and the inner

organis and the filler eye.			
Sunday	Marine Pk/Aud	Sankey	
8-9 am (Int.)	4/9-6/4	\$31.00	
#1260B			
0 40 45			

9-10:15 am (Beg.) #1260A Mini Session

Sunday Marine Pk/Aud Sankey \$15.50 8-9 am (Int.) 6/4-6/25 #1266A

9-10:15 am (Beg.) #1267A

Tor Developmentally Disabled...

Westside Special Olympics

Provides athletic opportunities for developmentally disabled people ages 8 and above. During the spring term, practices for basketball will be offered Tuesday evenings. Track and Field, Swimming and Volleyball practices are currently underway. Westside teams may compete in various regional and state competitions. Participant Registration/Medical Release form is required and accepted year round.

Annual Area Meet for Track and Field and swimming is scheduled to be held at Santa Monica College on April 22nd. For further information, contact Mary Humm at 458-8311.

Social Programs

Thursday Evening Social Club and Saturday afternoon "Fun Club" are offered for developmentally disabled ages 13 and above. Both programs provide a social atmosphere, offering: arts and crafts, games, group discussions, movies, dances, trips into the community, etc. for info, call 458-8311.

Senior Programs

A full array of stimulating activities and events are offered at two locations. Dances, trips, singalongs, exercise and instructional programs and weekday lunches are provided in warm, friendly atmosphere. To become an activity card holder and receive your newsletter call 394-1227.

LOCATIONS

Senior Recreation Center

(1450 Ocean Avenue) Open weekdays 9am - 4pm and weekends (11am-4pm)

Virginia Park (2200 Virginia Ave.) Open on weekdays 10am-3pm

Senior Nutrition

Tasty and nutritious hot meals are served Monday through Friday. Anyone at least 60 years of age is invited to enjoy these noontime meals in the friendly atmosphere of our four conveniently located sites in Santa Monica.

Lincoln Park 7th & Wilshire 12 noon

Virginia Ave. Park 2200 Virginia Avenue 12:30 pm

Senior Recreation Center Ocean at Broadway 12 noon

Memorial Park 14th & Olympic 12:30 pm A \$1.25 donation is suggested for the meals. Please call the Nutrition Office at 451-1674 between 8am to 4pm for more information. Lunches provided on a first-come, first-served basis ON-LY. NO advance reservations taken.

VOLUNTEERS NEEDED FOR "MEALS ON WHEELS"

Volunteers are needed for Meals on Wheels, a service which provides meals for those who are physically unable to shop and prepare meals for themselves. Volunteers generally work one day per week between 11:00 am and 1:00 pm. They work in pairs, driving their own cars, with a driver and assistant on each route.

Meals are delivered at mid-day, a hot meal for noon and cold food for the evening meal. Meals are prepared by Santa Monica and St. John's Hospitals and fulfill two-thirds of daily nutritional needs.

Call (213) 394-7558 between 10:30 am and 1:00 pm or the Meals on Wheels office at (213) 394-5133.

Transportation Services

Are available for seniors. Rides can be scheduled by calling 451-1674 or 451-1673.

Home Delivered Meals

The home delivered meals program is available 7 days a week to anyone 60 years of age and older. Suggested donation is \$1.50. Please call 451-1673.

Senior Swim Program

Low key fitness program with coaching provided by the Santa Monica Masters Club. Program is conducted at Lincoln Pool (16th and California). No preregistration required.

Tuesday and Thursday
No fee for S.M. Residents
6:30-7:30 pm

Bilingual Virginia Avenue Park Programs

Virginia Park offers free bilingual programs for the whole family: nature hikes, tours, children's music class, knitting classes and much more!

You can pick up the calendar of activities at Santa Monica Recreation and Parks Division, Clover Park - 2600 Ocean Park Blvd., Santa Monica.

For information, call Magdalena Haskell, 458-8311.

Registration Information

General Information

- Mail in registration receives priority over walk in registration. Residents receive priority over non-residents.
- Programs begin the week of April 3, 1989, except where noted.
 Enrollment is limited. Mail requests
- early.

 All fees must be paid at the time of
- registration.

 No smoking during indoor programs.
- Minimum age of participants is 15 years, except where noted.
 Programs are 60 minutes in length unless otherwise noted.
- When registering for a friend, you must include the friend's name and proof of address.
- Programs with "no fee" register at first meeting.

REGISTRATION IS EASY!



MAIL-IN

Place Completed Form and Check in Sealed Envelope Marked ''Registration'' And Mail to:

CSP Registration
Santa Monica Rec. and Parks
P.O. Box 2200
Santa Monica, CA 90406-2200
March 6-17, 1989

Registration Dates:

2. WALK-IN

Bring Completed Form and Fee to Clover Park Recreation Office 2600 Ocean Park Boulevard (25th St. & Ocean Park Blvd.)
Santa Monica, CA 90405
March 22 and March 23, 1989
between 8 a.m. and 7:30 p.m.

Place Completed Form and Check in Sealed Envelope Marked "Registration" Drop in Mail Slot at: 2600 Ocean Park Blvd.)
Santa Monica, CA 90405
Santa Monica, CA 90405
March 6-17, 1989

Mail In March 6-17, 1989 Walk In March 22 & 23, 1989 Programs Begin the week of

= AFTER HOURS

DROP-OFF

- Refund Policy

 Refunds will be given during registration.
- NO REFUNDS issued after registration deadline: March 23, 1989.

Late Registration Procedures

- If a program still has openings after the close of regular registration (after Mar. 23) signups will be taken the first week of programs at the program site on a first come first served basis.
- Important: Many programs have limited registration and may close. Please call main office to confirm opening availability before you attend the program.
- A \$5 late registration fee will be assessed in addition to normal cost of program.
- All late registration fees must be paid by check or money order. NO CASH AT THE TIME OF REGISTRATION!
- Program fees are **not** prorated. Beginning second week of programs, special late registration may only be made by calling Andrea Brukman at 458-8311.

Adult Special Aquatic Registration ■ Same procedure as listed under

- Mail-In & Walk-In registration.
- Deadline same as listed under Mail-In & Walk-In registration.

Resident Tennis Registration

- In-Person Resident Registration Only:
 Resident tennis walk-in registration on March 4, 1989, receives priority over mail-in registrations.
 Mail-in registration receives priority over March 22 & 23 walk-in registration.
- March 4, 1989, 9-11 am
 Location: Clover Park, 2600 Ocean Park Blvd., Santa Monica.
- You may register yourself and *one* other person for *one* program each.
- You may only register yourself for one Saturday class.
 Proof of residency required for all

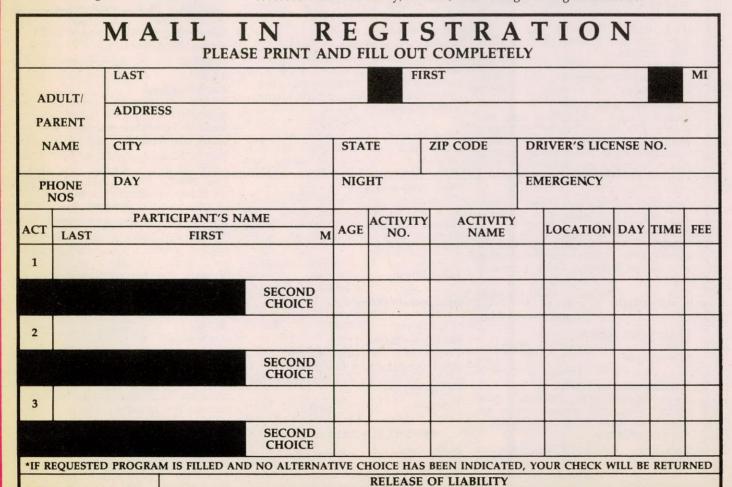
registrants.

Advanced level requires Santa

Monica Recreation and Parks Divi-

sion instructor certification or passing of skills test. Skills Testing: Santa Monica College Tennis Court #5 (17th & Pico) Thursday, Mar. 2, 7-9 pm, call 458-8757. Park facilities are wheelchair accessible.

Park facilities are wheelchair accessible. If you need additional information, or require special assistance such as sign language interpreting, aides, tutors, etc., please contact the City's Office for the Disabled at 458-8701 (TDD: 458-8696)



REGISTRATION WILL NOT BE PROCESSED WITHOUT RELEASE OF

LIABILITY SIGNATURE.

I absolve and agree to hold harmless the City of Santa Monica, its employees, officers or agents from any liability which may result from my participation, or that of any minor in my legal custody, in the above activity. If the participant is a minor, I also give my permission for his/her participation in the above activities, and for any necessary emergency medical treatment.

SIGNATURE ___

(EVERYONE MUST SIGN LIABILITY. IF UNDER 18, THEN HAVE PARENT OR LEGAL GUARDIAN SIGN.)

Water Conservation

This summer's drought response campaign gained the support and participation of many of Santa Monica's residents. Over 24,000 water conservation kits and 5,000 water saving showerheads were distributed from June to December. The results were water consumption reductions between 8 percent and 10 percent of normal. The water use restrictions are still in effect as a precaution against possible shortages next summer.

Two new water conservation ordinances are now in effect in the City of Santa Monica for new construction projects. The first ordinance is a plumbing code change which stipulates that to receive a building permit, all new construction and all remodel projects requiring the installation of a new water closet shall use ultra low flow models (using 1.6 gallons or less per flush). Sweden, England, France and Japan all standardized such efficiency over a decade ago.

The other new ordinance contains water conserving landscape guidelines which pertain to all landscapes installed in new commercial and multi-residential development. Water conserving landscapes, commonly called, Xeriscapes combine a functional design with efficient irrigation practices and low water using plant material to create lush gardens requiring only one third of the water required by conventional landscapes.

For more information, please call the Water Conservation Office at (213) 458-8229.

Electronic City

Continued From Page 1

social services, and much more.

Electronic mail lets you send messages, typed on a computer and sent over telephone lines, to City Hall. With "e-mail", you have a new and easy way to contact city officials.

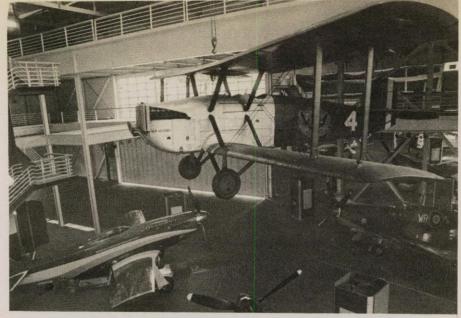
Electronic conferences are community discussions by computer. It's a way of sharing ideas that has distinct advantages over traditional ways. For example, in an electronic conference you never have to drive to City Hall to speak your mind. And you can join an electronic conference whenever your schedule allows - Sunday morning, Wednesday afternoon or Friday night. You'll never miss a thing because everyone else's comments are saved for you. You can participate by simply reading what others have contributed or by adding your own comments.

PEN conferences can cover topics such as pollution in the bay, ride sharing, day care programs or anything else of interest. Current conferences now in progress on PEN focus on ideas for PEN and on information about how to use PEN.

A few other cities have provided electronic bulletin board services. But Santa Monica is one of the first to offer a system that also provides residents with the ability to talk to the city and to each other through electronic mail and electronic confer-

The PEN system will grow stepby-step in 1989 with new services, new information and new conferences being added each month. Call 458-8383 for more information.

PEN has been made possible through generous donations of computer equipment and software from Hewlett-Packard and from the Metasystems Design Group, Inc.



THE DOUGLAS WORLD CRUISER IS SUSPENDED ABOVE EXHIBITS IN THE NEW MUSEUM OF FLYING AT SANTA MONICA AIRPORT. MUSEUM HOURS ARE 12 NOON TO 4 P.M., THURSDAY THROUGH SUNDAY. THE MUSEUM'S OFFICIAL OPEN HOUSE WILL BE LATER THIS SPRING. FOR INFORMATION CALL 392-8822.

Pier Development Progress Report

The Pier's development has been progressing at a consistent pace since last year's Seascape review. In March 1988, the PRC issued Requests for Proposals for five sites on the Pier that would be available in Phase 1 of the Development Program. These sites included a 40,000 square foot Central Plaza Area, the Billiard Building, Sinbad's, the FunZone amusement area and the Carousel

After careful review of all of the proposals submitted, the PRC Board selected to negotiate exclusively with the following developers:

Central Plaza Area — KBL Associates (large, mixed use space with restaurants, fast food and retail).

Sinbads - Long Walk, Ltd. (refurbish building into restaurant, bar, fast food

and live entertainment).

Billiard Building — Surfside Entertainment Associates (Showscan dynamic motion simulator attraction).

Fun Zone — Pier Fun Zone Company (ride and game amusement area).

The PRC has not selected a tenant for the Carousel Park space to date.

Negotiations are continuing for all of these sites and the PRC is estimating that part of the development may be operational by summer 1990.

The PRC has also been working in cooperation with City staff on selecting and

The PRC has also been working in cooperation with City staff on selecting an architect to design buildings on the Muncipal Pier. The far end of the Municipal Pier will include a cafe, a bait and tackle shop, a Harbor Patrol and lifeguard station, a Pier archive and exhibit, and public rest-

The PRC issued a Request for Proposals for the Municipal Pier Cafe and the Bait and Tackle shop in September 1988. Proposals were due in mid-January.

Municipal Pier Reconstruction

Municipal Pier Reconstruction

The City of Santa Monica has signed a contract with Kiewit Pacific. Kiewit began work on the reconstruction of the long fishing extension in Mid-January. A working trestle will be constructed along the north side of the Pier. It will extend from the 1550 parking lot to the end of the Pier. Materials will be delivered to the 1550 lot and hoisted onto the trestle from there. The city engineer anticipates that the project will be completed in twelve months at an approximate cost of \$6.3 million. Funding is being provided by the City of Santa Monica, the federal government's FEMA agency and the State of California. Kiewit Pacific also reconstructed the Pleasure Pier. California. Kiewit Pacific also reconstructed the Pleasure Pier.

Spring CPR Classes Set

The Santa Monica Citizens CPR Committee will be offering classes to Santa Monica residents according to the schedule below.

Classes are taught according to American Heart Association guidelines by volunteer instructors. Working adults are asked to contribute a tax-deductible donation of \$15; students and seniors can attend costfree. Pre-registration by telephone is required. Call (213) 451-LIFE. Please reschedule if you have a cold or other communicable disease. A new Chris Clean mannequin with individual face and lungs is provided to each participant to guard against passing any communicable disease.

CLASS SCHEDULE

C=Child Saver; H=Heart Saver Feb. 13, 6:00 PM, H, SM Hospital, 1225 15th St., SM

Feb. 21, 6:00 PM, C, Dynamix/Venice Beach, 105 Windward, Venice

Feb. 22, 1:00 PM, CPR Office, 612 Colorado Bl., SM

Feb. 22, 6:00 PM, H, SM YMCA, 1332 6th St., SM

Feb. 23, 6:00 PM, C, St. Johns Hospital, 1328 22nd/Arizona, SM

Feb. 23, 6:00 PM, P, St. Johns

Hospital, 1328 22nd/Arizona, SM Feb. 24, 6:00 PM, H, Pepperdine,

Pacific Coast, Malibu Feb. 25, 9:30 AM, C, Pepperdine, Pacific Coast, Malibu

Feb. 27, 6:00 PM, C, SM YWCA, 2019 14th/Pico, SM

Mar. 3, 10:00 AM, H, CPR Office, 612 Colorado Bl., SM

Mar. 8, 6:00 PM, H, SM YWCA, 2019 14th/Pico, SM

Mar. 9, 6:00 PM, C, St. Johns Hospital, 1328 22nd/Arizona, SM Mar. 13, 6:00 PM, H, SM Hospital,

1225 15th St. Mar. 20, 6:00 PM, H, W LA Family YMCA, 11311 LaGrange, LA

Mar. 22, 6:00 PM, H, SM YMCA, 1332 6th St., SM

Mar. 23, 6:00 PM, P, St. John's Hospital, 1328 22nd/Arizona, SM

Mar. 24, 6:00 PM, H, Pepperdine, Pacific Coast, Malibu

Mar. 25, 9:30 AM, C, Pepperdine, Pacific Coast, Malibu

Mar. 28, 1:00 PM, H, CPR Office, 612 Colorado Bl., SM

Apr. 4, 1:00 PM, P, CPR Office, 612 Colorado Bl., SM

Apr. 6, 6:00 PM, C, St. Johns Hospital, 1328 22nd, SM Apr. 10, 6:00 PM, H, SM Hospital,

1225 15th St. Apr. 20, 6:00 PM, P, St. Johns

Hospital, 1328 22nd, SM Apr. 25, 9:00 AM, H, CPR Office, 612 Colorado Bl., SM

Apr. 26, 6:00 PM, H, SM YMCA, 1332 6th St., SM.

Museum of Flying Opens at Airport

The Donald Douglas Museum and Library has a new building, an expansion of its role and potential audience, and a new name, the Museum of Flying. The museum embarked on a multi-million dollar fundraising campaign that will put into place exciting new exhibits, vastly superior facilities, and a number of special programs that serve our long range objectives. The end result will be not only a better and more permanent home for the Donald Douglas Library and the Douglas Connection of historical artifacts, but also a world class museum celebrating the accomplishments of our aviation pioneers and sharing all our vision of the spirit of aviation with the public at large, including visitors from other nations.

The new Museum is all about the excitement and wonder of flying! It features such famous aircraft as the 1924 Douglas World Cruiser, the Supermarine Spitfire, the Jenny, the P-51 Mustang, and many more. Most of the aircraft will be maintained in flying condition and will make regular flights from the runway adjacent to the museum.

The centerpiece of the new Museum of Flying is the Douglas World Cruiser "New Orleans", recently returned to Santa Monica 64 years after departing with three sister planes for the historic first flight around the world in 1924. The only other which completed the entirejourney, the "Chicago", now graces the Smithsonian National Air and Space Museum in Washington. The "New Orleans" has been on exhibit at the Air Force Museum at Wright-Patterson Air Force Base in Dayton, Ohio, for many years.

OLIVE STONE

Continued From Page 1

whenever they were needed. What was going on? It was just a typical day at the Olive Stone Center.

Olive Stone, part of WISE Senior Services' Adult Day Care Program, is designed for older persons who are frail or socially isolated. The Center is currently in its 10th year of operation at 1440 Harvard. Five days a week, 12 to 18 of its 40-some members gather to enjoy a rich variety of intergenerational activities, Emeritus College classes, exercise to music, walks and field trips, arts and crafts, barbecues and patio games, birthday and holiday celebrations, and occasional tour bus outings. St. Johns and Santa Monica Hospitals provide each client with a daily hot lunch, plus a take-home snack. The staff is numerically far out-numbered by dedicated volunteers who provide direct service to Olive Stone members,

The concept of Adult Day Care has proven itself as a viable alternative to institutionalization for the frail elderly. It prevents premature or inappropriate placement of these older adults, enabling them to remain independently within their own community, while at the same time providing family care-givers respite time to pursue thier own interests and meet their own needs.

Olive Stone Center welcomes visitors and prospective members alike. Simply call 829-2228 Monday through Friday between 8:30 and 5 and speak to Maggie Saylor, Program Coordinator.

SANTA MONICA FIRE **DEPARTMENT CENTENNIAL**

Continued from Front Page

MAY 13 FIRE SERVICE DAY **PANCAKE BREAKFAST**

The popular annual Fire Service Day Open House is being expanded this Centennial year to include a Pancake Breakfast. Breakfast will be served by fire fighters from 8am to noon in the parking lot of the Santa Monica Civic Auditorium. In addition to the pancakes, there will be a display of fire engines, truck and paramedic units. FREDDY the Fire Truck and a puppet show will teach children about fire safety. Adults and children will enjoy watching fire fighters rappel from a 100 foot ladder and perform a dramatic car rescue. Community service groups are invited to articipate in a bucket brigade and relay race. Please call 458-8668 for entrance details.

The Santa Monica Fire Department is looking forward to sharing this Centennial Celebration. The 100 years of service to our community and the goodwill shared with Santa Monicans is surely reason enough to celebrate. Please join us.

JUNE 3 and 4 **VOLLEYBALL FESTIVAL**

The Fire Fighters wanted to celebrate the Centennial with a summer Pico and Colorado Avenue on Au-

festival. More details available in the remember for a long time. next issue of Seascape.

IULY 1 SANTA MONICA COLLEGE HONORS SMFD AT "CELEBRATE AMERICA"

The Santa Monica College Independence Day Celebration, "Celebrate America", is also celebrating the Fire Department's Centennial. This successful day at Corsair Stadium includes major bands and local musical groups. The Fire Department will be there to talk with you and your children. Together we can watch the terrific fireworks display at dusk.

AUGUST 4, 5, AND 6 **CENTENNIAL FIREMAN'S** MUSTER

A Muster is a wholloping goodtime as hundreds of fire fighters from Southern California gather together to compete with original fire fighting equipment used in the manner it was designed. Even the tradition of the bucket brigade, dating to the 1600's, is still preserved in today's Musters.

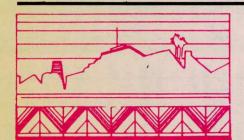
The Centennial Fireman's Muster will be held on Main Street between

event that takes advantage of our gust 4, 5, and 6 starting at 9am. City's natural resources - sun, surf, Grandstands will be provided for sand, and exceptional volleyball viewing along the event course. The players. The Volleyball Festival will Santa Monica Civic Auditorium bring all these elements together for parking lot will display nineteenth two days of fun. Be a participant or and twentieth century equipment. just come to the beach and enjoy the This is a unique event that you will

OCTOBER 1 CENTENNIAL CELEBRATION PARADE

Everyone loves a parade! Local celebrities will ride antique fire trucks. Bands, drill teams and dance groups will provide a lively tempo. SM Fire Department will proudly cruise its fire engines, truck and two paramedic units. Model-T and brand new fire engines from all over California will follow. Local merchants and service groups are invited to enter their own float in this mile and a half parade. For more details on how to join in the Centennial parade call 458-8676.

> Santa Monica Fire Department



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Santa Monica Seascape



S. M. Fire Dept. Celebrates Centennial

One hundred years ago this March, forty-six Santa Monica citizens met at town hall and organized the Santa Monica Hose and Hook and Ladder Company No. 1. Over the next 100 years, the primarily volunteer organization evolved into today's professional Santa Monica Fire Department.

The Santa Monica Fire Department wishes to celebrate its Centennial Year with the community with unusual and fun events which are free to the public, with the exception of a small contribution for the Fire Fighters Ball. Mark your calendars now so you don't miss out on this oncein-a-hundred-years celebration.

MARCH 17 **ANNUAL FIRE FIGHTERS BALL**

The Annual Fire Fighters Ball will kick-off the Centennial celebration on the evening of March 17 at the Sheraton Miramar Hotel in the Grand Ballroom. A Big Band sound and combo band will provide music that appeals to all ages. The Ball,

COMMUNITY

WORKSHOP:

MASTER PLAN

PALISADES

PARK



By: City of Santa Monica Recreation and Parks Commission Date: Saturday, Feb.25, 1989

Time: 4:00 p.m. Location: Senior Recreation Center, 1450 Ocean Ave., San-

ta Monica For more information call (213) 458-8310



CENTENNIAL CELEBRATION...A LOOK BACK AT THE EARLY DAYS OF THE SANTA MONICA FIRE DEPARTMENT AT THE ORIGINAL STATION #3, LOCATED AT 20TH AND BROADWAY. IN FORE-GROUND IS FIRE CHIEF IRA JACKSON, WHO SERVED AS CHIEF FROM 1916 TO 1927.

hosted by the Santa Monica Fire Fighters Association will honor the Fire Department. We hope you will join the fire fighters for this special evening. Tickets for the dance are \$20.00 per couple and can be obtained by calling 391-0111. Proceeds from the dance go to community charities.

APRIL 16 CENTENNIAL 5 AND 10 K RUNS

This year the SMFD will join forces with the Cultural and Recreation Services Department in hosting the 5 and 10K pier runs. On April 16 the run will begin on Main Street in front of City Hall, continue on the streets of Santa Monica and finish on

the Pier. Come compete against the fire fighters or just cheer all the athletes on.

MAY 6 SLO-PITCH SOFTBALL TOURNAMENT

The SMFD Centennial Slo-Pitch Softball Tournament will be the weekend of May 6 and 7. This event is open to all business and recreational teams in the City, as well as to local fire departments. Trophies and equipment will be awarded to the First, Second, and Third Place teams. Entry forms and information sheets can be obtained by calling 458-8676.

Continued on Back Page

Any Nerd in Santa Monica Can Go On Line With City Hall

By Tracy Wilkinson Los Angeles Times

Santa Monica

This Southern California city is about to be officially "on

Starting today, residents can sign on to their personal computers and, in effect, talk to City Hall.

Declaring itself "the city of the future," Santa Monica has activated a computer network that puts a storehouse of information - ranging from where to get a parking permit to what books are checked out of the local library - at the fingertips of city residents with access to a computer keyboard.

In addition, questions and complaints can be sent by computer to City Hall, and, the city promises, officials will respond - right to the inquiring resident's computer. Finally, citizens and officials can discuss burning issues of the day in the computer equivalent of a town hall meeting.

When the first message reaches the system's central computer, Santa Monica will be a pioneer in the use of interactive computer networks to enable the public to communicate with government.

More Accessible Government

Increasingly, cities and counties across the United States are offering some form of public access to government information through computers. The trend is being hailed in many quarters as an important step toward better, more accessible government.

Some people suggest, however, that a system based on the use of computers is elitist and question whether adequate security measures can be adopted to prevent abuse.

Computer access "makes a city more responsive and efficient," said Randy Arndt, a spokesman for the National League of Cities in Washington. "There are certain efficiencies to having a computer interface rather than an employee answer a phone or write a letter.'

Elsewhere in the country, a

nonprofit organization in Cleveland offers a computer network through which the public can debate issues and retrieve information, and officials in Kansas City and Tampa, Fla., as part of an IBM-sponsored project called The 24-hour City Hall, have installed terminals with touch-sensitive screens in shopping malls.

What Santa Monica is providing, however, appears to go beyond what most other cities are doing and is a harbinger of things to come.

The \$350,000 system, called Public Electronic Network, was donated to the city. Hewlett-Packard provided the hardware and Metasystems Inc. the software, both hoping that this will be a showpiece leading to sales elsewhere.

Jobs on the Menu

Residents are offered four types of services.

The first is the bulletin board. where users can scan a menu of topics and call up for reading such entries as earthquake safety tips, job openings and bus schedules. Also on the menu are agendas, minutes and staff reports from the City Council, Planning Commission and Rent Control Board.

In addition, users can discover how to apply for licenses and permits. Eventually, they will be able to make applications through the computer as well, Assistant City Manager Lynne C. Barrette said.

The second feature is electronic mail. A resident can send messages directly to City Hall with questions, comments or complaints. Answers will appear on the individual's computer screen.

The third element is called conferencing, a sort of electronic town hall. Files will be opened on topics such as the homeless or the pace of development. A resident can enter comments, which will become part of the file and can be read by anyone else calling it up.

The network also gives users access to a computerized library cat-

How It Works

People who want to log into the system first will have to register with the city and sign a pledge to obey computer laws. The contract also relieves the city of liability and preserves the city's right to deny use of the system from anyone who abuses it.

Users are then assigned an identification number and given a 15-page manual. They choose a secret password and dial into the sys-

Terminals will be set up at libraries and other public centers for . people who do not own computers.

The network is not expected to do away with the traditional ways the city conducts business. Concerned and angry citizens will still telephone their officials, write letters and attend City Council meetings. clar !

But for people who work all day or who have little time to visit City Hall, the ability to log on for information at home around the clock will be a valuable tool, City Manager John Jalili said.

"It's especially for those who don't have time to write letters or call" during regular office hours, he

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Full text of The Chronicle from January 1, 1985 is available via computer through the DataTimes network. Call (800) 642-2525 for information.

Citizens Find it Easier to Communicate With Cities and Counties

Although community access to public information has been utilized for some time, it has been a laborious job in the past. Technology now makes it easier for jurisdictions to get information to the public faster and more comprehensively.

In order to assist jurisdictions on learning more about community access, the California-Colorado-Arizona-Nevada (CCAN) Innovation Group held three workshops in Santa Monica and Palo Alto, California and Colorado Springs, Colorado. Their aim was to bring as much of the information as possible on the topics to interested people in cities, counties, and the private sector.

The **Public Electronic Network (PEN)** is an electronic network of computers that allows residents to communicate with Santa Monica city government and fellow users of the Santa Monica community. PEN is sponsored by the City of Santa Monica in cooperation with Hewlett Packard and Metasystems Design Group.

The PEN network is in residents' homes, community centers, libraries and City Hall, all connected by telephone lines. There is no charge to the user except perhaps a long distance telephone charge if the user is out of the city. New information is constantly added and existing listings are updated regularly by city staff.

The \$350,000 computer system was donated to the city by Hewlett Packard. Metasystems Inc. contributed the software which is based on the Caucus Program. City staff wrote the program and performed the system integration. Residents are offered four types of services: a bulletin board, electronic mail, conferencing, and access to a computerized library catalogue. Those using the system must be registered with the city and sign a pledge to obey computer laws. Users are then assigned an identification number and given a 15-page manual. They choose a secret password and dial into the system.

The County of Los Angeles is also faced with the task of providing information and services to a growing population. Due to its ethnic and cultural diversity, in addition to the sheer size of the county, this task takes on monumental proportions. The *LA County Kiosk* is being undertaken in an

effort to supply an alternative method for providing information, services, and interaction with government agencies to citizens of the county.

ي الم

The pilot kiosk is being developed by staff in the End-User Computing division within Internal Services Department. Apple Corporation provided a Macintosh II microcomputer equipped with Hypercard software and touch screen for the development effort. The pilot kiosk is placed in a public county facility on an experimental basis. Citizen reaction and response data will be collected through observation, questionnaires and a survey contained as a part of the kiosk system.

The kiosk provides information from the county to citizens on topics such as board meeting schedules, health services, social services, and entertainment. After the initial trial period, an evaluation will be conducted and appropriate service delivery options will be added.

The City of Mountain View Community Information Kiosk uses an Apple Macintosh II computer with a 19-inch screen and mouse, all housed in an eight foot display shaped like a pillar. The kiosk is used to communicate a broad variety of civic information day or night. Plans to use a simple approach that combined text and graphics soon gave way to a full implementation of multimedia. When you look for Italian restaurants on the screen the computer will play a popular Italian song. The kiosk placed in the library has brought extremely positive response and other kiosks are planned for the shopping center and the downtown area. Costs for the kiosk are approximately \$10,000.

The **24-Hour City Hall** computer kiosk system implemented in Kansas City, Missouri; Charlotte, North Carolina; and Hillsborough County, Florida is an application of the IBM Corporation.

The main feature is the use of IBM developed InfoWindow technology. The InfoWindow Touch Display is a high resolution video and graphics system which is based on the Personal System/2 architecture. InfoWindow uses a laser videodisc to store high-resolution video and stereo sound, and to display it with fast random-access. It also features a proprietary touch screen so that the system can be controlled by anyone pointing at graphic objects on the monitor.

Updated text information could be sent by modern from a central site to distributed work sites. The cost of a 20 work station kiosk network would cost approximately \$400,000.

The **24-Hour Courthouse** in Hillsborough County consists of two systems, one is located at a major shopping mall and the other is in a mobile unit that will travel to various locations. Both have been positively received in the community.

The system, which is IBM based, utilizes the kiosk style in the shopping mall and is used to bring information about county offices and services to citizens. The primary purpose of the project is to better serve the needs of citizens by using telecommunications technology to deliver information and services, making transactions with the county easier, and increase citizens opportunities to conduct business with the county. The kiosk uses a printer if the citizen wishes a hard copy of the information.

The Client Entry Assistance Network (CLEAN) was developed by a public-private partnership between Tulare County, CA; IBM Corporation; VM Solutions (Da Vinci Group); North Communications; and PI Technologies. The results and economies attained have proven remarkable.

The CLEAN system was developed to streamline the welfare applicant process. The system consists of two parts which have been implemented in two phases. The first part uses Expert System Software to automate the eligibility determination procedure used for initial intake and for continuing processing of clients. The second part uses touch screen technology to allow clients to directly enter their own information. Document scanning is also used to enter supplementary data which is then stored on optical disks.

Phase I was completed in September, 1989 with Phase II scheduled to be completed in March, 1990. As State and Federal laws change, affecting AFDC, Food Stamps, Medicaid or Medi-Cal eligibility determination and payments, the rules in the CLEAN system will need to be updated.

The savings to Tulare County alone is projected at \$3.7 million during the first five years, with subsequent annual savings of \$1 million to \$2 million.

Another system that has proven very successful is the *Public Access Library System (PALS)* developed by EMDA, Inc. in conjunction with the staff of the City of Pasadena Public Library. PALS operates on seven Digital Equipment Corporation PDP 11 series computers, including 11/03, 11/23, 11/73's, linked together. Data is stored on a variety of disk drives. The programs are written in DEC BASIC.

Four databases are available: Your Officials, Community Calendar, Community Organizations, and School Find. Three additional databases will be available in the future: Pasadena Statistics, Pasadena Businesses, and Library Materials.

The PALS system is available via special computer terminals at all Pasadena Public Library locations. The PALS databases are accessible during all hours of library operation, including weekends and evenings.

Another part of the workshops consisted of *Voice Mail* presentations. Voice Mail is a telephone based store and forward information center, answering service and voice response system that can help improve communications among all levels of employees, and especially residents of the communities. Voice Mail allows the user to communicate whether at work, at home, in a telephone booth or hotel room, even from a car telephone by creating messages, listening to messages, dictating responses and have the system deliver it anywhere, anytime, day or night. The Voice Mail systems work toward alleviating telephone tag.

The technology involved is impressive however some of the speakers felt there was difficulty at training employees, and learning the equipment in a short period of time. One jurisdiction has had the system implemented for two years and speaking for the entire said they could not get along without it.

Due to overwhelming interest in community access to public information another workshop is planned for the Phoenix area in the spring of 1990. This is largely due to the excellence of the presenters and the technical commitment of the vendors.

The intent of this summary is not for the purpose of comparing the systems, more than one can be used in a complementary way, but rather it is presented to inform the reader to the current state-of-the-practice for community access to public information in local governments.

The Community Access to Public Information workshop is one of ten topics offered in the CCAN Innovation Group workshop series. These workshops will be offered in the states of California, Colorado, Arizona and Nevada over the next seven months.

If you would like to receive information on the workshops or learn more about the services of CCAN, write or call CCAN Innovation Group, 320 Pine Avenue, Suite 303, Long Beach, CA 90802. Telephone 213/495-5930.

ooded Kentucky Gets More Rain

the afternoon

Along the Cumberland River in central Tennessee, people who evacuated their homes last week probably would not be seriously affected by additional rain, Whaley

"In those places, an inch or two might not be too bad in their situations," he said. "It takes about 30 to 40 hours after the rain hits for them to feel the effects on the Cumberland. If it only lasts 24 hours . . . it may not be too bad of an effect on them."

Kentucky's latest deluge and the

tornadoes in Louisiana resulted from a new storm system that developed over the southern plains, drawing moisture from the Gulf of Mexico and rapidly spreading it across much of the nation's interior.

Rain reached from Texas to South Carolina and Kentucky. Snow spread from Colorado into Michigan, and the storm system brought five inches of snow to Quincy, Ill., and four inches to Hardin, Ill. Omaha, Idaho Falls, Ida., and Knob Noster, Mo., reported two inches of snow.

Your weekends are precious, so use this invaluable source for ideas on where to go and what to do. Thursdays, in the Hours. Times View section.

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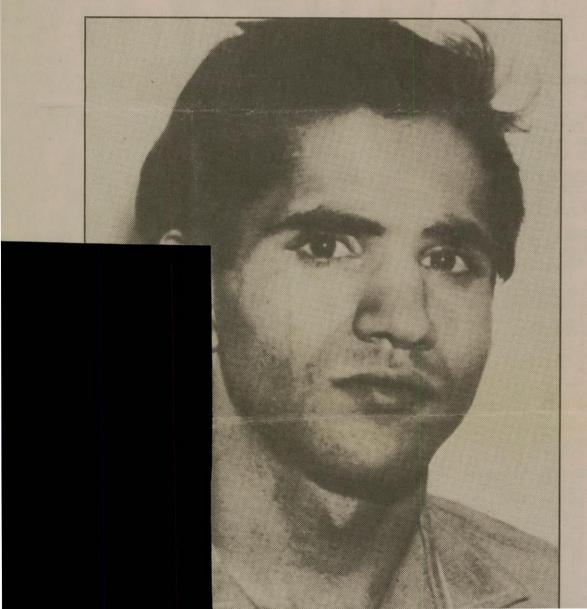
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Man Who Killed Bobby Kennedy.



Santa Monica's Citizen Computer Methyork

Librarian Carol Aronoff works with the PEN program.

HOW TO PARTICIPATE

- Register with the city and sign a form pledging to obey computer laws and releasing the city from any liability.
- 2. The city issues each participant a user identification number and a 15-page instruction manual. The resident chooses a password.
- 3. Residents can use any kind of home computer, or ones set up in public centers, to access the system and need no special software—merely a modern to connect the computer with the city system by telephone.
- 4. After reaching the city system, residents enter their number and password—and they're in the network.

WHAT THE SYSTEM CAN DO

- Bullotin Board. A "read-only" basket in which residents can get various information, including:
- Agendas and staff reports for City Council, Planning Commission and Rent Control Board meetings.
- ☐ Earthquake safety tips.
- ☐ Police crime statistics, prevention tips.
- ☐ What is needed to get a building permit or business or dog license.
- Phone numbers of city agencies, neighborhood organizations and more than 300 social service agencies.
- O Schedules of events at the Santa Monica Pier and Civic Auditorium; hours for tennis lessons, softball games and other recreation at parks; bus schedules; cable TV programming.
- ☐ Consumer affairs and fair housing advice.
- ☐ City job postings.
- ☐ Procedures for disposing of toxic household waste.
- 2. Electronic Mell. Participants send messages to City Hall and a "sorter" channels them to the right officials. If residents ask a question, an official will answer on their home computer. If someone requests forms or publications, they are mailed out.
- 3. Conferencing. A sort of electronic town hall, in which files will be opened on various topics such as bay pollution, traffic, etc. Residents can enter comments, which will become part of the file. Anybody can call up the file and read the comments, which become a running conversation on the chosen topic.
- 4. Library. Residents can dial a separate number that gives them access to the library catalogue. They can search for materials by author or title, see what books are in what branch and find out if a certain book has been checked out.

WIRED: Santa Monica Links Up With Citizens

Continued from Page 1

ington.

Computer access "makes a city more responsive and efficient," he

said.
"There are certain efficiencies to having a computer interface rather than an employee answer a phone or write a letter," Arndt said.

California communities, Arndt said, are on the leading edge of exploring uses of computers to link

up with their constituents.

In Pasadena, for example, residents already can browse through a variety of government data and calendars of events by home computer, and a private company contracted by the city expects to add an interactive system similar to Santa Monica's in about two months, said Edwin J. Stevens, president of the firm, EMDA.

In Bay Area cities, residents are using computers to scan library catalogues to search for books by title, subject or author.

Elsewhere in the country, a nonprofit organization in Cleveland offers a computer network through which the public can debate issues and retrieve information, while officials in Kansas City and Tampa, Fla., as part of an IBM-sponsored project called The 24-hour City Hall, have installed terminals with touch-sensitive screens in shopping malls.

What Santa Monica is providing, however, appears to go beyond what most other cities are doing and is a harbinger of things to come.

Lead to Sales

SCOTT ROBINSON

The \$350,000 system, called Public Electronic Network (PEN), was donated to the city, with Hewlett-Packard giving the hardware and Metasystems Inc. the software, both hoping that this will be a showpiece leading to sales elsewhere.

Residents are offered four types of services.

The first is the bulletin board, where users can scan a menu of topics and call up for reading such entries as earthquake safety tips, job openings and bus schedules. Also on the menu are agendas, minutes and staff reports from the City Council, Planning Commission and Rent Control Board.

In addition, users can discover how to apply for licenses and permits. Eventually, they will be able to make applications through the computer as well, Assistant City Manager Lynne C. Barrette said.

The second feature is electronic mail. A resident can send messages directly to City Hall with questions, comments or complaints. Answers will appear on the individual's computer screen.

Town Hall

The third element is called conferencing, a sort of electronic town hall. Files will be opened on topics such as the homeless or the pace of development. A resident can enter comments, which will become part of the file and can be read by anyone else calling it up.

Finally, the network gives users

access to a computerized library catalogue.

People who want to log into the system will first have to register with the city and sign a pledge to obey computer laws. The contract also relieves the city of liability and preserves the city's right to deny use of the system from anyone who abuses it.

Users are then assigned an identification number and given a 15-page manual. They choose a secret password and dial into the system.

"Welcome to the city of Santa Monica's Public Electronic Network," reads the computer greeting.

ing.

For people who do not own computers, terminals will be set up at libraries and other public centers.

Phone Bill

The system is available to residents only. Its use is free, although some residents may see a larger phone bill if they spend a lot of time signed on.

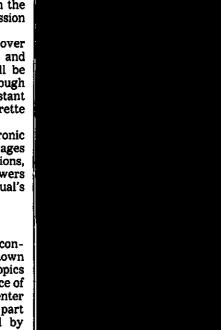
No special software is necessary, and any brand of computer will do, Barrette said. But the home computers must have a modem—a device that enables one computer to hook up with another via telephone lines—and corresponding communication software.

Users will be able to "download," or pull information onto their screens, and those who own printers will be able to produce printouts, said Ken Phillips, the city's director of information systems.

The new network is not expected to do away with the traditional ways the city conducts business. Concerned and angry citizens will still telephone their officials and write letters. Die-hard activists and persistent gadflies will continue to attend City Council meetings held every other Tuesday night.

But for people who work all day or who have little time to visit City Hall, the ability to log on for information at home around the clock will be a valuable tool, City Manager John Jalili said.

Please see WIRED, Page 25



n Was 97

o Outlived Comrades Dies



JEFF REINKING

ne comrades last Veterans Day.

of After completing his tour duty, Furrer opened an office supply story and became active in civic affairs. He retired in 1959, after being named Richmond's Man of the Year.

Furrer's wife died four years ago. The couple, married 67 years, had no children.

Funeral arrangements are pend-

imother of indenblatt, Erb; pred inia Erb. ations may of choice. e invited to day at Old awn Holly-

ifse passed 189; age 71; CA. A car jority of her woman ever California to include her is; daughter, bert Nichols ad 2 great-

ater,

mither ary 19, 1989 cy. Age 80 lliam Beck-rt and for-A₁ a retired aught at El District in of California and Santa rch. Survicus William S. cy, CA and age County.

om, Wed-Cemetery, y. Rogers ort, KY in in

hn passed A on Feb-husband of of Paul, grandfath-zel Maupin

he held at Herberger acramento emorials to ppled Chil-preferred.

mother of and David mother of Amy, Jody

day, Feb-man-Eden Park. directors

loved wife

ursday, 3 Memorial Mortuary,

T5

ЕY s resident bruary 26, ; passed of Cather-of Balboa Christine) each, CA, Valley, Valley, Scherer Lived by eatrice and Helen; brother, purg, NY. er many each, CA, Valley, ID Scherer of

ednesday, Queen of Beach. In requests, American ox 25210, to Ameri-t 6046.

SHEPARD, Ginny beloved wife of Jack Shepard; loving mother of Jeri, Steve, Jon, Jill, Joel, Sam and Scott Shepard; cherished grand-mother of four; dear sister of Patti Jenkins.

Rosary and Mass of the Resur-rection Wednesday, 10 am at St. Robert Bellarmine Church, 133 N. 5th St., Burbank. Callanan Mor-tuary directors

5th St., Burbank. Caleman prortuary directors

SMITH, Harkness C. passed away
on February 19, 1989 in Culver
City. A cinematographer for 45
years in motion pictures and television. Survived by his beloved wife,
Eva Belie, beloved father of Roland
S. Smith, Sheila K. Otte and Kathryn S. Barker, grandfather of six.
Funeral services 11 am, Thursday
at the Sunrise Chapel of Gates,
Elngsley & Gates, Culver. City
(213/837-7121) directors

TENGER, Mary beloved mother of
John Tenger and Peter Tenger,
sister of Helen Goodyear and Ann
Baron; also survived by five grandchildren.
Services to be held 1 pm, Thursday, February 23 at Wee Kirk o'the
Heather, Forest Lawn Glendale.
Forest Lawn Mortuary

WINSTON, Leona
Services 12 noon, February 21 at
Hillside Memorial Park Chapel.
Groman-Eden Mortuary directors

WOODWARD, Kenneth E. age 70,
ided in Montrose. Ca on February

Hillside Memorial Park Chapel.

Groman-Eden Mortuary directors

WCODWARD, Renneth E. age 70;
died in Montrose, Ca on February
18, 1989. A native of El Paso, Texas,
retired painting contractor; veteran
of World War II and resident of
Oceanside for 9 years; member of,
St. Michael's Episcopal Church in
Carlsbad. He is survived by a
daughter, Jane Amiing of Glendale;
two granchildren and a brother,
Thomas A. Woodward of Pollock
Pines, CA.
Memorial services to be held 11
am, Friday, February 24 at St.
Michael's Episcopal Church, Carlsbad, Rev. Douglas E. Woodridge
officiating. Interment in All Saints
Cemetery in San Luis Rey, CA. The
family requests contributions be
made to St. Michael's Episcopal
Church Building Fund, 2775 Carlsbad Blyd, Carlsbad, CA 92008.
Arrangements under the direction
of Oceanside Mortuary.

ZUKOVSEV, Pearl
Hillside Mortuary directors

In Memoriam

FLORIS D. WRACIAN
Happy Birthday Darling. I love you
and miss you with all my heart and
soul. The pain is always there. John

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ARMOTRONO FAMILY Dural a



WIRED: Flipping Switch on a New Computer Idea

Continued from Page 24

"It's especially for those [people] don't have time to letters or call" during regular office hours, Jalili said.

The city conducted a survey last year of 1,000 residents. Of those who responded, 33% said they own personal computers and 23% said their computers have modems.

Michael Hill, an activist from Santa Monica's Ocean Park neighborhood, first suggested the computer network two years ago. He said it seemed the logical way to enlist "participants in democracy"

in an electronic age. To participate effectively government], one needs to be in-formed," said Hill, a counselor at

the Venice Skills Center, a public vocational school. "That has meant schlepping down to City Hall, getting staff reports, finding the right staff person, getting the report photocopied. . . . "This is a marvelous way to

access the staff reports, [get information] you want. You can play a effective role. People who feel disenfranchised can find a way to be a part of government.

To publicize the network, the city is mailing out brochures.

"Imagine," the pamphlet says,
"the city of the future . . . a city

where computers keep you in touch with city issues and services . . . a city where useful information is at your fingertips any time of the day, instantly and free . . . that future is now in the city of Santa Moni-

Danger Warning

There are a few voices of caution, however. Some experts in the field warn of the danger of "technology push"—the eagerness to offer a sophisticated electronic system before the public is ready to use it or officials ready to handle the new demands it brings. "It may overburden ambivalent

department heads and city employees who want to be responsive but aren't getting additional resourc-' said Judith Payne, a social scientist at the RAND Corp. think

The city's own programmers have been loading data into the system, and there are no plans to add staff. All of the messages from the PEN system will arrive on a

central terminal in the information services office on the ground floor of City Hall. Several officials acknowledged that they worried that the network

would create an image of elitism, that the city was catering to the professional well-to-do who own personal computers and that low-

income residents would be left out. They hoped to overcome that by installing terminals in public areas, such as the library. . Santa Monica officials say the public-access computer network is a natural evolution from a decision

four years ago to start up an internal electronic mail system for council members and top administrators. Each of the seven council members was given a \$3,000 briefcasesizè portable computer, and they

soon reported saving large amounts of time by discussing ideas and hashing out problems through computer messages. An' estimated 600 city employees are plugged into the internal system. When officials considered creat-

ing a public computer system, security inevitably was concern. Several cities, was a major in fact, have been reluctant to pursue similar programs because of fears

that the computer system could be abused. Santa Monica consulted numerous security experts who tested the system, and officials believe that they have taken adequate precautions to stop computer hackers

from getting into private files and to prevent "viruses" from being to prevent entered into the system and destroying data or programs. The computer network that resi-

dents will be tapping is entirely separate from the city staff's internal computer system, but officials have declined to detail other secu-

rity measures,

City officials are eager to s how residents in the beach cit which is known for its heatpolitics and liberal causes, w respond to the novel comput network.

It "won't revolutionize the ci overnight, but it's a significant st in opening up City Hall," predict Alan Katz, chief of staff to Lt. Go Leo McCarthy and a former San

Monica city councilman. "My guess is the public will fir uses that no one imagined," he sai \$50 per day for excess inmates. Pettine warned state officials Jan. 31 that he would be "very hardnosed about this" when he considers levying fines at a March 13 hearing. DiNitto said the state has made a good-faith effort to comply with the judge's order, removing 135 inmates from the intake center since Wednesday.

The Commission on Federal

Ethics Law Reform, which was directed by President Bush to reform and revitalize federal ethical standards, is framing recommendations that would sharply reduce requirements for financial disclosure by government employees, the Washington Post reported. Among the proposals being considered are ones to eliminate requirements to report estimated income from stocks, partnerships and rental properties; gains or losses from sales of such assets, and the size of personal debts over \$1,000, sources said. At a meeting Feb. 14, the panel took a preliminary vote to eliminate the need to assign estimated values to a person's financial holdings. One source said that "the public doesn't need to know" details of a person's financial situation, other than the names of holdings worth more than \$1,000.

Greenpeace workers were aressep in protective gear when they erected the 200-foot-long fence around the field to keep people out until the barrels can be removed, a spokeswoman for the group said. The group also posted a large sigh at the location that read, "Warning: Cyanide Site Neglected by Your State Officials." Greenpeace said the U.S. Environmental Protection Agency will begin an investigation this week to find out who dumped the barrels there. Greenpeace alleges that the state has known about the cyanide for more than a year but has made no plans to remove or dispose of it. A search was called off for two

boys swept away by a riptide while playing in the surf north of Morro Rock, authorities said. Steve Door ty. 17, and Christopher Cabral, 13. were surfing on boogie-boards about 50 to 75 yards from shore Sunday when they disappeared, a U.S. Coast Guard spokesman said. The father of the two boys, who are believed to be stepbrothers from Dinuba, was watching them, but "lost sight of the boys and was unable to locate them." Officer Manuel Silva said. "Moments later their boogie-board washed ashore without the boys."

Santa Monica Gets Wired: Computer Link to Citizens

By TRACY WILKINSON, Times Staff Writer

Santa Monica is officially "on line."

. Starting today, residents can sign on to their personal computers and, in effect, talk to City Hall.

Declaring itself "the city of the future," Santa Monica has activated a new computer network that puts a storehouse of information—ranging from where to get a parking permit to what books are checked out of the local library—at the fingertips of city residents with access to a computer keyboard.

In addition, questions and complaints can be computer-messaged to City Hall, and, the city promises, officials will respond—right to the inquiring resident's computer. Finally, citizens and officials can discuss burning issues of the day in the computer equivalent of a town hall meeting.

When the first message bleeps up on the system's central comput-

er, Santa Monica will be a pioneer in the use of interactive computer networks to enable the public to communicate with government.

Increasingly, cities and counties across the nation are offering some form of public access to government information through computers. The product of an inevitable coupling of technology and civics, the trend is being hailed in many quarters as an important step toward better, more accessible government.

Some people suggest, however, that a system based on the use of computers is elitist and question whether adequate security measures can be adopted to prevent abuse.

"It's something that more and more cities are looking at," said Randy Arndt, a spokesman for the National League of Cities in Wash-

Please see WIRED, Page 24



Louis

ow the Dallas County ains 350 photographs, to tour and six films t was organized by the dation.

oom was nevertheless alk and a couple of eremy Livingston, 4, ne Livingston, a comv York. "Why would t?" the boy asked.

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ne," said Danny Veno, in my throat when I long time to see this." walled off by glass.

walled off by glass. arranged just as they Visitors gathered at stared down at Elm sniper.

Any Nerd in Santa Monica Can Go On Line With City Hall

By Tracy Wilkinson
Los Angeles Times

Santa Monica

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Jobs on the Menu

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The \$350,000 system, called Public Electronic Network, was donated to the city. Hewlett-Packard provided the hardware and Metasystems Inc. the software, both hoping that this will be a showpiece leading to sales elsewhere.

Jobs on the Menu

Residents are offered four types of services.

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Users are then assigned an identification number and given a 15-page manual. They choose a secret password and dial into the system.

Terminals will be set up at libraries and other public centers for people who do not own computers.

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Full text of The Chronicle from January 1, 1985 is available via computer through the DataTimes network. Call (800) 642-2525 for information.

11-17-8

ooded Kentucky Gets More Rain

the afternoon.

Along the Cumberland River in central Tennessee, people who evacuated their homes last week probably would not be seriously affected by additional rain, Whaley said.

"In those places, an inch or two might not be too bad in their situations," he said. "It takes about 30 to 40 hours after the rain hits for them to feel the effects on the Cumberland. If it only lasts 24 hours . . . it may not be too bad of an effect on them."

Kentucky's latest deluge and the

tornadoes in Louisiana resulted from a new storm system that developed over the southern plains, drawing moisture from the Gulf of Mexico and rapidly spreading it across much of the nation's interior.

Rain reached from Texas to South Carolina and Kentucky. Snow spread from Colorado into Michigan, and the storm system brought five inches of snow to Quincy, Ill., and four inches to Hardin, Ill. Omaha, Idaho Falls, Ida., and Knob Noster, Mo., reported two inches of snow.

Your weekends are precious, so use this invaluable source for ideas on where to go and what to do. Thursdays, in the Times View section.

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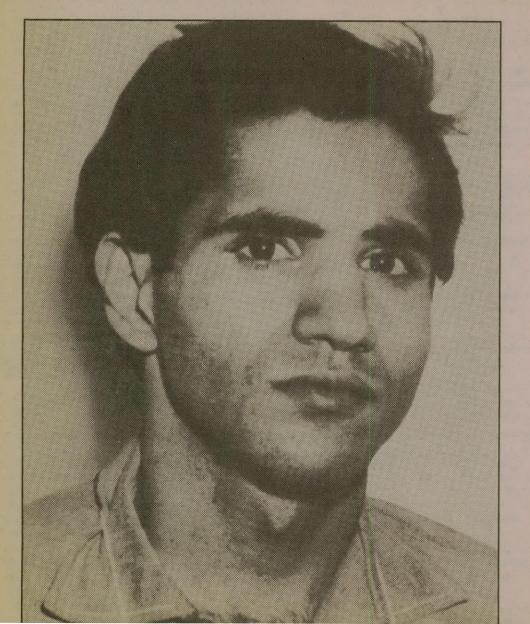
DALE CARNEGIE

Classes beginning in

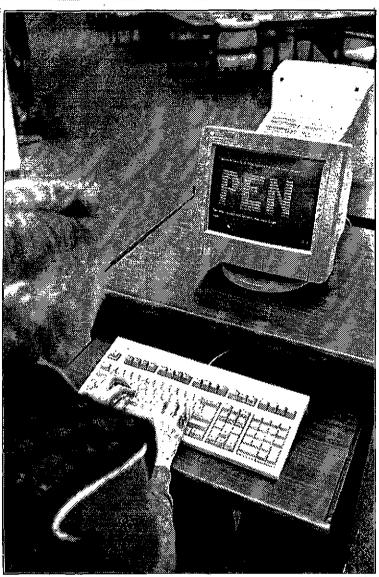
LONG BEACH, LAX, WHITTIER, ROWLAND HEIGHTS

FOR INFORMATION, CALL (213) 427-1040 Presented by JOHN NETHERY & ASSOC., INC.

Man Who Killed by Kennedy.



SANTA MONICA'S CITIZEN COMPUTER NETWORK



SCOTT ROBINSON

Librarian Carol Aronoff works with the PEN program.

HOW TO PARTICIPATE

- 1. Register with the city and sign a form pledging to obey computer laws and releasing the city from any liability.
- 2. The city issues each participant a user identification number and a 15-page instruction manual. The resident chooses a password.
- 3. Residents can use any kind of home computer, or ones set up in public centers, to access the system and need no special software-merely a modem to connect the computer with the city system by telephone.
- 4. After reaching the city system, residents enter their number and password-and they're in the network.

WHAT THE SYSTEM CAN DO

- 1. Bulletin Board. A "read-only" basket in which residents can get various information, including:
- Agendas and staff reports for City Council, Planning Commission and Rent Control Board meetings.
- Earthquake safety tips.
- Police crime statistics, prevention tips.
- What is needed to get a building permit or business or dog license.
- Phone numbers of city agencies, neighborhood organizations and more than 300 social service agencies.
- Schedules of events at the Santa Monica Pier and Civic Auditorium; hours for tennis lessons, softball games and other recreation at parks; bus schedules; cable TV programming.
- Consumer affairs and fair housing advice.
- City job postings.
- Procedures for disposing of toxic household waste.
- 2. Electronic Mail. Participants send messages to City Hall and a 'sorter" channels them to the right officials. If residents ask a question, an official will answer on their home computer. If someone requests forms or publications, they are mailed out.
- 3. Conferencing. A sort of electronic town hall, in which files will be opened on various topics such as bay pollution, traffic, etc. Residents can enter comments, which will become part of the file. Anybody can call up the file and read the comments, which become a running conversation on the chosen topic.
- 4. Library. Residents can dial a separate number that gives them access to the library catalogue. They can search for materials by author or title, see what books are in what branch and find out if a certain book has been checked out.

WIRED: Santa Monica **Links Up With Citizens**

ington.

Computer access "makes a city more responsive and efficient," he

"There are certain efficiencies to having a computer interface rather than an employee answer a phone or write a letter," Arndt said.

California communities, Arndt said, are on the leading edge of exploring uses of computers to link up with their constituents.

In Pasadena, for example, residents already can browse through a variety of government data and calendars of events by home computer, and a private company contracted by the city expects to add an interactive system similar to Santa Monica's in about two months, said Edwin J. Stevens, president of the firm, EMDA.

In Bay Area cities, residents are using computers to scan library catalogues to search for books by title, subject or author.

Elsewhere in the country, a nonprofit organization in Cleveland offers a computer network through which the public can debate issues and retrieve information, while officials in Kansas City and Tampa, Fla., as part of an IBM-sponsored project called The 24-hour City Hall, have installed terminals with touch-sensitive screens in shopping malls.

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Lead to Sales

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Users are then assigned an identification number and given a 15page manual. They choose a secret password and dial into the system.

"Welcome to the city of Santa Monica's Public Electronic Network," reads the computer greet-

For people who do not own computers, terminals will be set up at libraries and other public cen-

Phone Bill

The system is available to residents only. Its use is free, although some residents may see a larger phone bill if they spend a lot of time signed on.

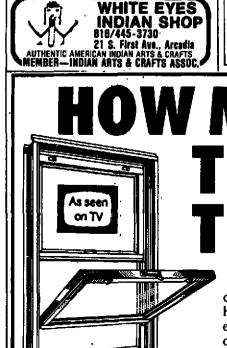
No special software is necessary, and any brand of computer will do, Barrette said. But the home computers must have a modem—a device that enables one computer to hook up with another via telephone lines-and corresponding communication software.

Users will be able to "download," or pull information onto their screens, and those who own printers will be able to produce printouts, said Ken Phillips, the city's director of information systems.

The new network is not expected to do away with the traditional ways the city conducts business. Concerned and angry citizens will still telephone their officials and write letters. Die-hard activists and persistent gadflies will contin-ue to attend City Council meetings held every other Tuesday night.

But for people who work all day or who have little time to visit City Hall, the ability to log on for information at home around the clock will be a valuable tool, City Manager John Jalili said.

Please see WIRED, Page 25



an Was 97

10 Outlived Comrades Dies



JEFF REINKING

fred Furrer recalled his wartime comrades last Veterans Day.

ance, where he served two years uling ammunition to the front. Of

100 men with him in the 4th munition Train, he recalled last vember, only about half sur-

ed. escribing himself as "no hero," rer said he had tried to avoid y at the front.

I tried my darndest to get out,"

said.

After completing his tour of duty, Furrer opened an office supply story and became active in civic affairs. He retired in 1959, after being named Richmond's Man of the Year. Furrer's wife died four years ago.

The couple, married 67 years, had no children.

Funeral arrangements are pending.

TH NOTICES/

a resident of En-mera operator for re and TV indus-his wife, Barbara; ssa Burlison and ; grandchildren, issa Bates and ; brother, Antonio Elena Hipple and

vices to be held pm at Praiswater ys. The family re-be made to St. Jude al, 9795 Cabrini Dr. nk, CA 91504 (818/ iswater Funeral ys (818/785-0132)

tuary

ry directors

beloved mother of a; loving sister of beloved mother of a; loving sister of b; proud aunt of 4.

saday, 7 pm at Calcalage of the control of t

am, Tuesday at morial Park Chapel.

rsday, February 23, ood Park Cemetery ", 720 E. Florence d. Fukui Mortuary

directors
bert
rez Mortuary
ta V. passed away on
989 in Culver City.
pm Wednesday, Febat Pierce Brothers'
bury Chapel, Culver
tis private.
on J. passed away on
1989 in Redondo
orn on July 7, 1943 in
igan; member of the
he American Martyrs
is too. and the Marine
is Team; 15-year reshattan Beach. She is
her husband, Joseph
ter, Julie and son,
Manahattan Beach;
and Anna Natter of
Beach; brothers, Fritz
nver, Colorado and
atter of Manhattan
flowers, donations may

flowers, donations may E.R.A.S. Center, 10101 n Blvd., Culver City, CA orial Mass to be offered /ednesday at American atholic Church. Intery Cross Cemetery.

Mortuary directors
Vivian beloved wife of ing mother of David, Judith) and Steven Caplan; grandmother of leon and Hannah Ruth; elen Neirenberg and Sid

Thursday, 1 am at i Memorial Park Chapel. ai Mortuary Please omit e family suggests contri-made to American Heart

elen B. beloved mother ira) Klein, Judith Leventhal and Linda kitoff; sister of Sydell so survived by eight ren and three great-ren.

en.
3 p. Wednesday at it Memorial Park Chapel.
it Mortuary

Jack F. died February ge 53; resident of Irvine, ed husband of Valerie; evin. Kim and Brett, son

NAHAS, Edith R. beloved mother of Lorraine Nuss; grandmother of Laurel Smith, Marlee Lindenblatt, Debbie Adler and Ted Erb; predecased by daughter, Virginia Erb. In lieu of flowers, donations may be made to the charity of choice. Family and friends are invited to Services 3 pm, Wednesday at Old North Church, Forest Lawn Hollywood Hills.

Forest Lawn Mortuary

NICHOLS. Anna Louise passed

NICHOLS, Anna Louise passed away February 17, 1989; age 71; resident of Sun City, CA. A car saleswoman for the majority of her life, she was the first woman ever licensed in the State of California to sell cars. Survivors include her husband, Robert Nichols; daughter, Carol Wagner; son Robert Nichols II; 3 grandchildren and 2 greatgrandchildren.

Private family services.

Private family services.

OKAWA, Kito
Pierce Brothers' Praiswater,
Canoga Park.

POWER, Mrs. Cleora Smither
passed away on February 19, 1989
in Frankfort, Kentucky. Age 80
years old, widow of William Beckham Power of Frankfort and formerly of Pico Rivera, CA; a retired
school teacher having taught at El
Rancho Unified School District in
Pico Rivera; a member of California
Retired Teachers Assoc. and Santa
Fe Springs Baptist Church. Survivors include two sons, William S.
Power of Mareno Valley, CA and
Joseph H. Power of Orange County,
CA and three grandsons.
Graveside services 1 pm, Wednesday in Monterey Cemetery,
Owen County, Kentucky. Rogers
Funeral Home, Frankfort, KY in
charge of arrangements.

PRUDLER, William John passed

runeral Home, Frankfort, KY in charge of arrangements.

PRUDLER, William John passed away in Sacramento, CA on February 18, 1989. Beloved husband of Georgia Prudler, father of Paul, Pamela and William Jr.; grandfather of five; brother of Hazel Maupin and Donald Prudler.

Funeral services to be held at Culjis, Miller, Skelton & Herberger Chapel of the Valley, Sacramento on Tuesday, 1:30 pm. Memorials to Shriners Hospital for Crippled Children, San Francisco are preferred.

PUNITO, Mario Guerra-Gutierrez Mortuary

RAKOV, Helen loving mother of Judy (David) Solkovits and David Rakov; beloved grandmother of Gregg, Andy (Janice), Amy, Jody and Andrea.

Services 1 pm, Tuesday, February 21, 1989 at Groman-Eden Chapel in Eden Memorial Park. Groman-Eden Mortuary directors

ROSENFIELD, Dorothy J. Mount Sinai Mortuary

ROSENTHAL, Sarah beloved wife of Leon Rosenthal.

Graveside services Thursday, 3pm in Home of Peace Memorial Park. Graveside services Thursday, 3pm in Home of Peace Memorial Park. Glashand-Willen Mortuary, West Hollywood directors

ROSENTHAL, Fay Hillside Mortuary Bround of Catherine Scherer, loving father of Barbara (Kent) Johnson of Balboa Island, CA, Paul A. (Christine) Scherer of La Selva Beach, CA, John R. Scherer of Sun Valley, ID and Thomas J. (Kathy) Scherer of Aptos, CA. He is also survived by 5 grandchildren, sisters, Beatrice Mohair of Dansville, NY, and Helen Scherer of Lakehurst, NJ; brother, Robert Scherer of Pittsburg, NY. Paul retired in 1971 after many years as an executive with Fox West Coast Theatres/National General Corp.

Memorial Mass 1 pm, Wednesday, February 22 at Our Lady Queen of Angels Church, Newport Beach. In lieu of flowers, the family requests contributions be made to American Cancer Society, P.O. Box 25210, 2anta Ama CA 92790 pr. to American Cancer Society, P.O. Box 25210, 2anta Ama CA 92790 pr. to American Cancer Society, P.O. Box 25210, 2anta A

SHEPARD, Ginny beloved wife of Jack Shepard; loving mother of Jeri, Steve, Jon, Jill, Joel, Sam and Scott Shepard; cherished grandmother of four; dear sister of Patti Jenkins.

Rosary and Mass of the Resurrection Wednesday, 10 am at St. Robert Bellarmine Church, 133 N. 5th St., Burbank. Callanan Mortuary directors

SMITH. Harkness C. passed away

5th St., Burbank. Callanan Mortuary directors

SMITH, Harkness C. passed away on February 19, 1989 in Culver City. A cinematographer for 45 years in motion pictures and television. Survived by his beloved wife. Eva Belle; beloved father of Roland S. Smith, Sheila K. Otte and Kathryn S. Barker; grandfather of six. Funeral services 11 am, Thursday at the Sunrise Chapel of Gates, Kingsley & Gates, Culver City (213/837-7121) directors

TENGER, Mary beloved mother of John Tenger and Peter Tenger; sister of Helen Goodyear and Ann Baron; also survived by five grand-children.

Services to be held 1 pm, Thursday, February 23 at Wee Kirk o'the Heather, Forest Lawn Mortuary

WINSTON, Leona

Services 12 noon, February 21 at Hillside Memorial Park Chapel.

Groman-Eden Mortuary directors

Hillside Memorial Park Chapel.

Groman-Eden Mortuary directors

WOODWARD, Kenneth E. age 70;
died in Montrose, Ca on February
18, 1989. A native of El Paso, Texas;
retired painting contractor; veteran
of World War II and resident of
Oceanside for 9 years; member of
St. Michael's Episcopal Church in
Carlsbad, He is survived by a
daughter, Jane Amling of Glendale;
two granchildren and a brother,
Thomas A. Woodward of Pollock
Pines, CA.
Memorial services to be held 11
am, Friday, February 24 at St.
Michael's Episcopal Church, Carlsbad, Rev. Douglas E. Woodridge
officiating. Interment in All Saints
Cemetery in San Luis Rey, CA. The
family requests contributions be
made to St. Michael's Episcopal
Church Building Fund, 2775 Carlsbad Blvd., Carlsbad, CA 92008.
Arrangements under the direction
of Oceanside Mortuary.
ZUKOVSKY, Pearl
Hillside Mortuary directors

In Memoriam

FLORIS D. WRACIAN
Happy Birthday Darling. I love you
and miss you with all my heart and
soul. The pain is always there. John

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WIRED: Flipping Switch on a New Computer Idea

Continued from Page 24

"It's especially for those [people] who don't have time to write letters or call" during regular office hours, Jalili said.

The city conducted a survey last year of 1,000 residents. Of those who responded, 33% said they own personal computers and 23% said their computers have modems.

Michael Hill, an activist from Santa Monica's Ocean Park neighborhood, first suggested the computer network two years ago. He said it seemed the logical way to enlist "participants in democracy" in an electronic age.

"To participate effectively government], one needs to be informed," said Hill, a counselor at the Venice Skills Center, a public vocational school. "That has meant schlepping down to City Hall, getting staff reports, finding the right staff person, getting the photocopied. . . . "This is a marvelous way

access the staff reports, [get inforyou want. You can play a mation] truly effective role. People who feel disenfranchised can find a way to be a part of government.

To publicize the network, the

city is mailing out brochures.
"Imagine," the pamphlet
"the city of the future . . . where computers keep you in touch with city issues and services . . . a city where useful information is at your fingertips any time of the day, instantly and free...that future is now in the city of Santa Monica..."

Danger Warning

There are a few voices of caution, however. Some experts in the field warn of the danger of "technology push"—the eagerness to offer a sophisticated electronic system before the public is ready to use it or officials ready to handle the new demands it brings.

"It may overburden ambivalent department heads and city employees who want to be responsive but aren't getting additional resourcsaid Judith Payne, a social scientist at the RAND Corp. think

tank.

The city's own programmers have been loading data into the system, and there are no plans to add staff. All of the messages from the PEN system will arrive on a central terminal in the information services office on the ground floor of City Hall.

Several officials acknowledged that they worried that the network would create an image of elitism, that the city was catering to the professional well-to-do who own personal computers and that lowincome residents would be left out. They hoped to overcome that by installing terminals in public areas, such as the library.

Santa Monica officials say the public-access computer network is natural evolution from a decision four years ago to start internal electronic mail system for council members and top adminis-

trators

Each of the seven council members was given a \$3,000 briefcasesize portable computer, and they soon reported saving large amounts of time by discussing ideas and hashing out problems through computer messages. An estimated 600 city employees are plugged into the internal system.

When officials considered creating a public computer system, security inevitably was a major concern. Several cities, in fact, have been reluctant to pursue similar programs because of fears that the computer system could be

Santa Monica consulted numerous security experts who tested the system, and officials believe that they have taken adequate precau-tions to stop computer hackers from getting into private files and to prevent "viruses" from being entered into the system and destroying data or programs

The computer network that residents will be tapping is entirely separate from the city staff's internal computer system, but officials have declined to detail other secu-

rity measures.

City officials are eager to se how residents in the beach city which is known for its heate politics and liberal causes, wi respond to the novel compute network.

It "won't revolutionize the cit overnight, but it's a significant ste in opening up City Hall," predicte Alan Katz, chief of staff to Lt. Gov Leo McCarthy and a former Sant Monica city councilman.

"My guess is the public will find uses that no one imagined," he said

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Santa Monica Gets Wired: Computer Link to Citizens

By TRACY WILKINSON, Times Staff Writer

Santa Monica is officially "on line."

Starting today, residents can sign on to their personal computers and, in effect, talk to City Hall.

Declaring itself "the city of the future," Santa Monica has activated a new computer network that puts a storehouse of information—ranging from where to get a parking permit to what books are checked out of the local library—at the fingertips of city residents with access to a computer keyboard.

In addition, questions and complaints can be computer-messaged to City Hall, and, the city promises, officials will respond—right to the inquiring resident's computer. Finally, citizens and officials can discuss burning issues of the day in the computer equivalent of a town hall meeting.

When the first message bleeps up on the system's central comput-

er, Santa Monica will be a pioneer in the use of interactive computer networks to enable the public to communicate with government.

Increasingly, cities and counties across the nation are offering some form of public access to government information through computers. The product of an inevitable coupling of technology and civics, the trend is being hailed in many quarters as an important step toward better, more accessible government.

Some people suggest, however, that a system based on the use of computers is elitist and question whether adequate security measures can be adopted to prevent abuse.

"It's something that more and more cities are looking at," said Randy Arndt, a spokesman for the National League of Cities in Wash-

Please see WIRED, Page 24

\$50 per day for excess inmates. Pettine warned state officials Jan. 31 that he would be "very hardnosed about this" when he considers levying fines at a March 13 hearing. DiNitto said the state has made a good-faith effort to comply with the judge's order, removing 135 inmates from the intake center since Wednesday.

The Commission on Federal

The Commission on Federal Ethics Law Reform, which was directed by President Bush to reform and revitalize federal ethical standards, is framing recommendations that would sharply reduce requirements for financial disclosure by government employees, the Washington Post reported. Among the proposals being considered are ones to eliminate requirements to report estimated income from stocks, partnerships and rental properties; gains or losses from sales of such assets, and the size of personal debts over \$1,000, sources said. At a meeting Feb. 14, the panel took a preliminary vote to eliminate the need to assign estimated values to a person's financial holdings. One source said that "the public doesn't need to know" details of a person's financial situation, other than the names of holdings worth more than \$1,000.

in protective gear when they erected the 200-foot-long fence around the field to keep people out until the barrels can be removed, a spokeswoman for the group said. The group also posted a large sign at the location that read. "Warning: Cyanide Site Neglected by Your State Officials." Greenpeace said the U.S. Environmental Protection Agency will begin an investigation this week to find out who dumped the barrels there. Greenpeace alleges that the state has known about the cyanide for more than a vear but has made no plans to remove or dispose of it. A search was called off for two boys swept away by a riptide while playing in the surf north of Morro Rock, authorities said. Steve Ddoty, 17, and Christopher Cabral, 13. were surfing on boogie-boards

Greenpeace workers were dressed

Rock, authorities said. Steve Ddoty, 17, and Christopher Cabral, 13, were surfing on boogie-boards about 50 to 75 yards from shore Sunday when they disappeared a U.S. Coast Guard spokesman said. The father of the two boys, who are believed to be stepbrothers from Dinuba, was watching them, but "lost sight of the boys and was unable to locate them." Offider Manuel Silva said. "Moments later their boogie-board washed ashore without the boys."

Any Nerd in Santa Monica Can Go On Line With City Hall

By Tracy Wilkinson Los Angeles Times

Santa Monica

This Southern California city is about to be officially "on

Starting today, residents can sign on to their personal computers and, in effect, talk to City Hall.

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More Accessible Government

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Users are then assigned an identification number and given a 15-page manual. They choose a secret password and dial into the sys-

Terminals will be set up at libraries and other public centers for people who do not own computers.

The network is not expected to do away with the traditional ways the city conducts business. Concerned and angry citizens will still telephone their officials, write letters and attend City Council meet-

But for people who work all day or who have little time to visit City Hall, the ability to log on for information at home around the clock will be a valuable tool, City Manager John Jalili said.

"It's especially for those who don't have time to write letters or call" during regular office hours, he

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Bush to Explain Budget to Wa

From Page 1

little more than a friendly squeeze on most programs to meet the \$100 billion deficit target mandated by the Gramm-Rudman-Hollings balanced-budget law.

A closer look at Bush's own budgetary arithmetic shows that the squeeze would be more like a bear hug.

Deficit Reduction

Almost all the new revenues under Bush's plan would be allotted to reducing the deficit, increasing defense spending to keep pace with inflation and providing cost-of-living adjustments for Social Security.

Little would be left over to pay for domestic programs — a wide assortment of items including poverty aid, transportation grants, law enforcement, energy research, housing subsidies and occupational health and safety.

If Congress were to adopt the Bush administration's budget plan as offered, it would mean a far more dramatic slowdown in government spending growth than occurred during the Reagan administration.

Although the Bush budget plan has not been widely perceived this way, analysts said that that is because the impact is disguised in the way the numbers are presented.

"It's a nice piece of sleight of hand," said Carol Cox, president of the nonpartisan Committee for a Responsible Federal Budget.

'Bottom Line'

The "bottom line" is clear enough: Bush is asking to increase federal spending by \$17.8 billion, or 1.5 percent, in 1990. That would push total spending to about \$1.16 trillion, up from \$1.14 trillion in 1989.

By comparison, Reagan's last year in office brought an \$80 billion increase. Much of the difference is because the Gramm-Rudman deficit reduction law requires a lower deficit in 1990 than in 1989.

Also, Bush's "no new taxes" pledge imposes a tighter lid on revenues in 1990. Reagan and Congress agreed to substantial tax increases in 1989 as part of a two-year deficit-reduction plan.

Bush asked for \$300 billion to

Some Potential Prob For Bush's Flexible Fr

By Carl T. Hall Chronicle Washington Bureau

Washington

President Bush has proposed a "flexible freeze" on most domestic programs. The idea is that an individual program could get a budget increase, as long as another program is cut by a like amount.

Bush said this would end what he called "wonderland budgeting" — strange concepts of "baselines" and phantom budget cuts that actually allow programs to increase.

In fact, it is not so simple.

Many of the "discretionary" programs that would be "flexibly" frozen have increases built into them in current law. Either those promised increases would have to be canceled or other programs would have to be cut.

Nor does the administration propose taking inflation into account, which means that the actual services delivered by many programs would be cut back. Congress assumes a 4.1 percent inflation rate for most programs.

Bush suggests a sample list of prospective cuts
— Amtrak subsidies, urban mass transit grants and
various education programs that are said to be outmoded — that would yield only about \$850 million in
savings.

Thus, applying an across-the-board freeze could run into some formidable snags.

Here are some examples, provided by the bipartisan of Office and the Democratic-con Committee:

- International obligation would cancel legal commitment U.S. government that call for additional expenditures. Acquance of buildings overseas w from a projected \$391 million b
- Public housing subsidies law, cannot be raised to compen-This means that authorities wo maintenance and operating expeincreases.
- Internal Revenue Service. fer a \$304 million decrease in it quest. That amount would have forcement and bring in addition cials maintain.
- Courts and law enforcement lose a projected \$105 million for and expenses. The Immigration as Service would lose \$63 million. System, except for the Supreme (to absorb a \$79 million cut.
- Congress. Work on the wes the Capitol was allotted \$5 million for a \$16 million increase in 1990. counting Office, Congress' research about \$26 million in scheduled increand expenses.

pay for national defense, shaving \$3 billion off what Reagan had proposed for the 1990 fiscal year but increasing military outlays by \$1.4 billion over 1989 in order to keep up with inflation.

Defense Spending

Defense spending fell in real terms during Reagan's last four years in office. Also, the Bush proposal does not count the costs of cleaning up atomic weapons plants.

That leaves only \$16.4 billion in increased revenues for everything else in the federal budget, including all domestic programs, Medicare, Social Security and interest on the national debt.

Bush estimated that interest

payments, which the government must meet in order to avoid default on its securities, will rise \$4.5 billion in 1990 over 1989. Even with tighter restrictions on what doctors and hospitals charge, Medicare would claim an additional \$8 billion. Social Security is budgeted for a \$14.3 billion increase.

Congressional experts estimate that larger increases will be needed in these categories, but even with Bush's estimates, the increases come to \$26.8 billion, or about \$10 billion more than the new revenues available in the nondefense portion of the budget.

Closing the Gap

To close that gap, Bush offers \$10 billion worth of "mandatory programs that no der current law on Bush's list of in outlays would savings from the Insurance Corp.

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City of Santa Monica

Public Electronic Network (PEN) Resident Registration and User Agreement

The Public Electronic Network ("PEN") is sponsored by the City of Santa Monica ("City") to offer residents of Santa Monica a new means of communication. PEN will help give access to information about public services in Santa Monica and help stimulate community discussion on issues of interest. The success of this experimental network will depend on responsible participation by its users.

Please read and complete this Resident Registration and User Agreement. You need to sign and return this form to the Information Systems Department at City Hall (1685 Main Street, Santa Monica, CA 90401) to become a registered PEN user. You will be notified by mail when your USER ID becomes effective so you may login to PEN. You may only register using your real name and only as an individual (not as a company or a family).

(Please print or type)			
Last Name		<u> </u>	
First Name			MI
Home Address			Apt
City	State	ZIP _	
Home Phone ()		·	
Office Phone ()			
In case we need verification for phone is	nquiries:		,
Mother's Maiden Name:			
Your Month/Day of Birth:	_ _		·
Do you have a personal computer at ho	me? Yes	sNo	_
Is your computer equipped with a mod	em? Yes	s No	<u>-</u>
Do you have a personal computer at wo	ork? Yes	sNo	<u>.</u>
Is it equipped with a modem?	Yes	sNo	_
(NOTE: It is not necessary to own a per	sonal comp	outer to use P	EN. Computer

THIS AGREEMENT LIMITS THE CITY'S LIABILITY -- READ IT.
A SIGNED AGREEMENT IS A PREREQUISITE TO REGISTRATION.
PLEASE SIGN ON REVERSE SIDE.

terminals are available for the public to access PEN at various locations in the City of Santa Monica. Call 458-8383 for location of the nearest public terminal.)

TERMS AND CONDITIONS

In signing this Resident Registration and User Agreement, I accept the following terms and conditions in my use of the Public Electronic Network ("PEN", "the PEN system", "the network"). The terms and conditions apply to both public and private communication on PEN:

- 1. I agree to abide by all applicable federal, state and local laws pertaining to "computer crime", including but not limited to the Electronic Communications Privacy Act of 1986.
- 2. I agree to abide by all laws related to copyright and other proprietary rights. I agree not to violate rights of authorship, trademark, or patents when entering material onto the PEN system or when printing material from the PEN system. I agree not to reproduce, retransmit or redistribute, or publish material found on PEN without permission of the author.
- 3. Tugges to abide by laws related to slander and ilbel, obsessing, or any other illegal activities. I agree not to place unlawful information on the PEN system.
 - 4. I agree to abide by standards of common courtesy in my use of the PEN system.
- 5. I agree not to use the PEN system for solicitation, advertisement, or promotion of commercial services or products, or for any other commercial purposes.
 - 6. I agree not to use the PEN system as a means of institutional, organizational, or corporate communication.
 - 7. I agree not to use PEN for political campaigning or political polling.
- 8. I agree that the City of Santa Monica has the right to set and enforce rules and regulations for use of the PEN system. The City has the right to terminate without prior notice or a hearing the privilege of access to and use of the PEN system. I understand that the offering of the PEN system is a free and experimental service of the City and that no person shall acquire any right to the continued offering of the system by the City. The City has the right to review any information in the PEN system and to delete any information in violation of this Resident Registration and User Agreement. The City has the right to delete storage files of electronic mail and/or conferences which are outdated in the sole and absolute discretion of the City.
- 9. I agree that any violations of federal, state or local laws or regulations related to participation on the PEN system will be prosecuted to the full extent of the law. Evidence of illegal activity will be reported to proper legal authorities. Electronic communication on the PEN system is not private and may be used as evidence in criminal investigations and/or prosecutions.
- 10. I agree that the City has the right to determine the specific services and information which the City elects to offer on PEN from time to time. The City reserves the right to set up private "closed conferences" from time to time.
- 11. I AGREE AND DO HEREBY RELEASE AND DISCHARGE AND INDEMNIFY AND HOLD HARMLESS THE CITY, ITS CITY COUNCIL, OFFICERS, AGENTS, SERVANTS, EMPLOYEES, AND LICENSORS AGAINST ALL CLAIMS, ACTIONS, CAUSES OF ACTION, DEMANDS, RIGHTS, INJURIES, DAMAGES, EXPENSES, AND COMPENSATION ARISING FROM USE OF OR INABILITY TO USE THE PEN SYSTEM, FROM THE ENFORCEMENT OR NON-ENFORCEMENT OF ANY RESIDENT REGISTRATION AND USER AGREEMENT, FROM ANY INCORRECT INFORMATION ON THE PEN SYSTEM, FROM ANY SYSTEM FAILURE, FROM ANY BREACH OF THE RESIDENT REGISTRATION AND USER AGREEMENT BY ANY USER, OR FROM ANY OTHER CAUSE RELATING TO THE PEN SYSTEM OR ITS USAGE, INCLUDING DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES EVEN IF THE CITY HAS BEEN ADVISED THAT SUCH DAMAGES, HARM, OR LOSS MAY OCCUR AND EVEN IF THE CITY WAS NEGLIGENT. THE CITY MAKES NO WARRANTY, EXPRESS OR IMPLIED, WITH REGARD TO PEN OR ITS USE.

I UNDERSTAND AND AGREE THAT ALL RIGHTS UNDER SECTION 1542 OF THE CALIFORNIA CIVIL CODE ARE HEREBY EXPRESSLY WAIVED. SAID SECTION READS AS FOLLOWS: "CERTAIN CLAIMS NOT AFFECTED BY GENERAL RELEASE. A GENERAL RELEASE DOES NOT EXTEND TO CLAIMS WHICH THE CREDITOR DOES NOT KNOW OR SUSPECT TO EXIST IN HIS FAVOR AT THE TIME OF EXECUTING THE RELEASE, WHICH IF KNOWN BY HIM MUST HAVE MATERIALLY AFFECTED HIS SETTLEMENT WITH THE DEBTOR."

- 12. I agree to access PEN using only my own User ID and password. I will not allow anyone else to access PEN with my User ID or password. I will notify the Information Systems Department at City Hall immediately if my User ID and/or password become lost or stolen.
- 13. I agree that use of the PEN system is being provided to me without charge by the City. However, I agree to pay for any telephone charges, personal equipment or software costs, which may be incurred in gaining access to PEN.
- 14. I agree to give written notification to the Information Systems Department at City Hall if I move out of Santa Monica and am no longer a resident. I will discontinue my use of PEN at that time.
- 15. I agree that the City has the right to terminate my access to PEN immediately without prior notice or a hearing if I violate any term of this Resident Registration and User Agreement. I may request termination of my User Account at any time by providing written notification to the Information Systems Department at City Hall.
 - 16. I agree that the City has the right to terminate the PEN system at any time without any prior notice or a hearing.
- 17. I agree to comply with all rules and regulations promulgated by the City concerning use of the PEN system, including the rules and regulations contained in the document entitled City of Santa Monica Public Electronic Network: PEN BASICS.
- 18. I understand and agree that the rules and regulations set forth in this Resident Registration and User Agreement have been promulgated to ensure that limited computer resources of the City may be allocated in a manner that can be utilized by as many City residents as possible. I further understand that one of the purposes of this Resident Registration and User Agreement is to ensure that the City incurs no monetary obligations by providing access to the PEN system. Therefore, I have freely entered in the obligations of this Resident Registration and User Agreement knowing that I will not be able to seek any damages from the City, its City Council, officers, agents, servants, employees and licensors arising from or in any way relating to my participation in the PEN system.

I declare under penalty of perjury under the laws of the State of California that the information contained in this Resident Registration and User Agreement is true and correct.

Executed on	_, 1989, at,	California
Signature:		
Print Name:		

What's electronic conferencing on PEN all about?

PEN offers one of the nation's first municipal computer conferencing systems — sort of a Town Hall meeting by computer. It's called Electronic Conferencing.

It can be used to gather ideas from you and other residents about important city issues in a way far more convenient than traditional meetings. When you join an electronic conference, you can speak your mind without having to drive to City Hall. You can also use electronic conferencing simply to share information and ideas on interests that you share with Santa Monicans.

Electronic conferencing offers several advantages over traditional meetings and other ways of discussing issues and ideas. When you're part of an electronic conference, you can come and go when YOUR schedule allows. You'll never miss a thing because all the other comments added since you last "sat in" are saved for you to read the next time you login to PEN.

Do I need a computer to join PEN?

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What if I don't know how to use computers?

PEN is designed to be helpful and easy to use for everyone, whether you have experience with computers or not. There are several ways to get help on using PEN.

You can get help from the PEN Basics booklet that will be mailed to you when you register. You can call the Information Systems Department at (213) 458-8383 9a.m.-5p.m. Monday through Friday for help. You will also find help on-line once you login to PEN.

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300, 1200 or 2400 baud databits 8 stopbits 1 parity none

The PEN access number is 4588989. At the login prompt ":", type *hello* and press Return. PEN will lead you through the registration process.

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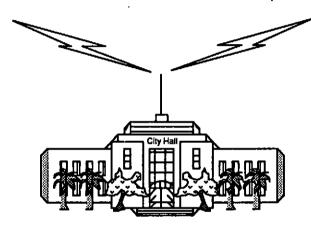
Dear PEN,

I want to join Santa Monica's Public Electronic Network. Please send me (how many?) ______ PEN registration packets.

Name	·	
Home Address		
City		
State	ZIP .	
Home Phone	<u> </u>	
Work Phone		

Special thanks to Hewlett-Packard and to Metasystems Design Group for their generous donations of computer equipment and software.

Imagine, for just a moment, the city of the future ...



... a city where computers keep you in touch with city issues and city services ...

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What can PEN do for me?

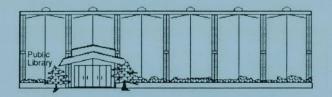
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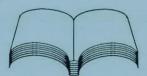


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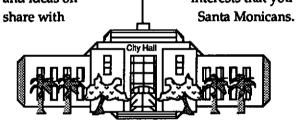


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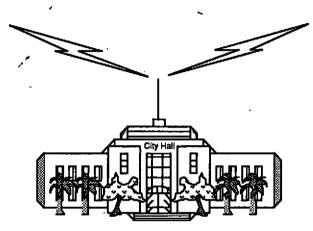
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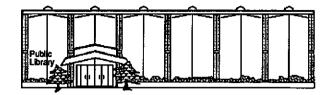
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stopbits 1

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THE INNOVATION GROUPS PUBLIC/PRIVATE NETWORKING CONFERENCE

QUEEN MARY HOTEL, LONG BEACH, CALIFORNIA July 12 - 14, 1990

PRELIMINARY AGENDA

Thursday, July 12

2:00 - 4:00	Tour of Long Beach Light Rail; Downtown Redevelopment; and Waste to Energy Facility
4:00 - 6:00	Arrival and Check-in at the Queen Mary Hotel
6:00 - 8:00	Reception - King's View Room
	Friday, July 13
7:00 - 8:00	Registration - Cunnard Room
8:00 - 9:00	Breakfast - Grand Salon Room
9:00 - 10:00	General Session - Windsor Room
	The Continuing Journey To Total Quality - Part I Karl Harris - Quality Consultant - FPL/Qualtech
10:00 - 10:30	Break
10:30 - 12:00	Concurrent Workshop Sessions
	* Energy Conservation in Transportation

* Energy Conservation in Transportation
Trip Reduction Solutions - City of Alhambra, CA
Electric Powered Vehicles - Southern California Edison
Video Scanning - Colorado E-470 Private Highway Authority

* Citizen Access to Public Information
Welfare Application Tracking - Tulare County, CA/IBM
Public Electronic Network - City of Santa Monica, CA/Hewlett Packard
Information Kiosk - City of Mountain View, CA/Apple Computer
PALS - City of Pasadena, CA/Digital Equipment Corp.

* Results from Employee Incentives
Employee Recognition - City of Chandler, AZ
Performance Based Pay - City of Sunnyvale, CA
Private Sector Incentive Pay - TBD

12:00 - 1:30 Lunch - Grand Salon Room

1:30 - 3:00 Concurrent Workshop Sessions - Continued

*Reducing Solid Waste
Innovations in Recycling - City of San Jose, CA
Waste Plastics to Usable Product - Hammer Plastics Recycling
Waste to Energy - Long Beach, CA

* Disaster Preparedness
The HUGO Experience - Mecklinburg Co, NC
Earthquake - Whitter, CA
Communications - Sunnyvale, CA
AT&T

* Local Government GIS Applications
Computer Aided Dispatch and E-911 - GTE/IS
Public/Private Cooperation - ESRI

3:00 - 4:00 Exhibits - Private and Public Sector Displays (refreshments)

Evening Free

Saturday, July 14

7:00 - 8:00

Buffet Breakfast - Grand Salon Room

8:00 - 8:45

Essentials of Communications in Marketing Your Community Don Keogh, Editor LA Business Journal

8:45 - 9:00

Break

9:00 - 10:00

The Continuing Journey to Total Quality - Part II Karl Harris - FPL/Qualtec Michael Rock - City Manager, Loveland, CO

Adjournment

Innovation Group Corporate Members

Advanced Technology Division

AT&T

Apple Computer

Computer Management Services Inc.

Duke Power Co. E-470 Authority

Florida Power and Light Co.

GTE Data Services

Hammer's Recycling Corp.

Hewlett Packard

IBM Corp.

Innovative Products Group; Inc.

Mantaline Corp.

Personal Evacuation Technology

Reemay Corp.

System & Computer Technology Corp.

3M Co.

The Community Information Kiosk A Look at the Future of Electronic Democracy

The Mountain View Kiosk

The city of Mountain View, California is truly a city of the future with its widely acclaimed Community Information Kiosk. Since January 1989 this progressive urban community of 63,000 residents located on the San Francisco peninsula has been using an electronic kiosk to provide public information and community news on a daily basis. The first unit is located in the public Library and over the next 24 months another 12 more units are planned for several locations in the city's downtown, new performing arts center and shopping and commercial sites throughout the city. The future plans also look at providing two-way interaction and offering access to the kiosk system from homes and businesses in the community.

The Kiosk is a free standing tower encasing a very high resolution video monitor and a Macintosh computer system. A wide range of community and public information is available via the Kiosk. Relying heavily on pictures and visual images, a person can get information about:

0	Transportation,
0	Restaurants and pubs,
	City officials and available services,
	Community events
	Entertainment offerings in the community

MultiMedia Technology

Multimedia allows for the integration of pictures, graphics, scanned images, music, sound, and text. Full motion video can also be an exciting component of a computer based multimedia system. As studies have shown, people use all their senses to receive information. Multimedia brings alive the process of accessing and assimilating information.

This newly emerging technology can be employed for training, presentation, and interactive information sharing. The Macintosh hardware platform lends itself readily to this technology and already there are several software products available to be used in developing a multimedia application. IBM and NeXT workstations are also suitable for the technology however there is very little commercial software now available for these hardware platforms.

The Community Information Kiosk A Look at the Future of Electronic Democracy

Kiosk Benefits

An information kiosk can be an extremely cost-effective way to deliver a vast range of information services to your customers on a 24-hour basis. It can offer a unique and compelling way to reach out to customers that would not usually come into a government agency. With a network of many kiosks, you can update information and widely distribute it throughout the geographic area with relative ease and simplicity.

The Mountain View Experience

Mountain View decided to use the electronic kiosk as a way to reach out to a broad range of people living and working in the community. The Kiosk project was one of several cooperative ventures undertaken by the city with assistance from Apple Computer, Inc. Jacqueline Nagy (Saxby-Nagy International) did the system concept and design and some of the technical development in addition to managing the project. John Calvin, system analyst for the city, did the bulk of the technical development and system integration. From creation to completion, the project took six weeks.

All the software used was commercially available. Apple's Hypercard, MacroMind's VideoWorks II, Farallon's MacRecorder and HyperCard Driver were the products used. An Apple Scanner was also used extensively to create high resolution photos and graphics. The system equipment consists of a Macintosh II computer with 8mb or memory, a Radius 19" two-page display video monitor, and a Jasmine 100mb hard disc. The complete system operates from the hard disc; making it very cost effective to operate the system and make changes to its content or format.

For additional information contact:

Jacqueline Nagy (408) 446-4306

OFFICE OF CORPORATE INFORMATION SERVICES • SUITE 400, 505 - 14TH STREET • OAKLAND, CA 94612

(415) 273-2274 TDD 839-6451

May 14, 1990

Ms. Evelyn Pine 256 Ripley St. San Francisco, CA. 94110

Dear Ms. Pine:

I enjoyed talking with you this morning about information technology and telecommunications in the City of Oakland.

As we discussed, I have enclosed a copy of the staff report I did on the Information Technology and Resource planning process for you to review. In addition, I have included a portion of the proposal we developed shortly after the earthquake on "CITYNET". This second report describes the proposal to link up all City Departments using a metropolitan wide network.

Please feel free to use any of this information in your article. If you have any questions as you review these reports, give me a call.

Sincerely,

Stephen R. Ferguson

Director, Office of Corporate Information Services

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SRF/sf

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Thu Aug 15 12:05 14/420 "Hi from Santa Monica" >N 2 lkemp Thu Aug 15 12:51 13/459 "Re: The Human Psyche: comple" 3 kavo & 2 Message 2: From lkemp Thu Aug 15 12:05:54 1991 Date: Thu, 15 Aug 91 12:05:50 pdt From: lkemp (Lisa Kemp) To: evy Subject: Hi from Santa Monica Hi Evelyn... this is Lisa from PEN. I just received your newsletter. Thanks! It's good to see that you're real close to allowing dial-up access. Good luck! & r To: 1kemp Subject: Re: Hi from Santa Monica Thanks, Lisa. We're pretty excited. Glad you got the newsletter. Mail sent

ALT-F10 for HELP

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MARTHA SCHREIBER CONG of CAL. SRS 775 9699 RE: PELEPHONE info PROJECT

RE: TELEPHONE info PROJECT Dear Conferee,

Community Memory is a public access electronic bulletin board designed for urban settings. It is a Berkeley original in its seventh month of operation. The terminal for your use in Veteran's Hall is one of eleven publicly placed computers for the unmediated sharing of information.

Use it to read messages on a wide variety of topics written by others and contribute your own.

A special FORUM has been set up so that you can publish your ideas and comments in the course of this conference. You can use this FORUM as an electronic "guest book with ideas."

The FORUM is called: EcoCity, and you can find it under the topic word: Special.

Enjoy the conference!

7/10/90

MARTHA SCHREIBER (775 9699) CALLED

1) SHE PEELS BAD ABOUT NOT DOING HER PART of THE JOINT PROJECT YET.

WOULD LIKE TO DISCUSS PROGRESS.

2) WORKING TO ARRANGE A SEMINAR FOR SENIORS C SENIORS C

DEALING W/ PELECOM. PARTICIPANTS INCLUDE:

4) congr. of CAL. SRS B) TURN c) cM

POSSIBLE / PROBABLE DATE (S MON. AUG. 27 PH.

NO DATE YET. SHE WOULD LIKE TO SPEAR W/ YOU.

Dear Conferee.

Community Memory is a public access electronic bulletin board designed for urban settings. It is a Berkeley original in its seventh month of operation. The terminal for your use in Veteran's Hall is one of eleven publicly placed computers for the unmediated sharing of information.

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The FORUM is called: EcoCity, and you can find it under the topic word: Special.

Enjoy the conference!

California Congreso of Seniors

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- Jack McCornick

- Marine Schrieber

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THE CONGRESS OF CALIFORNIA SENIORS and CCS REGION 3

are pleased to sponsor a

CCS REGION 3 SENIORS TELECOMMUNICATE TELEPHONE INFORMATION SEMINAR

Monday, August 27, 1990 1:00 p.m. - 4:00 p.m.

North Berkeley Senior Center 1901 Hearst Street Berkeley, CA 94709

SEMINAR AGENDA

1:00 p.m.	Registration/Refreshments
1:15 p.m.	Welcome & Overview Chairwoman CCS Region 3: Elsie B. Howerton
1:30 p.m.	TOWARD UTILITY RATE NORMALIZATION (TURN): "Changes in th Telecommunications Industry and in its Regulation". Speaker: Karen Miller, TURN
2:30 p.m.	COMMUNITY MEMORY: "Pioneering Work Done to Develop a Community Based Computer Telecommunications Network". Speaker: Evelyn Pine, Community Memory
3:30 p.m.	Distribute CCS Telephone Information Facts and Resources Review CCS Telephone Information Survey Results Distribute CCS Certificates of Participation Facilitator: Marthe E. Schreiber, CCS Consultant

A Project of the
Congress of California Seniors
Education and Research Fund
funded by the Telecommunications Education Trust
established by the CPUC

Congress of California Seniors, Inc.

Dear Friend, Cullyn, Fivally found your letter. I'll be out of found doing seminais 8/21, 8/22 and 8/24, but I will do it the I need you to fill out the Seniors Telecommunication Survey and return it to the Congress of California Seniors - TODAY. Wellend before 8/27 y necessary Wased on your direction of how to make the disc. *** I'll be in touch the We are providing a TELEPHONE INFORMATION - Facts and Resources - Training Seminar at the North Berkeley Senior Center, 1901 Hearst Street, Berkeley, CA. on Monday, August 27, 1990 from 1:00 p.m. - 4:00 p.m. Your input is needed to focus on the issues most important to senior citizens in your area.

As the information age grows and expands, we face the risk of jeopardizing

As the information age grows and expands, we face the risk of jeopardizing affordable basic phone service, and the risk that certain groups will not be able to use needed information services."

"The telephone is your lifeline to the outside world."

After attending this intensive 3 hour seminar, you'll be better equipped to answer:

"Should I lease or buy my phone?"

"Where do I get my phone fixed?"

"Should I pay the wire maintenance charge?"

"How do I choose a long distance company?"

"What telephone equipment is available for those who have speech, hearing, vision or motion impairments?"

"Do you understand your phone bill?"

TO ENROLL FOR THIS FREE SEMINAR WITH REFRESHMENTS:

Review the Seniors Telecommunicate Brochure. Cut off the pre-paid postage Business Reply Card. Complete the SURVEY/ENROLLMENT FORM:

- 1. **To enroll:** Check the box indicating that you <u>will or will not</u> attend the seminar.
- Complete the 'Telephone Information Survey'. This is the most direct way for us to focus the Seminar on the issues which are most important to those in your area.

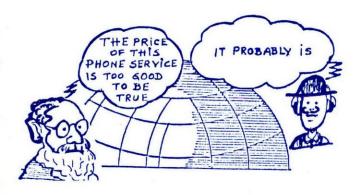
We look forward to seeing you and other interested seniors at this informative and important seminar.

Howard Owens President

Sincerely.

Affiliated with the National Council of Senior Citizens, Inc.

Pacific Bell was fined \$16.5 million penalty for abusive marketing.



Utilities The California **Public** Commission (CPUC) ordered that the penalty money be spent for consumer education and information. The (TET) Telecommunications Education Trust fund was established to administer grants to community organizations.

The Congress has been awarded TET FUNDS to help senior citizens telephone service understand and equipment options. protect and themselves by being better informed.

The Congress of California Seniors is a non-profit advocacy coalition, founded in 1977 to provide an umbrella organization for a wide variety of California senior groups to act together on issues of common concern.

Affordable telephone service is one of The Congress' top priorities.

SENIORS TELECOMMUNICATE 1-800-543-3352

Did you Know that KEY DECISIONS are being made now by State Regulators and Policy Makers about the future of our Telephone Network?

Are you faced with confusing choices in selecting telephone service and equipment?

PRELIMINARY RESULTS of the **CONGRESS' Telephone Issues Survey** indicate that:

- #1 Most Important to Seniors is..... Making Senior Needs Known to State Regulators and Policy Makers.
- #2 Most Important to Seniors is..... Increasing Awareness of Universal Lifeline Telephone Service.
- #3 Most Important to Senior is..... Telecommunications Services for Deaf and Disabled Persons.

THANK YOU FOR ANSWERING THIS SURVEY.

		PHONE #
	YLIO	ZIP CODE
ORGANIZATION	ADDRESS	STATE

am presently an associate member of the Congress

Telephone Seminar

the Congress.



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UNITED STATES

Congress of California Seniors 1010 - 11th Street, Suite 204 Sacramento, CA 95814-9648 POSTAGE WILL BE PAID BY ADDRESSEE

BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 4474 SACRAMENTO, CA

Congress of California Seniors

Help Make Senior Needs Known to State Regulators and Policy Makers

Prevent Unfair Marketing Tactics

participate in

SENIORS
TELECOMMUNICATE



A Project of the Congress of California Seniors Education and Research Fund — funded by the Telecommunications Education Trust — established by the CPUC



BASIC LOCAL SERVICE OPTIONS

BASIC MONTHLY SERVICE

The local phone company charges all customers a certain amount each month for This fee pays for YOUR ACCESS to the phone network, and "basic service". determines the way you will be charged for calls of short distances. It DOES NOT affect the amount you pay for long distance calls. You have a choice of monthly service plan, depending on two factors:

- The company serving you. 1.
- 2. The capabilities of the "central office" that serves you.

Measured Rate Plans vs. Flat Rate Plans

Many-but not all--Californians can choose between "measured rate" and "flat rate":

- . With measured rate service, you pay a set monthly fee plus a certain amount for each local call you make.
- . With flat rate service you pay a higher set fee and receive unlimited local calls.

Pacific Bell's plans

Pacific Bell has four Basic Service Plans:

- 1. Measured Rate Universal Lifeline Telephone Service.
- 2. Flat Rate Universal Lifeline Telephone Service.
- 3. Measured Rate Service.
- 4. Flat Rate Service.

OPTIONAL SERVICES FOR ADDITIONAL MONTHLY CHARGES

You can purchase the following Optional Services, all of which require a touchtone phone. Charges for these features vary depending on your area. Call your business office for more details.

Call Waiting

. lets you know if someone is trying to get through when you're on the phone. It's like having a second telephone line.

Call Forwarding

. automatically sends your calls to another number of your choice, even if it is out-of town.

Delayed Call **Forwarding**

. routes your calls to another number when your line is busy.

Direct Connection. connects you instantly with another number which you choose, as soon as you pick up the receiver. No dialing is required. You cannot make any other outgoing calls on this line. Incoming calls may be received.

Speed Calling

. (available for either 8 or 30 numbers). Allows you to reach certain numbers just by dailing one or two digits. Numbers can be local or long distance.

BASIC LOCAL SERVICE OPTIONS RESORUCES FOR ADDITIONAL INFORMATION

SERVICE	RESOURCE	LOCATION	PHONE #
Establishing Service	Pacific Bell Customer Guide	San Francisco	800-555-1212
Pay Telephone Service	Homeless Prevention Direct Line	Oakland	415-839-8955
Telecommunications Basic Services	AT&T	5918 Stoneridge Mall Road, 3rd Flo Pleasanton, CA 9	
Telephone Service for low income, older and disabled persons	California Rural Legal Assistance Foundation	Sacramento San Francisco	916-446-7904 415-863-3520
Calling Cards	Pacific Bell	San Francisco	800-621-0430
First Aid and Survival Guide	Pacific Bell	San Francisco	800-555-1212
Basic Telephone Service	TURN-Inside Line	San Francisco	415-929-TURN

LONG DISTANCE SERVICE OPTIONS

DEFINITIONS

In addition to being within an **Area Code** (ie. San Francisco's **Area Code** is 415), you are also within a 'local telephone service area', known as **LATAs** ('local access transport areas'). For example, S.F. is in a **LATA** that includes all of area codes 415, 707 and part of 408.

IntraLATA Calls

. made entirely within a service area or LATA. ("Intra" means "within.") A call from downtown L.A. to Santa Monica is an intraLATA call. A call from S.F. to Santa Rosa is also an intraLATA call, although it travels from one area code to another. IntraLATA calls are handled entirely by local phone companies.

InterLATA Calls

. An interLATA call is made from one service area (LATA) to another. ("Inter" means "between.") A call from L.A. to San Jose is an interLATA call. All calls from California to other states are interLATA calls. Only long distance companies can handle these calls.

Local Calls

. In California, a local call is one of 0-8 miles, made within a local phone company's service area. (In 1990, this definition will be extended to calls of 0-12 miles.) Calls beyond this distance are "toll" or "long distance" calls. Charges for toll calls are based on the distance the call travels, the time of day and the length of time it takes. Local phone companies make toll calls within their service areas.

"Zone Calling"

. In large metropolitan areas, local phone companies use a series of "zones" to determine the cost of toll calls to nearby cities.

Calls to these zones have discounted rates; they are lower than regular toll call rates. This is because people make many calls to neighboring communities. This zone method of determining costs is called "Zone Usage Measurement" or "ZUM". Under ZUM, your immediate area is divided into three zones: ("Zone 1") is for calls of 0-8 miles. ("Zone 2") is for calls of 9-12 miles. (In 1990, this zone will be merged into "Zone 1"). ("Zone 3") is for calls of 13-16 miles. Calls beyond this distance are charged at higher, "toll call" rates.

Dialing "direct"

. In most cases, you should "dial Direct." This means dialing the number without any assistance from the phone company. Dialing direct is the cheapest and fastest way to dial. But if you need help in dialing a call, use the "operator".

MAKING LONG DISTANCE CALLS

When you call to another service area, the local phone company connects the call to a long distance company. The long distance company carries the call almost all the way to its destination, which can be in the next county or across the nation. When the call reaches the service area of its destination, it is then transferred to the lines of the local telephone company serving that area. That local company completes the call to the party you are calling. All of this takes a brief moment.

Although you are charged for long distance calls by the long distance company, the local phone company doesn't contribute its services for free. The long distance company pays the local company an "access charge" for its role in completing these calls. You pay for this charge indirectly; you won't see the cost of the local connection noted separately on your bill, but it is part of the cost of the long distance call.

CHOOSING A "PRIMARY CARRIER"

Most California phone customers select their own long distance company, under a system called "Equal Access." When you start a new service, your local phone company asks you to choose an Equal Access long distance company, also referred to as your "primary long distance carrier." (You are asked to make a decision even if you don't expect to make any long distance calls.) Most Californians can choose among several companies as their primary carrier. Some rural areas are served by only one company.

RESOURCES FOR ADDITIONAL INFORMATION

SERVICE	RESOURCE	LOCATION	PHONE #
Long Distance Calling	Pacific Bell	San Francisco	800-555-1212
Long Distance Calling	Consumer Action Resource Guide & Tip I	San Francisco Report	800-999-7981
800 #s	AT&T	San Francisco	800-222-0400
900/976 #s	Pacific Bell	San Francisco	415-639-2801
Call Bonus	Pacific Bell	San Francisco	800-555-1212
Easy Access Long Distance & Pay Telephones	Pacific Bell	San Francisco	415-542-9533

TELEPHONE EQUIPMENT OPTIONS

TELEPHONE EQUIPMENT - Evaluating Your Needs for Phone Service

Touch-tone or Rotary?

The main difference between "touch-tone" and "rotary" is the type of signal they send out when dialed. A touch-tone (push-button) has a button for each number and sends out an electronic tone when a number is pushed. A rotary has a round dial and produces a series of clicks for each number. Dialing is much faster with push-button phone, although some push-button phones are not touch-tone. You need the touch-tone signals if you want to use your phone for "interactive" services such s banking by phone or for certain information services, where you use the buttons on your phone to choose options. Rotary phones are becoming harder to get.

Should I Buy or Lease My Phone?

Depending on your needs, you may either buy or lease a telephone. **Touch-tone** phones which are durable cost at lest \$25 and can go as high as \$200-300. Many newer, sophisticated electronic **touch-tone** phones have special features such as speed dialing and memory capability and are more expensive. (If you have certain disabilities, some of these services may be available without having to buy expensive equipment. Contact your local business office and ask about Special Services for persons with disabilities).

Buying a phone is less expensive in the long run than leasing. Leasing provides the security that if the phone breaks down, the leasing company will replace or repair it at no charge (as long as you did not misuse it). Leasing allows you to try out different phones without having to buy.

Special Optional Features Found on Many New Phones:

- * Automatic Redialing allows you to push one button to redial a number that is busy.
- * Memory allows you to program certain numbers so that all you have to do is push one button to dial those numbers.
- * Mute (hold) button prevents the caller from hearing you speak to someone else in the room.
- * Speakerphones allow you to hear and be heard without holding a receiver to your ear and allows other people in the room to participate in the conversation.

* Cordless telephones, which are a one-piece receiver/dialer, allow you to carry the phone around your house. These can be particularly valuable for persons with disabilities who may face the risk of injury hurrying to answer the phone. Persons who are too ill to get up to answer the phone can have a cordless phone placed on the bed. A cordless phone can be carried in a pocket or placed on a chair to reduce risks. A disadvantage is that the quality of sound coming through a cordless phone probably won't be as good as one which is plugged into the wall. If you choose a cordless phone, ask about the quality and range of the portable receiver. Cordless phones range from \$50 to \$250.

When Deciding Which Phone to Get:

- 1. Decide which features are important to you. If you don't want extra features, don't look at phones which have them.
- 2. Don't assume that inexpensive phones are a bargain. Cheap phones break down quickly and may end up costing you more to replace.
- 3. Compare warranties. A phone with a longer warranty is likely to last longer.

RESOURCES FOR ADDITIONAL INFORMATION

SERVICE	RESOURCE	LOCATION	PHONE #
Telephone System	PacTel Info	San Francisco	800-PacTel5
Calling Convenience	Pacific Bell	San Francisco	800-555-1212
Telephone Equipment	California Rural Legal Assistance	Sacramento San Francisco	916-446-7904 415-863-3520
Establishing Service	Pacific Bell Customer Guide	San Francisco	800-555-1212
Voice/Electronic Mail	Pacific Bell Business Digest	San Francisco	415-639-2801
Inside Wiring	Pacific Bell	Office of Repairs San Francisco	800-555-1212 ext 611
Inside Wiring	TURN-Inside Line	San Francisco	415-929-TURN
Computer Assistance	CompuMentor	San Francisco	415-255-6040

CUSTOMER RIGHTS AND OBLIGATIONS

GUIDELINES FOR UNDERSTANDING YOUR RIGHTS AND OBLIGATIONS

Deceptive Advertisements

When shopping for telephone services and equipment, watch out for deceptive advertisements. A deal that sounds "too good to be true" may involve some form of deception.

Compare Identical Models

You may find several stores selling the same model, making price comparison easy to do. When asking for prices, be sure that you compare identical models. A model that lacks all features--or is used--will cost less than a full-featured, new model.

Used Phones Lack Manufacturer's Warranty

Reconditioned phones do not have a manufacturer's warranty, but the store selling the phone may provide its own warranty or other protection in case the equipment breaks down. Be sure that you understand what kind of recourse you have in case the phone does not work or breaks down.

Changing Your Mind After Buying

Companies do not have to take back merchandise just because you've changed your mind about the purchase. Each business has its own policy about "returned" items. At most stores, when you buy something you are stuck with it, regardless of whether the receipt was marked "all sales final; no returns." This is because businesses do not have to refund purchases just because buyers change their minds.

When You Can Return Items

You have the right to return damaged or defective merchandise, or a product that was misrepresented during the time of the sale. Here are some examples of cases in which you may have the right to demand your money back:

- . You buy a phone and discover when you get home that the outer covering is cracked.
- . You buy a phone that has special features, and discover that neither you nor the store is able to make those features work.
- . You buy a phone advertised as "touch-tone" and then discover it is just a pushbutton pulse dialing phone.

When You Can Return Items

- . You buy a particular model advertised as 'the lowest price anywhere" for that product and then discover a much lower price at another store.
- . The store says that a particular tape will work in your answering machine, and then discover that it will not.

In cases like these, when there is something wrong with the product, you should be able to get satisfaction. Yet, when you return to the store, the retailer (the company that sold you the product) might tell you to contact the manufacturer for satisfaction, but don't accept that response. Take the product back and demand that the retailer refund your money or give you an exchange. If the retailer refuses to take the product back, contact one of these agencies:

California Attorney General (AG) Public Inquiry Unit . P.O. Box 44255, Sacramento, CA. 94244-2550 . Phone # 1-800-952-5225 Hours 9 a.m. - 4 p.m. (*Spanish Spoken)

District Attorney Consumer Fraud Units (DA), and Local Consumer Protection Agencies

Keep the Receipt

Keep your receipt for the phone purchased, in case you need to return the equipment or have it repaired under warranty. The store will be within its legal rights in telling you that it will not accept the return of an item, or will not repair it under warranty, unless you provide proof of the purchase.

Warranties

A warranty is a commitment to stand behind a product. There are two types of warranties: written ("express") warranties and non-written ("implied") warranties. Written warranties are usually issued by the manufacturer, although retailers can issue their own.

There is a 30 day "implied" warranty under California law. "Implied" means that you have this protection even if there is no written warranty to protect you. This warranty gives you a legal cause for action if a purchase fails to perform properly, the function for which it was intended.

(The only time in which there is no warranty is when you purchase an item "as is". In an "as is" sale, there are no promises about the condition or quality of the item.)

A warranty or other promise is only as good as the firm issuing it; if the company goes out of business, its warranty becomes worthless.

RESOLVING PHONE COMPLAINTS

FIRST TRY TO RESOLVE YOUR DISPUTE WITH THE COMPANY

If your complaint involves a company regulated by the California Public Utilities Commission (CPUC), first you **MUST** try to resolve your dispute with that company, keeping a record of everyone you speak to at the company. You can contact the CPUC about:

- . Local phone companies (intrastate services)
- . Long distance phone companies (intrastate services)
- . Pay phone owners (including hotels, airports, etc.), intrastate calls.
- . Alternative operator services (intrastate calls).
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The Consumer Affairs Branch (CAB) of the CPUC handles consumer complaints. Complaints in writing receive more consideration, however, complaints are also taken over the phone about: protests, billing inquiries, and initial service and billing complaints, against any utility regulated by the CPUC. If you call, get the name of the person handling your complaint.

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The Informal Complaint

Consumers can call the CPUC's Consumer Affairs Branch (CAB). The CAB handles protests, inquiries and initial service or billing complaints. The goal of informal complaints is to settle complaints quickly if possible, and prevent formal complaints. Informal complaints can be placed with the CAB over the phone or in writing. Be prepared to provide the CAB with copies of bills, letters and other documents supporting your complaint. The CAB makes a decision based on the evidence.

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If the informal complaint process does not lead to a satisfactory conclusion, you can file a formal complaint with the agency. A formal complaint is an allegation that a utility has failed to act properly or has violated the CPUC code or CPUC order.

The Formal Complaint

For example, if you want to file a complaint about the reasonableness of your rates, you can collect signatures from 25 people--or the mayor of your community--and file them with the CPUC. This procedure is appropriate if you believe you have cause to believe that rates in your community are not fair. A hearing will be held on your complaint, unless it is resolved before a hearing takes place. For more information on formal complaints before the CPUC, contact the Public Advisor's office.

COMPLAINTS ABOUT INTERSTATE AND INTERNATIONAL TELEPHONE SERVICES

The Federal Communications Commission (FCC) has authority over all interstate and international telephone services, including those of: long distance companies; Bell Operating Companies (such as Pacific Bell); operator service providers; pay phones; 900 services; computer-generated interstate sales calls; long distance directory assistance; radio interference. The FCC also regulates radio and television companies and cellular phone companies.

Complaints about the following companies should be made to the FCC:

- . Long Distance Phone Companies (interstate services, regulated and unregulated practices).
- . Alternative operator services (interstate calls).
- . 900 information providers (interstate calls).

RESOURCES FOR ADDITIONAL INFORMATION

SERVICE	RESOURCE	LOCATION	PHONE #
Consumer Rights and and Information	Pacific Bell Customer Guide	San Francisco	800-555-1212
Telecommunications Education/Municipal Officials	Institute for Local Self Government	1400 K Street Suite 400 Sacramento, CA	916-444-5790
Protecting Telephone Consumers After Divestiture	National Consumer Law Center	11 Beacon St.	617-523-8010
Customer Rights	California Public Utilities Commission	505 Van Ness Ave Room 4300, S.F.	800-548-9919
Customer Rights	Federal Communica- tions Commission	1919 M Street Washington, D.C.	202-632-7553

CUSTOMER RIGHTS AND OBLIGATIONS

GUIDELINES FOR UNDERSTANDING YOUR RIGHTS AND OBLIGATIONS

Consume Cognits Deceptive Advertisements

I COLY WOLDS

beg of a pro-

When shopping for telephone services and equipment, watch out for deceptive advertisements. A deal that sounds "too good to be true" may involve some form of deception.

Compare identical Models

You may find several stores selling the same model, making price comparison easy to do. When asking for prices, be sure that you compare identical models. A model that lacks all features—or is used—will cost less than a full-featured, new model.

Used Phones Lack Manufacturer's Warranty

Reconditioned phones do not have a manufacturer's warranty, but the store selling the phone may provide its own warranty or other protection in case the equipment breaks down. Be sure that you understand what kind of recourse you have in case the phone does not work or breaks down.

Changing Your Mind After Buying

Companies do not have to take back merchandise just because you've changed your mind about the purchase. Each business has its own policy about "returned" items. At most stores, when you buy something you are stuck with it, regardless of whether the receipt was marked "all sales final; no returns." This is because businesses do not have to refund purchases just because buyers change their minds.

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BASIC LOCAL SERVICE OPTIONS RESORUCES FOR ADDITIONAL INFORMATION

\$	SERVICE	RESOURCE	LOCATION	PHONE_#
E	Establishing Service [,]	Pacific Bell Customer Guide	San Francisco	800-555-1212
F	Pay Telephone Service	Homeless Prevention Direct Line	Oakland	415-839-8955
7	Telecommunications Basic Services	AT&T	5918 Stoneridge Mail Road; 3rd Fi Pleasanton, CA 9	oor West
į		California Rural Legal Assistance Foundation	Sacramento San Francisco	916-446-7904 415-863-3520
(Calling Cards	Pacific Bell	San Francisco	800-621-0430
i	First Aid and Survival Guide	Pacific Bell	San Francisco	800-555-1212
	Basic Telephone Service	TURN-Inside Line	San Francisco	415-929-TURN

BASIC LOCAL SERVICE OPTIONS

BASIC MONTHLY SERVICE

The local phone company charges all customers a certain amount each month for "basic service". This fee pays for YOUR ACCESS to the phone network, and determines the way you will be charged for calls of short distances. It DOES NOT affect the amount you pay for long distance calls. You have a choice of monthly service plan, depending on two factors:

- The company serving you. 1.
- The capabilities of the "central office" that serves you. 2.

Measured Rate Plans vs. Flat

Many-but not all-Californians can choose between "measured rate" and "flat rate":

Rate Plans

- . With measured rate service, you pay a set monthly fee plus a certain amount for each local call you make.
- . With flat rate service you pay a higher set fee and receive unlimited local calls.

Pacific Bell's plans

Pacific Bell has four Basic Service Plans:

- 1. Measured Rate Universal Lifeline Telephone Service.
- 2. Flat Rate Universal Lifeline Telephone Service.
- 3. Measured Rate Service.
- 4. Flat Rate Service.

OPTIONAL SERVICES FOR ADDITIONAL MONTHLY CHARGES

You can purchase the following Optional Services, all of which require a touchtone phone. Charges for these features vary depending on your area. Call your business office for more details.

Call Waiting

. lets you know if someone is trying to get through when you're on the phone. It's like having a second telephone line.

Call Forwarding

. automatically sends your calls to another number of your

choice, even if it is out-of town.

Delayed Call Forwarding

. routes your calls to another number when your line is busy.

Direct Connection . connects you instantly with another number which you choose. as soon as you pick up the receiver. No dialing is required. You cannot make any other outgoing calls on this line.

Incoming calls may be received.

Speed Calling

. (available for either 8 or 30 numbers). Allows you to reach certain numbers just by dailing one or two digits. Numbers can be local or long distance.

MAKING LONG DISTANCE CALLS

When you call to another service area, the local phone company connects the call to a long distance company. The long distance company carries the call almost all the way to its destination, which can be in the next county or across the nation. When the call reaches the service area of its destination, it is then transferred to the lines of the local telephone company serving that area. That local company completes the call to the party you are calling. All of this takes a brief moment.

Although you are charged for long distance calls by the long distance company, the local phone company doesn't contribute its services for free. The long distance company pays the local company an "access charge" for its role in completing these calls. You pay for this charge indirectly; you won't see the cost of the local connection noted separately on your bill, but it is part of the cost of the long distance call.

CHOOSING A "PRIMARY CARRIER"

Most California phone customers select their own long distance company, under a system called "Equal Access." When you start a new service, your local phone company asks you to choose an Equal Access long distance company, also referred to as your "primary long distance carrier." (You are asked to make a decision even if you don't expect to make any long distance calls.) Most Californians can choose among several companies as their primary carrier. Some rural areas are served by only one company.

RESOURCES FOR ADDITIONAL INFORMATION

SERVICE .	RESOURCE	LOCATION	PHONE #
Long Distance Calling	Pacific Bell	San Francisco	800-555-1212
Long Distance Calling	Consumer Action Resource Guide & Tip	San Francisco Report	800-999-7981
800 #s	AT&T	San Francisco	800-222-0400
900/976 #s	Pacific Bell	San Francisco	415-639-2801
Call Bonus	Pacific Bell	San Francisco	800-555-1212
Easy Access Long Distance & Pay Telephones	Pacific Bell	San Francisco	415-542-9533

LONG DISTANCE SERVICE OPTIONS

DEFINITIONS

In addition to being within an Area Code (ie. San Francisco's Area Code is 415), you are also within a 'local telephone service area', known as LATAs ('local access transport areas'). For example, S.F. is in a LATA that includes all of area codes 415, 707 and part of 408.

IntraLATA Calls

. made entirely within a service area or LATA.. ("Intra" means "within.") A call from downtown L.A. to Santa Monica is an intraLATA call. A call from S.F. to Santa Rosa is also an intraLATA-call, although it travels from one area-code to another. IntraLATA calls are handled entirely by local phone companies.

InterLATA Calls

. An interLATA call is made from one service area (LATA) to another. ("Inter" means "between.") A call from L.A. to San Jose is an interLATA call. All calls from California to other states are interLATA calls. Only long distance companies can handle these calls.

Local Calls

. In California, a local call is one of 0-8 miles, made within a local phone company's service area. (In 1990, this definition will be extended to calls of 0-12 miles.) Calls beyond this distance are "toll" or "long distance" calls. Charges for toll calls are based on the distance the call travels, the time of day and the length of time it takes. Local phone companies make toll calls within their service areas.

"Zone Calling"

In large metropolitan areas, local phone companies use a series of "zones" to determine the cost of toll calls to nearby cities.

Calls to these zones have-discounted rates; they are lower-than-regular toll call rates. This is because people make many calls to neighboring communities. This zone method of determining costs is called "Zone Usage Measurement" or "ZUM". Under ZUM, your immediate area is divided into three zones: ("Zone 1") is for calls of 0-8 miles. ("Zone 2") is for calls of 9-12 miles. (In 1990, this zone will be merged into "Zone 1"). ("Zone 3") is for calls of 13-16 miles. Calls beyond this distance are charged at higher, "toll call" rates.

Dialing "direct"

. In most cases, you should "dial Direct." This means dialing the number without any assistance from the phone company. Dialing direct is the cheapest and fastest way to dial. But if you need help in dialing a call, use the "operator". * Cordless telephones, which are a one-piece receiver/dialer, allow you to carry the phone around your house. These can be particularly valuable for persons with disabilities who may face the risk of injury hurrying to answer the phone. Persons who are too ill to get up to answer the phone can have a cordless phone placed on the bed. A cordless phone can be carried in a pocket or placed on a chair to reduce risks. A disadvantage is that the quality of sound coming through a cordless phone probably won't be as good as one which is plugged into the wall. If you choose a cordless phone, ask about the quality and range of the portable receiver. Cordless phones range from \$50 to \$250.

When Deciding Which Phone to Get:

- Decide which features are important to you. If you don't want extra features, don't look at phones which have them.
- 2. Don't assume that inexpensive phones are a bargain. Cheap phones break down quickly and may end up costing you more to replace.
- 3. Compare warranties. A phone with a longer warranty is likely to last longer.

RESOURCES FOR ADDITIONAL INFORMATION

SERVICE	<u>RESOURCE</u>	<u>LOCATION</u>	PHONE #
Telephone System	PacTel Info	San Francisco	800-PacTel5
Calling Convenience	Pacific Bell	San Francisco	800-555-1212
Telephone Equipment	California Rural Legal Assistance	Sacramento San Francisco	916-446-7904 415-863-3520
Establishing Service	Pacific Bell Customer Guide	San Francisco	800-555-1212_
Voice/Electronic Mail	Pacific Bell Business Digest	San Francisco	415-639-2801
Inside Wiring	Pacific Bell	Office of Repairs San Francisco	800-555-1212 ext 611
Inside Wiring	TURN-Inside Line	San Francisco	415-929-TURN
Computer Assistance	CompuMentor	San Francisco	415-255-6040

TELEPHONE EQUIPMENT OPTIONS

TELEPHONE EQUIPMENT - Evaluating Your Needs for Phone Service

Touch-tone or Rotary?

The main difference between "touch-tone" and "rotary" is the type of signal they send out when dialed. A touch-tone (push-button) has a button for each number and sends out an electronic tone when a number is pushed. A rotary has a round dial and produces a series of clicks for each number. Dialing is much faster with push-button phone, although some push-button phones are not touch-tone. You need the touch-tone signals if you want to use your phone for "interactive" services such s banking by phone or for certain information services, where you use the buttons on your phone to choose options. Rotary phones are becoming harder to get.

20 7 2 ...

Should I Buy or Lease My Phone?

Depending on your needs, you may either buy or lease a telephone. Touch-tone phones which are durable cost at lest \$25 and can go as high as \$200-300. Many newer, sophisticated electronic touch-tone phones have special features such as speed dialing and memory capability and are more expensive. (If you have certain disabilities, some of these services may be available without having to buy expensive equipment. Contact your local business office and ask about Special Services for persons with disabilities).

Buying a phone is less expensive in the long run than leasing. Leasing provides the security that if the phone breaks down, the leasing company will replace or repair—it-at-no charge (as-long as you did not misuse it).—Leasing allows you to try out—different phones without having to buy.

Special Optional Features Found on Many New Phones:

- * Automatic Redialing allows you to push one button to redial a number that is busy.
- * Memory allows you to program certain numbers so that all you have to do is push one button to dial those numbers.
- * Mute (hold) button prevents the caller from hearing you speak to someone else in the room.
- * Speakerphones allow you to hear and be heard without holding a receiver to your ear and allows other people in the room to participate in the conversation.

X

CompuMentor
385 8th Street, 2nd Floor
San Francisco, CA 94103
Daniel Ben-Horin
Director
(415) 255-6040

Since 1986, CompuMentor has fostered connections between technologically adept volunteers and Bay Area nonprofits whose ability to serve their clients could be significantly enhanced by improving their telecommunications capacity. Trust support will enable CompuMentor to enhance the telecommunications capacities of a group of Northern California nonprofits serving low income or minority clients, by offering group training, individualized technical assistance through volunteer "member", and by helping the groups secure low-cost or donated basic equipment.

Grant: \$48,000 for one year

TET GRANTEE

Congress of CA Seniors Education and
Research Fund

200 Woodward Building, 477-15th Street 30 Jack London Village, Room 219

Oakland, CA 94612 94607

Theodore T. Tarail

Executive Vice President

(415) 834-2281

The Congress of California Seniors Education and Research Fund is affiliated with nearly 40 membership and service organizations affecting seniors, as well as the 200,000 individual member of its 400 affiliate clubs. TET support will assist with the development of appropriate telecommunications consumer materials for seniors, and their distribution through the Congress' own network.

Grant: \$46,860 for one year √ Marmi Schrieber - Project Dried.

12.6-89 E. Spoke w/ Theodore Tarail ie: meeting about compare notes on project, computers asseniors, etc. Marnie Schrieber will call me to arrange something.



Congress of California Seniors Education and Research Fund

NEWSLETTER

November-December 1989



PRESIDENT'S REPORT

The Congress of California Seniors is alive, well and kicking.

I've been privileged to attend meetings in Oakland, San Diego, Riverside, San Francisco, Los Angeles, San Jose, etc. and in every area was impressed with the work being carried on by our leadership.

I'm particularly proud of the strong role played by our membership in the fight on the Catastrophic health funding fiasco. It appears that struggle is behind us.

However, this still leaves us with many seniors and others with no access to limited, much less proper health care. I hope we can be as energetic in seeing that everyone is covered as we were in catastrophic funding.

A good system of National Health Care with adequate cost controls appears to be the answer. It has been for almost every other country - why not here?

Convention Planning

Planning for our March 27, 28 and 29th, 1990 Convention is underway. Our first major planning committee meeting was held on October 15th. We had a good enthusiastic committee and are well underway in planning the event to be held at the Sacramento Holidome.

We want a chance to honor people who have done outstanding work for seniors at the convention. Please send the name of your favorite nominee for award along with the reasons for the nomination to Rita Bridges, 1010 11th Street, Suite 204, Sacramento, CA 95814.

Also, in the offing for the convention we are working to get Jay Rockefeller as the keynoter. We've reason to believe he may accept. Jay is doing a lot of the work started by the late Claude Pepper.

Also, acceptances from next year's California Statewide candidates are beginning to come in.

It will be a great Convention! Plan to Attend! Our new Executive Director, Janet Heinritz-Canterbury is due to come on board on January 1, 1990.

Continued on P. 2, "Report"

EDUCATION AND RESEARCH FUND RECEIVES TELECOMMUNICATIONS GRANT

The CCS Education and Research Fund has received a grant from the Telecommunications Education Trust to develop educational materials related to telecommunications and to organize workshops, conferences and other training programs throughout California. The major purpose of the grant is to educate senior leaders and thousands of seniors to learn more about such issues as how to read and understand Your telephone bill; how to select a long distance telephone company; some special techniques on how to reduce telephone costs; should seniors purchase their telephone equipment or lease it; how older people living alone can use their telephone to assist them in protecting their health and security.

The funds for this and other grants were made by the State Public Utilities Commission as a result of \$16.5 millions in penalties assessed against Pacific Bell for marketing abuses in 1985-86 which directly affected limited English speakers, low income or inexperienced consumers, small business owners and others. The PUC established the Telecommunications Education Trust.

The CCS Education and Research Fund is working closely with Consumer Action and TURN, two important consumer advocacy organizations who are especially knowledgeable about telecommunications and who also have received grants.

Marnie Schreiber, who worked as a former consultant to TURN and to the Tender Loving Care Project (TLC) jointly sponsored in 1984 by the Education and Research Fund, La Cooperativa, and TURN, is the Education and Research Funds's project manager. The project began on October 1, 1989 and will continue until September 30, 1990.

All active regions of the Congress will be asked to participate in this project.

"President's Report", Continued from P. 1

SOME FURTHER COMMENTS ON MEDICARE CATASTROPHIC ACT

For the last decade, academics, legislators, Cabinet members and elected officials have sought to alter and undermine the basic principles at the core of the Social Security Act of 1935. In the early 1980's, Ronald Reagan sought to get Congress to agree to a means test to separate the "truly needy" from those "wealthy elderly" supposedly capable of paying their own way. He maintained that Social Security should cease to be an entitlement and serve only as a welfare program for the poor elderly and "truly" disabled.

While thousands of the disabled were cut off from benefits, sometimes for years, and subjected to the humiliation of "re-evaluations" of their status, this attempt to reshape Social Security was largely defeated.

Phillip Longman's "Elderly, Affluent — and-Selfish" (Op-Ed, Oct. 10) can be seen as part of this campaign. He posits that the underlying reasons for rejection of the Medicare Catastrophic Coverage Act of 1988 were greed, selfishness and self-interest among "wealth retirees" intent on forcing "the young" to bear an even greater burden. He seriously distorts both the motives and the principles that underlay this opposition.

Medicare was written to be an extension of the Social Security Act, and it guaranteed benefits to the elderly and disabled, irrespective of social class or subjective evaluations of need. Unlike Medicaid, which is a program organized for the poor, Medicare was meant to provide a measure of protection for an entire group of the population. It was specifically not a welfare system based on economic determinations by the state of Federal bureaucracies. As an entitlement program, it was wildly successful in avoiding the divisiveness inherent in welfare programs that act to accentuate the often trivial social or economic differences among those who receive benefits and those who do not.

Underlying the widespread opposition to this bill was the belief among many Americans, young and old, rich and poor, that the introduction of separate payment mechanisms based on social class or real and imagined differences in economic "worth" would undermine popular support of the program. Trying to turn Medicare into a welfare program by differentiating the "truly wealthy" from those who are "untruly" needy only serves to divide the elderly among themselves as well as from the young.

(Excerpted from a letter to the N.Y. Timess of October 27, 1989 by David Rosner, Professor of History at Baruch College and the City University Graduate Center.)

Janet is currently Director of Organizing for the National Council of Senior Citizens and will bring a wealth of experience and a lot of national influence. We believe she will add an important dimension to our Congress of California Seniors. Already, Janet is planning a joint organizing effort with United Seniors of Oakland and will have good help in that effort from our leadership in the area.

The next meeting of the C.C.S. Board of Directors will be on January 15 and 16 at the Sacramento Holidome. We are holding it at the convention site so the board may better contribute to the Convention Planning process.

Begin to get in your resolutions for our legislative and/or joint actions. In order to better target legislative goals we are planning to have a . program in 1990 that will include some legislation. originated and sponsored by C.C.S. We believe that by getting behind some legislation identified as our own we will be able to rally our membership more effectively.

Go to your calendars and mark off March 27, 28 and 29, 1990. Save that time to attend the convention—it will be rewarding and fun.

Special

Ever wanted to go to Russia? Visit the Hermitage, see Russian ballet-opera? Visit a Russian home?

Some of us are going to do just that next July 15, 1990. It could be the trip of a lifetime, Moscow, Leningrad, Tallinn (Estonia) and Riza.

Cost is \$2,402 per person (double occupancy) and \$200 will be contributed back to C.C.S. for each traveler who is C.C.S. or who is recruited by C.C.S.

The trip will emphasize theatre, arts and people. It's your chance to have a great trip with friends and make a contribution to C.C.S. in the process.

Howard L. Owens

BOARD MEMBERS OF THE CCS EUCATION AND RESEARCH FUND

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Ted Tarail

Lois Wellington

Edward Malone

Tom Creed

George Sandy

Clifford Holliday

Newsletter Editor Ted Tarail

THE PUBLIC UTILITIES COMMISSION AND CONSUMER COMPLAINTS

The PUC is a quasi-judicial, quasi-legislative body established by the State Constitution to regulate privately owned providers of public services, which operate as monopolies. There are three ways to let the PUC know your views on utility issues.

THE INFORMAL COMPLAINT

Consumers can call the PUC's Consumer Affairs Branch (CAB). The CAB handles protests, inquiries and initial service or billing complaints. The goal of informal complaints is to settle complaints quickly if possible, and prevent formal complaints. Informal complaints can be placed with the CAB over the phone or in writing. Be prepared to provide the CAB with copies of bills, letters and other documents supporting your complaint. The CAB makes a decision based on the evidence. Customers who are not satisfied with the CAB's opinion may file a formal complaint with the PUC.

Customers may deposit disputed utility payments with the CAB, while waiting for resolution of the dispute. If the CAB rules in favor of the consumer, the deposit will be refunded. To file an informal complaint, contact the CAB.

THE FORMAL COMPLAINT

Filing a formal complaint is more complicated than an informal complaint. Complaints that do not comply with technical or procedural rules can be rejected by the Docket Office. In a formal complaint the burden of proof is on the plaintiff. The customer who files a formal complaint needs to be prepared to offer a judge testimony, documents and other supporting evidence.

PUBLIC PARTICIPATION HEARINGS

The PUC schedules public participation hearings for all general rate cases and for other cases of widespread interest. They provide customers a chance to comment on rate increases and other issues. Notification of public participation hearings comes through bill inserts explaining the case, and the time, date and place of the hearing(s).

To make your views known, simply attend the public participation hearing and sign in, indicating your desire to speak. All public comments are recorded and made a part of the record in the case. If you are unable to attend the hearing, send written comments to the Public Advisor's Office, and ask that they also be made a part of the formal record in the proceeding. Public participation hearings in general rate cases are a good place to raise billing

Continued in next column, "Utilities"

"Utilities", from last column
and service complaints, because utility
representatives are present and ready to help. Or
the Administrative Law judge may ask the utility to
handle a complaint and report back on the
resolution.

Excerpted from Newsletter published by TURN, September 1, 1989

HOW TO PROTECT YOUR PENSION BENEFITS

Workers who expect to receive pension fund benefits, or retirees who already receive them, should check on their pension plans to see how they are doing. Karen W. Ferguson, director of the nonprofit Pension Rights Center suggests that you start with the annual one or two page financial summary of the plan that the employer provides workers or retirees. It is a useful guide to know how well the plan's investments are faring.

In addition, if a retiree or worker asks in writing, the employer is required to provide a copy of the detailed report the plan files with the federal government. This is called a Form 5500 or in the case of employers with fewer than 100 participants, a Form 5500C. A booklet explaining more about pensions entitled "Protecting Your Pension Money" is available for \$6.00 from Pension Publications, Box D. Suite 704, 918 - 16th St. N.W., Washington, D.C. 20006.

Workers' rights with the Pension Benefit Guaranty Corporation (the government agency assigned to protect pensions) are explained in "Your Pension, Things You Should Know About Your Pension Plan." It is available for \$1.00 from the Superintendent of Documents, Government Printing Office, Washington, D.C. 20402-9325.

HOWARD OWENS, PRESIDENT EDUCATION AND RESEARCH FUND

Howard L. Owens, president of the Congress of California Seniors, was unanimously elected president of the CCS Education and Research Fund at the September board meeting of the fund. Mr. Owens replaced George Sandy as president. Mr. Sandy retired for health reasons. However, he will continue to serve as a member of the board. He served as president from 1984 to 1989 and played a vital role in establishing and building the fund.

The board also revised its by-laws, heard a report on the Telecommunications project and authorized the president to negotiate the hiring of a new executive director of the fund.

TELECOMMUNICATIONS QUESTIONAIRE

(Complete and mail to Sacramento Office)

Confusing choices and rapid changes in telecommunications inspired the Congress of California Seniors Education and Research Fund's (CCSERF) project to educate Senior Citizens on telephone issues.

CCSERF has been funded by a grant from the Telecommunications Education Trust, established by the California Public Utilities Commission (CPUC). CCSERF needs your help to choose the most important telephone issues to be addressed in workshops and educational literature.

Please Check Off The Three (3) Most Important Issues To You!

Basic Local Service Options	Telecommunication Services for Non-English Speaking
Long Distange Service Options	. .
Telephone Equipment Options	Bills (Reading and Paying)
Customer Rights and Obligations	Resolving Complaints
Lifeline Telephone Service for Low Income Customers	Making Senior Needs Known to State Regulators and Policy Makers
Telecommunication Services for Deafand Disabled Persons	
If you want to receive telephone ma	terials list your name and address.
Name	Phone No
Address	
Organization Affiliation (if any)	
Mail to: Congress of Cal 1010 Eleventh Sacramento	St., Suite 204



CCS Education and Research Fund, Inc. 30 Jack London Village, Room 219 Oakland, CA 94607 Non-Profit
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Oakland, CA

California Seniors — The Next 4 Pages Are Especially For You!

Congress of California Seniors

Of Note — Happenings From Around The State

CCS LA Region 6 plans to charter a round-trip bus for members and guests who'll attend the CCS Convention in Sacramento March 27–29. Interested Southern Californians are asked to call (203) 385-9533.

A sharp warning of the effects on consumers of deregulating utility rates was emphasized by Miss Krause of the "Toward Utility Rate Normalization" (TURN) organization at a recent meeting of CCS Region 3 in San Francisco.

Additionally, Manhe E Schreiber, a CCS consultant on telecommunications, described how consumer orientation telecommunications information will be distributed this year to members and clubs.

The Los Angeles County Federation of Retired Union Members (FO-RUM) will hold its first annual banquer on Tuesday, Feb. 27. Time: 7 p.m. Place: L.A. Hilton. Speakers will include John Sweeney, SEIU President. For information, call (213) 381-5611.

CCS Region 6 reports that its Christmas Party at St. Sophia's was attended by more than 100 persons from about 40 clubs. Reports were received from the clubs and members thanked.

Longtime CCS and NCSC activist Cliff Holliday has been appointed coordinator for the National Health Care campaign in Los Angeles. The campaigners already are distributing flyers stressing national health care needs. Additionally, national health banners were cheered during the recent Martin Luther King day parade.

What' ahead in the '90s, health care needs and goals, the housing crisis, and senior rallies were discussed at the January meeting of the

(see Of Note - page 2)

Cali Seniors Report

State Seniors Moving Towards Informative March Convention



CCS MEMBERS CHEERED the drive for national health care at a recent rally.

CONGRESS OF CALIFORNIA SENIORS – NEW FACE — OLD PROBLEMS NEW IDEAS

Howard Owens, C.C.S President

The Congress of California Seniors is changing. It will never be the same again. Some may like the changes. Some may not.

I need to know what you think. The only change that is important is the one that meets your needs.

How is it changing? Several ways. We have more money to operate with than we have had in the past Money isn't what we exist for as an organization but it helps accomplish the things for which we do exist

We are working on additional monies. The hope is that in the foreseeable luture we will be able to assist some of our board members to attend meetings of the board and possibly some assistance at conventions to underfunded seniors who otherwise would not be able to share that time with us.

A statewide telecommunications usage program has been established and is being co-ordinated by Marnie Schreober who works for the Congress' Education and Research Foundation as a consultant. Som of you have worked with Marnie in the past

and know the excellent work of which she is capable. We are hoping for a long and good association with Mamie.

Also new – our Executive Director
Janet Heinritz-Canterbury took over her
official duties on a full time basis on January
3rd. Janet brings a world of experience from
her former assignment as director of
Campaigns and Development for the National Council of Senior Citizens. Janet is
well-known to many members of the
Congress of California Seniors and her good
rapport with our membership is among her
many assets.

We are in the process of computeriz-

We are in the process of computerizing our office in Sacramento. The computer is on board; we have the software and Executive Secretary Rita Bridges and Janet are busily developing the programs to provide better organizing support, program data and communications systems so we can respond to the legislative needs of our membership more efficiently and more quickly.

quickly.

We are developing a new organizing approach which, we hope, will produce a significantly expanded membership. In that area, we have recruited several active seniors in the Sacramento area and expect to have good support in the planning and execution on the March 27, 28, and 29 Convention in Sacramento.

The forum for this anicle, also, is new. Our pages will appear in the N.C.S.C. newspaper. Through the good efforts of the National Council of Senior Citizens and Director Larry Smedley we were able to work out this arrangement which will reach about 50,000 seniors directly instead of 4000, at nearly the same cost to the Congress of California Seniors.

Enough about the new - you get the

About the old. We have many of the old problems remaining. Need for national

(see Owens, page 2)

Plan now to join in celebrating "Spanning the Generations" when members of the Congress of California Seniors meet at the Holiday Inn, I–80 N.E. at Madison in Sacramento on March 27, 28 and 29. This 13th anniversary convention will set important directions for the Congress in the 1990's and beyond.

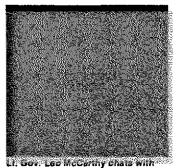
Congress members will explore the critical public policy issues that impede maximum development of California's potential to grow the healthiest, best educated, best housed population the world. The convention will develop a strategy to organize the power of CCS' membership to meet today's opportunities and tomorrow's challenges.

We have the recent wonderful European examples of the power of people sparked by the ideals of freedom and liberty. But we are old enough to know that the new freedom in Eastern Europe could not have come about without the free open ideas of new leaders. We remember Stalin and we remember Czechoslovakia when leaders held power by murdering and threatening their people

We also have the recent example of cruel and oppressive government in China when the leaders could not tolerate free expression. The CCS convention will look at some of the candidates for public office in California to help our members decide who will be most supportive of our style of grassroots advocacy and open to new priorities for our great state.

Several speakers with important messages have been invited to address the convention. They will include a report from the Pepper Commission

(see Convention, page 2)



FORUM seniors during his recent visit to San Diego. While in the area, McCarthy looked in on "Get Out the Vote" activities by CCS and FO-RUM members and other voluteers. The volunteer activities were tied to the 30th District special state Senate election.

Extry, Extry — Here's News CCS Starts New Publication

With this issue, the Congress of California Seniors begins publication of a new service to members – a four page report to, and about, its members and their clubs and activities throughout the state.

We hope that this new venture, "CCS CaliSeniors Report", will appear every two months as part of "Senior Citizens News", the official publication of the National Council of Senior Citizens.

You can help – and your help will be much appreciated – by sending in news pertaining to senior citizens – individuals, clubs, activities, photos. Letters and ideas are welcome, too. All will be considered for publication.

Photos preferably should be black and white - they "print" better on the

paper used for most publications.

Don't worry about whether your writing is "professional" in the news items you submit. Just try to cover the essentials – who, what, when, where, why, and "how". And please include your name, address and phone number so we can contact you if additional information is needed.

Material for possible publication should be sent to CCS, 1010 – 11th Street, Suite 204, Sacramento, CA 95814.

How the CCS Office Serves You

Through its office in Sacramento, CCS works for you and all California senior citizens in important ways. Amono them:

· CCS gathers, analyzes and provides information seniors need and want on stat legislation, policies, and actions affecting them and their families.

 CCS coordinates and helps plan grassroots campaigns on the membership's legislative agenda

· CCS assists affiliates in all areas of their organization, from recruiting members to holding good, informative meetings

 CCS, backed by the strong unity of California's senior citizens, speaks much more strongly in voicing your concerns and needs and discussing your problems - and those of all other seniors - with legislators and state

Of Note

(continued from page 1)

California Legislative Council for Older Americans, a CCS Region 2 affiliate.

Speakers included CCS President Howard Owens, Maryann O'Sullivan of Health Access, Clarissa Ward, and Erica Silverberg of the Coalition for Low-income Housing.

Edward L. Peet, CLOA President, said, "The issues that compel and concern us today are not only important to seniors now. They are equally crucial to the younger adults who will be seniors tomorrow."

A seniors speakers' bureau is being developed by CCS in Los Angeles, Area Agencies on Aging, and Parks and Recreation. On request, speakers will be available to discuss a variety of subjects of interest to senior citizens. For information, contact Dorothy Cate at (213) 385-9533.

CCS Vice President Lois Wellington attended a Seniors for Action national health care rally in the San Fernando valley. In addition to CCS and NCSC, organizations represented at the rally included Physicians for National Health Care, Gray Panthers, tow health maintenance organizations, AARP, and Blue Cross and Blue Shield.

Seniors for Action, which meets weekly with more than 200 seniors at each meeting, is actively promoting national health care.

CONGRESS OF CALIFORNIA SENIORS, INC. 1010 W. 111h St., #204 Sacramento, CA 95814

OFFICERS President:Howard L. Owens Vice President-North: Charlone Suskind Vice President-North; Edward Malone Vice President-South: Lois Wellington Secretary: Jack McCormick Treasurer: Tom Creed Legislative Director: Carl Jon

rustees: Jim Frizhamis, Ora Lee Smith, Bob dartin, Sima Revsen, Karl Grossembacher Board Members At-Large: John Allard, South Gate, CA; Dr. Sol Londe, Northridge, CA; Ernest Sutton, Folsom, CA; Nate DiBlasi, Terriecula, CA; Margaret Sowma, Los Angeles, CA; Florence Derby, Lakewood, CA; Mary Silverburg, Oakland, CA; Ted Tarail, Oakland, CA; Arthur C. Petitt, Los Angeles, CA; Edith Withington, Oakland, CA; Eunice Youngberg, Niland, CA; Harley Waite, Santa Fe Springs, CA. Regional Chairs: Bill Price, San Francisco, CA; Elsie Howerton, Berkeley, CA; Pearl Caldwell, Cupertino, CA; Ron Renish, Costa Mesa, CA; Morris Jones, San Diego, CA; Nora Wilson, Mira Loma, CA; Mary Falls, Clovis, CA, Wendel Kiser, Modesto, CA.

Regional Members: Bob Booth, Lake Elsinore. CA; Mary L. Charles, Santa Clara, CA; Barbara Lundeen, Fresno, CA; Ray Stedry, La Mesa, CA Robert Rohatch, San Francisco, CA; Maxine K. Blackwell, Los Angeles, CA; George Sandy, Oakland, CA; Clifford Holliday, Gardena, CA; Rex Mainord, Porterville, CA itafi: Janet Heinritz-Canterbury, Executive

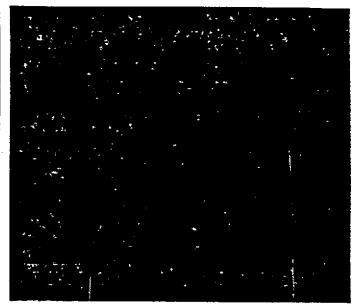
Director: Rita Bridges, Executive Secretary

Owens

(continued from page 1) health care, affordable housing, child care for working parents, critical needs for our granschildren in education, taxation based on the ability to pay, policing of elder abuse; the list goes on.

We need new approaches to solutions of these problems. Let's face it. We haven't sold the old approaches. We need to put our heads together and decide how we can solve these critical unsolved problems.

We all want to improve this world while we are in it. After all, that's what the Congress of Callfornia Seniors is about.



Seniors in action during recent election.

Plan to Attend the CCS Convention

It's a good idea to get your registration and hotel reservation in early. Fill out these forms and mail them in now!

Convention	n Mail–In Registration Form	
Mail to: Congress of California Seniors, Inc. Make Check Payable to: Congress of Califori	, 1010 11th St., Suite 2040, Sacramento, CA 95814 nia Seniors, Inc.	
Affilitated Organization	Signature of Officer	
Delegate (#1) Name & Address		
Delegate (#2) Name & Address		
Delegate (#3) Name & Address		•
Delegate (#4) Name & Address		·
Delegate (#5) Name & Address		
· Banquet — S	5.00 Delegate • Use Delegate Numbers above 525.00 • Use Delegate Numbers above on — \$10.00. Name & Address (on separate sheet)	1
TOTAL	. AMOUNT ENCLOSED S	اگرائيا چون سان

Hotel Reservation Coupon

Under the Capitol Dome

by Carl Jones, Legislative Director

Tight state funds are expected to hold back any significant progress in 1990 in much-needed long-term care. But that doesn't preclude gains from being made it ways can be worked out to shift funds around within the budgetary limits.

That appears to be the reality for the recently started session of the state legislature.

The Govenor's office and state lawmakers have been emphasizing that no funds have been allocated in this year's budget for such senior needs as long-term care, day care, Alzheimer's Disease care and other important concerns.

Moreover, if legislation on these vital issue were to squeak through in the Assembly and the Senate, Gov. Deukmejian is a cinch to veto it. There aren't enough votes to override his veto.

We nixed our big chance for a statewide shot at long-term care legislation when the legislature failed to come up with enough support to get an initiative on this onto the ballot.

Here's a look back at some of the important actions of the last session:

AB 2266, introduced by Assemblyman Lloyd Connelly, was passed and signed. It requires the licensing of health agencies which provide home health care services. It also establishes a framework for future licensing of emerging home health care technologies such as home hemodialysis and intravenous therapy.

SB 150, introduced by Senator Henry Mello, which would have provided start-up funds for more Adult Day Care Centers, was vetoed by Gov. Deukmejian. Despite the carefully documented need for at least 300 more centers, no new start-up funds have been provided in the past three years.

AB 1601, introduced by Assemblyman Connelly and signed into law, established five demonstration sites to make the On Lok Senior Health Services program a permanent one. On Lok is a state and federal program of health and long-term care for individuals aged 55 and over eligible for care in a nursing facility. It also provides certain non-institutional care services.

AB 2267, introduced by Assemblyman Connelly and signed into law, protects individuals purchasing long-term care insurance against fraud.

SB 84, introduced by Senator Herschel Rosenthal but vetoed by Gov. Deukmejian, would have set up a round-the-clock emergency system to quickly answer calls about adult abuse or neglect. Deukmejian's veto was in sharp contrast to his earlier statement that his administration has a "vital"

concern" for "the needs of the frail elderly who may be subjected to abuse or neglect".

SCA 1, introduced by Senator John Garamendi and signed into law to put it on the June 1990 ballot, would change the "Gann limit" formula to redefine population groups, determine the allocation of funds, and permit such unexpected developments as earthquakes and the AIDS epidemic to be considered in spending fimit adjust-

AB 328, introduced by Assemblyman Burt Margolin, would establish the right to health care throughout the state. It also would establish specified long-term care services for persons 65 and older. The bill was referred to the Assembly's Committee on Industrial Relations.

AB50, introduced by Assemblyman Phil Isenberg, assures availab@iy of adequate catastrophic health coverage, with certain exceptions, for persons who have been denied private health insurance coverage because of previous medical conditions. The bill has been signed into law.

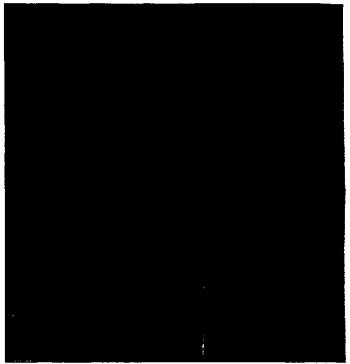
Convention

(continued from page 1) on its recommendations to the President and Congress for national health and long-term care. Also speaking to the convention will be Larry Smedly, Executive Director of the National Council of Senior Citizens; national and state leaders of Organized Labor; Ingrid Azvedo, chair of the Federal Council on Aging and others.

Scheduled events include six workshops which will be repeated so that each member will be able to participate in two. Topics to be discussed include Health and Social Responsibility, The Generation Gap, Environmental Issues, Taxes/Housing Homelessness, Organizing Power, and Telecommunications.

CCS programs, issues and strategies will be firmed up. Small group meetings will take place on Tuesday morning, specifically on CCS and what it should do and be. Everyone is encouraged to register early and attend one of these small group discussions.

Also on Tuesday morning, before the official 1 p.m. opening of the convention, Congress committees will meet. Later in the morning, there will be a statewide gathering of members of the Federation of Retired Union Members (FORUM). An exciting evening of awards followed by a reception is planned for Tuesday evening. The Convention will close with a visit to State legislators on CCS high priority issues.



Clem Regner

Not Enough Support -

Long–Term Care Bill Put on Back Burner

The staggering cost of long-term nursing home care can sink many tamilies financially, CCS President Howard Owens points out. The California Long-Term Care legislation was designed to prevent that.

But it's been put on a back burner because it didn't get enough support from legislators or the Governor.

"It's a sharp example of how an especially needed strong bill is weakened because there just aren't enough votes to assure its passage," said Janet Heinritz-Camerbury, CCS Executive Director.

It's an intriguling story — how a markedly needed innovative measure developed by a coalition of senior citizens' organizations and health care providers was forced aside by insufficient legislative support, particularly on the part of Republicans and Gov. Deukmejian.

What makes the development especially interesting is that the bill would have proved historically significant in the concern it showed and the care it provided for California's senior citizens and their families.

The process was spelled out by Assemblyman Lloyd Connelly, who sponsored the measure, in letters to CCS' Carl Jones and Tom Creed.

"A realistic appraisal of the facts has convinced the coalition members that continued pursuit of the initiative at this time is futile," Connelly wrote.

"It is unfortunate for a lot of reasons," he added. "Most important, the long-term care problem remains — families with continue to suffer. This is especially frustrating because if given the opportunity, the public would have strongly supported our proposal," Connelly stressed.

Connelly outlined the bill's

tour-pronged approach:

 It would have established a private/ public sector program to subsidize the cost of long-term care insurance. The size of the subsidy would have depended on a person's income. The insurance program would have covered in-home and other alternative care services as well as nursing home care.

 The measure would have established a lund to pay for health care services for individuals who could not alford essential medical care — children and mothers who need prenatal, perinatal and postnatal care, and persons who need trauma, emergency, and hospital care.

*The program would have been financed by a 1/2% sales tax increase, for which a 1987 statewide poll..... Indicated strong public support.

Working with Californians for Senior and Emergency Health Care, the coalition developed two approaches to enact the program — legislation and a ballot initiative, Connelly noted.

Because the proposed legislation — AB 2440 — was a two-year bill, it required a two-thirds vote in the Assembly, Connelly explained. Despite the strong support of its advocates and backers, the necessary number of votes couldn't be obtained, he pointed out,

"Neither the Governor nor the Republican caucus moved from their position of opposing legislation involving a tax increase," Conneity said. "Consequently, a legislative approach during the 1989–90 session will not succeed."

Commented CCS President Owens, "The opposition of narrow-interest legislators was unswerving despite the evident and acute need for this program among senior citizens and their families. CCS supports the program and goals but opposed the 6 1/2 cents regressive sales tax that would have financed the costs."

What must also be understood is that the financial crises that long-term nursing home costs do create for seniors often extends to their adult children and their familles as well. So it isn't just the elderly who are severely impacted financially, it's the younger families in their twenties and thintes and forlies who are called on to dig into their budgets and help in such drastic linancial crises, too."

We Need You!
Help us promote the Congress of California Seniors in your community.
Send for a CCS Organizer Kit and put it to work.

	 ,		
Name			
Address			
City	 State	Zip code	
Phone			

Yes, send my CCS Organizer Kit today!

Your Input Is Needed

By uniting and emphasizing the needs and particular interests of thousands of seniors, and of senior clubs, throughout California, CCS can propel important issues to the forefront of public debate.

We want ACTION on these issues to create a better, more understanding world for ourselves, our children and grandchildren.

Some of the important goals that seniors have been stressing are national health care, a dependable and solvent social security system, affordable housing, a tax structure based on ability to pay, an education that serves all levels of society, and honest and responsible public service.

CCS is gearing up to involve active seniors and their clubs in these vital issues. CCS wants to help seniors and clubs to become more effective in their communities.

To do this, we need to hear from you! What activities are you involved in — want to be involved in — and what can CCS do to help?

Please take a few minutes to fill out this brief Senior Action Survey and return it to us immediately. If we receive it before March 15, we will send you a free "National Health Care Now!" bumper sticker from the National Council of Senior Citizens.

Become part of the CCS network of interested seniors and clubs. Please complete and mail this important survey today!

		Please Print
1. NAME		
2. MAILING ADDRESS		
3. CITYSTATE	EZIP CODE	8. WHAT DO YOU AND YOUR SENIORS CLUB NEED FROM THE CON-
4. DAY PHONEE		GRESS OF CALIFORNIA SENIORS TO HELP TO BE MORE EFFECTIVE
5. YOUR REPRESENTATIVE IN CON-	GRESS IS	Check any that apply
6 PLEASE DESIGNATE THE SENIOR ACTIVE: NAME OF CLUB		
		 ,
MEETING DAY EACH MONTH(What d	ay ol week?) (What wee	An effective communications system for seniors with their clubs and leaders
PERSON TO CONTACT FOR MORE I		An effective communications system between clubs and loaders
(On a separate sheet of paper feel clubs in which you are interested)	free to list any other	How to promote CCS/NCSC involvement Action ideas on issues and action packets on issues
7. ACTIVITIES OF YOU AND YOUR C	LUB: Check any that an	noly
	• •	Hegularly Issued newsletter
. Letter writing to public officials	You Your Clui	Training for senior leaders on issues and building their seniors organization
Participation in telephoning when need	ed	Other (please specify)
Attend or sponsor public meetings or ra	ıllies	_
Face to face meetings with public offici	als	
	•	
Yes, I an	nreturning my Senior	or Action Survey today!
national health o	care and other critical	communications. I also would like to help shape the programs for all issues that affect me, my family and other seniors in the society in CCS membership dues with my senior action survey.
Yes, I wa		ar up" to involve seniors throughout California, I have enclosed a
	\$10\$25	\$50\$100Other
Mrs.		

MAILING INSTRUCTIONS

After completing this Senior Action Survey, cut or tear it out of the Senior Citizens News/CaliSeniors Report; place it in an envelope along with your contribution and any other information you've written on a separate sheet of paper, and mail it to:



Congress of California Seniors Education and Research Fund

NEWSLETTER

November-December 1989



PRESIDENT'S REPORT

The Congress of California Seniors is alive, well and kicking.

I've been privileged to attend meetings in Oakland, San Diego, Riverside, San Francisco, Los Angeles, San Jose, etc. and in every area was impressed with the work being carried on by our leadership.

I'm particularly proud of the strong role played by our membership in the fight on the Catastrophic health funding fiasco. It appears that struggle is behind us.

However, this still leaves us with many seniors and others with no access to limited, much less proper health care. I hope we can be as energetic in seeing that everyone is covered as we were in catastrophic funding.

A good system of National Health Care with adequate cost controls appears to be the answer. It has been for almost every other country - why not here?

Convention Planning

Planning for our March 27, 28 and 29th, 1990 Convention is underway. Our first major planning committee meeting was held on October 15th. We had a good enthusiastic committee and are well underway in planning the event to be held at the Sacramento Holidome.

We want a chance to honor people who have done outstanding work for seniors at the convention. Please send the name of your favorite nominee for award along with the reasons for the nomination to Rita Bridges, 1010 11th Street, Suite 204, Sacramento, CA 95814.

Also, in the offing for the convention we are working to get Jay Rockefeller as the keynoter. We've reason to believe he may accept. Jay is doing a lot of the work started by the late Claude Pepper.

Also, acceptances from next year's California Statewide candidates are beginning to come in.

It will be a great Convention! Plan to Attend! Our new Executive Director, Janet Heinritz-Canterbury is due to come on board on January 1, 1990.

Continued on P. 2, "Report"

EDUCATION AND RESEARCH FUND RECEIVES TELECOMMUNICATIONS GRANT

The CCS Education and Research Fund has received a grant from the Telecommunications Education Trust to develop educational materials related to telecommunications and to organize workshops, conferences and other training programs throughout California. The major purpose of the grant is to educate senior leaders and thousands of seniors to learn more about such issues as how to read and understand Your telephone bill; how to select a long distance telephone company; some special techniques on how to reduce telephone costs; should seniors purchase their telephone equipment or lease it; how older people living alone can use their telephone to assist them in protecting their health and security.

The funds for this and other grants were made by the State Public Utilities Commission as a result of \$16.5 millions in penalties assessed against Pacific Bell for marketing abuses in 1985-86 which directly affected limited English speakers, low income or inexperienced consumers, small business owners and others. The PUC established the Telecommunications Education Trust.

The CCS Education and Research Fund is working closely with Consumer Action and TURN, two important consumer advocacy organizations who are especially knowledgeable about telecommunications and who also have received grants.

Marnie Schreiber, who worked as a former consultant to TURN and to the Tender Loving Care Project (TLC) jointly sponsored in 1984 by the Education and Research Fund, La Cooperativa, and TURN, is the Education and Research Funds's project manager. The project began on October 1, 1989 and will continue until September 30, 1990.

All active regions of the Congress will be asked to participate in this project.

"President's Report", Continued from P. 1

SOME FURTHER COMMENTS ON MEDICARE CATASTROPHIC ACT

For the last decade, academics, legislators, Cabinet members and elected officials have sought to alter and undermine the basic principles at the core of the Social Security Act of 1935. In the early 1980's, Ronald Reagan sought to get Congress to agree to a means test to separate the "truly needy" from those "wealthy elderly" supposedly capable of paying their own way. He maintained that Social Security should cease to be an entitlement and serve only as a welfare program for the poor elderly and "truly" disabled.

While thousands of the disabled were cut off from benefits, sometimes for years, and subjected to the humiliation of "re-evaluations" of their status, this attempt to reshape Social Security was largely defeated.

Phillip Longman's "Elderly, Affluent — and Selfish" (Op-Ed, Oct. 10) can be seen as part of this campaign. He posits that the underlying reasons for rejection of the Medicare Catastrophic Coverage Act of 1988 were greed, selfishness and self-interest among "wealth retirees" intent on forcing "the young" to bear an even greater burden. He seriously distorts both the motives and the principles that underlay this opposition.

Medicare was written to be an extension of the Social Security Act, and it guaranteed benefits to the elderly and disabled, irrespective of social class or subjective evaluations of need. Unlike Medicaid, which is a program organized for the poor, Medicare was meant to provide a measure of protection for an entire group of the population. It was specifically not a welfare system based on economic determinations by the state of Federal bureaucracies. As an entitlement program, it was wildly successful in avoiding the divisiveness inherent in welfare programs that act to accentuate the often trivial social or economic differences among those who receive benefits and those who do not.

Underlying the widespread opposition to this bill was the belief among many Americans, young and old, rich and poor, that the introduction of separate payment mechanisms based on social class or real and imagined differences in economic "worth" would undermine popular support of the program. Trying to turn Medicare into a welfare program by differentiating the "truly wealthy" from those who are "untruly" needy only serves to divide the elderly among themselves as well as from the young.

(Excerpted from a letter to the N.Y. Timess of October 27, 1989 by David Rosner, Professor of History at Baruch College and the City University Graduate Center.)

Janet is currently Director of Organizing for the National Council of Senior Citizens and will bring a wealth of experience and a lot of national influence. We believe she will add an important dimension to our Congress of California Seniors. Already, Janet is planning a joint organizing effort with United Seniors of Oakland and will have good help in that effort from our leadership in the area.

The next meeting of the C.C.S. Board of Directors will be on January 15 and 16 at the Sacramento Holidome. We are holding it at the convention site so the board may better contribute to the Convention Planning process.

Begin to get in your resolutions for our legislative and/or joint actions. In order to better target legislative goals we are planning to have a program in 1990 that will include some legislation originated and sponsored by C.C.S. We believe that by getting behind some legislation identified as our own we will be able to rally our membership more effectively.

Go to your calendars and mark off March 27, 28 and 29, 1990. Save that time to attend the convention—it will be rewarding and fun.

Special

Ever wanted to go to Russia? Visit the Hermitage, see Russian ballet-opera? Visit a Russian home?

Some of us are going to do just that next July 15, 1990. It could be the trip of a lifetime, Moscow, Leningrad, Tallinn (Estonia) and Riza.

Cost is \$2,402 per person (double occupancy) and \$200 will be contributed back to C.C.S. for each traveler who is C.C.S. or who is recruited by C.C.S.

The trip will emphasize theatre, arts and people. It's your chance to have a great trip with friends and make a contribution to C.C.S. in the process.

Howard L. Owens

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THE PUBLIC UTILITIES COMMISSION AND CONSUMER COMPLAINTS

The PUC is a quasi-judicial, quasi-legislative body established by the State Constitution to regulate privately owned providers of public services, which operate as monopolies. There are three ways to let the PUC know your views on utility issues.

THE INFORMAL COMPLAINT

Consumers can call the PUC's Consumer Affairs Branch (CAB). The CAB handles protests, inquiries and initial service or billing complaints. The goal of informal complaints is to settle complaints quickly if possible, and prevent formal complaints. Informal complaints can be placed with the CAB over the phone or in writing. Be prepared to provide the CAB with copies of bills, letters and other documents supporting your complaint. The CAB makes a decision based on the evidence. Customers who are not satisfied with the CAB's opinion may file a formal complaint with the PUC.

Customers may deposit disputed utility payments with the CAB, while waiting for resolution of the dispute. If the CAB rules in favor of the consumer, the deposit will be refunded. To file an informal complaint, contact the CAB.

THE FORMAL COMPLAINT

Filing a formal complaint is more complicated than an informal complaint. Complaints that do not comply with technical or procedural rules can be rejected by the Docket Office. In a formal complaint the burden of proof is on the plaintiff. The customer who files a formal complaint needs to be prepared to offer a judge testimony, documents and other supporting evidence.

PUBLIC PARTICIPATION HEARINGS

The PUC schedules public participation hearings for all general rate cases and for other cases of widespread interest. They provide customers a chance to comment on rate increases and other issues. Notification of public participation hearings comes through bill inserts explaining the case, and the time, date and place of the hearing(s).

To make your views known, simply attend the public participation hearing and sign in, indicating your desire to speak. All public comments are recorded and made a part of the record in the case. If you are unable to attend the hearing, send written comments to the Public Advisor's Office, and ask that they also be made a part of the formal record in the proceeding. Public participation hearings in general rate cases are a good place to raise billing

Continued in next column, "Utilities"

"Utilities", from last column
and service complaints, because utility
representatives are present and ready to help. Or
the Administrative Law judge may ask the utility to
handle a complaint and report back on the
resolution.

Excerpted from Newsletter published by TURN, September 1, 1989

HOW TO PROTECT YOUR PENSION BENEFITS

Workers who expect to receive pension fund benefits, or retirees who already receive them, should check on their pension plans to see how they are doing. Karen W. Ferguson, director of the non-profit Pension Rights Center suggests that you start with the annual one or two page financial summary of the plan that the employer provides workers or retirees. It is a useful guide to know how well the plan's investments are faring.

In addition, if a retiree or worker asks in writing, the employer is required to provide a copy of the detailed report the plan files with the federal government. This is called a Form 5500 or in the case of employers with fewer than 100 participants, a Form 5500C. A booklet explaining more about pensions entitled "Protecting Your Pension Money" is available for \$6.00 from Pension Publications, Box D. Suite 704, 918 - 16th St. N.W., Washington, D.C. 20006.

Workers' rights with the Pension Benefit Guaranty Corporation (the government agency assigned to protect pensions) are explained in "Your Pension, Things You Should Know About Your Pension Plan." It is available for \$1.00 from the Superintendent of Documents, Government Printing Office, Washington, D.C. 20402-9325.

HOWARD OWENS, PRESIDENT EDUCATION AND RESEARCH FUND

Howard L. Owens, president of the Congress of California Seniors, was unanimously elected president of the CCS Education and Research Fund at the September board meeting of the fund. Mr. Owens replaced George Sandy as president. Mr. Sandy retired for health reasons. However, he will continue to serve as a member of the board. He served as president from 1984 to 1989 and played a vital role in establishing and building the fund.

The board also revised its by-laws, heard a report on the Telecommunications project and authorized the president to negotiate the hiring of a new executive director of the fund.

TELECOMMUNICATIONS QUESTIONAIRRE

(Complete and mail to Sacramento Office)

Confusing choices and rapid changes in telecommunications inspired the Congress of California Seniors Education and Research Fund's (CCSERF) project to educate Senior Citizens on telephone issues.

CCSERF has been funded by a grant from the Telecommunications Education Trust, established by the California Public Utilities Commission (CPUC). CCSERF needs your help to choose the most important telephone issues to be addressed in workshops and educational literature.

Please Check Off The Three (3) Most Important Issues To You!

Basic Local Service Options Long Distange Service Options	Telecommunication Services for Non-English Speaking
Telephone Equipment Options Customer Rights and Obligations Lifeline Telephone Service for Low Income Customers Telecommunication Services for Deaf and Disabled Persons	Bills (Reading and Paying) Resolving Complaints Making Senior Needs Known to State Regulators and Policy Makers
If you want to receive tele	ephone materials list your name and address.
Name	Phone No
Address	
Organization Affiliation (if any)	·
101	gress of California Seniors 0 Eleventh St., Suite 204 acramento, CA 95814



CCS Education and Research Fund, Inc. 30 Jack London Village, Room 219 Oakland, CA 94607

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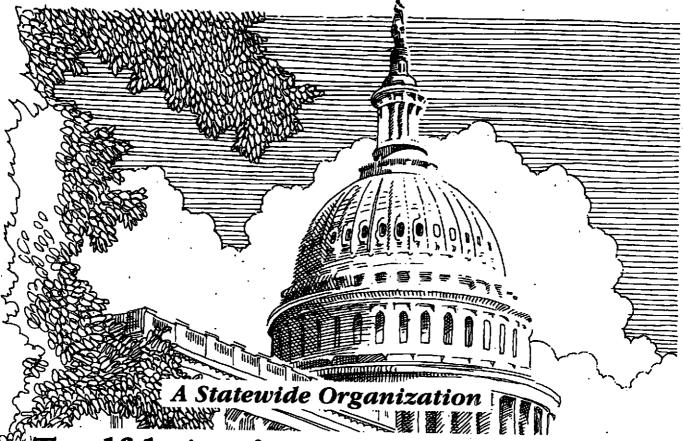
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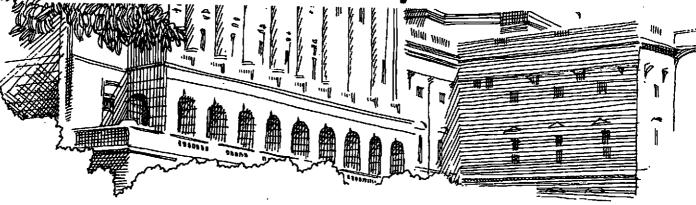
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Congress of California Seniors, Inc.

State Affiliate of the National Council of Senior Citizens



Twelfth Anniversary Convention



April 3, 4, 5, 1989

Golden Sails Hotel Long Beach, California



We, in the UAW, support the Congress of California Seniors because it is an organization with a program geared to the best interest of this state's senior citizens. The objectives of the UAW retiree program are the objectives of the C.C.S. Together we can work in unity and achieve results that would otherwise be unobtainable.

A national health care program is a top priority within the UAW. It is only through coalitions with the C.C.S. and N.C.S.C. that such a program will become a reality. For these reasons, the UAW is honored to be affiliated with the Congress of California Seniors.

Bruce Lee Director

UAW Western Region Six

Dear Fellow Members,

PEACE! Nuclear
disarmament has begun. The
INF Treaty is the first step. We
have called for these actions
since our organization was
founded. Let us redouble our
effort to make sure this process
continues.

PEACE! A National
Health Plan is now on the
Agenda. Unions, doctors,
corporation leaders, the New
York Times, the New England
Journal of Medicine and
millions of Americans now
favor this idea.



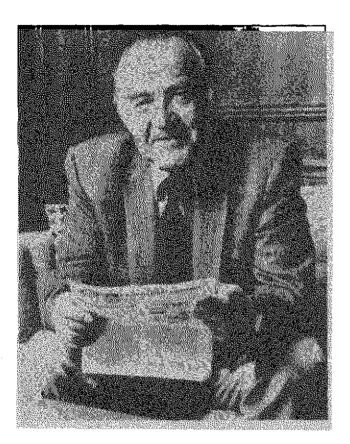
PEACE! Money from the Arms Budget should now be available for this vital need for all of us.

Let this Convention resolve that Peace and National Health care is our Agenda for the 1990's.

Fraternally,

George Sandy
President

EDMUND G. "PAT" BROWN



Pat Brown was first elected to political office in 1943 as the District Attorney of San Francisco. He later served as the chief law enforcement officer of this state when he was elected Attorney General in 1950. After serving two terms he was elected Governor of California and served from 1959 until 1967.

Since leaving the Governor's office, Pat Brown has maintained an active law practice specializing in international and business law as a senior partner with the firm of Ball, Hunt, Hart, Brown and Baerwitz in Los Angeles. He remains involved in politics and chairs numerous special projects and campaigns.

Governor Brown is the Honorary

Chairman of the Edmund G. "Pat" Brown Institute of Public Affairs, a non-partisan, non-profit organization committed to helping Californians and their elected leaders deal more effectively with the key issues that affect our state.

The Governor has authored numerous articles and two books. He counts among his greatest achievements the California Water Project, which was the largest public works project of its time, and the Master Plan for Higher Education which built three new campuses for the University of California and six new state colleges.

Governor Brown is a third generation Californian born in San Francisco on April 21, 1905. He is married to Bernice Layne Brown and they have four children and ten grand-children. The Governor and Mrs. Brown enjoy playing golf and have traveled extensively throughout the world.

LEO McCARTHY



If there is one thing that stands out throughout the public career of Lt. Gov. Leo T. McCarthy it is his concern and support of those who struggle for their rightful place in our Society.

A former San Francisco Supervisor and an Assemblyman for fourteen years, including six and one half years as Speaker. He has compiled one of the finest voting records in that House on Seniors issues.

First elected Lieutenant Governor in 1982, he has earned a reputation for solving tough problems in a sensitive, people-oriented manner. Seniors in the state of California are proud of their long time ally Leo McCarthy.

ABOUT THE CONGRESS OF CALIFORNIA SENIORS...

Short History:

The Congress of California Seniors held its founding Convention in Fresno twelve years ago in 1977. Since then, the Statewide Congress and its fifteen regional branches and its 450+ affiliated groups have worked on a large array of local, state and national issues.

Recently, the Congress of California Seniors has led the fight in California to save the Social Security COLA and to protect Medicare and other social programs for the elderly and the poor from wholesale dismantling by the Administration and its right wing supporters in Washington. Much is still threatened, and many positive improvements need "Senior Power" to make them happen.

Structure:

Each affiliated group is entitled to representation in the Congress' regional organization for that area, and is entitled to representation at the annual Convention, according to the number of its members. In addition, the Congress' State Board includes the Chair and one elected representative from each region, and fifteen at-large Board members. Every other year, the annual Convention elects State Officers.

Past Presidents: Carl Jones 1977 — 1980 Clifford Holliday 1980 — 1984 George Sandy 1984 —

Annual Dues:

2 to 50 members\$ 20.00	Individuals may also support the
51 to 100 members \$ 50.00	Congress of California Seniors:
101 to 250 members \$ 75.00	Associate member\$ 6.00
251 to 500 members \$100.00	Contributing member\$25.00
501 to 1000 members \$125.00	Sponsoring member \$50.00
1001 or more members \$250.00	Sustaining member \$75.00

All checks for club or individual members should be made to the Congress of California Seniors, c/o Sacramento office (see below for address).

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1616 W. Ninth St., Suite B7 Los Angeles, CA 90015 (213) 385-9533

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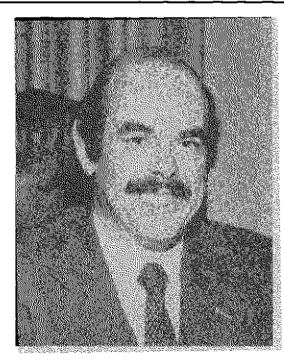
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"I salute the Congress of California Seniors. I pledge to work with you for a kinder and gentler America, in REALITY and not just in rhetoric."

"History judges a nation not by its military might or gross national product but by its compassion for the young, the weak, the elderly, and the ill."



Congressman Henry A. Waxman
Chairman
House Subcommitee on Health
and the Environment

About our advertisers and exhibitors . . .

The leadership and members of the Congress of California Seniors would like to express our heartfelt thanks for all those individuals, groups, and businesses who supported this Convention and this Program Book through paid advertisements and exhibitor booths. Your help, now and in the future, builds the Congress of California Seniors as a positive force for the benefit of senior citizens and their families.

It should be noted, however, that paid advertisement or the purchase of booth space does not mean and should not be construed as meaning any endorsement by the Congress of California Seniors for any product or service offered by any advertiser or exhibitor at this convention.

GREETINGS FROM

MEDIRUST

3816 Woodruff Ave., Suite 204, Long Beach, CA 90808

Best Wishes

to the

Congress of California Seniors

from

S.E.I.U., Local 660



Six Sixty Seniors Association

950 West Washington Boulevard

Los Angeles, California 90015

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SENIOR POWER

Everyone talks about it!
We do something about it!

The non-partisan Seniors Coalition Political Action Committee, composed of leaders in the senior community, gets involved in political campaigns at all levels of government.

We first carefully check with all candidates running for an office as to their position on senior issues. Then, we vote as to whether we should give our support to one of the contenders. Finally, if we do so vote, we work independently for that candidate.

We welcome your input, your ideas and your financial support.

Seniors Political Action Committee 1525 South Robertson Blvd. Los Angeles, California 90035



POWER LINES FOR SENIORS

We provide special services to our senior customers:

- Free Energy Conservation Programs
- Medical Baseline Allowances
- · Third Party Notification
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If you are a senior, just call your local Edison business office at the number shown on your Edison bill for information about these special services.

Our Senior Consumer Energy Program is available to senior organizations and groups:

- · Presentations by our Senior Advisors
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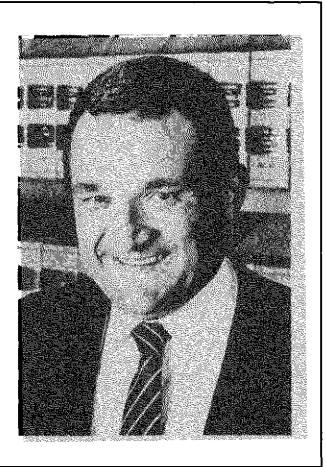
For more information on how your group can take advantage of our special services for seniors, write to:

Senior Energy Consumer Program P.O. Box 800 Rosemead, CA 91770





Senate President
Pro Tem
David Roberti
Congratulates
The Congress of
California
Seniors On Their
12th Anniversary



We Salute the Congress of California Seniors.

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Home of The American Patriots Club®
If you're 60 or over it pays to join.
Find out today about all
the great discounts for our members.

AMERICAN SAVINGS

Banking The American Way

Cordial Greetings to the CONGRESS OF CALIFORNIA **SENIORS** On its 12th **Anniversary**

Teamsters Retirees Chapter Stockton — Modesto Wendel J. Kiser, President

The Congress of California Seniors of Region III, extends special greetings to the convention. It supports the convention program for

Peace, Johs and **National Health Care** for all Americans.

AUTOMORILE • AEROSPACE • AGRICULTURAL IMPLEMENT WORKERS & AMERICA

AMALGAMATED UAW LOCAL 148

Representing Long Beach Unit Douglas Aircraft Co. Employees Retired Workers Chapter

3971 Pixie Avenue Lakewood, California 90712 (213) 420-1481 • (213) 638-7870 • (714) 894-5583 Betty Murphy, President

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Salutes the

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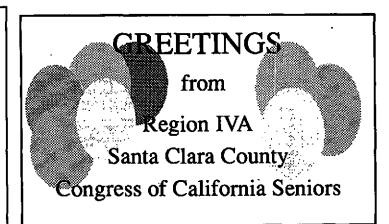
for their years of work toward a better America





Greetings from

The Workmen's Circle 1525 So. Robertson Blvd. Los Angeles, CA 90035



WHAT THE CONGRESS STANDS FOR

- 1. To promote the interest of California Senior Citizens in local, state and federal concerns.
- 2. To encourage greater opportunities for Civic Service by Senior Citizens.
- 3. To act as a clearing house for the exchange of information, ideas and experiences among affiliated members and groups.
- 4. To engage in fact finding and analysis of issues, to publish the results of such studies, to provide a responsible and articulate voice for senior citizens and to conduct other types of public relations activities.
- 5. To promote life-long education of the highest quality for senior citizens through lecture courses, institutes, workshops and other types of learning programs.
- 6. To be non-profit, non-partisan and to promote social welfare by assuming the role of advocate to influence appropriate legislation and take such other lawful action as necessary for the implementation of the objectives and principles set forth herein.
- 7. Any Senior Citizens Club or any other organization whose objective is to serve the economic, educational, spiritual or social needs of California Seniors may apply for affiliation, regardless of it's members' color, ethnic background, creed, religion or national origin. Affiliation is voluntary. The identity, autonomy and freedom of political choice of all affiliates shall be retained, recognized, and guaranteed.



We Support the Congress of California Seniors Local 230 UAW Retirees

John Allard President Al Salvat Financial Secretary

Luiz Ramos Vice President Steven Grant Recording Secretary

George Weiss Sargeant-At-Arms



SOUTHERN CALIFORNIA

TEAMSTER RETIREES ASSOCIATION

1616 West 9th St., Room 5-D, Los Angeles, Calif. 90015

MEMBER OF
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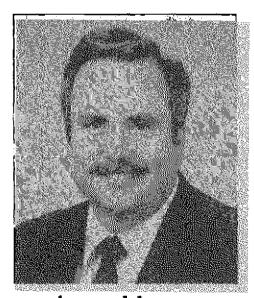
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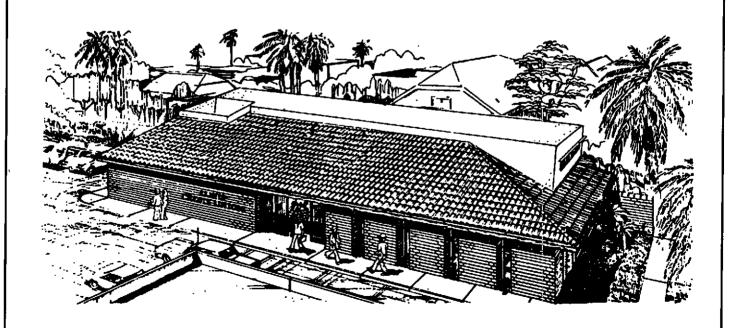
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SAN DIEGO COUNTY RETIREE CLUBS

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to the

Congress of California Seniors

Twelfth Annual Convention

from

Federation of Retired Union Members F.O.R.U.M. #3745

Retiree Clubs of

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TEAMSTERS Local 36

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1989 Congress of California Seniors

Twelfth Anniversary Convention

April 3 — 5, 1989

Golden Sails Hotel • Long Beach, California

PROGRAM

SUNDAY, APR	RIL 2	LOCATION
4:00 P.M.	State Board of Director's Meeting	· Nautilus Room
7:00 P.M.	President's Reception	Seafarer Room
MONDAY, AP	RIL 3	
7:00 A.M.	Continental Breakfast Buffet (Regular Menu Available)	Flying Sails Restauran
8:00 A.M.	Registration	Crystal Ballroon
9:00 A.M.	Meetings:	
	Resolutions Committee	Crystal Ballroon
	By-laws Committee	Crystal Ballroon
	Nominations and Election Committee	Crystal Ballroon
10.00 4.14	Credentials Committee	Crystal Ballroon Marina Ballroon
10:00 A.M.	F.O.R.U.M. (Federation of Retired Union Members) Conference Lunch — Sandwich and Salad Buffet (Regular Menu Available)	Flying Sails Restauran
Noon		Trying Saus Acstautai
	GENERAL SESSION	
1:00 P.M.	Call to Order	Crystal Ballroor
	Mr. George Sandy, President	
	Invocation — Sister Mechtilde Lauer, IHM, Southern California Interfaith Coalition on Aging	
	Pledge of Allegiance — Mrs. Maxine Blackwell	
	Welcome from City of Long Beach — The Hon. Dan Cartgena	
	Welcome from California State Assembly member — The Hon. Dave Elder	
	Report of Rules Committee — Mr. Harley Waite, Chair	
	Keynote Address: The Honorable Edmund G. "Pat" Brown	
	President's Address — Mr. George Sandy	
	Report — Gail Dratch, Political Director,	
	National Council of Senior Citizens	
5:00 P.M.	Recess	
7:00 P.M.	Luau Buffet Entertainment	Poolsid
8:30 P.M.	Nomination Committee Report:	Crystal Ballrooi
	Nominations from Floor	
	Introduction of Candidates	
	Acceptance by Candidates	
	Talks by Nominees	
TUESDAY, AI	PRIL 4	
7:00 A.M.	Continental Breakfast Buffet (Regular Menu Available)	Flying Sails Restaura

8:00 A.M.

8:30 A.M.

Registration

Polls Open

PLENARY SESSION

9:00 A.M. Theme: "Childcare — Long-term Care — Tender Loving Care"

Crystal Ballroom

As seniors we are concerned about lifestyle protection, economic well-being, preservation of pensions, decent, safe, affordable housing, access to health care, and peace and disarmament.

We care about our children and our children's children. What kind

of future are we preparing?

Panel Discussion — "Senior's Response to the Issues of the Nineties" Dr. Sol Londe, Moderator — Physicians for Social Responsibility

Questions and Answers

11:00 A.M.

Break

11:15 A.M.

Resolutions

Noon Lunch — Sandwich and Salad Buffet (Regular Menu Available)

Flying Sails Restaurant

PLENARY SESSION RECONVENES

1:30 P.M.

Mr. George Sandy, Convener

Crystal Ballroom

Major Address: "Policy-makers Responsibility to Older Americans"
The Honorable Leo McCarthy, Lt. Governor, State of California
Panel Discussion — The Hon. Elizabeth Whittney, Former Treasurer,

State of California

Ms. Faye Washington, General Manager, Los Angeles City Area

Agency on Aging
Questions and Answers
By-laws Committee Report

Discussion and Adoption of By-laws Resolutions Committee Report

Discussion and Adoption of Resolutions

"Open Mike"

5:00 P.M.

Recess

5:30 P.M.

Polls Close

7:00 P.M.

Banquet

Introductions — Mr. George Sandy

Special Guest Speaker: Mr. Tim Foley, Director, UAW,

Retired Workers Department

Installation of New Officers, Board Members and Trustees

9:00 P.M.

Dance

Crystal Ballroom

Crystal Ballroom

Crystal Ballroom

WEDNESDAY, APRIL 5

7:00 A.M.

Continental Breakfast Buffet (Regular Menu Available)

Flying Sails Restaurant

PLENARY SESSION

9:00 A.M.

Mr. George Sandy, Convenor

Resolutions

Wrap-up of issues — Mr. Tim Foley Message from New President

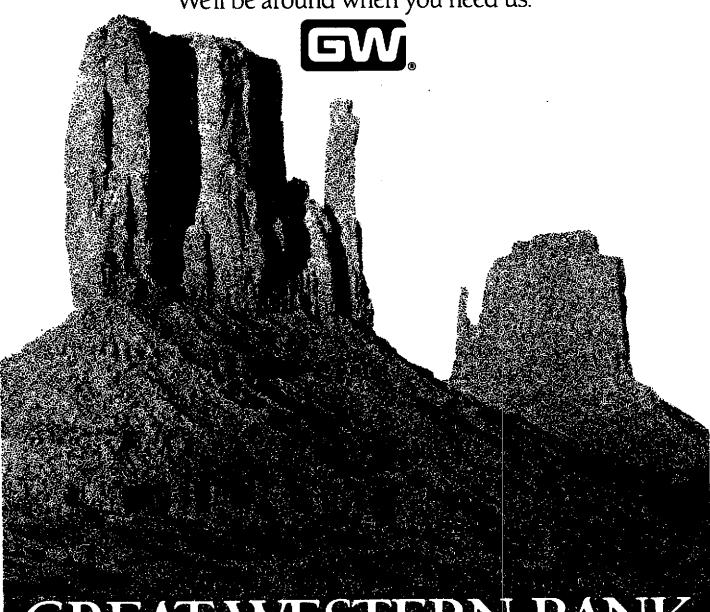
Blessing

1:00 P.M.

Closing

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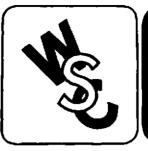
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Officers and Members
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UAW Local 148



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1042 West Hedding Street, Suite 100 San Jose, California 95126 (408) 247-1711 CONGRESS OF CALIFORNIA SENIORS Congratulations on 11th Anniversary From Local 645 U.A.W. Van Nuys

A wish for continued growth and much future success to a fine organization

From: Officers and Members, President Jerry Shrieves, Chairman of Retiree Chapter, John O'Gara

Local 645 UAW, is the home Local of that proven, great leader, who has a history of good and very successful activities, on behalf of members of his organizations.

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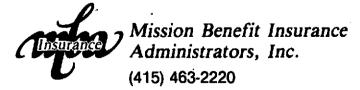
Congress of California Seniors, Inc. on their 12th anniversary. Best wishes for your continued success!

Sylvia Linkel

President

Felicia Mahood Senior Club

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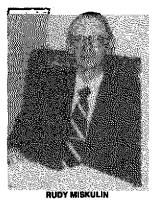


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WHO ARE WE?

THE RETIRED PUBLIC EMPLOYEES' ASSOCIATION OF CALIFORNIA is a tax-exempt, non-profit organization incorporated in 1958. It legislatively represents all State, classified school and public agency retirees whose agencies contract with the Public Employees' Retirement System for processing their retirement payments.

OUR PURPOSE

Our primary purpose is the effective use of methods to improve retirement income and establish an affordable health plan for our membership; the improvement of mental and physical well-being through statewide area workshops, seminars and chapter meetings.

HOW AND WHERE TO JOIN US

If you are receiving annuity benefits from the Public Employees' Retirement System of California, you are eligible to become a full member of R.P.E.A. Active employees over the age of 50 desiring accurate information about retirement problems are eligible to join R.P.E.A., as affiliate members.

For more information, please contact the main office:

RETIRED PUBLIC EMPLOYEES' ASSOCIATION

300 "T" Street Sacramento, California 95814 (916) 441-7732

or contact a local R.P.E.A. representative.

We Salute the Congress of California Seniors for their twelve years of leadership in promoting seniors programs . . .

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Greetings to the

Congress of California Seniors

From

Gardena Valley Affiliated Committee on Aging Forum

OUR GOAL:

Adequate Health Care For All Americans

Alameda County Retired Employees Local 616, SEIU

Salutes
The Congress of California Seniors

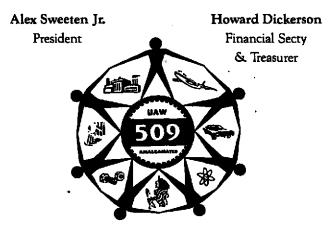
Best wishes for the future.





CAPITOL OF CALIFORNIA COUNCIL OF UAW RETIREES P.O. Box 15079 Sacramento, CA 95851-0079





Julian Cervantes

Vice President

Richard Wingrove Recording Secty



Best Wishes for the future of the Congress of California Seniors

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sends fraternal greetings
to the
Congress of California Seniors
on its
12th Anniversary

George King President Tom Martino, Vice President

George Rapp, Secretary

With all good wishes to the Congress of California Seniors on its 12th Anniversary.

Construction, Production and Maintenance Laborers Local Union No. 1130 AFL-CIO Modesto Richard D. Crispin, Business Manager

Congratulations to

The Congress of California Seniors, Inc

From:

Communication Workers of America, Local 9510 AFL-CIO.

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California Legislative Council for Older Americans 330 Ellis Street San Francisco, CA 94102-2759 415 771-0226 RETIRED PUBLIC EMPLOYEES ASSOCIATION OF CALIFORNIA CHAPTER 31

San Jose, California

RETIRED PUBLIC EMPLOYEES ASSOCIATION

Chapter 31
Santa Clara County

Complements
from the
Asian Pacific Coalition on Aging
to the
Congress of California Seniors
on it's
12th Annual Convention

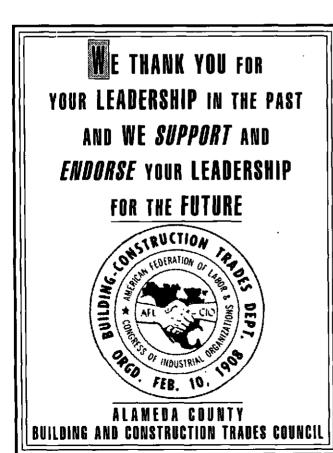
Asian Pacific Coalition on Aging 1102 Crenshaw, Room 43, Los Angeles, CA 90019

Greetings San Francisco ILWU Local 6 Pension Club 255-9th Street

Keith Eickman, President Alpha Hunter, Sec-Treasurer Best Wishes on your 12th Year of Services to Seniors from

The Affiliated Committees on Aging 1102 South Crenshaw Boulevard Los Angeles, California 90019 [213] 857-6476

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Greetings to the

Congress of California Seniors

on its.

11th Anniversary

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Keep up the Good Work!

Best Wishes for your Convention

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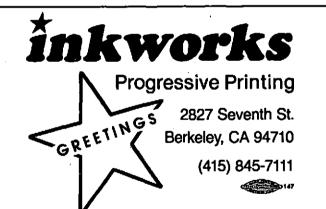
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ALYNN WILSON
PRESIDENT



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Evelyn Dean Skaggs

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Jack J. Kruse

Mary Venolia

REGION 12 - Mariposa, Merced, San Joaquin,

Calaveras, Mono, Stanislaus and Tuolumne Counties

Delmer Berg Wendel J. Kiser John C. Leitch **Estelle Streit**

REGION 13 — Alpine, Amador, Sacramento, Yolo and

El Dorado Counties

Tom Creed

Mr. & Mrs. Carl Jones

Marilyn Johnson Aaron Read

REGION 14 - Placer, Nevada, Sierra, Colusa, Sutter

and Yuba Counties

Laurence G. Lutz

REGION 15 — Siskyou, Modoc, Trinity, Shasta, Lassen, Tehama, Glen, Butte and Plumas Counties

Archer R. Kirkpatrick Edmond H. Snell

Ann Vinson

UAW REPRESENTATIVES

Ray Ortega, UAW Local 148 Retiree Club

William Aston, Vice President, UAW Retiree Council Virgil Collins, President, UAW Retiree Council Mike Dileo, UAW Local 509 Retiree Club

Dale Smith, UAW Local 148 Retiree Club

John O'Gara, President, UAW Region 6 Retiree Council Tim Foley, Director, UAW Retired Workers Dept.

Jack Turner, NCSC Secretary-Treasurer

Tom Whalen, UAW National Retired Workers Dept. Paul Russo, NCSC Board Member-CCS Vice President Harold Clements, Chairman, UAW Local 216 Retiree Club John Allard, Secretary, UAW Local 230 Retiree Club Fred L. Lodge, UAW National Retired Workers Dept.

REGION 3 — Oakland Jewish Community Center

Minnie Panitz Sam Berkowitz

Helem Bromberg Mary De Munez

Ida Rosenbaum Peter & Marie Mercer

Sita Garst Dora Herszman

Antonette Pavone Irene Kansey

Valerie Borsky James M. Rothchild

Mira Kostinskaya John Pretula Alexandra Steinberg

Harry Stein

Miriam Rabinowitz

Southern California

Pensions Group I.L.W.U. LONGSHORE DIVISION

231 West "C" Street, Wilmington, CA 90744



CONGRATULATIONS ON YOUR 12TH ANNUAL CONVENTION!

Nate DiBiasi — President

Lou Loveridge — Vice President

Pete Grassi — Fin. Secretary

Shorty Myer — Rec. Secretary



Auxiliary -8

Southern California

231 West "C" Street % Wilmington, California 90744

CONGRATULATIONS FROM US TOO!

Lois Gray — President

Katie Quadres — Secretary

Southern California Gas Company Offers Free Services for Seniors

The Gas Company has many free services that you can arrange easily by phone.

Service Calls and Appliance Adjustments We make service calls and appliance adjustments at no added cost to you.

24-Hour Emergency Response If you have a gas emergency any time of the day or night, give us a call.

Level Pay Billing This plan helps you budget monthly bills by spreading your higher winter gas bills over the entire year.

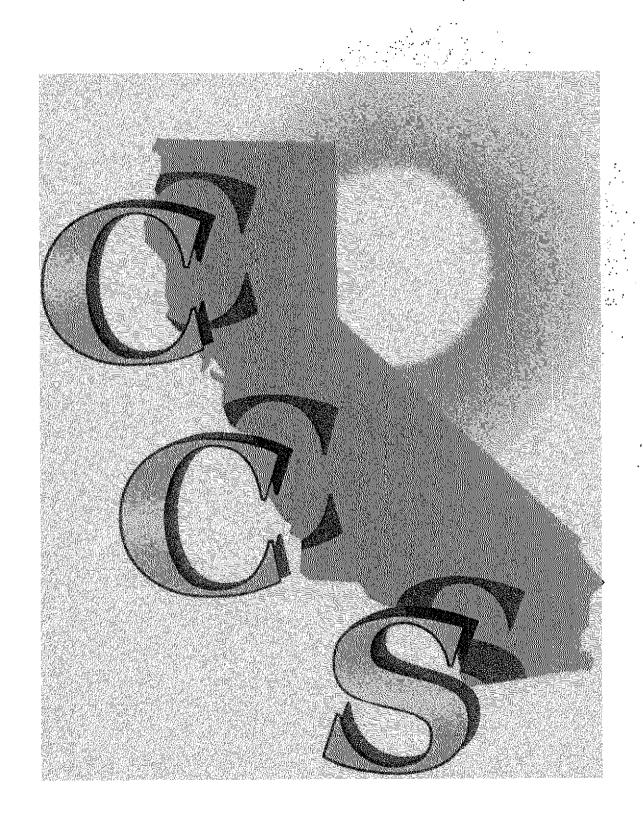
Third Party Notification You can choose someone (or an agency) to receive a copy of any past-due notice sent to you. You may find this helpful if you are unable to read the notice, you forget or do not understand the notice.

Community Involvement Energy Programs Gas
Company-trained community agencies will weatherize your
home and do minor home-repairs for free. You must meet
certain limited-income requirements to be eligible.

Call us for additional information on these and other free services such as: Payment Plans, Limited Income Assistance Referrals, Telecommunications for the Deaf, and many more. Our number is on your gas bill or in your telephone directory.

Serving you with the right kind of energy.

CONGRESS OF CALIFORNIA SENIORS



1.4.1.6 My club wants to affiliate with CCS

Our affiliation dues are enclosed.

Contact Person for Club

Club Name

Name

Club Address

Seniors throughout California have an opportunity to make our state—and our nation—pay more attention to issues affecting older Americans. How? Through the Congress of California Seniors (CCS), a non-profit advocacy coalition founded by seniors, for seniors.

> Established in 1977, CCS enables diverse seniors organizations to work together on such issues as health care, Social Security, taxes, housing, education and pensions.

Both organizations and individuals can become members of CCS.

JOIN THE CONGRESS OF CALIFORNIA

The California Voice of the **National Council of Senior Citizens**



- Be active and involved in your community.
- Create a better world, for you, your children and grandchildren.
- Share your experiences with others.

Congress of California Seniors 1010 Eleventh Street, #204 Sacramento, CA 95814



CONGRESS OF

CALIFORNIA

Your Opportunity

SENIORS

To Influence

SENIORS!

916/442-4474 • 800/543-3352

\$250 for 1001 or more members Make checks to: CCS, 101 ecks payable to: 0

Felephone

for 501 to

1000 members

200 members

A Voice in Your Neighborhood and Your Nation

- ♦ On local and regional levels, CCS organizes and mobilizes seniors throughout California. Through CCS, clubs network with other seniors groups and share perspectives on local and regional issues. Local clubs work with CCS to coordinate issue action campaigns in their areas. CCS offers issue and leadership seminars to clubs.
- ♦ On the state level, CCS provides the latest legislative information. Our training helps clubs become more effective and action-oriented. CCS gives members a grass roots forum to influence state decision makers.
- ♦ On the national level, CCS is the California voice of the National Council of Senior Citizens (NCSC). Through NCSC, members receive frequent up-

dates on national issues. NCSC sets the pace on issues among national seniors organizations and was among the first to call for national health care in America!

Join the Congress of California Seniors

Our low-cost membership is extended to groups and individuals concerned about issues that affect older people. Among our members are neighborhood groups, church groups, labor unions, civic clubs, social clubs, agency associations, National Council of Senior Citizens Clubs, Older Women's League chapters, Gray Panther chapters, mobile home parks, senior housing associations and a myriad of others.

CCS Issues

National Health Care for All Americans

Acting on a Variety of Concerns in Local and State Forums

Over the past decade, CCS members have witnessed the weakening of our country's health care system. We are committed to making health care accessible to all Americans. But CCS issues are not limited to health care. They also focus on specific local

and state concerns raised by our members, affiliates, Board and our annual delegate convention.

Issues include:

◆ An independent, solvent and reliable Social Security system ◆ affordable housing ◆ a tax system based on the ability of people to pay ◆ an education system that creates opportunity for all levels of our society ◆ an honest and responsive public service system ◆ money saving consumer telephone information.



Benefits for Individuals

- ◆ The *Calisenior Report* gives you a regular source of senior news and activities in California.
- ◆ Call to action mailings announce late-breaking legislative news. These mailings describe steps you can take to influence the outcome.
- ♦ 300 CCS affiliated clubs and members give you a voice in your neighborhood. Whether your interests are civic or social affairs, you'll enjoy state-wide, regional and local prgrams.

Benefits for Clubs

- Regional and state conventions guide CCS issues, programs and action strategies.
- Leadership and issue seminars help clubs become more effective and informed.
- ♦ Make a bigger impact in your community and serve members more effectively with the **technical assistance** CCS provides. CCS assists with publications and seminars that help clubs solve specific organizational problems.

re a CCS one-year are enclosed. I can attend n on issues I rition about senior re a CCS Address Address
Zip

California Seniors Sacramento, CA 95814

Make checks payable to: Congress of Send to: CCS, 1010 Eleventh Street, #204,



From the President,

Our 1990 Congress of California Seniors Convention is concentrating on positive solutions that "Span the Generations". Affordable telephone service is one of our top priorities.

We are proud to be funded by the Telecommunications Education Trust, established by the California Public Utilities Commission to help "senior citizens understand their telephone service and equipment options, and protect themselves by being better informed".

CCS is providing special outreach efforts to assure that low income, minority and non-english speaking senior citizens who are most vulnerable to unfair marketing tactics are reached. We are building networks with other organizations working to educate the general public on telephone issues so crucial to future generations.

From the Executive Director

The Congress of California Seniors has answers to the most frequently asked questions about the changes in telephone service and equipment since the breakup of American Telephone and Telegraph (AT&T).

<u>CCS SENIORS TELECOMMUNICATE</u> Telephone Information Packets include ten fact sheets on the ten most important telephone issues to older persons in California.

Packets include <u>CCS SENIORS TELECOMMUNICATE</u> Telephone Information Brochures and Certificates of Participation all designed to improve senior citizen access to the latest in telephone information.

We would like to thank and acknowledge the contributions of Pacific Bell, Consumer Action, Toward Utility Rate Normalization, California Rural Legal Assistance Foundation and Community Memory. These community organizations have also received funding from TET to develop resource materials which The Congress has used in the development of these Telephone Information Packets.

Congress Senior Telephone Directories have been designed and published with TET project funds. Directories list senior organizations statewide by ZIP Code Areas and by Telephone Company Telephone Book area.

These CCS Senior Telephone Directories are being used to let seniors know which senior organizations in their zip code and telephone book areas have CCS Telephone Information. Thank you for your dedication to this project.



TELEPHONE ISSUE #1: BASIC LOCAL SERVICE OPTIONS

BASIC MONTHLY SERVICE

The local phone company charges all customers a certain amount each month for "basic service". This fee pays for <u>YOUR ACCESS</u> to the phone network, and determines the way you will be charged for calls of short distances. It <u>DOES NOT</u> affect the amount you pay for long distance calls. You have a choice of monthly service plan, depending on two factors:

- 1. The company serving you.
- 2. The capabilities of the "central office" that serves you.

Measured Rate Plans vs. Flat Rate Plans

Many--but not all--Californians can choose between "measured rate" and "flat rate":

- . With measured rate service, you pay a set monthly fee plus a certain amount for each local call you make.
- . With flat rate service you pay a higher set fee and receive unlimited local calls.

Pacific Bell plans Pacific Bell has four Basic Service Plans:

- 1. Measured Rate Universal Lifeline Telephone Service.
- 2. Flat Rate Universal Lifeline Telephone Service.
- 3. Measured Rate Service.
- 4. Flat Rate Service.

OPTIONAL SERVICES FOR ADDITIONAL MONTHLY CHARGES

You can purchase the following **Optional Services**, all of which require a touchtone phone. Charges for these features vary depending on your area. Call your business office for more details.

Call Waiting . lets you know if someone is trying to get through when you're

on the phone. It's like having a second telephone line.

Call Forwarding . automatically sends your calls to another number of your

choice, even if it is out-of town.

Delayed Call , routes your calls to another number when your line is busy. **Forwarding**

Direct Connection, connects you instantly with another number which you choose,

as soon as you pick up the receiver. No dialing is required. You cannot make any other outgoing calls on this line.

Incoming calls may be received.

Speed Calling . (available for either 8 or 30 numbers). Allows you to reach certain

numbers just by dialing one or two digits. Numbers can be local

or long distance.

TELEPHONE ISSUE #1: BASIC LOCAL SERVICE OPTIONS

RESOURCES FOR ADDITIONAL INFORMATION

<u>SERVICE</u>	RESOURCE	LOCATION	PHONE #
Establishing Service	Pacific Bell Customer Guide	San Francisco	800-555-1212
Pay Telephone Service	Homeless Prevention Direct Line	Oakland	415-839-8955
Telecommunications Basic Services	AT&T	5918 Stoneridge Mall Road, 3rd Flo Pleasanton, CA 94	
Telephone Service for low income, older and disabled persons	California Rural Legal Assistance Foundation	Sacramento San Francisco	916-446-7904 415-863-3520
Calling Cards	Pacific Bell	San Francisco	800-621-0430
First Aid and Survival Guide	Pacific Bell	San Francisco	800-555-1212
Basic Telephone Service	TURN-Inside Line	San Francisco	415-929-TURN



TELEPHONE ISSUE #2: LONG DISTANCE SERVICE OPTIONS

With the break up of AT&T, customers have to obtain service from both a 'Local Telephone Service Company' and a 'Long Distance Company', also known as "LONG DISTANCE CARRIER". To make long distance calls, customers have to become familiar with a whole new dictionary of telephone terms:

LATA

. The State of California is divided into 10 'local telephone service areas', known as LATAs ('local access transport areas'). A LATA may include several Area Codes. San Francisco is in Area Code 415. Area Code 415 and San Francisco are in a LATA which also includes Area Code 707 and part of 408.

IntraLATA Calis

. made entirely within a service area or LATA. ("Intra" means "within.") A call from downtown L.A. to Santa Monica is an intraLATA call. A call from S.F. to Santa Rosa is also an intraLATA call, although it travels from one area code to another. IntraLATA calls are handled entirely by local phone companies.

InterLATA Calls

. An interLATA call is made from one service area (LATA) to another. ("Inter" means "between.") A call from L.A. to San Jose is an interLATA call. All calls from California to other states are interLATA calls. Only long distance companies can handle these calls.

Local Calls

. In California, a local call is one of 0-8 miles, made within a local phone company's service area. (In 1990, this definition will be extended to calls of 0-12 miles.) Calls beyond this distance are "toll" or "long distance" calls. Charges for toll calls are based on the distance the call travels, the time of day and the length of time it takes. Local phone companies make toll calls within their service areas.

"Zone Calling"

In large metropolitan areas, local phone companies use a series of "zones" to determine the cost of toll calls to nearby cities. Calls to these zones have discounted rates; they are lower than regular toll call rates. This is because people make many calls to neighboring communities. This zone method of determining costs is called "Zone Usage Measurement" or "ZUM". Under ZUM, your immediate area is divided into three zones: ("Zone 1") is for calls of 0-8 miles. ("Zone 2") is for calls of 9-12 miles. (In 1990, this zone will be merged into "Zone 1"). ("Zone 3") is for calls of 13-16 miles. Calls beyond this distance are charged at higher. "toll call" rates.

TELEPHONE ISSUE #2: LONG DISTANCE SERVICE OPTIONS

MAKING LONG DISTANCE CALLS

When you call to another service area, the local phone company connects the call to a long distance company. The long distance company carries the call almost all the way to its destination, which can be in the next county or across the nation. When the call reaches the service area of its destination, it is then transferred to the lines of the local telephone company serving that area. That local company completes the call to the party you are calling. All of this takes a brief moment.

Although you are charged for long distance calls by the long distance company, the local phone company doesn't contribute its services for free. The long distance company pays the local company an "access charge" for its role in completing these calls. You pay for this charge indirectly; you won't see the cost of the local connection noted separately on your bill, but it is part of the cost of the long distance call.

CHOOSING A "PRIMARY CARRIER"

Most California phone customers select their own long distance company, under a system called "Equal Access." When you start a new service, your local phone company asks you to choose an Equal Access long distance company, also referred to as your "primary long distance carrier." (You are asked to make a decision even if you don't expect to make any long distance calls.) Most Californians can choose among several companies as their primary carrier. Some rural areas are served by only one company.

RESOURCES FOR ADDITIONAL INFORMATION

<u>SERVICE</u>	RESOURCE	<u>LOCATION</u>	PHONE #
Long Distance Calling	Pacific Bell	San Francisco	800-555-1212
Long Distance Calling	Consumer Action Resource Guide & Tip I	San Francisco Report	800-999-7981
Call Bonus	Pacific Bell	San Francisco	800-555-1212
Easy Access Long Distance/Pay Telephone	Pacific Bell es	San Francisco	415-542-9533



TELEPHONE ISSUE #3: TELEPHONE EQUIPMENT OPTIONS

TELEPHONE EQUIPMENT - Evaluating Your Needs for Phone Service

Touch-tone or Rotary?

The main difference between "touch-tone" and "rotary" is the type of signal they send out when dialed. A touch-tone (push-button) has a button for each number and sends out an electronic tone when a number is pushed. A rotary has a round dial and produces a series of clicks for each number. Dialing is much faster with push-button phone, although some push-button phones are not touch-tone. You need the touch-tone signals if you want to use your phone for "interactive" services such s banking by phone or for certain information services, where you use the buttons on your phone to choose options. Rotary phones are becoming harder to get.

Should I Buy or Lease My Phone?

Depending on your needs, you may either buy or lease a telephone. **Touch-tone** phones which are durable cost at least \$25 and can go as high as \$200-300. Many newer, sophisticated electronic **touch-tone** phones have special features such as speed dialing and memory capability and are more expensive. Call local business offices if you have certain disabilities, some of these services may be available without having to buy expensive equipment.

Buying a phone is less expensive in the long run than leasing. Leasing provides the security that if the phone breaks down, the leasing company will replace or repair it at no charge (as long as you did not misuse it). Leasing allows you to try out different phones without having to buy.

Special Optional Features Found on Many New Phones:

- * Automatic Redialing allows you to push one button to redial a number that is busy.
- * Memory allows you to program certain numbers so that all you have to do is push one button to dial those numbers.
- * Mute (hold) button prevents the caller from hearing you speak to someone else in the room.
- * Speakerphones allow you to hear and be heard without holding a receiver to your ear and allows other people in the room to participate in the conversation.

TELEPHONE ISSUE #3: TELEPHONE EQUIPMENT OPTIONS

* Cordless Telephones are one-piece receiver/dialers, which allow you to carry the phone around your house. These can be particularly valuable for persons with disabilities who may face the risk of injury hurrying to answer the phone. Persons who are too ill to get up to answer the phone can have a cordless phone placed on the bed. A cordless phone can be carried in a pocket or placed on a chair to reduce risks. A disadvantage is that the quality of sound coming through a cordless phone probably won't be as good as one which is plugged into the wall. If you choose a cordless phone, ask about the quality and range of the portable receiver. Cordless phones range from \$50 to \$250.

When Deciding Which Phone to Get:

- 1. Decide which features are important to you. If you don't want extra features, don't look at phones which have them.
- 2. Don't assume that inexpensive phones are a bargain. Cheap phones break down quickly and may end up costing you more to replace.
- 3. Compare warranties. A phone with a longer warranty is likely to last longer.

RESOURCES FOR ADDITIONAL INFORMATION

<u>SERVICE</u>	RESOURCE	<u>LOCATION</u>	PHONE #
Telephone System	PacTel Info	San Francisco	800-PacTel5
Calling Convenience	Pacific Bell	San Francisco	800-555-1212
Telephone Equipment	California Rural Legal Assistance	Sacramento San Francisco	916-446-7904 415-863-3520
Establishing Service	Pacific Bell Customer Guide	San Francisco	800-555-1212
Inside Wiring	Pacific Bell	Office of Repairs San Francisco	800-555-1212 ext 611
Inside Wiring	TURN-Inside Line	San Francisco	415-929-TURN
Computer Assistance	CompuMentor	San Francisco	415-255-6040



TELEPHONE ISSUE #4: CUSTOMER RIGHTS AND OBLIGATIONS

GUIDELINES FOR UNDERSTANDING YOUR RIGHTS AND OBLIGATIONS

Deceptive Advertisements

When shopping for telephone services and equipment, watch out for deceptive advertisements. A deal that sounds "too good to be true" may involve some form of deception.

Compare Identical Models

You may find several stores selling the same model, making price comparison easy to do. When asking for prices, be sure that you compare identical models. A model that lacks all features--or is used--will cost less than a full-featured, new model.

Used Phones Lack Manufacturer's Warranty

Reconditioned phones do not have a manufacturer's warranty, but the store selling the phone may provide its own warranty or other protection in case the equipment breaks down. Be sure that you understand what kind of recourse you have in case the phone does not work or breaks down.

Changing Your Mind After Buying

Companies do not have to take back merchandise just because you've changed your mind about the purchase. Each business has its own policy about "returned" items. At most stores, when you buy something you are stuck with it, regardless of whether the receipt was marked "all sales final; no returns." This is because businesses do not have to refund purchases just because buyers change their minds.

When You Can Return Items

You have the right to return damaged or defective merchandise, or a product that was misrepresented during the time of the sale. Here are some examples of cases in which you may have the right to demand your money back:

- . You buy a phone and discover when you get home that the outer covering is cracked.
- . You buy a phone that has special features, and discover that neither you nor the store is able to make those features work.
- . You buy a phone advertised as "touch-tone" and then discover it is just a pushbutton pulse dialing phone.

TELEPHONE ISSUE #4: CUSTOMER RIGHTS AND OBLIGATIONS

When You Can Return Items

- . You buy a particular model advertised as 'the lowest price anywhere" for that product and then discover a much lower price at another store.
- . The store says that a particular tape will work in your answering machine, and then discover that it will not.

In cases like these, when there is something wrong with the product, you should be able to get satisfaction. Yet, when you return to the store, the retailer (the company that sold you the product) might tell you to contact the manufacturer for satisfaction, but don't accept that response. Take the product back and demand that the retailer refund your money or give you an exchange. If the retailer refuses to take the product back, contact one of these agencies:

California Attorney General (AG) Public Inquiry Unit . P.O. Box 44255, Sacramento, CA. 94244-2550 . Phone # 1-800-952-5225 Hours 9 a.m. - 4 p.m. (*Spanish Spoken)

District Attorney Consumer Fraud Units (DA), and Local Consumer Protection Agencies

Keep the Receipt

Keep your receipt for the phone purchased, in case you need to return the equipment or have it repaired under warranty. The store will be within its legal rights in telling you that it will not accept the return of an item, or will not repair it under warranty, unless you provide proof of the purchase.

Warranties

A warranty is a commitment to stand behind a product. There are two types of warranties: written ("express") warranties and non-written ("implied") warranties. Written warranties are usually issued by the manufacturer, although retailers can issue their own. There is a 30 day "implied" warranty under California law. "Implied" means that you have this protection even if there is no written warranty to protect you. This warranty gives you a legal cause for action if a purchase fails to perform properly, the function for which it was intended. (The only time in which there is no warranty is when you purchase an item "as is". In an "as is" sale, there are no promises about the condition or quality of the item.) A warranty or other promise is only as good as the firm issuing it; if the company goes out of business, its warranty becomes worthless.

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TELEPHONE ISSUE #5: UNIVERSAL LIFELINE TELEPHONE SERVICE

TELEPHONE SERVICES FOR LOW INCOME CONSUMERS

- * Basic Telephone Service for half the regular monthly rate;
- * <u>a fifty percent discount</u> on charges for standard installation, service connection and change of service;
- * <u>a credit</u> for a standard telephone set rental (special equipment is provided free for deaf and disabled persons);
- * a credit for inside wiring repair;
- * a credit for long distance access line charges;
- * no deposit requirement as long as you have no unpaid telephone bills

There are two types of Universal Lifeline available:

- 1. Universal Lifeline Flat Rate lets you make unlimited local calls for \$4.18 per month. Persons making more than an average of 2-3 local calls per day save the most money with this type of service.
- 2. Universal Lifeline Measured Rate provides 60 untimed local calls every month for \$2.23 per month. For any additional calls over the 60 allowed untimed local calls, there is a charge of \$.08 per call. This service is not available in all areas.

UNIVERSAL LIFELINE QUALIFICATIONS

Universal Lifeline Service is a discounted residence telephone service available to those who qualify under the following conditions:

- * You have an annual gross household income no higher than \$13,000 for one or two persons; no higher than \$15,200 for a family of 3; and no higher than \$18,300 for a family of 4. Rates reviewed annually by the CPUC.
- * You have only one telephone line to your home and you receive Universal Lifeline Service only at your principal place of residence.
- * You are not claimed as a dependent on another person's income tax return.

TELEPHONE ISSUE #5: UNIVERSAL LIFELINE TELEPHONE SERVICE

RESOURCES FOR ADDITIONAL INFORMATION

<u>SERVICE</u>	<u>RESOURCE</u>	LOCATION	PHONE #
Lifeline Fact Sheets (available in 3 language	Consumer Action (s)	San Francisco	800-999-7981
How to Get Lifeline Service	California Rural Legal Assistance Foundation	Sacramento San Francisco	916-446-7904 415-863-3520
Help for the Homeless Pay Telephone	Occur Community Information Services Inc	Oakland :.	415-839-2440

CONGRESS OF CALIFORNIA SENIORS SENIORS TELECOMMUNICATE

Official Registration Certificate

Our Senior Organization

agrees to participate in the Seniors Telecomm	unicate Project.
This Official Registration Form establishes out of the Congress of California Seniors - Seniors benefits and privileges.	
This project is being administered by The Cor Research Fund (CCSERF). <u>The SENIORS</u> funded by the Telecommunications Education	TELECOMMUNICATE project has been
We understand that the <u>Current Benefits</u> for information sharing project are:	registering to participate in this telephone
 An opportunity to help senior citizens upoptions and protect themselves by been an invitation to a CCS Regional Teles forum to exchange ideas about the last senior organization representatives an 	communications Seminar that provides a test in telephone information with other id individual senior citizens. now by State Regulators and Policy Makers
Our Senior Organization will distribute C Brochures and FACT SHEETS to our affilia citizens in our area referred to us for education	
Our Senior Organization will send at least SENIORS TELECOMMUNICATE REGIONAL	st one delegate to participate in the CCS L SEMINAR held in our area.
NAME - Congress of California Seniors	NAME - Senior Organization Official
DATE 26	DATE



TELEPHONE ISSUE #6: TELECOMMUNICATIONS SERVICES FOR DEAF AND DISABLED PERSONS

SPECIAL ASSISTANCE FOR DEAF AND DISABLED CUSTOMERS

Customers with medically certified types of motion, vision, speech and hearing disabilities are offered certain telecommunications products and services, at no charge. A basic monthly rate for telephone service and Long Distance calls are still charged.

With certain restrictions, this service is available with residence, party line and some business services. By law, the equipment and services are paid for by a surcharge on all customers' bills.

For Persons Who are Hearing Impaired

For those who have difficulty hearing on the telephone or difficulty in hearing the bell, equipment options include:

- * Tone Ringer adjusts the tone of the ring so it's easier to hear.
- * Loud Bell Ringer can increase the volume of the ringer so that it can be heard over loud background noise and long distances.
- * Amplifiers can increase the sound of the caller's voice. Amplifier Adjunct is connected to the headset of your phone at home. Portable Amplifier can be used with most telephones when you are away from home.
- * California Relay Service relays calls between a person using a Telecommunications Device for Deaf (TDD) and any other telephone user within the state. The service also allows a person without a TDD to call a TDD user. Specially trained personnel are available 24 hours a day, 7 days a week to relay the call. There is no extra charge for this service.

 Telecommunications Devices for the Deaf (TDDs) can help persons who are deaf or severely hearing-impaired communicate through phone dialing and typing messages. Because TDD calls typically take longer than voice calls, households of medically-certified TDD users will automatically receive discounted telephone toll rates. In addition, you can have a lamp connected to equipment that allows it to blink when your phone is ringing.
- * Wrist Alert vibrates when your phone rings and can be worn on the wrist or carried in a pocket.

For Persons with Vision Impairments

- * Large Numbers can be installed on any standard push-button or rotary telephone to more than double the size of numbers and buttons.
- * Braille TDD combines TDD with a braille output device that provides face-toface and telephone communication. You must have grade-one braille skills to qualify for this equipment.

TELEPHONE ISSUE #6: TELECOMMUNICATIONS SERVICES FOR DEAF AND DISABLED PERSONS

For Persons With Limited Motion

- * Speakerphone allows you to use the phone to answer a call by pushing only one button. You speak into a microphone and hear the reply through a telephone speaker. If you use it with Speed Calling (see Basic Telephone Service Optional Features), make calls by pushing only one or two buttons.
- * Hands-Free Phone is available to persons with severely limited motion. An operator places calls for you at no charge. It has a built-in speakerphone and can be fitted with a headset.

For Persons with Speech Impairments

- * Weak Speech Amplifier, installed in the handset mouthpiece, increases the volume of your voice. By adjusting a wheel in the handset you can increase the volume.
- * Electronic Artifical Larynx is a hand held portable speaking aid for persons who have lost the use of their larynx.

Other Services Available at No or Reduced Rates for Persons with Disabilities

- * Directory Assistance can be provided at no charge if you cannot use the telephone directory.
- * Free Operator Assistance to place your call can be provided at the direct dial rate if your physical impairment makes you unable to place a call.

FREE EQUIPMENT QUALIFICATIONS - Have Telephone Service/Doctor's certification

RESOURCES FOR ADDITIONAL INFORMATION			
SERVICE	RESOURCE	LOCATION	PHONE #
Deaf and Disabled Physically Impaired	Pacific Bell Cust. Guide Pacific Bell	San Francisco Berkeley	800-555-1212 800-772-3140
Telephone Services and Products	California Rural Legal Assistance Foundation	Sacramento San Francisco	916-446-7904 415-863-3520
Deaf and Disabled - Making Needs Known	World Institute on Disability	Berkeley	415-486-8314
Disabled Consumer Guide	Center for Independent Living	Berkeley	415-841-4776

Congress of California Seniors Education and Research Fund funded by the Telecommunications Education Trust - established by the CPUC -2-

714-772-8285



Independent Living Ctr. Dayle McIntosh Center Anaheim



TELEPHONE ISSUE #7: TELECOMMUNICATIONS SERVICES FOR NON-ENGLISH SPEAKING

MULTILINGUAL TELEPHONE SERVICES

If English is not your primary language, you may be able to speak to a phone company employee (a"service representative") in your native language. When you contact the company, ask for a service representative who speaks your language. In many cases there will be someone in that office who speaks your language. If not, the company may be able to have someone who speaks your language call you back.

Pacific Bell has Toll Free 811 Numbers to serve callers in several languages.

*	Chinese Mandarin/Cantonese Statewide:	811-6888
*	Korean Statewide:	811-6657
*	Vietnamese Statewide:	811-5315
*	Spanish - Northern California:	811-7730

* Spanish - Southern California:

 Area Codes 805 and 818:
 811-8699

 Area Code 213:
 811-5855

 Area Code 714:
 811-3999

 Area Code 619:
 811-3998

- * Pacific Bell Hispanic Service Center has bilingual service representatives
- * Pacific Bell Language Assistance Bureau provides translation service for "O" and "411" Operators
- * Pacific Bell Targeted Outreach Program for Cambodian, Lao and Hmong Communities. Materials explain Universal Lifeline Telephone Service and how to obtain telephone service in these languages.

TELEPHONE COMPANY COMMITMENT TO MINORITY EMPLOYMENT

Pacific Bell's minority workforce has Increased over the last 15 years from 19.3% to 35.1%. The Tuition Aid program in 1987 reimbursed \$5.9 million for tuition and associated fees; one third of this amount went for course work toward Bachelors or Masters Degrees for Hispanic, Asian and Black employees.

TRANSLATORS FOR TELEPHONE SERVICES

911 is the free number to dial when you have a serious emergency. Dialing just those three numbers puts you in touch with a trained emergency operator who has direct contact with the police, fire department, ambulances and other emergency services. The 911 Service provides translators for people who do not speak English. when a person who does not speak English calls 911, a conference call is quickly set up, linking the caller, the 911 operator and the translator.

TELEPHONE ISSUE #7: TELECOMMUNICATIONS SERVICES FOR NON-ENGLISH SPEAKING

RESOURCES FOR ADDITIONAL INFORMATION

<u>SERVICE</u>	RESOURCE	<u>LOCATION</u>	PHONE#
*Paginas En Espanol *La Cuenta de Telefono *Telephone for Kids (in *Inside Wiring (in Spanis	Customer Guide Spanish)	San Francisco	800-555-1212
*Multilingual Consumer Advisory Council Repo	Pacific Bell	San Francisco	415-542-6741
Multilingual Phone Service Information	San Diego Bilingual Telecommunications P	San Diego Project	619-235-4305 ext 602
Farmworkers Project On-Line	La Cooperativa Campesina de California	Sacramento	916-441-2326 800-999-7981
Telecommunications	TURN Inside Line	San Francisco	415-929-8876
Telecommunication PSA	Radio Bilingue	Fresno	209-486-5174
Telecommunications	Korean Youth Center	Los Angeles	213-383-5218
Family Services for Non English Speaking	Richstone Family Center	r Hawthorne	213-970-1921
Human Services for Non English Speak	Union of Pan Asian ing	San Diego	619-232-6454
Telephone Skills for Immigrants/Refugees	Career Resources Development Center	San Francisco	415-775-8880
Public Affairs Radio serving Latino Viewers	KRCB TV Community Public Television	Rohnert Park	707-585-8522
Fotonovels	La Raza Information	San Francisco	415-826-5855
Advocacy and T.A.	Latino Issues Forum	San Francisço	415-552-3152
Social Services	Self-Help for Elderly	San Francisco	415-982-9171

Congress of California Seniors Education and Research Fund funded by the Telecommunications Education Trust - established by the CPUC -2-



TELEPHONE ISSUE #8: TELEPHONE BILLS READING AND PAYING

UNDERSTANDING PHONE BILLS

Local phone bills appear complicated because every charge is itemized. However, all this detailed information is important because it provides protection against marketing abuse. In the recent past, consumers did not receive detailed bills and many were charged for sophisticated phone services and features they did not understand, did not order and never used.

By taking the time to carefully read and understand your bill, you can ensure you are being accurately billed only for calls you made and services you ordered.

Local California phone bills contain the following:

- * The name, phone number and address of the person being billed.
- * The person's account number.
- * The name of the local phone company doing the billing.
- * The total amount of the previous bill and current unpaid balance, if any.
- * The date through which past payments were recorded.
- * The date the bill is due.
- * The date by which late charges will apply.
- * Amount of local phone company charges for the current billing period.
- * Amount of current charges by other phone companies (long distance, 900/ 976 information providers etc.
- * Total of all new charges
- * Notation of all calls charged for in the bill
- * Detailed breakdown of all charges
- * Notation of which charges are for regulated and non-regulated services
- * Amount of taxes and surcharges added to the bill.
- * Amount of credits or other adjustments to the bill.
- * Amount of late charges (if applicable).
- * Phone numbers to call to question each charge on the bill.
- * Information about when and how to pay the bill.
- * Procedures to follow in disputing the bill.
- * A description of terms and charges used in the bill.
- * Information about 'Rate Keys' used to describe the types of calls made.
- * If there are charges for 900/976 services, there may also be information on how obtain blocking for these services or refunds for such charges.
- * A payment form or stub to send in when paying the bill.
- * An address to send payment to.
- * A return envelope with which to send payment

TELEPHONE ISSUE #8: TELEPHONE BILLS READING AND PAYING

BILLING INFORMATION

The company will ask you in whose name the service should be billed. This is an important question if you share a phone. If the phone service is in your name the company will hold you responsible for any failure to pay bills. Also, if the bill is in someone else's name and you use the phone, the phone company can deny you future service for an unpaid bill on that account if it determines you had access to that phone.

Most bills are prepared monthly. The billing date is shown at the top of your bill and is determined by your telephone number. Each customer's bill is prepared and mailed approximately 5 business days after that bill date.

Long Distance calls made outside your Service Area may appear on a separate page of your bill under the name of your Long Distance Company. Local telephone companies, like Pacific Bell, are not affiliated with any Long Distance Company, but do provide billing for them at their request. The local telephone company bills the calls as soon as the Call Records are available from these companies.

Failure to pay the charges when due may cause your Local Service to be interrupted. If you cannot pay the full amount by the DUE-BY DATE, call the Telephone Company to discuss the possibility of payment arrangements with you.

If your telephone service is temporarily disconnected because of failure to pay the amount due and a restoral charge are required in order to reconnect the service. A deposit may be required in an amount equal to twice your average monthly bill. Accounts that remain unpaid for 5 days after temporary disconnection are subject to permanent disconnection.

If the telephone company does not receive your payment by the date shown in the "Late Charge Reminder Section", a late payment charge of 1.5% is added to the total unpaid balance, when the amount of the bill is \$20 or more.

THIRD PARTY NOTIFICATION is a voluntary program for residential customers. If offers you the security of knowing that a friend, relative, or anyone you select, will be notified if your phone is about to be disconnected due to nonpayment of your bill.

PAYING YOUR BILL There are several ways to pay your bill:

- * Through the mail, by check or money order.
- * At a phone company office, by check, money order or cash.
- * At a third party payment station or agency, by check, money order or cash.

Congress of California Seniors Education and Research Fund funded by the Telecommunications Education Trust - established by the CPUC -2-





TELEPHONE ISSUE #9: RESOLVING PHONE COMPLAINTS

FIRST TRY TO RESOLVE YOUR DISPUTE WITH THE COMPANY

If your complaint involves a company regulated by the California Public Utilities Commission (CPUC), first you **MUST** try to resolve your dispute with that company, keeping a record of everyone you speak to at the company. You can contact the CPUC about:

- . Local phone companies (intrastate services)
- . Long distance phone companies (intrastate services)
- . Pay phone owners (including hotels, airports, etc.), intrastate calls.
- . Alternative operator services (intrastate calls).
- . 900 and 976 information providers (intrastate calls).

The Consumer Affairs Branch (CAB) of the CPUC handles consumer complaints. Complaints in writing receive more consideration, however, complaints are also taken over the phone about: protests, billing inquiries, and initial service and billing complaints, against any utility regulated by the CPUC. If you call, get the name of the person handling your complaint.

California Public Utilities Commission (CPUC):

Northern Office: 505 Van Ness Avenue, San Francisco, CA 94102 1-415-557-0350 and 1-800-548-9919 (from area codes 415, 408, 707, 916, 209). Southern Office: 107 South Broadway, Room 5109, Los Angeles, CA 90012 1-213-620-2570 and 1-800-648-6967 (from area codes 213, 619, 714, 818,805).

The Informal Complaint

Consumers can call the CPUC's Consumer Affairs Branch (CAB). The CAB handles protests, inquiries and initial service or billing complaints. The goal of informal complaints is to settle complaints quickly if possible, and prevent formal complaints. Informal complaints can be placed with the CAB over the phone or in writing. Be prepared to provide the CAB with copies of bills, letters and other documents supporting your complaint. The CAB makes a decision based on the evidence.

The Formal Complaint

If the informal complaint process does not lead to a satisfactory conclusion, you can file a formal complaint with the agency. A formal complaint is an allegation that a utility has failed to act properly or has violated the CPUC code or CPUC order.

TELEPHONE ISSUE #9: RESOLVING PHONE COMPLAINTS

The Formal Complaint

For example, if you want to file a complaint about the reasonableness of your rates, you can collect signatures from 25 people--or the mayor of your community--and file them with the CPUC. This procedure is appropriate if you believe you have cause to Fbelieve that rates in your community are not fair. A hearing will be held on your complaint, unless it is resolved before a hearing takes place. For more information on formal complaints before the CPUC, contact the Public Advisor's office.

COMPLAINTS ABOUT INTERSTATE AND INTERNATIONAL TELEPHONE SERVICES

The Federal Communications Commission (FCC) has authority over all interstate and international telephone services, including those of: long distance companies; Bell Operating Companies (such as Pacific Bell); operator service providers; pay phones; 900 services; computer-generated interstate sales calls; long distance directory assistance; radio interference. The FCC also regulates radio and television companies and cellular phone companies. Complaints should be made to the FCC for:

- . Long Distance Phone Companies (interstate services, regulated and unregulated practices).
- . Alternative operator services (interstate calls).
- . 900 information providers (interstate calls).

RESOURCES FOR ADDITIONAL INFORMATION			
SERVICE	RESOURCE	LOCATION .	PHONE #
Consumer Rights and and Information	Pacific Bell Customer Guide	San Francisco	800-555-1212
Telecommunications Education/Municipal Officials	Institute for Local Self Government	1400 K Street Suite 400 Sacramento, CA	916-444-5790
Protecting Telephone Consumers	National Consumer Law Center	11 Beacon St.	617-523-8010
Customer Rights	California Public Utilities Commission	505 Van Ness Ave Room 4300, S.F.	800-548-9919
Customer Rights	Federal Communica- tions Commission	1919 M Street Washington, D.C.	202-632-7553

Congress of California Seniors Education and Research Fund funded by the Telecommunications Education Trust - established by the CPUC -2-



TELEPHONE ISSUE #10: MAKING SENIOR NEEDS KNOWN TO STATE REGULATORS AND POLICY MAKERS

THE CONGRESS OF CALIFORNIA SENIORS EDUCATION AND RESEARCH FUND

The Congress of California Seniors Education and Research Fund (CCSERF) is the non-profit 501(c)(3) educational arm of the Congress of California Seniors (CCS).

CCSERF was awarded funding for <u>SENIORS TELECOMMUNICATE 1990</u> from The Telecommunications Education Trust, established by the California Public Utilities Commission to provide a statewide telecommunications consumer education program for older persons in Californian.

Over a six-year period, the Trust plans to fund more than \$16.5 million in programming. In 1989, the Trust made grants to support 32 projects statewide.

The Congress of California Seniors Education and Research Fund (CCSERF) was awarded Trust funds to:

- * Reduce senior citizen vulnerability to unfair marketing tactics such as those which led to the creation of the Trust.
- * Help senior citizens make educated choices about service and equipment options in the increasingly competitive telecommunications market.
- * Understand what is at stake in the decisions and choices about the future of the network that will be made by regulators and telecommunications companies.

The Congress of California Seniors is committed to the goal of <u>MAKING</u> <u>SENIOR NEEDS KNOWN TO STATE REGULATORS AND POLICY MAKERS.</u>

Congress of California Seniors affiliates and members will receive <u>SENIORS</u> <u>TELECOMMUNICATE</u> Telephone Information Packets and Brochures to distribute to senior citizens throughout the State of California.

CCS Regional Telecommunications Seminars will be held throughout the state, discussing the telecommunications issues surveyed as most important in Congress of California Seniors Regions.

Conhoversy: Politics of Technical Decisions Beverly Hills: SAGE Publications, 1979. Donothy Nelkin 12 essays, 4 sections (3 essays each) In Efficiency Versus Equity"
II. "Benefits Versus Risks" TII. "Regulation Versus Freedom of Choice" Ile. "Science versus Traditional Values" Onto: Odecisions once deford as technical (within the province of experts) have become intensely political " @ whe past decade has been remarkable for political action directed against science and technology" even scientific research has lost its exemption from political scruting" OFrom a political perspective, the protests desiribed may be less against science and technology Than against The power relationships associated with them; less against spector technological decisions than against the policies that affect their onterests; less against science than against the use of scientific rationality to mask political choices" De nonetheless, public periapprovaled posence as a profession has presented (I) each controversy has been selected analyzed to i Hushate the diverse concerns that underlie conflicts over science and technology. Imphasize and clarify the political direns ions of technocal decesions. .. [which] Involve political choices from among competry

 NAME			TELEPHONE
ADDRESS	CITY S'	TATE ZIP UTILIT	Y SORT KEY
UC BERKELEY 203 UNIV. HALL		MARY E ANDERSON CA 94720 NEW	
Acceptance House 1710 Golden Gate		CA 92106 Local	931-4994
Achvah P.O. Box 5528	San Francisco,	CA 94101 Local	Achvah
Michele Acosta 75 Buena Vista#404	San Francisco,	CA 94134	431-5011 Acosta
Frances Agnew 3334 San Bruno #3	San Francisco,	CA 94134	Agnew
Leana Alba 514 Valle Vista	Oakland,	CA 94610	Alba
ALL PEOPLE'S COALIS		CA 94134 Local	239-9050 All People
Am. Humanist Assoc 2424 Castro St.			Allen
Women in Sci & Eng: Stanford University			
Alternative Energy 2600 Dwight # 204		CA 94704 Local	Alt Energy
The Alternative 2556 Telegraph	Berkeley,	CA 94704 Local	Alternativ
622 A Merced Hall 802 Font Blvd.	ATTN: San Francisco,	Amy Altshuld CA 94132	Altshuld
Carla Alvarez 363 E. St. James	San Jose,	CA 95112	Alvarez
American Indian Add 1479 Fruitvale Ave		CA 94601 Local	American
Andre 1638C Woolsey	Berkeley,	CA 94703	841-3838 Andre
Archetype 2512 Grove	ATTN: Berkeley,	- CA 94704 Local	845-7496 Archetype
L. Armetta, S. Loel 618 Shrader	o San Francisco,	CA 94117	752-5750 Armetta
Jule Arnold 255 Shrader	San Francisco,	CA 94117	752-3659 Arnold
SF Women Artists 1407 Gough St.	San Francisco,	CA 94109 Local	567-1850 Artists
Asian Health Servi			763-4411 Asian Heal

13) conflocts draw support from sharply contacting social groups. Most active are middle days elducated popule with sufficient economic security and political iskill to participate in decision-making

To access to knowledge and the resulting ability
to question the data used to legitimize decisions
is an essential basis of power and influence

[the importance of the activist - scientist]
who often sound the first warnings

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The nillingness of (some) scientists to
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(9) Sometinies (eg as in fetal research vs night to liters) the ideological complicits o deep that as and, of data can resolve the value differences

dearly written, fett, presents site for participation

The could i some is one of control, even those protect participation in Jechnical decision. making is "inefficient".

Laura Jane Moore 1245 Potrero	San Francisco,	CA 94110	Moore
Laura Moskowitz 842 33rd Ave.	San Francisco,	CA 94121	668-4528 Moskowitz
Marissa Moss 2437 Snattuck #10	Berkeley,	CA 94707	Moss
Elise Moss 129 S. 20th St.	San Jose,	CA 95116	Moss
NAACP 2085 Sutter St.	San Francisco,	CA 94115 Local	922-0650 NAACP
NAPA 2150 Market St.	San Francisco,	CA 94114 Local	626-6111 NAPA
L. Nassan-Lucero 3388 22nd St.	San Francisco,	CA 94110	282-8911 Nassan-Lue
Dolores Newman. 1260 8th Ave.	San Francisco,	CA 94122	665-9230 Newman
Pat Neyman. 2432 Grant St.	Berkeley,	CA 94703	Neyman -
Sally Nussbaum 4021C 24th St.	San Francisco,	CA 94114	Nussbaum
Marie O'Connor 1373 A Page St.	San Francisco,	CA 94117	431-5288 O'Connor
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NAME		CONTA	CT			TELEPHON	E.
	CITY				UTILITY		
Cathy O'Gorman	====		====:			======= 334-4079	:==:
4116 B 19th Ave.	San	Francisco,	CA	94132		O'Gorm	
Kathy O'Toole		•					
216 Union Avenue	Los	Gatos,	CA	95030	Local	O'Tool	е.
Dawn Oltman						431-5288	3
1373 Page St.	San	Francisco,	CA	94117		01tman	ì
Elenie Opffer						334-2462	2
260 Miramar	San	Francisco,	CA	94122		Opffer	
Joni Owen					•		
1301 Bonita #4	. Berk	eley,	CA	94709		Owen	
Sally K. Patterson						•	
1847 Divisadero		Francisco,	CA	94115	•	Patter	Sol

often a key factor = the attitudes of political often the pattern is to behind the seenes technical planning -Official announcement - public protest " Environmental Conflict in the USSR" - an amazing coalition of environmentalists scientists + politicians is baving an effect on technical deis ron-making in the USSR Casp re! water quality. etc.) Accorded because of; mytimos terial allies receptiveness in top leadership, plus Changery economic circumstances a Shifting priorities of the leaders - ansironmental sontiment assometomes can have effect against rabid modustralization analyzed the political values and beliefs that underlie ducisions about reience + Some of the case studies are a bot dry - just give the skeleton of the Various maneuvers & fail to convey the excitement of the grass-rots involvement in the controversy. but they have in common the careful quoting of surveys + other statistical date

Betty McAfee 1518 Milvia St.	Berkeley,	CA 94709	MeAfee
K. and K. McCabe 415 Snields St.	San Francisco,	CA 94132	334-7637 McCabe
Melissan McCampbel 463 61st St. #B	1	CA 94609	MeCampbell
Nat'l. Women Lawye 375 Woodside Ave.	rs ATTN: San Francisco,	M. McChilds CA 94127 Local	i MéChilds
Noreen McDermott 3666 26th St.		CA 94110	MeDermott
Janet McGinnis 58 Lake St.	Danville,	CA 94526	MeGinnis
Donna McGuinn 47 Rosebank Ave.	Kentfield,	CA 94904	McGuinn
Janet McLaughlin 18824 Tuggle	Cupertino,	CA 95014	McLaughlin
April McMahon 532 Appian Way #4		CA 94803	MeMahon
Barbara McQuaid 68 Macondray Lane	San Francisco,	CA 94133	McQuaid
Kelly McRae 211 Walnut	Santa Cruz,	CA 95060	425-7329 McRae
Karen Mckeen 510 Font Blvd.	San Francisco,	CA 94132	Mekeen
Gladys Mendelson 137A Page St.	San Francisco,	CA 94117	Mendelson
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Jedinias" 16: political" questione all attach bolding act in our holding at the members better Sweden, the Netherlands, Auchter Partiagentin Beverly Hills: SAGE publications, Nestin, Down Technological Decision and Nestin Bound regulation (Fred gart) Bodice + (7/108 (18) Delitared (18th 8014) + of the press - maked consentated and the case historice fail to orthuse En - Lister non sostered - wit, ch mode control our plant waste ; + was a described red soprend government (shough yz , in the Sord liver upangle. " cradepot " "loska" + politicans. Achrosold, power holars, "consthused" at make ; I ail a cationes opine between among. me is to hirialize the really section questions. but the equal time to all tections nother bound lastices

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Barbara Lebeau 4131 19th St. #5	San Francisco,	CA 94114	552≒1449 Lebeau
Barbara Leger 436 West St.	Sebastopol,	CA 95472	Leger
Karen Leigh 604 Grant St.	Santa Cruz,	CA 95060	Leigh
Joan Levinson 883 Indian Rock Av	Berkeley,	CA 94707	Levinson ,
Barbara Lewicki 770 Lake Merced Bl	San Francisco,	CA 94132	Lewicki
Allie Light 264 Arbor St.	San Francisco,	CA 94131	584-3521 Light
Robin Linden 121B Corbett	San Francisco,	CA 94114	863-3052 Linden
Marie LoCurto 745 Haight St. #7	San Francisco,	CA 94117	LoCurto
Deirdre Lomon 970 Guerrero	San Francisco,	CA 94110	285-8012 Lomon
Joyce Lovelace 1316 W. 10th St.	Antioch,	CA 94009	Lovelace
Ma Goose 1674 Page ST.	San Francisco,	CA 94117 Local	621-6665 Ma Goose
Naney MacKowsky 1181 Colusa Ave.	Berkeley,	CA 94707	527-0801 MacKowsky
Kay Magill 1851 Clarke Ave #9	Palo Alto,	CA 94303	Magill

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NAME ADDRESS	CONTAC CITY ST	ATE Z	ZIP	TELEPHONE UTILITY SORT KEY
Carol Mallory 1435 41st Ave.	San Francisco,		9412 [°] 2	Mallory
Pat Marie 651 Fairview #1	Oakland,	CA 9	94609	Marie
Liz Marshall 2550 Benvenue	Berkeley,	CA 9	94704	Marshall
Margaret Massam 2353 Laguna St.	San Francisco,	CA 9	94115	567-7352 Massam

Technology Review outicle citizens have sought pa voice in technological decision-making under the Hozans of 'demptitication' accountability + citiza participation - eg on nuclear pora plants, airports, - - citizen disputes have challenged the legitimacy of the technical experts + authorities awareness of the deelme in public trust the review powers (but govt's expected citizens to appeare + (50) "The declining influence of the citiza in a technologically complex society is a pervasive concern expressed in many disputes" open participation by non-technical Alles is generally disnited, + dominated by scientists more conserved that's opinions 58 Vaccess to information about controversial projects is a necessary precondition for public acceptance but information can serve several ends, & Grovernments devise ways

CONTROL DATA CORPORATION PROPOSAL:

. Some people have read the proposal and Gil's and Michael's responses to it... much negative comment, and some rather exaggerated interpretation of Gil's position vis a vis CDC.

Much feeling that the only possible response is to expose the proposal for what it is -- corporate feudalism, or sharecropping.

Should write an article on this for a farmers' magazine.

Possible change of meeting time: Monday, Wednesday, or Thursday.

Marcy wants to come to the meeting and possibly write an article for the Barb. This article could also be used for the farmers' magazine.

Gil's trying to put together a conference of the people he's contacted about this, which would be funded by the Community Services Administration - then a position will be taken to CDC.

Unknowns: who Gil is contacting on this, what kind of input he wants from us - he has said `only technical consulting' when asked re this.

Main thrust of the proposal: to supply the marketing services, - the computer part is only a minor part, we could generate a proposal, and we have figures for a 20-user node, or a 50-user node. Sandy is willing to do this.

called agricultural resource and technical centers - "rural development centers"...

Is necessary to develop a proposal of the alternatives to the CDC suggestion.

Michael brought in a few articles: the 'Wired City', the Hines/Gerlach paradigm shift discussion, etc.

West Coast Critical Communications Conference: probably June 1,2,3...possible potluck to discuss same, March 23 in San Francisco.

to impreve access to information, hoping this will enhance trust in administration decessions; while critics seek greater occess in order to ofluence such decessions. "Information, " however, is usually controlled by an mine crole of scientists and officials, and what is released of ten consists of public relations materials Laudean ridustry-gonsonof publications Y teennial Igas, for enjoled (60) is opposition to a technology [always] based on tagt concern about list, or is His just a surrogate for more Sundamental Social concerns?

Chuck Gauronskas
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PRESENT: Miller, Efrem, Sandy, Philip, Tom, Michael,

Lee, Jim, Ken, Ron, Bill

Quick Complaints: Don't use Miller's coffee cups.

Please put top ON coffee pot if you make the coffee - otherwise it gets lukewarm.

Announcements:

Stephanie - no visit from the Rehab guy - the rumor is that they will try to break us back to 9 months - but 12 months is an absolute minimum. We could not guarantee to hire her after only 9 months.

The various pros and cons were discussed, and the possibly of her being taken off disability because she insisted on this program. We agreed to try to get #2 months if possible.

We should try to get this man on the line, and tell him what we think.

Of course, Stephanie should agree to stick around for a while after she's trained.

CRT/XRAY discussion: Much speculation/exchange of facts on possible dangers of our staring at unshielded CRT's. It was decided to get lead glass shields for our tubes, and perhaps to obtain X-ray film badges from LL Labs or dental X-ray badges from the Free Clinic and check out how long it took them to register - after much talk, the obtaining of the lead glass shields was decided to be the best immediate solution.

Should also contact Dr. Phil Polakoff, who did a show recently for KPFA which mentioned the dangers of display terminals. Write to him at 2000 Dwight Way, Berkeley. 9478

Also, Marcy may mention this to John Goffman, former Director of LLLabs...

Maybe we could rig a film on the inside of the glass.

C: Efrem is in the process of bringing up Whitesmith's C under RT-11. Need for a pre preprocessor...and will be brought up under Plus-X soon.

Note that any program we develop under the Whitesmith library will have to generate royalties for them - actually, we're going to replace their libary with the standard IO library.

We need the Whitesmith C compiler so that we can use the new and improved version of C on our machine.

Report on Integral Neighborhoods Conference: Question of whether we want to attend the March 20 City Council meeting, in order to persuade the City County not to sell that part of Oceanview to ARA -



Cornell University

FEB 27 1980

PROGRAM ON SCIENCE, TECHNOLOGY AND SOCIETY 628 CLARK HALL ITHACA, NEW YORK 14853 TELEPHONE 607/256-3810

February 22, 1980

Sandy Emerson, Editor Village Design P.O. Box 996 Berkeley, CA 94701

Dear Sandy,

Thank you for the copy of your journal. I now have a better idea of what you were describing and specially like the papers by Hine and Darnovsky. With respect to the communications issue, you must see the paper by Sherry Turkle in the latest issue of <u>Society</u> on computers. I enclose a reprint which may be of interest to you.

Sincerely yours,

Dorothy Nelkin

Professor

February 12, 1980

Dorothy Nelkin Clark Hall Cornell University Ithaca, N.Y. 14853

Dear Dorothy:

I enjoyed talking with you at the AAAS conference.

Because of space limitations, we did not use my review of your books for this issue. However, the next issue will have many articles on workplace organizing and citizen participation in technological decision-making, and we'll review you there.

I'm enclosing a couple of recent issues, and have put you on our mailing list to receive a gift subscription for the next year.

Thanks again.

Yours sincerely,

Sandy Emerson Editor While we describe the system as a large, shared community filing cabinet, using the system doesn't require an office or special staff. We propose to install terminals in public places such as community centers or the offices of community—based organizations which have a high level of drop-in traffic. Other terminal sites might be free clinics, libraries, community food stores, coffee shops or even laundromats. Sites will be selected by people from the community where terminals will be located. Eventually, we hope that associations in various areas will form to initiate and finance other nodes of the Community Memory network.

B. Community Control.

The Community Memory system is unique in that its uses are directly controlled by the community. There are no "experts" mediating between "resources" and "clients". People can enter any message or question they want, obtain information anonymously and without having to fill out any forms, make comments on information that is there, organize conferences, carry on conversations, and make their own connections. The key element in the design and implementation of this system is that of distribution of control — over the information, the physical components, and the system's management.

C. Appropriate Communications Technology.

Community Memory will be an accessible, non-hierarchical and interactive public medium, which (except for pay telephones) would make it unique among current communications systems. The system unique among other small computer "information The system is also ties" which are being marketed for home and office. To date, commercial systems which run on a personal computer or hook up to the home TV set seem to perpetuate a one-way flow of information, from "providers" to "consumers". Such systems seem mainly geared toward upper middle-class businessmen and their families. They may require that you have a credit card before you can buy their system (you then have the privilege of making on-line purchases with your credit card), and they tend to emphasize information and services relative to money and consuming (stock market reports, consumer tips). The commercial systems also do little to overcome the isolation of people from each other -they are to be used individually from one's living room TV or home computer terminal, not in the community where a shared data base can strengthen the community and make it more independent. although the commercial systems claim Finally, commercial systems claim

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Public Participation in Technological Decisions: Reality or Grand Illusion?

by Dorothy Nelkin and Michael Pollak

In the United States and Western Europe, public inquiries have been shaped by national political style, expectations about the role of government, and local participatory mechanisms. But most have been structured discussions, over predetermined policy, with few real options.

"Demystification," "accountability," "citizen participation." These are the slogans of recent disputes in the U.S. and Western Europe through which citizens' groups have sought a voice in technological decisionmaking. Involving the location and design of nuclear power plants, the siting of airports and industries, or the establishment of rules and standards to protect public safety and the physical environment, these disputes have called public attention to the risks of new technologies and our limited ability to predict and control their undesirable side-effects. Moreover, the disputes have challenged the legitimacy of the technical experts and authorities heretofore responsible — almost exclusively — for decisions that are technologically based but which have dramatic social impacts.

Awareness of the decline in public trust has stimulated a great variety of governmental efforts to involve citizens more directly in creating and implementing policies on technology. Procedures have ranged from broadly participative inquiries to environmental mediation. They have included complaint and consultation systems, commissions and councils — some intended to advise decisionmakers, others to inform the public. They have varied radically in their definition of public participation and in their relative weighting of technical and

political information in decision-making.

But most such participatory "reforms" have been based on the assumption that they will lead to the acceptance of controversial technologies and to the restoration of the legitimacy of decision-making institutions. The procedures considered appropriate depend on national political styles and on the perceived nature of the problem of public acceptability. If lack of confidence is thought to be a problem arising from insufficient technical evidence, then the goal is to ascertain "scientific truth." This leads to a structure based on scientific advice to public representatives. If the controversy is defined in terms of alienation, a more participatory or consultative system is developed. And if the problem of public consensus is defined in terms of inadequate information, it is assumed that people oppose technologies because they are poorly informed. The task then becomes one of "education."

These three definitions of the problem of public acceptability have evolved three distinct "models" for its resolution: "advisory" (see table on page 61), "public consultation" (page 57), and "information" (page 59).

Advisory Models

Among the more well-publicized and controversial proposals to resolve technological disputes in the United States is the "Science Court," a quasi-judicial procedure in which scientists with different views (on issues such as nuclear safety or the effect of high-voltage transmission lines) would argue before "impartial scientific judges." In this proposed forum, debate would be limited to questions of fact: judges are to give opinions only on factual matters, leaving social value questions for the political arena. But the opinion of the Science Court is expected to have enough authority to provide a basis for policy decisions. Democratic control of technology follows from establishing "the truth" among conflicting claims of scientists, claim Science Court proponents.

This concept has seeded a crop of similar proposals for a "technical review board," a "technological magistrature" and a new profession of "certified public scientists." All these proposed institutions would provide neutral judgments to help settle disputes. They assume that scientists, through adversary procedures, can reach agreement on specific questions of risk and that this will lead to public

consensus.

Similar assumptions motivated an experimental "energy campaign" in Austria, where the government set up structured public debates among scientists with opposing positions on the government's nuclear policy. The purpose, however, was not to achieve consensus but rather to highlight the controversial dimensions of the nuclear program and to clarify areas of persistent disagreement. This would then serve as a basis for parliamentary decisions, or so it was hoped. But instead of reassuring the public and reducing conflict, the debate among scientists contributed to the public skepticism that eventually killed the entire Austrian nuclear program altogether.

Other efforts to establish consensus through advice from key sectors have involved public officials and the leaders of major associations. In France, for example, a system of "regional concertation" was organized to facilitate industrial siting decisions, but this approach had certain limitations, as the following case illustrates. In 1976, Electricité de France (E.D.F.) — the government-owned utility circulated dossiers providing technical data on 34 potential nuclear sites to French regional assemblies. The assemblies were to examine the dossiers and reach an informed agreement about the acceptability of the sites. But with inadequate technical advice these assemblies were unable to deal with the substance of the dossiers and were easily manipulated by local political forces.

In the German political context, consensus on controversial projects is sought by including leaders of key institutions on advisory committees. In 1975, for example, the Ministry of Science and Technology employed 927 consultant experts from research organizations, industry, unions, and other interest groups. But 80 per cent of these experts represented scientific and industrial interests, suggesting that

harmony among these elite interests remains the crucial component of political consensus. Here too, the relatively closed system of decision-making has tended to increase conflict and to encourage further

political protest.

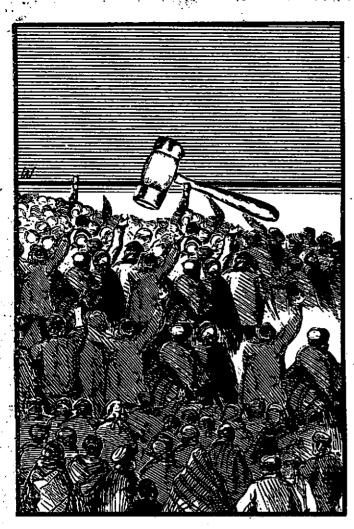
Public Consultation Models

The declining influence of the citizen in a technologically complex society is a pervasive concern expressed in many disputes. The proliferation of public inquiries, citizen advisory groups, and mediation councils reflects an effort to involve citizens more directly in the formulation of policy.

Public inquiries serve as a forum for comprehensive discussion of specific projects and as a channel for the expression of a range of opinions. The range of opinions normally considered by an inquiry can vary widely. At one extreme, the Canadian Berger Commission (created to assess impacts of the proposed Mackenzie Valley Pipeline) was extraordinarily open to nontechnical participation. "Alternative" opinions were especially sought, with intervenor groups being given financial support to develop their case. The Commission heard everyone from fishermen to legislators and considered political testimony as important as technical information. On this basis, Judge Berger recommended a ten-year delay in construction in order to settle native claims and establish programs for mitigating adverse social and environmental impacts.

Such an open procedure is unusual, however. In most commissions, the agenda is limited. They are generally dominated by scientists and pervaded by the belief that factual evidence should carry more force than subjective concerns.

This was the case in the 100-day public inquiry into the British plan for THORP, a thermal oxide reprocessing plant. The intention was to hear competing arguments in order to evaluate the "facts" of



If the controversy is defined in terms of alienation, a more participatory or consultative system is developed.

Public consultation models	Who participates	General intention
Public inquiries: Windscale Inquiry (England) Berger Commission (Canada) Policy Intentions (Holland) Hearings (U.S.)	Scientists; interested public; local public authorities	Comprehensive dis- cussion of a pro- ject or problem area to raise public awareness and to help officials decide issue
Complaint investigations: Declaration d'Utilite Publique (France) Atom Law (Germany)	Civil servants; interested public; scientists	To formulate objections based on individual or collective rights and to amend decisions
Citizen advisory groups (U.S.)	Community groups	To allow local com- munity to influence a specific decision affecting local interests
Environmental mediation (U.S.)	Environmental groups; project developers; third- party mediator—	To allow face-to-face confrontation over specific projects and to settle disputes
Referenda (U.S., Austria, Switzerland,	Voting public	To arbitrate a con- troversial decision by direct vote

Holland)

government policy, and hundreds of individual organizations testified. With no source of central coordination or funding, however, objectors had great difficulties in developing coherent and consistent positions to counter the arguments of British Nuclear Fuels, Ltd. The judge, left to interpret conflicting evidence, recommended construction of the reprocessing plant.

In the Netherlands, an elaborate public inquiry system has been developed on the principle that the public must be consulted on all decisions affecting the environment. All government plans are preceded by the publication of "policy intentions" which deal with political and philosophical questions: the objectives of growth, the goals of particular projects, and their likely impacts. These are widely distributed for public comment. Reactions are analyzed by a representative advisory group, and the appropriate ministry must answer criticism and justify or reformulate the policy. The entire dossier developed through this process serves as a basis for parliamentary decision-making.

Other inquiries are essentially inquests into public objections to specific projects. This is the purpose of the French Declaration d'Utilité Publique (D.U.P.) and certain provisions of the German Atom Law. To build a nuclear power plant in France, E.D.F. must undertake an inquiry through a "D.U.P." procedure. Originally developed as a forum for objections to

the practice of eminent domain, the D.U.P. has recently become a channel for the public to express concerns about environmental risk and personal safety. In the D.U.P. process, all people living within five kilometers from a proposed nuclear site have access to a technical dossier for six to eight weeks, during which time they can voice their objections. The prefect appoints an investigating commissioner, usually a local dignitary or a retired civil servant, who collects and evaluates the complaints and E.D.F.'s response. Using this evidence, he recommends whether the project should be given public utility status. Significantly, no commissioner has ever denied an E.D.F. application.

Under the German Atom Law, electric companies wishing to build a nuclear plant must apply to the Land Administration for a construction permit and hold a public hearing. Documents are available for public inspection for a month, and anyone affected by a project is entitled to object. The courts have accepted claims from people as far as 100 kilometers from the plant site, but the hearing is restricted to discussion of the nuclear aspects of the plant. Other environmental issues, and economic and social concerns, are considered irrelevant — a constraint that severely limits meaningful public participation.

In the United States, controversies have also generated citizen consultation procedures. For example, a citizen review board was formed in Cambridge, Mass., in 1976, to advise the Cambridge City Council on a policy for recombinant DNA research in the city. (See "Genetic Engineering: The People's Choice," by Sara Jane Neustadtl, Technology Review, December, 1976, pp. 10-11.) Its organizers contended that: "Decisions regarding the appropriate course between the risks and benefits of potentially dangerous scientific inquiry must not be adjudicated within the inner circles of the scientific establishment. . . . A lay citizens' group can face a technical scientific matter of general and deep public concern, educate itself appropriately to the task and reach a fair decision."

For four months this review board discussed the risks of DNA research. Despite the "lay" composition of the board, its mandate constrained members to consider only technical questions. They could not discuss long-range risks or ethical implications of the research. Ultimately, with a modification requiring local monitoring, they approved the proposed research under the federal guidelines set down by the National Institutes of Health. A similar citizen review structure has been proposed by a study group

at the Oak Ridge National Laboratory to resolve nuclear siting disputes.

Mediation is the latest proposed elixir for resolving environmental disputes in the United States. This process is based on voluntary participation by the contesting parties, who meet face-to-face in discussions with a third party (who acts as facilitator). Mediation procedures have helped to settle several environmental disputes (for example, the routing of Interstate Highway 93 in New Hampshire and the Snoqualmie River flood control plan in Washington).

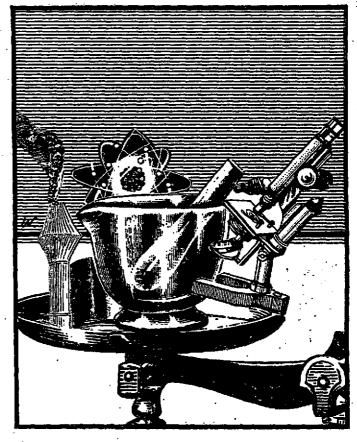
Finally, referenda are a growing feature of the political landscape. In the United States, thousands of referenda each year deal with a spectrum of questions from local property taxes to such broad technical issues as airport expansion or nuclear power plant development. Twenty-one states have petition procedures for placing issues on the ballot, 23 states permit direct legislation through voting, and 38 permit voters to review laws passed by the legislature. Technological issues are also appearing on ballots in Europe, with the most striking examples being the recent referenda on nuclear power in Austria and Switzerland. While posing significant problems — especially of representation, adequate information, and potential co-optation — the growing popularity of the referendum reveals the trend toward dealing with controversial technical questions through more participatory procedures.

Information Models

Access to information about controversial projects is a necessary precondition for public acceptance, but information can serve several ends. Governments devise ways to improve access to information, hoping this will enhance trust in administrative decisions; while critics seek greater access in order to influence such decisions. "Information," however, is usually controlled by an inner circle of scientists and officials, and what is released often consists of public relations materials.

In France, public information about nuclear power prior to 1974 consisted mostly of promotional material — E.D.F. would distribute comic strips to school children and glossy brochures to adults. As countergroups responded, however, it was clear that promotional material actually increased polarization. Therefore, E.D.F. cut back its public relations campaign in 1975 and established a Groupe d'Information Nucléaire. Then, in 1977, the

If the problem is defined in terms of inadequate information, the task becomes one of "education."



government set up the Conseil d'Information sur l'Energie Electronucléaire (Council for Information on Nuclear Energy), made up of scientists, officials and representatives from ecology groups. This council reviews the information on nuclear power available to the public, evaluates its quality and completeness, and recommends what should be publicized.

The Swedish government developed another kind of forum for distributing information in 1974, in response to the growing anti-nuclear movement. Using a system of study groups, managed by the principal popular organizations and political parties, the government financed a program to inform broad segments of the public about energy and nuclear power. This public education program involved some 8,000 study circles, each with about ten members, who met together to discuss those energy-related questions they felt to be most important. It was fully expected that greater information would create more favorable attitudes toward government policy. Yet reports from these groups showed the opposite - a continuing (and reinforced) uncertainty and ambivalence. This lack of consensus was only too

Information models	Who participates	General Intention
Conseil d'Infor- mation sur l'Ener- gie Electronuclé- aire (France)	Scientists, high officials, reps. of ecology associations	Oversee all infor- mation from public agencies; recom- mend what should be publicized
Groupe de Belle- rive (International) Reflection Groups (Holland) Council for Sci- ence and Society (England)	Scientists; enlightened power elites	To enlighten decision- making and to gen- erate discussion and publicize information about policy
Study Circles (Sweden) Burgerdialog (Germany)	Large voluntary associations and their constit- uencies; scientists; public at large	Broad debate over a problem area to raise public awareness
Environmental impact statements (U.S.)	Environmental groups; public at large	Improve access to documents on proposed projects
NSF — Science for Citizens Program (U.S.)	Scientists; envir- onmental groups	To improve public access to scienti- fic expertise and information

evident when the Center Party successfully mobilized the anti-nuclear sentiment in the population to displace the Social Democrats in the 1975 elections.

The Burgerdialog in Germany, first organized in 1974, represents a similar effort to involve broad sectors of the public in an information program. Organizations such as churches, unions, and adult education groups have been funded to organize discussion groups and meetings that include speakers both for and against nuclear power. The goal is "to strengthen confidence in the ability of the democratic process to function, especially in the controversy over nuclear energy, and to restore confidence wherever it may be undermined." This information effort is distinct from the decision-making process, intended less to ascertain public opinion than to inform citizens about the necessity for nuclear energy and convince them that risk is minimal. The "dialogue" has thus frequently become a monologue. That it has failed to create consensus in Germany over nuclear policy is evident not only in the continued growth of anti-nuclear citizen initiatives, but in often dramatic site occupations and mass demonstrations.

The creation of elitist ad hoc groups — which can rise above the polarization characteristic of so many disputes — represents another attempt to develop consensus by expanding information. Most groups of this kind are not officially linked to government. They seek a membership that will satisfy both public opinion and governmental authorities, and they try to be a responsible and respected source of public information about the effects of science and technology. For example, the Groupe de Bellerive, an international council "for reflection and evaluation," was formed out of concern about the violent opposition to nuclear power in Europe. Its purpose is to bring together "minds both enlightened and recognized as such (scientists but also jurists, technicians but also philosophers, economists but also the politically aware, leading bureaucrats but also those elected by the people), capable of analyzing complex problems and forming independent judgments."

The British Council for Science and Society, organized in 1973, assesses new developments in science and technology for their potential social impacts. It includes scientists, lawyers, and philosophers who meet to consider contemporary problems and to stimulate informed public discussion.

Similarly, ad hoc reflection groups coalesce from

time to time in the Netherlands to discuss controversial policy issues and then inform the public. In 1974, for example, a reflection group of scientists, parliamentarians, industrialists and journalists examined the social and economic dimensions of the nuclear program, and called for a five-year reflection period to rethink the basis of national planning. With no formal decision-making authority, all such groups exercise influence mainly by trying to create an informed citizenry and attracting the attention of the media.

Problems of Procedural Acceptability

We have surveyed a variety of procedures intended to avoid or to resolve the controversies that obstruct so many decisions about science and technology. Most of these procedures rest on a traditional "welfare model" — in which risks are defined as problems to be dealt with, mainly by experts. It is assumed that if a problem is solved by a respected group of elites or by using the best available scientific opinion, this will enhance the legitimacy of public authorities. And it is assumed that adequate information will contribute to consensus. Yet conflict and mistrust persist, and the procedures themselves are often debunked. Neither public participation nor enlightened representation appear to assure the acceptability of controversial technologies. This is because test groups generally see the issue of risk less as a problem to be solved than as a controversial question requiring dialogue and negotiation.

What then must one do to enhance legitimacy? What kind of procedures would be acceptable to critical groups? To explore the sources of persistent cynicism about procedural reforms, we turn to five questions frequently asked by opposition groups:

- How are the boundaries of the problem defined?
- ☐ Who participates in the experiment?
- ☐ Who conducts the procedure?
- ☐ What is the distribution of technical expertise?
- ☐ Is there really a choice?

Definition of the Problem

A first principle of negotiation over controversial policies is that there be mutual recognition of the real source of conflict. Is opposition to a technology really based on concern about risk, or is this just a surrogate for more fundamental social concerns? Highly political issues are too often defined as

technical — under the assumption that agreement about technical issues will somehow help to resolve questions of political choice — and the fundamental impacts of a technology on community values remain unexamined.

This definitional bias is most obvious in experiments such as the Science Court — in trying to differentiate facts from values, they ignore the subjective interpretations that enter even into the collection of data. In the social and institutional context of science and technology today, it is highly anachronistic to seek resolution of conflicts through scientific expertise. Moreover, even if technical consensus could be established, this may have little affect on public attitudes. Technical consensus may narrow the range of choices, but procedures that bypass underlying value concerns will have little effect on the resolution of disputes.

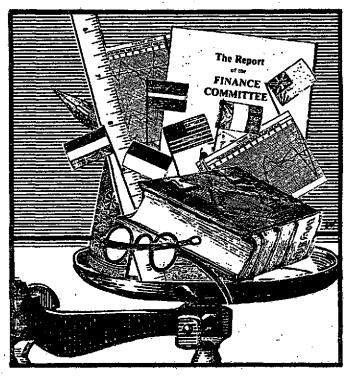
Yet commissions and inquiries also tend to give disproportionate weight to technical evidence over subjective concerns. For example, the German hearings required by the Atom Law restrict discussion to the technical questions of nuclear risk, avoiding discussion of the economic and social issues that are often the primary concern of the nuclear opposition. Even in the broadly participatory citizens' review board in Cambridge, Mass., the agenda, set by academic scientists, was narrowly defined as assessing short-range health hazards and stipulating adequate safety measures. Questions of long-term risks and benefits, and of ethics, were put aside.

Similar questions of problem-definition occur in efforts to improve availability of information. How does one select the materials to be released to the public? Information on sensitive topics, such as the extent of policy controls over nuclear facilities or evacuation plans in case of accidents, are often excluded from circulation despite, or perhaps because of, their political importance.

Who Participates?

A second principle of negotiation is that participation must include appropriate interests. In most procedures, two criteria are used to establish the right of participation: "affected interests" and "representativeness." The interests affected by a project are often defined by geographic proximity, but this criterion is flexible. The German nuclear inquiries have no geographic limits to participation in public hearings, while the French restrict participation to a five kilometer radius from a proposed site.

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Advisory models	Who participates	General Intention
Science Court (U.S.) Energy Campaign (Austria) Gorleben Review (Germany)	Scientists and public officials	Adversary pro- cedures to estab- lish consensus on "scientific truth" that will lay a basis for public policy
Advisory Com- missions of Sci- ence and Tech- nology Ministry (Germany)	Scientists; repre- sentatives of ma- jor institutions	A comprehensive discussion of a project or problem area
Regional Concertation (France)	Local dignitaries, state officials, engineers	To reach local agreement in order to implement national policies which affect the local environment
Royal Com- missions (England)	Experts and pub- lic officials	Comprehensive dis- cussion to achieve agreement on a

controversial issue

Is opposition to a technology really based on a concern about risk, or is this just a surrogate for more fundamental social concerns?

Such limits placed on public involvement may be crucial in assessing the problems of risk, simply because those living near the site of a controversial facility may evaluate the project quite differently from those living further away. The employment and economic benefits anticipated by those living near a site may clash with the more abstract environmental concerns held by those in adjacent communities. Conversely, neighbors of a nuclear facility may feel that they unjustly bear the risks of a project intended to benefit a wider region.

The notion of who is representative, and therefore entitled to participate, also varies. In Sweden, study circles were broadly participative, but organized by a relatively small group of trusted representative elites (the leaders of major associations and political parties). In France, with its comparatively limited tradition of voluntary association, representatives are usually civil servants or local elected officials. In the United States, participation is often more direct, as in the Cambridge Citizens' Review Board.

In some inquiries, the question of who should be involved is avoided by the use of a public referendum. Local governments in France, for example, have organized referenda on nuclear power plant siting. These, however, serve only as a source of information. They are neither decisive nor do they necessarily create consensus, for they fail to account for the intensity of opposition from small but actively critical groups.

Problems of participation can also limit the use of mediation procedures. Mediation works best when two major protagonists share a minimum common interest that will lead to a mutually satisfactory compromise. But in technological controversies, opposing groups are not necessarily well defined, and they do not necessarily share the values that will enable a compromise.

Who Runs the Show?

A major criticism of consensus procedures concerns their management — the choice of commissioners and of various supervising and consulting agencies. In Germany, the civil servants in charge of public hearings often serve, simultaneously, on the administrative boards of the utilities that are applying for permits. For example, the minister of economics, politically responsible for the nuclear inquiry procedure in Wyhl, was also the active vice chairman of the board of directors of the utility. And the consultant for the licensing process — the large, state-run Institute for Reactor Safety — had been formed from the first generation of enthusiastic German nuclear experts. Such groups are unlikely to raise critical questions, and may systematically reject information that comes from outside the nuclear establishment.

In France, the commissioners who preside over the public inquiry procedures are also suspect. Often retired civil servants, they lack the technical competence to evaluate the details of E.D.F.'s studies. Yet they maintain a monopoly of information in the D.U.P. nuclear siting procedures. The fact that no commissioner has ever denied an E.D.F. application suggests the limits of this procedure.

Distribution of Expertise

Because disputes are so often translated into technical terms, resolution of conflicts requires a reasonable distribution of expertise. Indeed, expertise is a crucial political resource, and if parties in conflict are to have any sense of political efficacy, they must have access to technical advice. In major inquiries, such as that involving THORP, the lack of technical resources among intervenor groups seriously undermined their ability to present an effective counterargument. The French program for regional concertation has been criticized as a "phantom consultation" because regional councils lacked the expertise to evaluate E.D.F. technical dossiers on

proposed nuclear sites. Thus, they could only respond in terms of traditional political alignments.

Inadequate distribution of expertise allows an unbalanced control of information. The Conseil d'Information in France can only respond to the information made available by public authorities. It cannot generate its own information nor can it insist that information be released. Thus, while leaders of ecology associations agree that the Conseil is a channel for important information, they call it a bluff — simply another way to subdue opposition.

In the German nuclear inquiries, only those documents that are part of the formal application (to construct a plant) are officially open to the public. Internal administrative evaluations are available on request, but only at the discretion of the administration.

Control over information and its distribution i.e., the selection of the technical data — may predetermine final decisions. Aware of the political implications of maldistributed expertise, ad hoc public-interest science groups have organized in many countries. They include Science for the People in the U.S., the Wetenschapswinkels (or "science shops") in the Netherlands, the Health Hazards groups in England, Groupe de Scientifique d'Information sur l'Energie Electronucléaire (Scientist's Group for Information on Nuclear Energy) in France, and various "reflection" groups in Holland and England. Some of these groups have formed to create an independent means for evaluating new developments in science and technology, and they attempt to rise above the polarization that is characteristic of so many disputes. Others are more activist, specifically making expertise available to environmental and anti-nuclear groups who lack the ability to generate technical information for themselves.

Is There Really a Choice?

In 1977, a public inquiry for a nuclear plant was opened at Le Pellerin, France, where local resistance had long been evident. The mayors of seven out of twelve communes in the region had refused to use their offices for the inquiry, and documents had been stolen and burned in two city halls. The prefect decided to open an "annex" under police protection, even though the population had indicated it would boycott the official inquiry altogether. Of the few people who did participate, 95 approved the project and 750 opposed it. Anti-nuclear petitions in each of

several municipalities were signed by 80 to 90 per cent of the population. But the outcome of the inquiry, despite such outright opposition, was that the commissioners declared themselves incompetent to judge the issue and then proceeded to rule in favor of the project.

This is an extreme example, but it suggests the low tolerance for disagreement in public inquiry procedures. Most of them are simply structured discussions, over predetermined policy, with few real options. The financial and administrative investments involved in specific technologies are simply too profound to allow a real margin of choice. Thus, when the first opposition to the nuclear plant appeared in Wyhl, Germany, the prime minister of the land said, prior to the licensing procedures: "There can be no doubt that Wyhl will be constructed." In the case of a plant in Esensham, Germany, regional officials acknowledged that secret negotiations with the nuclear industry had taken place for more than a year prior to the official application for a construction license. And in several cases, Electricité de France began preparatory work on construction before the end of the inquiry procedures. Of all the advisory models, only the Dutch "policy intentions" has sought to incorporate public opinion at an early stage.

The limits of choice are evident in the narrow and short-term questions entertained by most forums. They are directed more toward co-opting public support than changing decisions; more toward seeking informed consent than expanding democratic choice. Determination to implement preconceived decisions leads officials to ignore, to debunk, for simply to be unaware of opposition. And this results in the transfer of conflict from the hearings to the courts, and often to the streets.

Conclusions

Governments in most highly-industrialized countries share a common set of political problems: how to reconcile technological systems with social values; how to develop sufficient consensus over controversial technologies to permit continued growth; and how to clarify citizen interests, and generate the political support for making authoritative and acceptable decisions. The inadequacy of existing institutions to deal with these problems has inspired many experimental procedures, some of which have been briefly described in this article. Such experiments open up a range of possibilities for institu-

tional change, and they suggest a set of criteria for successful negotiation. But we wish to emphasize that they provide no systematic solutions.

Comparative policy studies often approach common problems, seeking a "best solution" that can be transferred to other contexts. Our analysis is not to be interpreted in this way, for we find that the structure of these experiments — in response to the definition of "appropriate" procedures — is a wideranging function of national political styles, expectations about the role of government, and local mechanisms for citizen participation.

The approach to solving conflicts in a political context of consensus and compromise will differ from that in an adversary culture. Holland, with its tradition of cleavage (reflecting religious and regional differences), has had long experience in accommodating competing interests. It can be expected to develop procedures quite different, say, from those in Sweden. The French tradition — of open ideological factions within a centralized political and administrative structure — calls for different conflict-resolving procedures than in Germany, where consensus may be expected through internal negotiation within major political parties and labor unions. The structure of experiments, and the assumptions about who should participate, reflect basic political differences and cannot be simply transferred without considerable adjustment. Indeed, transferring means of conflict resolution can pose problems not unlike those of technology transfer.

What can be generalized is not the structure of the experiments, but the conditions that will allow dissenting groups to express their concerns and to communicate effectively with administrative agencies. These conditions include: a "formula" that gives due weight to social and political factors; appropriate involvement of affected interests; an unbiased management; a fair distribution of expertise; and a real margin of choice. Actually, such procedural conditions are not likely to produce consensus, but they may reduce public mistrust and hostility toward political and administrative institutions in order to at least allow détente. Our conclusion, in fact, is that détente is a more appropriate and realistic goal.

Recent disputes have taught us a lesson — that decisions about risk are not simply matters of sufficient technical evidence or adequate information. Substantive issues are at stake which embody highly controversial political and social values.

Thus, the resolution of conflict is not always possible, and seeking consensus is like wanting 100 per cent risk-free technology — hardly a feasible goal. It is only through accommodation — the working out of conflicting values — that new political relationships, appropriate and acceptable in advanced technological societies, can evolve.

Selected Readings

For details on specific procedures see:

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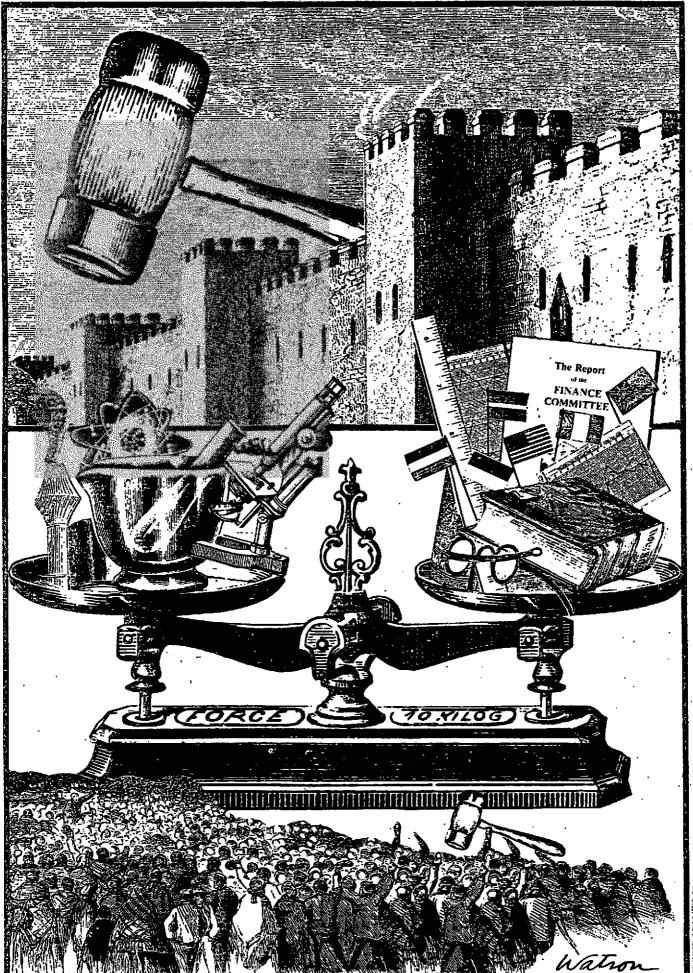
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Technology Review

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Public Participation in Technological Decisions: Reality or Grand Illusion?

by Dorothy Nelkin and Michael Pollak

In the United States and Western Europe, public inquiries have been shaped by national political style, expectations about the role of government, and local participatory mechanisms. But most have been structured discussions, over predetermined policy, with few real options.

"Demystification," "accountability," "citizen participation." These are the slogans of recent disputes in the U.S. and Western Europe through which citizens' groups have sought a voice in technological decisionmaking. Involving the location and design of nuclear power plants, the siting of airports and industries, or the establishment of rules and standards to protect public safety and the physical environment, these disputes have called public attention to the risks of new technologies and our limited ability to predict and control their undesirable side-effects. Moreover, the disputes have challenged the legitimacy of the technical experts and authorities heretofore responsible - almost exclusively — for decisions that are technologically based but which have dramatic social impacts.

Awareness of the decline in public trust has stimulated a great variety of governmental efforts to involve citizens more directly in creating and implementing policies on technology. Procedures have ranged from broadly participative inquiries to environmental mediation. They have included complaint and consultation systems, commissions and councils — some intended to advise decision-makers, others to inform the public. They have varied radically in their definition of public participation and in their relative weighting of technical and political information in decision-making.

But most such participatory "reforms" have been based on the assumption that they will lead to the acceptance of controversial technologies and to the restoration of the legitimacy of decision-making institutions. The procedures considered appropriate depend on national political styles and on the perceived nature of the problem of public acceptability. If lack of confidence is thought to be a problem arising from insufficient technical evidence, then the goal is to ascertain "scientific truth." This leads to a structure based on scientific advice to public representatives. If the controversy is defined in terms of alienation, a more participatory or consultative system is developed. And if the problem of public consensus is defined in terms of inadequate information, it is assumed that people oppose technologies because they are poorly informed. The task then be-

These three definitions of the problem of public acceptability have evolved three distinct "models" for its resolution: "advisory" (see table on page 61), "public consultation" (page 57), and "information" (page 59).

comes one of "education."

Advisory Models

Among the more well-publicized and controversial proposals to resolve technological disputes in the United States is the "Science Court," a quasi-judicial procedure in which scientists with different views (on issues such as nuclear safety or the effect of high-voltage transmission lines) would argue before "impartial scientific judges." In this proposed forum, debate would be limited to questions of fact: judges are to give opinions only on factual matters, leaving social value questions for the political arena. But the opinion of the Science Court is expected to have enough authority to provide a basis for policy decisions. Democratic control of technology follows from establishing "the truth" among conflicting claims of scientists, claim Science Court proponents.

This concept has seeded a crop of similar proposals for a "technical review board," a "technological magistrature" and a new profession of "certified public scientists." All these proposed institutions would provide neutral judgments to help settle disputes. They assume that scientists, through adversary procedures, can reach agreement on specific questions of risk and that this will lead to public consensus.

Similar assumptions motivated an experimental "energy campaign" in Austria, where the government set up structured public debates among scientists with opposing positions on the government's nuclear policy. The purpose, however, was not to achieve consensus but rather to highlight the controversial dimensions of the nuclear program and to clarify areas of persistent disagreement. This would then serve as a basis for parliamentary decisions, or so it was hoped. But instead of reassuring the public and reducing conflict, the debate among scientists contributed to the public skepticism that eventually killed the entire Austrian nuclear program altogether.

Other efforts to establish consensus through advice from key sectors have involved public officials and the leaders of major associations. In France, for example, a system of "regional concertation" was organized to facilitate industrial siting decisions, but this approach had certain limitations, as the following case illustrates. In 1976, Electricité de France (E.D.F.) — the government-owned utility — circulated dossiers providing technical data on 34 potential nuclear sites to French regional assemblies. The assemblies were to examine the dossiers and reach an informed agreement about the acceptability

of the sites. But with inadequate technical advice these assemblies were unable to deal with the substance of the dossiers and were easily manipulated by local political forces.

In the German political context, consensus on controversial projects is sought by including leaders of key institutions on advisory committees. In 1975, for example, the Ministry of Science and Technology employed 927 consultant experts from research organizations, industry, unions, and other interest groups. But 80 per cent of these experts represented scientific and industrial interests, suggesting that harmony among these elite interests remains the crucial component of political consensus. Here too, the relatively closed system of decision-making has tended to increase conflict and to encourage further political protest.

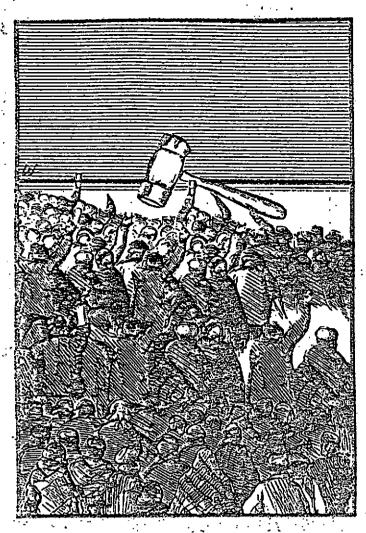
Public Consultation Models

The declining influence of the citizen in a technologically complex society is a pervasive concern expressed in many disputes. The proliferation of public inquiries, citizen advisory groups, and mediation councils reflects an effort to involve citizens more directly in the formulation of policy.

Public inquiries serve as a forum for comprehensive discussion of specific projects and as a channel for the expression of a range of opinions. The range of opinions normally considered by an inquiry can vary widely. At one extreme, the Canadian Berger Commission (created to assess impacts of the proposed Mackenzie Valley Pipeline) was extraordinarily open to nontechnical participation. "Alternative" opinions were especially sought, with intervenor groups being given financial support to develop their case. The Commission heard everyone from fishermen to legislators and considered political testimony as important as technical information. On this basis, Judge Berger recommended a ten-year delay in construction in order to settle native claims and establish programs for mitigating adverse social and environmental impacts.

Such an open procedure is unusual, however. In most commissions, the agenda is limited. They are generally dominated by scientists and pervaded by the belief that factual evidence should carry more force than subjective concerns.

This was the case in the 100-day public inquiry into the British plan for THORP, a thermal oxide reprocessing plant. The intention was to hear competing arguments in order to evaluate the "facts" of



If the contrology is delibered in with of alignment t more participatory or consulsystem is developed.

Public consultation models	Who participates	General : Intention
Public inquiries: Windscale Inquiry (England) Berger Commission (Canada) Policy Intentions (Holland) Hearings (U.S.)	Scientists; interested public; local public authorities	Comprehensive dis- cussion of a pro- ject or problem area to raise public awareness and to help officials decide issue
Complaint investigations: Declaration d'Utilite Publique (France) Alom Law (Germany)	Civil servants; interested public; scientists	To formulate objections based on individual or collective rights and to amend decisions
Citizen advisory groups (U.S.)	Community groups	To allow local com- munity to influence a specific decision affecting local interests
Environmental mediation (U.S.)	Environmental groups: project developers; third- party mediator	To allow face-to-face confrontation over specific projects and to settle disputes
Referenda : (U.S., Austria, Switzerland,	Voting public	To arbitrate a con- troversial decision by direct vote

Holland)

government policy, and hundreds of individual organizations testified. With no source of central coordination or funding, however, objectors had great difficulties in developing coherent and consistent positions to counter the arguments of British Nuclear Fuels, Ltd. The judge, left to interpret conflicting evidence, recommended construction of the reprocessing plant.

In the Netherlands, an elaborate public inquiry system has been developed on the principle that the public must be consulted on all decisions affecting the environment. All government plans are preceded by the publication of "policy intentions" which deal with political and philosophical questions: the objectives of growth, the goals of particular projects, and their likely impacts. These are widely distributed for public comment. Reactions are analyzed by a representative advisory group, and the appropriate ministry must answer criticism and justify or reformulate the policy. The entire dossier developed through this process serves as a basis for parliamentary decision-making.

Other inquiries are essentially inquests into public objections to specific projects. This is the purpose of the French Declaration d'Utilité Publique (D.U.P.) and certain provisions of the German Atom Law. To build a nuclear power plant in France, E.D.F. must undertake an inquiry through a "D.U.P." procedure. Originally developed as a forum for objections to the practice of eminent domain, the D.U.P. has recently become a channel for the public to express concerns about environmental risk and personal safety. In the D.U.P. process, all people living within five kilometers from a proposed nuclear site have access to a technical dossier for six to eight weeks, during which time they can voice their objections. The prefect appoints an investigating commissioner, usually a local dignitary or a retired civil servant, who collects and evaluates the complaints and E.D.F.'s response. Using this evidence, he recommends whether the project should be given public utility status. Significantly, no commissioner has ever denied an E.D.F. application.

Under the German Atom Law, electric companies wishing to build a nuclear plant must apply to the Land Administration for a construction permit and hold a public hearing. Documents are available for public inspection for a month, and anyone affected by a project is entitled to object. The courts have accepted claims from people as far as 100 kilometers from the plant site, but the hearing is restricted to discussion of the nuclear aspects of the plant. Other environmental issues, and economic and social concerns, are considered irrelevant — a constraint that severely limits meaningful public participation.

In the United States, controversies have also generated citizen consultation procedures. For example, a citizen review board was formed in Cambridge, Mass., in 1976, to advise the Cambridge City Council on a policy for recombinant DNA research in the city. (See "Genetic Engineering: The People's Choice," by Sara Jane Neustadtl, Technology Review, December, 1976, pp. 10-11.) Its organizers contended that: "Decisions regarding the appropriate course between the risks and benefits of potentially dangerous scientific inquiry must not be adjudicated within the inner circles of the scientific establishment. . . . A lay citizens' group can face a technical scientific matter of general and deep public concern, educate itself appropriately to the task and reach a fair decision."

For four months this review board discussed the risks of DNA research. Despite the "lay" composition of the board, its mandate constrained members to consider only technical questions. They could not discuss long-range risks or ethical implications of the research. Ultimately, with a modification requiring local monitoring, they approved the proposed research under the federal guidelines set down by the National Institutes of Health. A similar citizen review structure has been proposed by a study group

at the Oak Ridge National Laboratory to resolve nuclear siting disputes.

Mediation is the latest proposed elixir for resolving environmental disputes in the United States. This process is based on voluntary participation by the contesting parties, who meet face-to-face in discussions with a third party (who acts as facilitator). Mediation procedures have helped to settle several environmental disputes (for example, the routing of Interstate Highway 93 in New Hampshire and the Snoqualmie River flood control plan in Washington).

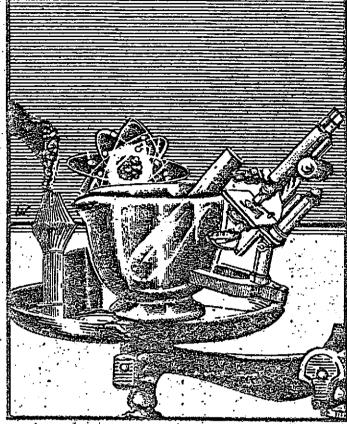
Finally, referenda are a growing feature of the political landscape. In the United States, thousands of referenda each year deal with a spectrum of questions from local property taxes to such broad technical issues as airport expansion or nuclear power plant development. Twenty-one states have petition procedures for placing issues on the ballot, 23 states permit direct legislation through voting, and 38 permit voters to review laws passed by the legislature. Technological issues are also appearing on ballots in Europe, with the most striking examples being the recent referenda on nuclear power in Austria and Switzerland. While posing significant problems — especially of representation, adequate information, and potential co-optation — the growing popularity of the referendum reveals the trend toward dealing with controversial technical questions through more participatory procedures.

Information Models

Access to information about controversial projects is a necessary precondition for public acceptance, but information can serve several ends. Governments devise ways to improve access to information, hoping this will enhance trust in administrative decisions; while critics seek greater access in order to influence such decisions. "Information," however, is usually controlled by an inner circle of scientists and officials, and what is released often consists of public relations materials.

In France, public information about nuclear power prior to 1974 consisted mostly of promotional material — E.D.F. would distribute comic strips to school children and glossy brochures to adults. As countergroups responded, however, it was clear that promotional material actually increased polarization. Therefore, E.D.F. cut back its public relations campaign in 1975 and established a Groupe d'Information Nucléaire. Then, in 1977, the

If the problem is defined in terms of inadequate information, the task becomes one of feducation.



government set up the Conseil d'Information sur l'Energie Electronucléaire (Council for Information on Nuclear Energy), made up of scientists, officials and representatives from ecology groups. This council reviews the information on nuclear power available to the public, evaluates its quality and completeness, and recommends what should be publicized.

The Swedish government developed another kind of forum for distributing information in 1974, in response to the growing anti-nuclear movement. Using a system of study groups, managed by the principal popular organizations and political parties, the government financed a program to inform broad segments of the public about energy and nuclear power. This public education program involved some 8,000 study circles, each with about ten members, who met together to discuss those energy-related questions they felt to be most important. It was fully expected that greater information would create more favorable attitudes toward government policy. Yet reports from these groups showed the opposite a continuing (and reinforced) uncertainty and ambivalence. This lack of consensus was only too

information models	Who , participates .	General Intention
Conseil d'Infor- mation sur l'Ener- gie Electronucié- alre (France)	Scientists, high officials, reps. of ecology asso- ciations	Oversee all infor- mation from public agencies; recom- mend what should be-publicized
Groupe de Belle- rive (International) Reflection Groups (Holland) Council for Sci- ence and Society (England)	Scientists; enlightened power elites	To enlighten decision- making and to gen- erate discussion and publicize information about policy
Study Circles (Sweden) Burgerdialog (Germany)	Large voluntary associations and their constit- uencies; scientists; public at large	Broad debate over a problem area to raise public awareness
Environmental impact statements (U.S.)	Environmental groups; public at large	improve access to documents on proposed projects
NSF — Science for Citizens Program (U.S.)	Scientists; envir- onmental groups	To improve public access to scientific expertise and information

evident when the Center Party successfully mobilized the anti-nuclear sentiment in the population to displace the Social Democrats in the 1975 elections.

The Burgerdialog in Germany, first organized in 1974, represents a similar effort to involve broad sectors of the public in an information program. Organizations such as churches, unions, and adult education groups have been funded to organize discussion groups and meetings that include speakers both for and against nuclear power. The goal is "to strengthen confidence in the ability of the democratic process to function, especially in the controversy over nuclear energy, and to restore confidence wherever it may be undermined." This information effort is distinct from the decision-making process, intended less to ascertain public opinion than to inform citizens about the necessity for nuclear energy and convince them that risk is minimal. The "dialogue" has thus frequently become a monologue. That it has failed to create consensus in Germany over nuclear policy is evident not only in the continued growth of anti-nuclear citizen initiatives, but in often dramatic site occupations and mass demonstrations.

The creation of elitist ad hoc groups — which can rise above the polarization characteristic of so many disputes — represents another attempt to develop consensus by expanding information. Most groups of this kind are not officially linked to government. They seek a membership that will satisfy both public opinion and governmental authorities, and they try to be a responsible and respected source of public information about the effects of science and technology. For example, the Groupe de Bellerive, an international council "for reflection and evaluation," was formed out of concern about the violent opposition to nuclear power in Europe. Its purpose is to bring together "minds both enlightened and recognized as such (scientists but also jurists, technicians but also philosophers, economists but also the politically aware, leading bureaucrats but also those elected by the people), capable of analyzing complex problems and forming independent judgments."

The British Council for Science and Society, organized in 1973, assesses new developments in science and technology for their potential social impacts. It includes scientists, lawyers, and philosophers who meet to consider contemporary problems and to stimulate informed public discus-

Similarly, ad hoc reflection groups coalesce from

time to time in the Netherlands to discuss controversial policy issues and then inform the public. In 1974, for example, a reflection group of scientists, parliamentarians, industrialists and journalists examined the social and economic dimensions of the nuclear program, and called for a five-year reflection period to rethink the basis of national planning. With no formal decision-making authority, all such groups exercise influence mainly by trying to create an informed citizenry and attracting the attention of the media.

Problems of Procedural Acceptability

We have surveyed a variety of procedures intended to avoid or to resolve the controversies that obstruct so many decisions about science and technology. Most of these procedures rest on a traditional "welfare model" - in which risks are defined as problems to be dealt with, mainly by experts. It is assumed that if a problem is solved by a respected group of elites or by using the best available scientific opinion, this will enhance the legitimacy of public authorities. And it is assumed that adequate information will contribute to consensus. Yet conflict and mistrust persist, and the procedures themselves are often debunked. Neither public participation nor enlightened representation appear to assure the acceptability of controversial technologies. This is because test groups generally see the issue of risk less as a problem to be solved than as a controversial question requiring dialogue and negotiation.

What then must one do to enhance legitimacy? What kind of procedures would be acceptable to critical groups? To explore the sources of persistent cynicism about procedural reforms, we turn to five questions frequently asked by opposition groups:

- ☐ How are the boundaries of the problem defined? ☐ Who participates in the experiment?
- ☐ Who conducts the procedure?
- ☐ What is the distribution of technical expertise?
- ☐ Is there really a choice?

Definition of the Problem

A first principle of negotiation over controversial policies is that there be mutual recognition of the real source of conflict. Is opposition to a technology really based on concern about risk, or is this just a surrogate for more fundamental social concerns? Highly political issues are too often defined as

technical — under the assumption that agreement about technical issues will somehow help to resolve questions of political choice — and the fundamental impacts of a technology on community values remain unexamined.

This definitional bias is most obvious in experiments such as the Science Court — in trying to differentiate facts from values, they ignore the subjective interpretations that enter even into the collection of data. In the social and institutional context of science and technology today, it is highly anachronistic to seek resolution of conflicts through scientific expertise. Moreover, even if technical consensus could be established, this may have little affect on public attitudes. Technical consensus may narrow the range of choices, but procedures that bypass underlying value concerns will have little effect on the resolution of disputes.

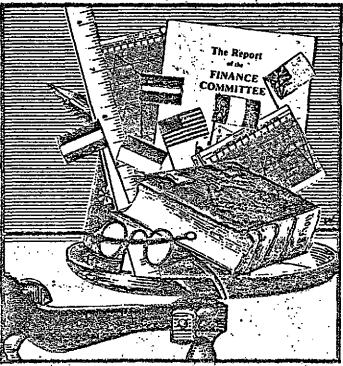
Yet commissions and inquiries also tend to give disproportionate weight to technical evidence over subjective concerns. For example, the German hearings required by the Atom Law restrict discussion to the technical questions of nuclear risk, avoiding discussion of the economic and social issues that are often the primary concern of the nuclear opposition. Even in the broadly participatory citizens' review board in Cambridge, Mass., the agenda, set by academic scientists, was narrowly defined as assessing short-range health hazards and stipulating adequate safety measures. Questions of long-term risks and benefits, and of ethics, were put aside.

Similar questions of problem-definition occur in efforts to improve availability of information. How does one select the materials to be released to the public? Information on sensitive topics, such as the extent of policy controls over nuclear facilities or evacuation plans in case of accidents, are often excluded from circulation despite, or perhaps because of, their political importance.

Who Participates?

A second principle of negotiation is that participation must include appropriate interests. In most procedures, two criteria are used to establish the right of participation: "affected interests" and "representativeness." The interests affected by a project are often defined by geographic proximity, but this criterion is flexible. The German nuclear inquiries have no geographic limits to participation in public hearings, while the French restrict participation to a five kilometer radius from a proposed site.

If the problem is thought to arise from insufficient technica evidence, this leads to a ' structure based on scientific advice.



Advisory models	Who participates	General Intention
Science Court (U.S.) Energy Campaign (Austria) Gorleban Review (Germany)	Scientists and public officials	Adversary pro- cedures to estab- lish consensus on "scientific truth" that will lay a basis for public policy
Advisory Com- missions of Sci- ence and Tech- nology Ministry (Germany)	Scientists; representatives of major institutions	A comprehensive discussion of a project or problem area
Regional Concertation (France)	Local dignitaries, state officials, engineers	To reach local agreement in order to implement hational policies which affect the local environment
Royal Com- missions (England)	Experts and pub- lic officials	Comprehensive dis- cussion to achieve agreement on a controversial issue

Is opposition to a technology really based on a concern about risk, or is this just a surrogate for more fundamental social concerns?

Such limits placed on public involvement may be crucial in assessing the problems of risk, simply because those living near the site of a controversial facility may evaluate the project quite differently from those living further away. The employment and economic benefits anticipated by those living near a site may clash with the more abstract environmental concerns held by those in adjacent communities. Conversely, neighbors of a nuclear facility may feel that they unjustly bear the risks of a project intended to benefit a wider region.

The notion of who is representative, and therefore entitled to participate, also varies. In Sweden, study circles were broadly participative, but organized by a relatively small group of trusted representative elites (the leaders of major associations and political parties). In France, with its comparatively limited tradition of voluntary association, representatives are usually civil servants or local elected officials. In the United States, participation is often more direct, as in the Cambridge Citizens' Review Board.

In some inquiries, the question of who should be involved is avoided by the use of a public referendum. Local governments in France, for example, have organized referenda on nuclear power plant siting. These, however, serve only as a source of information. They are neither decisive nor do they necessarily create consensus, for they fail to account for the intensity of opposition from small but actively critical groups.

Problems of participation can also limit the use of mediation procedures. Mediation works best when two major protagonists share a minimum common interest that will lead to a mutually satisfactory compromise. But in technological controversies, opposing groups are not necessarily well defined, and they do not necessarily share the values that will enable a compromise.

Who Runs the Show?

A major criticism of consensus procedures concerns their management — the choice of commissioners and of various supervising and consulting agencies. In Germany, the civil servants in charge of public hearings often serve, simultaneously, on the administrative boards of the utilities that are applying for permits. For example, the minister of economics politically responsible for the nuclear inquiry procesdure in Wyhl, was also the active vice chairman of the board of directors of the utility. And the consultant for the licensing process — the large, state-run Institute for Reactor Safety - had been formed from the first generation of enthusiastic German nuclear experts. Such groups are unlikely to raise critical questions, and may systematically reject information that comes from outside the nuclear establishment.

In France, the commissioners who preside over the public inquiry procedures are also suspect. Often retired civil servants, they lack the technical competence to evaluate the details of E.D.F.'s studies. Yet they maintain a monopoly of information in the D.U.P. nuclear siting procedures. The fact that no commissioner has ever denied an E.D.F. application suggests the limits of this procedure.

Distribution of Expertise

Because disputes are so often translated into technical terms, resolution of conflicts requires a reasonable distribution of expertise. Indeed, expertise is a crucial political resource, and if parties in conflict are to have any sense of political efficacy, they must have access to technical advice. In major inquiries, such as that involving THORP, the lack of technical resources among intervenor groups seriously undermined their ability to present an effective counterargument. The French program for regional concertation has been criticized as a "phantom consultation" because regional councils lacked the expertise to evaluate E.D.F. technical dossiers on

proposed nuclear sites. Thus, they could only respond in terms of traditional political alignments.

Inadequate distribution of expertise allows an unbalanced control of information. The Conseil d'Information in France can only respond to the information made available by public authorities. It cannot generate its own information nor can it insist that information be released. Thus, while leaders of ecology associations agree that the Conseil is a channel for important information, they call it a bluff — simply another way to subdue opposition.

In the German nuclear inquiries, only those documents that are part of the formal application (to construct a plant) are officially open to the public. Internal administrative evaluations are available on request, but only at the discretion of the administration.

Control over information and its distribution i.e., the selection of the technical data — may predetermine final decisions. Aware of the political implications of maldistributed expertise, ad. hoc public-interest science groups have organized in many countries. They include Science for the People in the U.S., the Wetenschapswinkels (or "science shops") in the Netherlands, the Health Hazards groups in England, Groupe de Scientifique d'Information sur l'Energie Electronucléaire (Scientist's Group for Information on Nuclear Energy) in France, and various "reflection" groups in Holland and England. Some of these groups have formed to create an independent means for evaluating new developments in science and technology, and they attempt to rise above the polarization that is characteristic of so many disputes. Others are more activist, specifically making expertise available to environmental and anti-nuclear groups who lack the ability to generate technical information for themselves.

Is There Really a Choice?

In 1977, a public inquiry for a nuclear plant was opened at Le Pellerin, France, where local resistance had long been evident. The mayors of seven out of twelve communes in the region had refused to use their offices for the inquiry, and documents had been stolen and burned in two city halls. The prefect decided to open an "annex" under police protection, even though the population had indicated it would boycott the official inquiry altogether. Of the few people who did participate, 95 approved the project and 750 opposed it. Anti-nuclear petitions in each of

several municipalities were signed by 80 to 90 per cent of the population. But the outcome of the inquiry, despite such outright opposition, was that the commissioners declared themselves incompetent to judge the issue and then proceeded to rule in favor of the project.

This is an extreme example, but it suggests the low tolerance for disagreement in public inquiry procedures. Most of them are simply structured discussions, over predetermined policy, with few real options. The financial and administrative investments involved in specific technologies are simply too profound to allow a real margin of choice. Thus, when the first opposition to the nuclear plant appeared in Wyhl, Germany, the prime minister of the land said, prior to the licensing procedures: "There can be no doubt that Wyhl will be constructed." In the case of a plant in Esensham, Germany, regional officials acknowledged that secret negotiations with the nuclear industry had taken place for more than a year prior to the official application for a construction license. And in several cases, Electricité de France began preparatory work on construction before the end of the inquiry procedures. Of all the advisory models, only the Dutch "policy intentions" has sought to incorporate public opinion at an early

The limits of choice are evident in the narrow and short-term questions entertained by most forums. They are directed more toward co-opting public support than changing decisions; more toward seeking informed consent than expanding democratic choice. Determination to implement preconceived decisions leads officials to ignore, to debunk, or simply to be unaware of opposition. And this results in the transfer of conflict from the hearings to the courts, and often to the streets.

Conclusions

Governments in most highly-industrialized countries share a common set of political problems: how to reconcile technological systems with social values; how to develop sufficient consensus over controversial technologies to permit continued growth; and how to clarify citizen interests, and generate the political support for making authoritative and acceptable decisions. The inadequacy of existing institutions to deal with these problems has inspired many experimental procedures, some of which have been briefly described in this article. Such experiments open up a range of possibilities for institu-

tional change, and they suggest a set of criteria for successful negotiation. But we wish to emphasize that they provide no systematic solutions.

Comparative policy studies often approach common problems, seeking a "best solution" that can be transferred to other contexts. Our analysis is not to be interpreted in this way, for we find that the structure of these experiments — in response to the definition of "appropriate" procedures — is a wideranging function of national political styles, expectations about the role of government, and local

mechanisms for citizen participation.

The approach to solving conflicts in a political context of consensus and compromise will differ from that in an adversary culture. Holland, with its tradition of cleavage (reflecting religious and regional differences), has had long experience in accommodating competing interests. It can be expected to develop procedures quite different, say, from those in Sweden. The French tradition — of open ideological factions within a centralized political and administrative structure — calls for different conflict-resolving procedures than in Germany, where consensus may be expected through internal negoriation within major political parties and labor unions. The structure of experiments, and the assumptions about who should participate, reflect basic political differences and cannot be simply transferred without considerable adjustment. Indeed, transferring means of conflict resolution can pose problems not unlike those of technology trans-

What can be generalized is not the structure of the experiments, but the conditions that will allow dissenting groups to express their concerns and to communicate effectively with administrative agencies. These conditions include: a "formula" that gives due weight to social and political factors; appropriate involvement of affected interests; an unbiased management; a fair distribution of expertise; and a real margin of choice. Actually, such procedural conditions are not likely to produce consensus, but they may reduce public mistrust and hostility toward political and administrative institutions in order to at least allow détente. Our conclusion, in fact, is that détente is a more appropriate and realistic goal.

Recent disputes have taught us a lesson — that decisions about risk are not simply matters of sufficient technical evidence or adequate information. Substantive issues are at stake which embody highly controversial political and social values.

Thus, the resolution of conflict is not always possible, and seeking consensus is like wanting 100 per cent risk-free technology — hardly a feasible goal. It is only through accommodation - the working out of conflicting values — that new political relationships, appropriate and acceptable in advanced technological societies, can evolve.

Selected Readings

For details on specific procedures see:

Dorothy Nelkin (ed.), Controversy: Politics of Technical Decisions, Beverly Hills: SAGE Publications, 1979.

Dorothy Nelkin, Technological Decisions and Democracy, Beverly

Hills: SAGE Publications, 1978.

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Bruce Ackerman, The Uncertain Search for Environmental Quality,

New York, The Free Press, 1974, pp. 156 ff.

George Bugliarelli, "A Technological Magistrature," Bulletin of the Atomic Scientists, January 1978, pp. 34-37.
D. J. Gamble, "The Berger Inquiry," Science, 199 (March 3, 1978),

pp. 946-51.

Brian Wynne, "Nuclear Debate at the Crossroads," New Scientist (August 3, 1978), pp. 349-360.

James Sullivan, letter to the City Council of Cambridge, Massachu-

setts, August 6, 1976.

Cambridge Experimentation Review Board, Guidelines for the Use of Recombinant DNA Molecule Technology in the City of Cambridge, submitted to the Commissioner of Health and Hospitals (December 21, 1976).

Dorothy Nelkin is a professor in the Program on Science, Technology and Society at Cornell University and president of the Society for the Social Studies of Science. She has published a number of books on politically controversial areas of science and technology, and on citizen participation in decisions concerning technology, drawing from tesearch both in the United States and Europe. She is author of several books including Controversy: Politics of Technical Decisions, Technological Decisions and Democracy, and Science Textbook Controversies and the Politics of Equal Time. Michael Pollak is a research associate in the Program on Science, Technology and Society at Cornell University. He studied sociology in Austria and France and has a Ph.D. from the Sorbonne. He worked at the OECD's Directorate for Science, Technology and Industry and as a consultant for the French Ministry of Planning. He has published books on social science policy and on French sociology. Nelkin and Pollak are presently writing a book together on the nuclear energy controversies in France and Germany.

Message 1 (116 lines)

From hplabs!daemon Sat Feb 24 19:23 PST 1990

>From WHMurray.Catwalk%dockmaster.ncsc.mil Sat Feb 24 07:32:28 1990 remote fro

m hplabs

Acknowledge-To: WHMurray@DOCKMASTER.NCSC.MIL

Date: Sat, 24 Feb 90 10:26 EST

From: hplabs! WHMurray % dockmaster.ncsc.mil

Subject: Community Memory To: Tom Nemcik <cdp!tnemcik>

Cc: wells@compass.com

Tom, Ian Wells passed me a copy of recent note from you on CM. As an observer of email in the context of communications in general, I want to pass on a few observations.

An analogy that I frequently use is phones. There is nothing in the world quite so useless as one telephone; even two are quite limited. On the other hand, if there are only two, you would want to have one and your best beloved the other.

The value of telephones grows with the number of potential connections, and without particularly regard to whether you ever use them. It grows along an S-shaped curve from introduction to saturation. The macro curve is made up of lots of micro curves that represent the penetration of communities and colleges. The first knee in the curve can be called "critical mass." It is the point at which users of the medium begin to enjoy such an advantage over non-users that the non-users are moved to become users. In the phone system, the first knee was reached at about the turn of the century, and has grown rapidly ever since.

Note that entry price for being a telephone subscriber, that is for being on the "bleeding edge," was quite high. In its day it was as high as for email today. Only the well-to-do, not to say wealthy, could afford to have phones in their homes; the college of users small and the value limited. Over time the value rose and the entry cost dropped. Today, access to the phone system is so necessary that most states include the cost when calculating welfare payments.

A similar comparison, with a much longer time scale, can be drawn to the post. Here the cost of entry or barrier to it was literacy and it was enormous. Only a vanishingly small percentage of us have ever made it. Since a much larger percentage of us have mastered spoken language than written, the phone is a more inclusive medium. Note that today, anyone excluded from the phone system would be at an even greater disadvantage than someone excluded from the post.

Of course, in this country, hardly anyone is. The price of entry is twenty-five cents, down from a nickel fifty years ago. That is the same price as a postage stamp, and not I suspect coincidentally, to the cost of sending a message via CM. Again, at least in this country, the coin operated phone is ubiquitous. (In China there are only ten thousand, the same number as FAX machines, and far fewer than there are public letter writers, the poor man access to the post.)

Note that the cost in all these systems is generally born by the sender, but there are provisions for C.O.D., collect calls, and 800 numbers.

Note that most of us receive more messages than we originate, but that it is this reinforcement that keeps us returning to the mail-box. If we

never receive messages, we stop going regularly, the system is not reliable for the sender, and the whole thing falls apart. Junk mail helps, and Prodigy, at least, sees that you get some. Note that pay phones permit you to originate calls but are lousy mechanisms for receiving.

I agree with your observation that the system must be community based, but my reasoning is different. I am concerned with the process rather than the content. Process says that the closer I am to someone, the more likely that I am to have traffic for him, and that most traffic travels short distances. However, when carried to the extreme, this means that most communication is face-to-face and beneath our level of interest. People will only be encouraged to use the use the system to the extent that they can RECEIVE, rather than send, messages. If I never get mail, I do not go the box and the system falls apart. At the turn of the century, all telephone calls were local, and it has only been in the last few decades that one could dial anywhere on the globe.

On the other hand, some colleges are so small, that I must cover a great deal of distance to include any significant number of members. In a strictly local system, you and I would never have shared our common interest. Also, there is a natural tendency for successful systems to connect; when there are no official connections, unofficial ones form.

I will not belabor the similarities and differences between these other systems and CM, the first pay-phone and letter writer of the email age.

However, I would like to alert you to one consequence of what I have said. The email system and the phone system will converge. Because of more people have mastered spoken than written language, the number of potential users for the system more than doubles if they are combined. This makes of a capability an economic necessity.

Incidentally, literacy may be at its zenith. If we were not part of the tradition of literacy and members of the elite that it created, we might well believe that reading and writing were so onerous that human beings should not have to do them. Like other difficult and repetitive tasks, they are better left to machines. As machines become more numerous and competent, reading and writing may become special knowledge like calculating a square roots or interpolating in tables of logs. As few people now learn Morse code, Hollerith, or Latin, in the future few may learn reading and writing.

Regards, Bill

From hplabs!rutgers!compass.com!wells Tue Jan 23 17:38 PST 1990 >From rutgers!compass.com!wells Tue Jan 23 17:38:13 1990 remote from hplabs Received: by hplabs.HP.COM; Tue, 23 Jan 90 17:38:13 PST Received: from think.UUCP by rutgers.edu (5.59/SMI4.0/RU1.3/3.05) with UUCP

id AA15467; Tue, 23 Jan 90 20:35:08 EST

Received: by compass.com (5.57/Ultrix2.4-C)

id AA24274; Tue, 23 Jan 90 20:23:03 EST Received: by sky.compass.com (4.0/SMI-4.0)

id AA07811; Tue, 23 Jan 90 20:24:34 EST

Date: Tue, 23 Jan 90 20:24:34 EST

From: hplabs!rutgers!compass.com!wells (Ian Wells) Message-Id: <9001240124.AA07811@sky.compass.com>

To: hplabs!cdp!tnemcik

Subject: BCS social Impact group and our meeting last week.

Status: R

Thanks for the info you sent - we would very pleased to print an article about your project in our newsletter so others in this area can learn from your work. The meeting we held was a great success - over a 100 people attended with many different perspectives on what is directions public service could take from an organization such as the Boston Computer Society. One person was heard to say that they had been attending BCS meetings for 8 years and this was the best one they had been at - more passion and feeling than found at other meetings. And the panel was outstanding - most community activists plus a school superintendent in a poor neighborhood - one person wondered if the established information institutions such as libraries and schools might not be a place to base the emerging computer public services. The meeting was also covered by the BCS reporter and photographer are you a BCS member - otherwise I could try to send you a copy of the article when it appears. I am mailing you the latest copy of the Social Impact Newsletter. Finally, we have three top rate speakers addressing our group February March and April on the theme of "the Potential and the Perils of the Open Computer Networks of the Nineties". Here are the advance billings:

> Meeting of the Social Impact Group of the Boston Computer Society

On Influence, Power, and Control in the Networks of the Nineties

William Hugh Murray

FIII-It8 (Fellow, Information System Assayity 'anuany olded ues 7132 Ernst & Young, Cleveland, Ohio

The Community Memory Project

7:30 PM Wednesday February 7 1990
Room B41 - Sociology - 96-100 Cummington Avenue
(across from 725 Commonwealth Avenue)
Boston University, Boston

The networks of the nineties will be the primary They have the potential to enhance social infra-structure. wealth, and reduce want. Alternatively, they productivity, increase include the risk of introducing chaos in our markets and exposing us to computer terrorism. This presentation will discuss the behavior, individual and collective, social and political, national and international, most likely to realize the potential and limit the risk.

Before William Murray took up his present position, he worked at IBM as Program Manager for Data Security in the Information Systems and Communications Group.

This is the first in a series of three talks Social Impact is sponsoring on the potential and peril of the emerging open networks of the nineties. For further information about this meeting, phone phone BCS-INFO or contact Ian Wells, the Director of the Social Impact group (617-665-5136 8-10pm or Internet email bcs-ssi@compass.com).

Meeting
The Social Impact Group
of the
Boston Computer Society

Computer Networks and The American Perestroika

Fred Hapgood Science Writer

7:30 PM Wednesday March 7 1990
Room B41 - Sociology - 96-100 Cummington Avenue
(across from 725 Commonwealth Avenue)
Boston University, Boston

A consideration of the strengths and weaknesses in using computer networks for social and organizational governance.

This is the second in a series of three talks Social Impact is sponsoring on the potential and peril of the emerging open networks of the nineties. Fred addressed our group last year and is one of our most popular speakers. The meeting is well-remembered for the wide range of people who came to hear Fred's ideas and the depth of the discussions.

The Community Memory Project

2617 San Pablo Avenue, Berkeley, California 94702 (415) 841-1114

For further information about this meeting, phone 617-BCS-INFO or contact

an Wells, the Director of the Social Impact group (phone 617-665-5136 8-10pm, Internet

email bcs-ssi@compass.com).

Meeting of the Social Impact Group of the Boston Computer Society

Anatol Holt

7:30 PM Wednesday April 4th 1990
Room B41 - Sociology - 96-100 Cummington Avenue
(across from 725 Commonwealth Avenue)
Boston University, Boston

Anatol Holt is currently working on his book provisionally titled "The Mechanics of Organized Human Activity". Holt's Coordination Technology Inc (CTI) product (tentatively called TOGETHER) is currently alpha testing within CTI's premises. The product will initially emerge for use on desktop machines within OS/2 Presentation Manager networks. The product provides a user community with an encompassing electronic environment in which individual work is effectively guided by ongoing group coordination.

For further information about this meeting, contact Ian Wells, the Director of the Social Impact group (617-665-5136 8-10pm or Internet email bcs-ssi@compass.com).

I look forward to hearing from you. Ian Wells BCS Social Impact Group Director bcs-ssi@compass.com

The Community Memory Project

2617 San Pablo Avenue, Berkeley, California 94702 (415) 841-1114



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Winter 1990

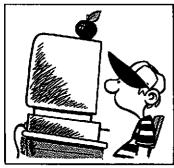
Newsletter of the Social Impact Group

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Electronic surveillance vs. privacy

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Playing To Win

Bringing computers to the neighborhood

BY RUTH CULLETON

hat does access to computer technology do for an individual, a community or society in general? A lot, according to Antonia Stone, Executive Director of Playing To Win, a non-profit community computer center in East Harlem, New York.

In an informal but impelling talk at the October Social Impact Group meeting, Stone expressed concern that in our increasingly technologic world there is a widening gap between those who have access to technology and those who don't. This gap separates us along society's pervasive unequal access lines—income and race. In this gap is the empowerment that technology provides individuals. In this context, Stone described how one program is trying to stay the technologic void in one community.

Playing To Win has had a short life but has grown up quickly. In 1983, Warner Communications provided a \$25,000 planning grant. Playing To Win opened in the basement of a public housing project in East Harlem with six computers in July, 1983. They have since acquired and changed their hardware and now have a medley of Macintoshes, Apples, IBM compatibles, Amigas and Commodore 64s. They also have a big-screen monitor, small robots and a synthesizer. Irreparable

Continued on page 2

Playing To Win

Continued from page 1 equipment is kept for people to explore and dismantle.

The hardware and software companies that contribute to Playing To Win have been generous. For example, the center has 25-30 different wordprocessor packages. Software is displayed openly. There is no set curriculum and "open" sessions are the way of the day at Playing To Win. The environment is loose and playful and people are encouraged to take the initiative to ask what it is that they want the computer to do for them. The premise is that this openness allows ideas to spark. These ideas range from flyers to annual reports. One person developed an inventory system for the store where he works.

Stone, who has a teaching background, says that this open format goes against all that she was trained. She believes "we have a fundamental problem in our (computer) education system." New programs are modelled on traditional "failed" methods. Failed because traditional methods are rigid methods in which the student plays a passive role. The computer as an automated teacher runs the risk of becoming another rigid delivery mechanism for information.

The funds and effort required to

maintain the center are significant. Playing To Win's 1988 budget was approximately \$300,000. The center was at capacity almost from the beginning with 500-600 people coming through each week. They were only able to run free-of-charge for the first year. And, due to decreased funding, they have had to reduce the time they're open from seven to five days a week. In a community of approximately 150,000 this is only a drop in the bucket. Stone is concerned that we won't be able to provide enough of this kind of access to technology. Some believe that the schools are doing what's needed. Stone counters, "few people are getting exposure to a variety of technology and the vast majority are getting nothing.

Playing To Win is staffed with both volunteers and professional staff. It is very difficult to find people with the breadth of knowledge required and the will to work in a community computing center environment. There's a huge scope of students, a large variety of technology and the environment can get frenetic. Staff have to be technically sophisticated as well as good with people and good educators. Not surprisingly, these people are difficult to find and their salaries are com-

mensurate.

The benefits of a center like Playing To Win may be hard to measure, and Stone did not have hard data, but she offered several anecdotes and has many more about how Playing To win provided the opportunity for the spark of an idea and the tools to implement it. Certainly one benefit of the center is the selfsufficiency gained by putting an idea into practice. A deeper, and perhaps more important, benefit is the boost in self-esteem that the interactive environment at Playing To Wine provides people. Successes that sprout from the interactive play are the keys to knowing how to make technology work for you. The are also the individual forces that close the gap between the "techno-elite" and others. Stone proposes that this gap is wider than we think and there is much work for us to do to close it.

In addition to the East Harlem Center, Stone has established a Playing To Wincenter in Sommerville, Massachusetts. The Sommerville center needs equipment donations (for instance, a used Macintosh), financial donations, and volunteers. For information on the Sommerville center, call Susan Barnard at 617-625-1335. The number for Playing To Win in New York is 212-369-4077.

PACRAT Handles Non-Profit Assistance Award

The PACRAT Project, which provides desktop publishing and computer assistance to community agencies and non-profits, is planning to administer support awards for program development, equipment acquisition,

training and technical assistance. Up to four agencies may be chosen to receive an in-house support staff placement on a regular, part-time basis for up to two years.

Community agencies which

have a computer related project with need for assistance and wish to be considered for an award, should call Peter Miller at PAC-RAT (617-734-1910), for more information. The application deadline is February 1st.

The Social Impact Group of the Boston Computer Society Director: Ian Wells—617-665-5136
World Game Subgroup Director: Adrienne Dillon—617-424-7251
Newsletter Editor: Neil McManus—617-492-0992
Art Director: Kevin Sartoris

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Notes from the Director

he Social Impact group is pleased to be cohost our January meeting with the BCS Public Service Committee. The BCS is exploring significant changes in its role, by reaching out to people who do not yet have access to computers, through the newlyformed Public Service Committee. I urge you to attend this important event. We hope that the ideas and enthusiasm generated by the January meeting will set the direction of the Public Service Committee.

Subgroups

The Social Impact group has one active subgroup and is now a second may be for med. The World Games meeting, that we held last winter and that was written up both in this newsletter and in BCS Update, is continuing to have impacts on our group. Adrienne Dillon's World Game subgroup meets regularly 45 minutes before the Social Impact meeting - contact her at 617-424-7251 (evenings) for the latest in-

One of the outcomes of our meetings with the Public Service Committee is the idea that a new Social Impact subgroup may be useful to address questions of effective computer support for groups working in language literacy. Contact Neil McManus at 617-492-0992 if you would like to join this group.

Computers and Education

Are computers improving the quality of education? The idea that education of our children will be radically improved by the injection of computer technology sweeps like a tidal wave through government reports, the media and, of course, computer promotions. Speakers at some of the Social Impact and Education BCS meetings see computers having such a different effect in schools that I wonder if something isn't wrong — seriously wrong — about the dream of computerization in schools. These speakers, all professionals working with computers and education, all differed in how they thought computers should be used in schools but they all had the same themes running through their presentations: teachers are more significant to education than computers, and computers are not the technical fix that will improve our educational system.

Here is a summary of what has been reported at BCS meetings. Professor Weizenbaum of MIT, when he addressed the Social Impact group four years ago, was adamant that using scarce educa-tional resources to buy computers would be detrimental to educa-tional quality. Alar vember, a computer teacher in Newton and a winner of the Christa McAuliffe Educator award, addressed the BCS Education group last fall. He once had the hope that the introduction of computers into schools would improve education, but he later came to the conclusion that this will not happen unless other changes first occur in schools, such as changes in management structure, curriculum, and the role the teacher plays in education. He said that teachers must be allowed to demonstrate in the classroom the same skills that they are teaching. Stefan Blumquist, a teacher in the Lexington Waldorf school, sees his students progressing excellently without computers and he saw no need to introduce them until at least the students are able to build one for themselves. Ronni Rosenberg found no convincing evidence from her surveys that computer literacy education can ever meet its goals.

After hearing these reports, I want to hear from you with stories about what you see is actually happening in schools with computers. Do you notice that the new emphasis on computers is improving, having no effect, or having a detrimental effect on our children's education? Letters from BCS members are especially relevant because we are in the vanguard of computer users on the planet. Your experiences can help others who are still considering investing in computers for education. Send mail to the Social Impact Group, BCS, One Center Plaza, Boston, MA 02108 or send

email to bcs-ssi@compass.com.

Telecommunications

A brief notice of our monthly meetings appears in the Calendar section of the BCS Update magazine. If you receive electronic mail, you may like to receive a more lengthy description of each meeting that I post each month. If you receive NetNews, check of the posting in the ne.seminars news group. If you can receive electronic mail, but do not get Net-News, I will gladly add you to my email distribution list; I can send email to anywhere on the "Matrix", that is, anywhere with Internet Gateways, such as Applelink, BitNet, Compuserve, DEC's internal network, Peacenet, the Well, etc. Send me email at bcs-ssi@compass.com. If you would like information about using Internet, or getting con-nected to it, see the article "A Free Worldwide Computer Network" in the Winter issue of Whole Earth Review or see the book "The Matrix" by John Quarterman (\$49.95 from Digital Press, 12 Cosby Drive, mail stop BUO/E94, Bedford, MA 01730). Currently I mail out just notices of our meetings. What I would like is to set up a BCS Social Impact on line newsletter. This online newsletter would be a place to follow up on ideas generated at our monthly meeting. An online newsletter needs an online editor - would you like to volunteer for this job? This is one BCS activist position that can be filled by by someone living anywhere - not just in the Boston area. You would require Internet access and commitment to providing a quality newsletter on a regular basis. Let me know if you are interested - an online newsletter would be a valuable contribution to the Social Impact group.

-Ian Wells

Teaching Computer Literacy

Are Computers an Attraction or a Distraction in Schools?

BY IAN WELLS

onni Rosenberg of Harvard University believes that computer literacy as a fundamental skill (like reading and writing) is oversold, misapplied, basically trivial in many applications, and doesn't live up to its claims for education. She believes that while computers can be useful tools, mandatory computer education is unjustified.

Rosenberg, who spoke at the June meeting of the Social Impact group, says many well inten-tioned schools and dedicated teachers are striving to overcome the serious flaws that characterize computer-literacy education: vague goals, inadequate hardware, bad software, and poor training, but in many cases, enthusiasm for computers and education has less to do with the educational value of computers than with a complex web of social pressures on educators. The euphoria about computers in schools can be a smoke screen, diverting attention from fundamental educational problems which do NOT have technological solutions, such as the demoralizing environments in which many primary and secondary-school teachers work, and the lack of real

literacy among many graduates.
Where Dr. Rosenberg's analysis of computer literacy diverges from others is in her fundamental question. She wants to know whether computers can be used effectively to solve educational problems; she does not want to know how to effectively use computers once they are in the schools. She also wants to know what computer literacy is and she wants educators to explain what education methodology it fits into. She questions whether providing computer literacy is an effective use of scarce educational resources and she would like an explanation of why the stated goals of computer literacy are so different from what is really

happening in schools. When Dr Rosenberg asked educators why they felt it was important to teach computer literacy, she found their answers fell into one of three groups: 1. Computer jobs skills will be needed by

everyone. 2. Learning about computers is good discipline for the mind. 3. Every informed citizen in today's society needs to know

about computers.
Although mese views are widely helo, nowhere in the literature does anyone offer justification for them. Dr. Rosenberg maintains that these reasons for teaching computer literacy do not stand up to close examination.

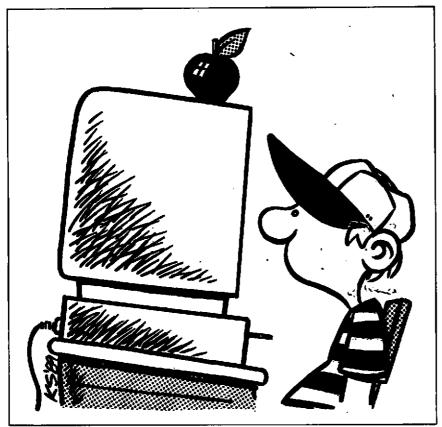
Argument of Jobs: U.S. Bureau of Labor Statistics indicate that the occupational outlook is for more jobs in menial areas. The number of high tech jobs is far lower than most people think - actually computer companies will be hiring more janitors and clerical workers than programmers. Many so-called computerized jobs, such as grocery store clerks using bar code readers and air traffic controllers have jobs that depend on computers, but not on computer-literacy skills. Studies of how automation actually occurs repudiates the premise that increased automation will require increased job skills. The trend is towards computerized machines that are easier to use and that therefore require less computerliteracy to use.

And as for future jobs that will require computer literacy skills, educational proponents may wish current computer literacy courses were teaching students how to be skilled with data, to really understand complex systems, and how to better refine knowledge from data. But computer literacy courses are not teaching. Some say computer literacy is needed to help graduates in making decisions. It has been found that decision-making depends as much on human experience and

unanticipated events as it does on algorithmic processes. When businesses are asked what skills they are looking for, they list written, oral and interpersonal skills, mathematical skills and behavioral traits and attitudes related to sound business practices. These are lacking in many of today's graduates, whether they are computer literate or not.

Argument of Mental Discipline: Will electronic learners think on higher levels than paper and pencil learners? Advocates of the mental discipline argument believe that exposure to computers will cause students to become better*thinkers (i.e. more logical) in domains other than computing. For example, using word processing to improve writing skills will train people to organize their thoughts better. Scientific studies have not supported this hypothe-sis. Students who best adapt to word processing are those who are already accustomed to planning before writing. Word processors are convenient tools, that more and more people rely on, but they do not address the most difficult tasks involved in learning to write. Several studies have been done to explicitly find a correlation between increased mental discipline and computer literacy, but the results are inconclusive and contradictory.

Studies of "Logo Children" have shown that these children tend to ask more questions and to self-correct their errors. Some researchers believe that they do this, not because of Logo, but because of the extra attention (for example, videotaping of the class by MIT researchers) they are getting in the study. This reminded me of what one experienced educator once told me:



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"every educational experiment is doomed to success." The extra attention that is given to pilot educational projects often gives the students and teachers incentive to make the project successful, no matter what the experiment is. When the pilot project becomes part of the curriculum, the results are less spectacular. Dr Rosenberg has heard as many stories about computer literacy failures as successes. The mental discipline argument is a great hope, but it remains an unsubstantiated one.

Argument of Informed Citizens: To participate fully in society that uses computers, it is argued that citizens must be computer literate: "Computers are everywhere so people must need to know about them to function" People who are not computer literate will be "techno-peasants" and at a great disadvantage in all areas of life. Dr Rosenberg pointed out that, although computers may be omnipresent, it does not follow that we all need to know how computers work. We all drive cars - do we all need to be be automobile-literate? The correct analogy to computers may be electric motors. These are

devices embedded everywhere but we do not need to be motorliterate.

Today's computer literacy courses may be doing harm by turning out people whose model of computation is extremely simplistic but nevertheless consider themselves computer literate. Large computer systems are qualitatively different than the programs students encounter in computer literacy classes. Graduates of such courses do not help them contribute to public policy.

Why schools start computer literacy programs:

Her interviews with computer literacy teachers indicate that enthusiasm in the class room about computers has already begun to wane. The novelty is wearing off. Dr Rosenberg pointed out how the social pressures in school environment is conducive to the introduction of computers, yet the goals of computer literacy are completely different than what actually happens in the classroom. The enthusiasm for computers is often a statement of what is wrong with schools. A typical school is a place where there there is a shortage of all physical resources - even xerox

copies and paper clips are hard to come by - and there is an attitude of rationing towards all materials. Advertisements, parents, administrators and the social culture pressure educators to teach children something about computers. Computers typically arrive in schools in a way most computer professionals would regard as backwards. First the hardware is purchased (often with outside funding). Then computer programs are purchased. Finally it is recognized that all this investment is wasted if the teachers are not trained to use it and computers are not integrated into the curriculum, so training begins and committees are set up to recommend how to use the equipment. Precollege teaching in this country is a low prestige profession and teachers have little control over. their jobs. Glitzy software and hardware can be a means to give computer teachers control and prestige in their work.

College professors who were surveyed did not find that high school students who had had computer literacy courses were at any advantage over those who had none. In fact, some professors complained of having to unteach students who had been misinformed in such courses!

At the end of her presentation, Dr Rosenberg said she is always asked whether she supports any form of computer literacy education and so she answered the question before it was asked. She does believe a computer literacy course could be offered. Topics covered would include the myth of computer infallibility, computer ethics, simulations and their limits, real world applications and computer monitoring techniques. This course wouldn't be technical and would't be mandatory.

Further information: A comprehensive description of her work can be found in "Computer Literacy Education" (MIT/LCS/TR-433 January 1989, available from the MIT Laboratory for Computer Science, 545 Technology Square, Cambridge, MA 02139). This meeting was recorded by Powersharing Tapes and the audio cassette can be purchased for about \$8 by phoning 1-800-535-TALK or (CT and world) 203-637-0270. Dr Rosenberg can be reached at Harvard University, or by Internet email at ronni@harvard.harvard.edu.

< 3

Who's Watching Whom?

Electronic Surveillance and the Changing Nature of Privacy

BY GARY T. MARX

he Soviet Union's use of an invisible chemical dust to monitor the whereabouts of Americans raised eyebrows. Yet this technique is only one in a broad family of methods that are revolutionizing surveillance—and not only in the Soviet Union. Their application in democratic societies should raise serious concern about whether the principles of liberty and privacy will endure.

Consider, for example, the electronic "leashes" marketed for children and convicts. One device consists of a tiny transmitter (complete with animal and balloon decals) that fastens to a child. A monitor gives off an alarm if the child goes beyond a specified distance. An electronic anklet that signals a central computer if the device is removed, or if the wearer goes more than a short distance from home, is being tested on probationers. Beepers can be covertly attached to cars or property without a

Other devices measure people's internal states as presumed indicator of behavior. Police in New Jersey are testing a machine that scans brain waves to detect drug use. Virginia police are testing a "passive electronic sensor" in a flashlight that automatically measures alcohol levels in the breath when merely pointed at a person. There are a variety of other new "truth verification" mechanisms that draw inferences from voice microtremors and stomach flutters.

Satellites, mini-radars, conventional aircraft and night-vision devices have greatly extended visual surveillance. Subminiature tape recorders the size of a match box and video cameras the size of a deck of cards facilitate covert surveillance. By picking up sound vibrations on a window, lasers and parabolic microphones permit eaves-dropping without physi-cally entering the premises. Current efforts involving computer speech recognition are likely to further enhance surveillance.

Certainly some of these innovations may prove impractical for routine use. The average American may never encounter them.

But this is not the case with other forms of surveillance because broad new categories of persons and behavior have become fit subjects. The categorical monitoring associated with computers, video cameras, metal detectors, urine analysis for drug screening and electronic markers on consumer goods and even library books, is creating a society in which everyone, not just those that there is some reason to suspect, is a target for surveil-

The new domestic forms of surveillance have been generally welcomed by business, government and law enforcement. Stirring examples of their effectiveness are readily available: The elderly heart-attack victim who was saved when her failure to open the refrigerator sent an alarm through her telephone to a centralized monitor, or the monitoring of factory compliance with pollution emission standards through satellite photography.
Computer matching of everything from fingerprints to Social Security numbers may be saving taxpayers' dollars. Americans seem increasingly willing, even eager, to live with intrusive technologies because of the benefits that the expect to result.

There has been insufficient attention to the negative aspects of these trends. One of the most important involves implications for privacy. Traditionally, to invade privacy required crossing an intact barrier, be it physical or temporal—doors, darkness, someone's "forgotten" past or the right to remain silent. We tend to take these privacy supports for granted without realizing how technology is making them irrelevant.

Privacy is also difficult to protect because much of the surveillance either is almost impossible to detect or truly invisible. Counter-surveillance devices that can locate a tap on a telephone wire because of a change in electrical current, for example, are useless in locating the interception of microwave and satellite transmissions. Techniques that once required the subject's cooperation, such as the polygraph or breath analyzer, can now be used surreptitiously and/or involuntarily, as with the voice stress analyzer.

The need for new approaches to protect privacy is clear when that nature of these intrusive technologies are considered. The things we wish to keep private increasingly consist of intangible information stored in large bureaucracies rather than in our desk drawers: and telecommunications are increasingly sent in legally and technically unprotected digital form via microwave and satellite

transmissions.

A report on electronic surveillance and civil liberties released by the Congressional Office of Technology Assessment in 1985 makes it clear that new technologies have outstripped existing statues and policies. There are no easy answers. But if we are to remain a society with individual liberty and limits on government, there must be greater awareness of the changing nature of privacy and emerging threats to it. Gary T. Marx teaches political

science and sociology at the Massa-chusetts Institute of Technology. He spoke about electronic surveillance and privacy at the November meeting of the Social Impact Group. This article first appeared in The Los Angeles Times.

Community Groups Compute

PACRAT Brings Technology to Neighborhood Organizations

BY NEIL MCMANUS

or the past year, PACRAT Associates, a Boston-based non-profit organization, has helped community groups acquire donated personal computers, peripherals and software. I checked in on the PACRAT community groups recently to see how the addition of personal computers as changed the way neighborhood activists work.

Roxbury Action Program

It rained nearly every weekend in Boston last Spring, but a group of 16 Roxbury residents gathered at the local community college at 9 o'clock in the morning every soggy Saturday for six straight weeks. After drying off and helping themselves to free coffee and donuts, the residents sat down with a handful of volunteers from the Roxbury Action Program for a workshop on using personal computers.

personal computers.

"A lot of these people never had access to a computer before this workshop," says Barbara Gomes Beach, a RAP consultant who organized the Saturday program. "Our program gave them access, and demistifyed computers for them. Each student in that class was a success story." And each student in the class walked away from it with their resume printed with RAP's Mac and City Life's

Apple LaserWriter.

The neigborhood computer workshop was RAP's most ambitious use of the equipment it acquired through Apple's PAC-RAT grant, but the group also used its Mac SE to create flyers for the Highland Park Tenants Group. "There are 60 families in one building at Highland Park, and we helped them put together flyers to organize to fight drugs and create a neighborhood watch group," says Beach.

This year, RAP plans to work with Roxbury Community College students to help them use desktop publishing to produce their college newspaper Unity Sneaks.

Speaks.
"I like working with young adults," says Beach "I learned how to use the computer as an adult, and I like opening up technology to other people, the way it was opened up to me."

Community Action Agency of Sommerville

Recently, Dale Patterson, the assistant director of Community Action Agency of Sommerville, discovered some welcome side effects from producing a newsletter for his group. "Funding sources really appreciate it when you acknowledge their gifts in public, and our newsletter was a perfect place for that," he says. "Also, the newsletter was one more thing to show people what our group was doing in the community."

CAAS is a grass-roots group which tackles issues such as homelessness, the lack of affordable housing, racism, and housing discrimination. The group received a Macintosh SE, a modem, and an LQ Imagewriter with a sheet feeder from Apple's grant to PACRAT.

CAAS has shared it's equipment with Food For Free, a group which distributes surplus food from restaurants to soup kitchens; Enersol, a local group which raises funds to provide solar power to Central America; and The Sommerville Community Computer Center. The Computer Center provides computer access and training to local schoolchildren. The group uses 12 Apple Iles for training, and relies on CAAS's Macintosh for Desktop publishing.

Patterson produces CAAS's newsletter with Microsoft Works, MacPaint, MacDraw, and Page-Maker. He also uses the modem and MacTerminal to call local bulletin boards to download artwork for the newsletter. Over the course of the year, Patterson became so adept at going on-line that he held a telecommunications seminar for the other PACRAT group leaders.

This year, Patterson hopes to use the Mac to make presentation graphics for slides and overhead transparencies to use at the group's community meetings. "People aren't used to that kind of technological sophistication in Sommerville," he says. "I know that would get their attention."

City Life/Vida Urbana

The first indication of a Macintosh influence at the City Life/Vida Urbana office in Jamaica Plain hangs on the front door: a welcome sign created in MacPaint by the son of one of the directors. The second clue comes when you walk into the office and see a line forming at the group's Mac SE. "You can't get on the equipment," says City Life Director Steve Fahrer. "There's somebody using the Mac from 9:30 in the morning to 10:30 at night."

City Life is a bilingual community organization dedicated to affordable housing and workplace rights. City Life originally received an Imagewriter LQ along with the Macintosh SE through Apple's grant to PACRAT, but because of the group's heavy workload, City Life soon traded their LQ printer to the Roxbury Action Program in exchange for RAP's Laserwriter. Now, armed with the Laserwriter, City Life produces a tabloid-sized newspaper, postcards, tenant questionnaires, fact sheets on housing law, and "millions of flyers."

One of the first publications
City Life produced on their Mac
was a tabloid-size newspaper
printed in English and Spanish.
The newspaper, entitled City Life!
exposed unjust evictions in
Jamaica Plain, and called on lowincome tenants to rally for an
"Eviction Free Zone." The group

Continued on page 8

BCS Public Service Committee

The January Meeting of the Social Impact Group

anuary 17th, the BCS Social Impact group and the Public Service Committee will jointly present a panel and audience discussion on the BCS Public Service Program what it can be and how the community in need can use it. The panel will include Jose Duran of the Hispanic Office of Planning and Evaluation; Joe Gannon of the Institute

for Community Based Computers; Mel King of the M.I.T. Community Fellows Program; Diana Lam the Chelsea Superintendent of Schools; and Antonia Stone the founder of Playing to Win.

For many low income individuals and community groups, the upward mobility, access to information, and empowerment that personal computers can offer are not readily available. What kinds of efforts are being made to narrow the gap between the

haves and the have-nots? What roles should the BCS assume to become a more proactive, public service institution?

The panelists will describe their efforts to bring technology resources to individuals and groups who generally do not have access to technology. The panel will be followed by an open. forum for all BCS members and interested guests to share their ideas for public service projects, and to learn about volunteer

opportunities through the BCS Public Service Committee.

The meeting will be held at 7:30pm on January 17th, 1990, in Room 190 Building 2 at M.I.T., Cambridge, Massachusetts. This is next to the M.I.T. Memoria Library on the M.I.T. Campus on Memorial Drive, 5 minutes walk from the Kendall Square T stop. There is parking in the M.I.T. lots and on Memorial Drive.

Call April Andrews at 617-868-5851 for more information.

Community Groups

Continued from page 7 sent copies of the newspaper to housing advocates, government offices, and distributed it door-todoor at local housing projects. In all, City Life circulated 5,000 copies of the newspaper. "The response was unbelievable," says Fahrer. "We got 400 calls and inquiries to our office as a result of the newspaper."
This year Fahrer hopes to

acquire Spanish-language versions of MacWrite and Microsoft Works so that the group's many Hispanic members can use the Mac more efficiently.

Massachusetts Union of Public **Housing Tenants**

Last summer, the Massachusetts **Executive Office of Communities** and Development announced that public housing rents were increasing by 5 to 10 percent. On hearing the news, the first thing Jack Cooper did was gasp; he knew public housing residents couldn't afford the increase. The second thing the Executive Director of the Massachusetts Union of Public Housing Tenants did was

turn on his computer.

He used the Mac SE his group received from Apple's PACRAT grant to prepare a report on the negative effects of the rent increase. Then he printed out flyers on the group's Imagewriter LQ to rally 60 to 70 activist representing over 10,000 public housing tenants to meet with the deputy secretary of state the state housing agency. The result: The state stopped the process and is now reconsidering the increase. "The state has had some savers fund state has had some severe funding shortages, so I've had to act

quickly," says Cooper. "Our Mac has let me do that.

Cooper has used the Mac to draft flyers he sends to tenant groups, to write letters, to print out minutes to meetings, to write proposals for grants, and to make quarterly reports for funding sources. "Actually," says Cooper, "I can't think of anything I don't use it for."

Recently, Cooper has been using PageMaker to design a newsletter for Sport-A-Rama, a state-wide track-and-field competition for children in public housing. This project has brought out the artist in Cooper. "I haven't used the graphics programs up until now," he says, "but this newsletter is for kids so I think I'll jazz it up with some MacPaint drawings. We'll see what hap-

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OD The Boston OD Computer Society

TOM NEMCIK CMP

BERKELEY CA 94702

One Center Plaza Boston, Massachusetts 02108 From hplabs!rutgers!compass.com!wells Tue Jan 9 08:49 PST 1990

From rutgers!compass.com!wells Tue Jan 9 08:41:29 1990 remote from hplabs

Date: Tue, 9 Jan 90 10:41:29 EST From: hplabs!rutgers!compass.com!wells (Ian Wells)

To: hplabs!cdp!tnemcik

Subject: Info please - Community Memory Project

I am the director of the Social Impact Group of the Boston Computer Society. I am including some information about our group. I am interested in hearing what you are doing and we would be pleased to publish an article in our newsletter about the community Memory project.

THE SOCIAL IMPACT GROUP OF THE BOSTON COMPUTER SOCIETY

The purpose of the Social Impact group is to provide a forum for the discussion of social and ethical concerns related to information technology.

The Social Impact group is one of the many subgroups of the Boston Computer Society. The BCS is the world's largest organization of personal computer users. The Social Impact group has been meeting monthly since 1983 and produces the quarterly newsletter 'IMPACT'.

The group meets at 7:30PM the first Wednesday of each month in downtown Boston. Our meetings typically consist of a 20 to 30 minute presentation and 30 to 60 minutes of questions and answers. Speakers and the audience have especially enjoyed the Social Impact meetings because of this lively discussion period. The audience we draw is usually from 10 to 30 in number and from a wide variety of technical and non-technical backgrounds - industry, academia, non-profit and computer hobbyists.

Issues occuring on the interface of technology and society often emerge first in the Boston area, because of the high concentration of high-tech industry and services in this area. Part of our work is to disseminate the information from our meetings. Several of our meeting have been taped on audio cassette and are available from the "Powersharing Series" in conjunction with the BCS. All Social Impact meetings are written up in "IMPACT". If you are a member of BCS and want to receive "IMPACT", notify BCS at 617-367-8080 that you want to sign-up for the Social Impact SIG.

Notices of our meetings appear in the monthly BCS UPDATE magazine and are distributed on netnews (ne.seminars) and on an Internet distribution list.

Here is a summary of some previous meetings:

Mary Goldshmitt, Vice President of Lotus and Richard Stallman, developer of GNU, debated software protection.

Fred Hapgood, science writer, described his strategy for predicting the the directions of technological change.

Vin McLellan, journalist, Sandy Sherizen President of Data Security Systems, and Grace Hammonds, director the proposed BCS subgroup on

The Community Memory Project

916 Parker St. Berkeley, CA 94710 415-841-1114

Computer security, debated how we should respond to computer viruses.

Dr. Ronni Rosenberg, with Computer Professionals for Social Responsibility, presented the results of her study of computer literacy in schools, which suggested the euphoria about computers in schools is unjustified.

Mario Pagnoni, high school computer teacher, and Stefan Blumquist, teacher at Waldorf schools, debated what is the best age to introduce children to computers.

Medard Gabel, director of the World Game Institute in Philadelphia, described how the World Game, invented by Buckminster Fuller, is building a Hypercard database to store world resource information.

Bob Weber, who works in the Office for Information Technology at Harvard University, discussed the open versus closed responses to computer viruses and how to defeat virus attacks in a networked world.

Dr.Joseph Weizenbaum questioned the rush to introduce computers into schools.

Sherry Turkle gave a summary of her book, "The Second Self".

Alex Beam, who was Business Week bureau chief in Moscow for many years, described his observations of personal computers in the USSR.

Scott Mize, an entrepreneur, described his vision for a non-profit organization to feed the hungry in Cambridge. With volunteers from this meeting, this non-profit is in the process of obtaining funding.

Peter B. Miller, director of the PACRAT Associates non-profit organization described how PACRAT is providing desk-top publishing technology to Non-profits.

Dr. Shoshona Zuboff, Professor at the Harvard Business School and author, discussed her studies of computers in the workplace.

The founder of Tecnica, Michael Urmann, discussed his volunteer organization which provides technical assistance to Nicaragua.

Lisa Breit described CONNECT, a non-profit providing computer assistance to non-profits.

Dr. Maud Chaplin, discussed technology and human freedom from a philosophical and ethical point of view.

Mike Basch, of Synectics Inc, desribed how he incorporates computers into problem solving workshops.

Social Impact sponsored a panel discussion on Home Based Enterprises and helped form this new BCS group.

For information about audio tapes, phone 1-800-535-TALK or (CT and world) 203-637-0270. For further information about the Social Impact group or to receive our Internet email distribution, contact Ian Wells, director, at 617-665-5136 (8:00 - 10:00pm) or by email at bcs-ssi@compass.com.

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1990 SCHEDULE

January 17th - The BCS Public Service Program - What It Can be and How Communities in Need Can Use It - A Panel and Audience Discussion

Jose Duran - Hispanic Office of Planning and Evaluation
Joe Gannon - Institute for Community Based Computers
Mel King - Community Fellows Program, M.I.T.
Diana Lam - Chelsea Superintendent of Schools
Antonia Stone - Playing to Win
Moderator: Lisa Breit - Connect

February 7th - On Influence, Power, and Control in the Networks of the Nineties - William H. Murray, Fellow, Ernst and Young

JOINT MEETING of
Public Service Committee
and the Social Impact Group
of the Boston Computer Society

The BCS Public Service Program - What It
Can be and How Communities in Need Can Use It
A Panel and Audience Discussion

Jose Duran - Hispanic Office of Planning and Evaluation

Joe Gannon - Institute for Community Based Computers

Mel King - Community Fellows Program, M.I.T.

Diana Lam - Chelsea Superintendent of Schools

Antonia Stone - Playing to Win

Moderator: Lisa Breit - Connect

7:30 Wednesday January 17th 1990

The BCS Social Impact group and the Public Service Committee jointly present a panel and audience discussion on the BCS Public Service Program - what it can be and how the community in need can use it.

For many low income individuals and community groups, the upward mobility, access to information, and empowerment that personal computers can offer are not readily available. What kinds of efforts are being made to narrow the gap between the haves and the have-nots? What roles should the BCS assume to become a more proactive, public This meeting, cosponsored by the Social Impact service institution? User Group and the BCS's new Public Service Committee, will feature a panel discussion by local community leaders Jose Duran, Joe Gannon, Mel King, Diana Lam and Antonia Stone, who will describe their efforts to bring technology resources to individuals and groups who generally do not have access to technology resources. The panel will be followed by an open forum for all BCS members and interested guests to share their ideas for public service projects, and to learn about existing volunteer opportunities through the BCS Public Service Committee. discussion will be moderated by Lisa Breit, Program Director for CONNECT, a program of the Technical Development Corporation, helps non-profit organizations use computers more effectively. This meeting is being video taped by Cambridge Community Television and will be shown on the Cambridge Community access channel on cable. The video tape will also be available for purchase at a modest price.

The Community Memory Project

916 Parker St. Berkeley, CA 94710 415-841-1114

The location is Room 190 Building 2 at M.I.T., Cambridge, MA. This is next to the M.I.T. Memorial Library on the M.I.T. Campus on Memorial Drive, 5 minutes walk from the Kendall Square T stop. There is parking in the M.I.T. lots and on Memorial Drive.

For information about the Public Service Committee, contact April Andrews (617-868-5851 evenings). For information about the Social Impact group, contact Ian Wells (617-665-5136 8-10pm or Internet email to bcs-ssi@compass.com)

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The Community Memory Project

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Tom Nemcik Community Men

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Social Impact



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members will undoubtedly offer you many money and time-saving suggestions. consultants, peripherals, supplies, and various services. In addition, fellow 500 companies. These discounts cover computers, software, publications, By joining the BCS, you'll get 10% to 40% discounts from more than

Save money on software and other products.

get more out of your computer.

to personally meet these products' creators and ask them questions.

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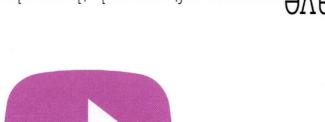
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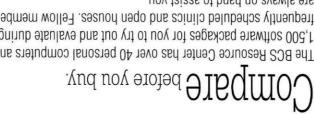
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Tearn more about computers.

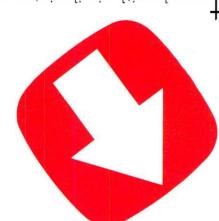




frequently scheduled clinics and open houses. Fellow members 1,500 software packages for you to try out and evaluate during The BCS Resource Center has over 40 personal computers and



are always on hand to assist you.



over the phone, at work, or at home.

including a referral network to get you answers

have a problem with your computer or software –

has a variety of programs to help you when you Everyone needs help once in a while, so the BCS Ji bəən noy nədw 🗸

The BCS has something

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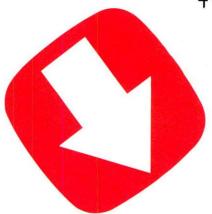
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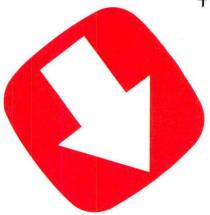
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ecome a member of the world's largest

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has a group for you. And if not, we'll help you start one. From Macs to IBM PCs, from business to pleasure, the BCS The BCS has over 50 different user and special interest groups. chances are we have a group of people with the same interest. Whatever facet of personal computing you're interested in, Metresta: interesta: interesta:

The Boston Computer Society: You have friends in high-tech places.



Getting a personal computer seemed like a great idea.

But using it isn't as simple as you thought. Turns out you need more than the manuals to get it up and running the way you want.

Fortunately, you have some friends who can help

The BCS is dedicated to one mission: helping you get the most out of your personal computer.

We'll teach you how to put today's technology to work for you and help you avoid the pitfalls. We'll provide an answer or a service for any possible problem you may have.

At the BCS, there is no such thing as a dumb question.

Perhaps it's this single-mindedness that prompted Tech Weekly to say that "The BCS may turn out to be the American Automobile Association of the 21st century," and InfoWorld to state that "Everyone who uses a computer should belong to the BCS. There's nothing else like it."

Our philosophy has helped us grow from two members in 1977 to the largest organization of personal computer users in the world today, with over 30,000 members in the U.S. and abroad.

There is no limit as to how much you can learn at the BCS. We have programs, classes, seminars, and more for people at every level of experience.

At the BCS, you learn at your own pace, according to your own needs.

So if you want to get the most out of your personal computer, join today. And make some friends in high-tech places.



One Center Plaza

Boston, MA 02108

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ser/interest groups for every user and interest.

When you join the BCS, you automatically become a member of over 50 BCS user and special interest groups. Get involved with the ones that interest you most.

User Groups bring together users of a particular personal computer to lead how to get the most out of their investment. Most

groups offer monthly meetings, newsletters, special publications, software, electronic bulletin boards, educational programs, and other services. The BCS offers the following user groups:

- ■Amiga Apple II and IIGS Atari 8-Bit & ST Commodore
- CP/M and DOS Digital (Rainbow & Vax) D Heath/Zenith
- Hewlett Packard IBM PC & Compatibles Lap Computers
- Macintosh NEC NeXT
- Otrona Sinclair/Timex
- Tandy/Radio Shack
- ■Texas Instruments 99/4a & Pro

The many benefits of membership

Special Interest Groups offer meetings, publications, and educational programs on dozens of different personal computer uses and interests. Whatever aspect of personal computers you want to learn more about, the BCS has a special interest group to help you. The BCS offers groups for the following interests:

■ Artificial Intelligence = Business = Church & Synagogue Computer-Aided Publishing

- Construction Consultants & Entrepreneurs dBase
- Databases Disabled/Special Needs Education
- ■Graphics Hypermedia/Optical Disk International
- Investment Legal Logo Lotus Medical/Dental Music
- Networks Programming Real Estate Robotics Science
- & Engineering Social Impact Telecommunications Training
- & Documentation = Visually Impaired/Blind

omputer solutions by phone.

The BCS has a network of more than 600 active volunteers who are available by phone to help you with almost any computer problem you can think of.

ow to join.

To join the BCS, simply complete and return the attached membership application. You'll receive your BCS membership card and first mailings in about 4 to 6 weeks.

There are 10 categories of membership. Each includes the BCS services described above, as well as two special interest newsletters. Additional newsletters are \$5 each per year.

Regular

All BCS services for one individual Available for one, two, or three years

All BCS services for one individual Available only to full-time students

Senior Citizen

All BCS services for one individual Available only to people 65 or older

Associate

Available only to non-New England residents Includes all BCS services, except admission to meetings

Family

All BCS services for one individual and immediate family Two BCS membership cards

Outside of U.S.

All BCS services for one individual Includes international surface mail costs

All BCS services for a company Ten transferrable membership cards that may be used by any full-time employees Recognition in BCS Update

Institutional

All BCS services for a nonprofit institution Six transferrable membership cards that may be used by any employees or students Recognition in BCS Update

Sustaining

All BCS services for one individual and immediate family Meeting admission privileges for two quests Two membership cards Recognition in BCS Update A fully tax-deductible, charitable contribution

All BCS services for one individual for life Recognition in BCS Update

any outstanding publications.

Your basic membership includes five BCS publications:

BCS Update, the Society's monthly magazine featuring provocative reporting and commentary on the latest developments in personal computers and the BCS, as well as a monthly quide to the more than 150 BCS-sponsored events each month

The BCS Buying Guide, our semi-annual directory of hundreds of major companies that offer special discounts to BCS members.

Two BCS newsletters of your choice. covering helpful tips, techniques, and trends from the Society's user and special interest group

The BCS Resource Guide, a handy booklet with detailed information on all of the Society's services.

ver 1,500 meetings and events.

> More than 1,500 meetings, events, and educational programs are offered by the BCS each year throughout the six New England states.

General meetings feature internationally renowned speakers and computer industry leaders. Major new products and technologies frequently debut at these meetings.

Group meetings keep you up to date on new products and computer uses and provide answers to your questions and

Educational programs include seminars, workshops, and clinics. These range from fun, easy-to-understand, introductory workshops to advanced programs on business applications and technology.

Special events include computer shows, forums, and our Summer Computer Institute. There may be an additional charge for some programs.

Desource Center.

The BCS Resource Center, located at One Center Plaza, provides many special services to BCS members. It offers an extensive library of personal computer books and magazines for you to read and photocopy. It has more than 40 computers and 1,500 software packages for you to try out and evaluate during

multiple scheduled open houses. And it has resource files with information on computers, software, applications, courses, and consultants.

> ver 1,000 software programs.

The BCS and its groups offer more than 1,000 publicmain and shareware programs to members for an with the of \$5 to \$10 per disk. These include

nundreds of business, entertainment, and

utility programs that are not available commercially. The BCS is one of the largest

distributors of shareware and freeware programs in the country.

iscounts.

Your BCS membership entitles you to discounts of 10% to 40% from more than 500 companies. The discounts cover computers, software, publications, and more. The discounts are listed in the semi-annual BCS Buying Guide.

Achoice of electronic bulletin boards.

Town own a personal computer and a modem, you an take advantage of several free services offered electronically by the BCS. Electronic bulleting boards are an easy way to exchange information with the BCS and its user groups; a place to read and post messages for fellow members; and a way to download publicmain software into your personal computer.

Membership Application for The Boston Computer Society

Please Print or Type.

1.	Name		
	Address	Zip	<u> </u>
	Daytime Telephone		

2. Please enroll me as a Boston Computer Society member:

Regular (1 year), \$40 ☐ Outside U.S., \$75 Regular (2 year), \$72 Sustaining, \$100 Regular (3 year), \$105 Institutional, \$100 Student (full time), \$28 Corporate, \$400 Senior Citizen, \$28 Lifetime, \$2500 Family, \$55 Associate (outside New

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3. Sion me up for these BCS newsletters. Two are included free of charge in (Approximate publication frequency: M=Monthly; B=Bimonthly; Q=Quarterly)

Computers:

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- ☐ CP/M and DOS: The Boston Kugel (Q)
- ☐ DEC Rainbow: Boston Area Rainbow News (Q)
- IBM PC and Compatibles: PC Report (M) ☐ Lap Computers: Lap Gazette (B)
- ☐ Macintosh: The Active Window (M)
- NeXT: What's NeXT? (Q)
- ☐ Sinclair and Timex: Sinclair-Timex Newsletter (Q)
- ☐ Texas Instruments 99/4a: BCS 99er (B)

Special Interests and Technologies: ☐ Artificial Intelligence: The BCS Artificial Intelligence Newsletter (M)

- Church and Synagogue: Church and Synagogue Computer (Q) Disabled/Special Needs: D/SNUG (Q)
- ☐ Hypermedia/Optical Disk Publishing: New Media News (Q) International: Foreign Exchange (B)
- ☐ Music: Soundwaves (B)
- □ Networking: BCS Networking Newsletter (Q)
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☐ Visually Impaired (Sighted): VIBUG Newsletter (Q)

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- Databases: BCS Database Newsletter (Q)
- dBase: One to Many (B) Logo: Polyspiral (Q)
- Lotus: The Lotus Newsletter (Q)

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Additional newsletters from item 3 (two are included in your

4. Membership fee (from item 2)

membership fee): newsletters at \$5 each per year.

Total amount enclosed:

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Charge customers only:

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6. \square Check if this is a gift membership and write your name here. We'll send an attractive announcement of the gift to the recipient.

7.

Check if you do not wish to receive occasional promotional mail from personal computer companies.

Note: You'll receive your membership card and first mailings in 4-6 weeks. \$5.00 of dues are designated for subscription to BCS Update magazine.

Return to: The Boston Computer Society One Center Plaza Boston, MA 02108

□ VISA

Brian Koenigsdorf 4207 Bradwood Austin, Tx 78722 (512) 453-5687

July 4, 1988

Karen Paulsell Community Memory 2617 San Pablo Avenue Berkeley, CA 94702

Dear Karen,

Thanks for the info you sent me in March. The newsletters were very helpful for pointing out the key social, political and design considerations.

How are things going at CM? Do you have any new terminals? Is the new version of CM running? Is it available?

Enclosed is a flyer I have been posting around Austin. I also have an ad in the <u>Austin Chronicle</u> (a free bi-weekly paper centered on entertainment with a fair amount of local politics). The graphics on the flyer should look familiar, they're from issue one of the CM newsletter. When I put the flyer together, it looked too plain. I hope you don't mind.

The basic intention of Community Computer Resources (CCR) is to make computers with application programs (word processing, etc.) available to the public. This is already available on a small scale at the main branch of the Austin Public Library. They have four AT clones with 10M disks, 1200b modems and phone lines. CCR would also have what I have been calling Community Information (CI). A publically available information base similar to CM. If CM is available in the near future (fall) then I would be very interested in getting it running. Just so the info is available to people.

I have received only three replies to the ads so far, but also know of many people interested in some way. Right now I am still unemployed and would like to spend my time getting people together to see what is possible.

Enough rambling. Do you have access to PeaceNet? The Austin Peace and Justice Coalition or certainly Alternative Views will be on line there by the end of the month. It would be a good way to exchange info.

For a better alternative,

Brian Koenigsdorf

The Community Memory Project

2617 San Pablo Avenue, Berkeley, California 94702 (415) 841-1114

July 7, 1988

Brian Koenigsdorf 4207 Bradwood Austin TX 78722

Dear Brian,

Your letter crossed in the mail with a letter from another person at Community Memory to another person who is interested in Community Memory in Austin. We sent the guy your name and number; hope you don't mind. And here's his:

John Corry 2110 Riverview Austin TX 78702 (512) 476-8909.

I didn't speak to him; I understand he has some position in the city government. So it sounds like it might be a good contact for you. We sent him a big packet of info.

About the graphics on the flyer: I wasn't here at the time those graphics were used, but I'd bet we "borrowed" them from somewhere else. I heard a good quote from a guitar player on the radio today (who was talking about stealing musical ideas), "All culture is based on plagiarism."

Right now, we've got a running version of the new Community Memory software that is having features added and bugs fixed even as I type. It's really fun watching the thing grow up around the core functions. It's running now in multi-user mode, and we can create "forums", add messages, respond to them, search by index words, and do a lot of the other basic functions.

We're planning to install the new terminals and software on or around August 23rd. At that time, it will have nearly all the features, and be fairly well de-bugged. The first two months of operation will be the time when more of the subtle bugs get discovered and fixed.

So yes, Community Memory software will be available in the fall. We're running on a 386 UNIX box from Bell Technologies. We traded it for rights to some software that Community Memory owns. As part of that, we have the right to buy additional computers at "best dealer price" for up to 5 years. We added that clause specifically so we could help acquire good deals for people who will start Community Memory systems in other cities.

I facilitate two conferences on PeaceNet for another group I work with, the Union for Democratic Communications (my link

Community Computer Resources (CCR):

Communications and Information, People to People

Dedicated to the establishment of public computers and information in the interest of democratic communications

Who determines what information is available on computer systems? How can individuals access this information? What censorship is applied to information in society? Why have communication costs not fallen with the cost of technology? Is there a conflict between the first amendment and government/corporate control of communications?

We are in the midst of a technological revolution, but the results are not readily available to most individuals. Research directions and applications of technology are also outside of public control. Electronic technology has progressed to a point where limitations of communications and information access are now political, not technical. Large amounts of information, communications and computer resources are available only to those with the money or a privileged few. It is imperative that individuals organize and develop a public resource of information and communications through the computer. With this access will come the means to discuss and resolve other political issues and obstacles.

CCR is intended as a barrier free community resource. It should therefore be supported and run by individuals from the community. CCR will include access to micro-computers, software and Community Info (CI): a public information base.

<u>CCR</u> could be used to: Provide alternative news; Publicize local events; Public services: Library information, communication with city officials, Parks & Recreation Dept.; Information about energy production; Discuss environmental issues; Education forum; Transportation alternatives; Discuss a modern communications act; Explore the computer as an art medium; Develop computer games.

CCR is Looking for People to Participate in:

<u>Public Relations</u> - Inform people about CCR and its uses through the media (art, ACTV (video production), articles for papers, PSAs for radio and TV); Workshops on basic computer usage.

Organization - Communications law consultation, Develop meeting agendas, schedule & run meetings; Set up the organization; Handle accounting; Grant writing, and other fund raising.

Technical Development for CCR -

Research - Communications theory (social models to OSI (computer communications) models and protocols); Information theory (library sciences to database models).

Design & Develop - Databases; AI (natural language recognition for a smart interface); Communication protocols; Hardware (system design); computer games; access for disabled users.

Requirements for

Community Information : A Public Access Information System

[This document describes the purpose and constraints of Community Information (CI). These requirements will be used as guidelines in the next step of the development process: the specification.]

Current Social Context of Communication (Social Requirements)

Public communications in society has primarily been of the broadcast type, or one-way. Until recently, this has been a technical limitation due to the complexity and frequency spectrum limitations of the communication devices. Electronic devices now keep the frequency of transmission stable and can mediate the protocol of communication over the channel. Just as the telephone user doesn't need to know the details of the connection, neither does the information user. Todays electronic devices also allow communication at higher frequencies, thus opening up more frequency spectrum for use. Also, in the case of radio, the higher frequency transmissions are directional, allowing others to use the same frequency at a closer geographical location without interference.

It is now possible to change from a paradigm of mass communication to one of social intercommunication. Now that the technical ability is present, only political and economic barriers remain to resist a decentralized communications paradigm.

Information and communications are controlled by large corporations (only 29 control over half of the media), and access to these resources is only available to those with money or privileges. This violates the FCC "public interest" policy and first amendment rights by not allowing free speech among individuals and access to information. This inaccessibility along with the centralized nature of the mass media also allows misinformation to be disseminated. In most cases, it is impossible to verify "facts" received, due to the one-way nature of the communication. This "free speech" has a built in bias: only those who can afford the means of communication may communicate. So, in a democratic society, the receiver of information should have the right to access true, and only true, information.

Open communications among individuals is required for society to be democratic.

Community Information (CI) will help overcome part of this effect of centralized communication by offering a publicly accessible information system. An information system is a program that manages a collection of information. This will allow information to be acquired and interpreted through dialog, independent of, and thus outside of, the serialized form of mass communication. The people who use the system will determine and make available the information desired. This ability to make decisions and to choose one's own expert in a field (through social interaction) is fundamental to democracy. Public access can be provided through computer resource centers located in libraries, community centers, businesses or in locations of its own. People that use the system contribute to the collection of information and can supply the system developers with suggestions for improvement. Some users can coordinate with the system administrators to help maintain the growing information base. CI could also be accessed by telephone.

A new model for social communication is needed upon which to develop this radically different communication/information system. Democratic communication, as described, allows a tremendous increase of interconnections between people and information. The requirements of such a model are fundamentally different from past models. Intercommunication of individuals must be supported, rather than just distributing information:

- 1) Communication technology is no longer broadcast only, and it isn't just bidirectional, but omnidirectional. So, information may flow from individual(s) to individual(s).
- 2) Information is always available: no other human is required for interaction. The user may request information directly from the system or use the system to locate and contact another user. This has an effect on both finding information and communication:
- a)The amount of information available is growing at an exponential rate. Therefore the computer must become an (inter)active tool, or partner, for handling large amounts of information. (example: A user interested in bicycle touring may use the two words "bicycle" and "touring" to search for the information, and receive several entries for upcoming tours, articles about touring and also entries for other users who used those words in their description of themselves.)
- b)Dialog may take place at the convenience of the users (mail style). Simultaneous communication is not necessary, information may be placed in the system by one user to be viewed and possibly responded to by others at a later time. This is already present on computer bulletin board systems, but will develop new aspects as the computer becomes a more intelligent communications mediator.

Private messaging is available on most communication/information systems. It could be said that people should conduct private communications in a traditional manner: voice or modem using telephone lines. But telephone lines aren't available to everyone, and even less have a phone message machine or computer and modem. This is an important social decision, but has little effect, at this point, on the requirements of a public information system. The integration of a personal message system with the information system is not complex. Details of a message system model and supporting protocols can be found in the CCITT X.400 series of recommendations.

Interpersonal communication is available today, in a limited manner, via telephone, for those that can afford it. To be democratic, however, access to communication and information must become an inalienable right.

User Context of CI (User Requirements)

Information will refer to any visual, audible or verbal input stimulus that can be entered into the system. Information will be related to other information or users in a spacial, temporal or verbal manner.

All users of CI will have equal access to the information available and an equal opportunity to add information to the system. The user may modify or delete his/her own information only. However, anyone may append existing information with their own. This will allow individuals to have full use of the system without interfering with other users. Information filters can be used by an individual to inhibit the display of information by a certain user or containing certain words. So, those who want to exclude certain information may do so and only affect themselves.

The method of interaction with the system will be intuitive to the user. Graphics will be used to make an action or relation clear. Menus or icons could be used to present choices to the user, only requiring the user to recognize, not recall, a system action. Simple English-like verbal interaction could be used to ease the learning process.

The amount of information currently available on computer systems is magnitudes more than just a decade ago. (Computer memory density has been doubling every year since 1958.) Due to this tremendous increase of available information, the computer can no longer be just a passive helper in the information exchange process. The user interface of an information system must have (active) tools to assist the user in handling information efficiently. The discussion of these tools will focus on searching for information, the most complex aspect of information handling for both the user and machine. The computer must have an "understanding" of the context of search. This context is manifested in verbal relations (e.g. dictionary and thesaurus), information already present, rules "taught" to the system by users, and the interaction of the user with the system at the time of the queru. CI needs to find all of the information specified by the user. In addition, CI must not return information that does not correlate to the user's request. If a large amount of information is still found, then CI can continue to help the user sift through that information. The information gathered must also be organized and maintained to ease location and usage at a later time. The information found may be printed, saved to disk or discarded.

CI will organize the information in a hypertext manner. Hypertext is the organization of information (e.g. text, graphics) into windows on the computer screen. These windows may contain other windows or links to other windows in the system. Information in CI will be primarily inter-related according to the words used in the text or selected by the user (i.e. verbally associated). This allows information to be organized independent of the system, like a book into chapters, but still allow reference to other information in the system, such as a bibliography. In addition to built-in, "intelligent" information organization, a user-specified method of organization is also available (e.g. search rules for locating text). This automation of information management and decision making is necessary in order to manage the growth of information. These cybernetic tools may also be expanded by the continued interaction of users and system developers.

CI will be able to operate as a stand-alone information system on a single machine. CI could also function as an integral part of a larger information system, be it a centralized information base or a network of hundreds of personal computers. This mode of operation can be transparent to the user. CI will be designed to operate on any computer system that supports the basic items of the development environment (e.g. the 'C' programming language).

Constraints Influencing the Development of CI

Development environment and implementation environment are the two major areas of constraint. The complexity and performance of the system is limited by the available people and equipment. (Currently the development environment consists of the author and two Amiga personal computers.) This will change as more people become interested and development tools are acquired. The implementation environment is less flexible. The system must be able to run on a personal computer with typical speed and storage capabilities such as an Amiga, Macintosh or IBM compatible.

Example uses of CI

- Search for news from sources other than the mass media
- Discussion of social issues, as opposed to passive reception
- Education
- Finding a roommate
- Operate as a stand-alone personal information system: Address and phonebook; storing and retrieving literary quotations; organization tool for constructing documents or coordinating events
- Barter and trade

This last item brings up questions of fiscal policy in regard to use of the system: Restrict use to non-monetary exchange? Personal items for sale? Individual craftspeople? Allow business use of system for a fee? What about businesses that supply useful information or services on the system?

Summary of Requirements

- Public access: public location or by telephone
- A system design such that the general public is willing and able to use it
- Omnidirectional communications among individuals through an information system organized by individuals using a paradigm of free association
- Add, append, modify, delete or find information in the system without interfering with other users
- Intuitive user interface
- Dynamic system usage and development
- System able to associate information in a spacial, temporal or verbal
- Tools available for information handling:
 - Easy storage and location of information
 - Organize and maintain information found
- Operate as a stand alone information system or be integrated with other CI systems
- Computer independent design
- Should be able to handle a large (Gigabytes) base of information efficiently

Summary of Constraints

- Small development team
- Limited development environment
- Able to run on a personal computer with typical speed and storage capabilities

Proposal for Community Computer Resources Project

This is a document created by one individual, intended as a starting point for discussion among those interested in the project. The first part is a general outline of the project. Second is a more concrete proposal of the requirements of CCR. This is followed by a list of projects that can begin immediately.

OBJECTIVE

Establish and operate Community Computer Resources (CCR): a public resource of computers and information; Barrier free access for those with physical as well as fiscal limitations. The facility will allow access to computers, software (e.g. word processing) and Community Info (CI): a public information base. CI allows people to add or find information using keywords (assigned by the originator of the information). (See CI specification for details.

INTRODUCTION

The usage and uses of the computer have become prolific over the past few years. Unlike other technological devices of the past, the computer is a logical machine, capable of being reconfigured to perform various tasks with just a change of software. In the past, public information and communications have been of the broadcast type, due to technical limitations. Today with computer, microwave and satellite technology the limitations of two-way (multi-way) communications are political.

The main focus of CCR is the acquisition of computers, peripherals and software supplemented with education about general computer usage and capabilities. Communication and information exchange are key elements of this process. The educated individual is then free to use the resources according to their needs and ability.

Like most other beginning projects, CCR is financially limited and therefore initially dependent upon human resources, volunteers. The people of CCR should not only combine talents to collaborate on the project but also to educate and diversify each others knowledge and skills. This same idea should be applied to people of the community who want to use computers for a certain task, communicate with others about a variety of subjects or learn about computer technology.

The organization of CCR is divided into general areas A sample of tasks associated with each area are listed below.

- LOGISTICS Establishment (non-profit status; insurance) and administration of CCR: accounting, meetings, grant writing, other fund raising
- COMMUNITY RELATIONS PSAs, articles, videos and workshops to introduce and promote the participation in and usage of CCR.

TECHNICAL - System design and maintenance. Writing user documentation and other education material. Research and development of software (and possibly hardware later).

RESOURCES

- Personnel Full-time/part-time staff to organize various aspects of the project and be a "core of knowledge" for the possibly rapid turnover of other participants. Volunteers from the community to assist in various aspects of CCR. New staff positions would likely be offered to volunteers first.
- Computers Computers and peripherals: Local Area Network (LAN, several micro-computers linked together); solo computers; interfaces for the disabled; printer(s) (dot matrix, laser); plotter; image scanner for digitizing graphics and documents; MIDI interface (and electronic music instruments); software (word processors, desk top publishing, data

bases, languages, drawing, animation, ...)

Video - TV Projector (demonstrations and workshops); VCR

Miscellaneous - Furniture, office supplies, telephones, lighting ...

FUNDING

Initial funds - Donations (equipment or money), grants, grant/loans, cooperative member fees

Continuing funds - Long term grant, usage fees (printer/paper, phone access), returns from products developed

CCR funding scenarios:

Grants and Donations - Except for usage fees, financial support would be from outside the organization. This would have the undesirable effect of making CCR dependent on the outside funds continuing.

Consumer Cooperative - membership fee, usage fees, possible monthly fee. Initial funds would be required for equipment and personnel until CCR became self sufficient through usage fees. Labor could be substituted for money.

Production Cooperative - Start the same as the consumer cooperative, but establish a development group to produce software (hardware possibly at a later date) to be sold to support CCR. Consultation on computer matters (setting up a system, using certain software) could be a service offered to generate income. Salaries and expenses would be paid with the returns, the remainder would go back into CCR.

PHASES OF DEVELOPMENT

Phase 1

Disseminate information about CCR (proposals, meeting minutes, project status, etc.) on a local Bulletin Board System (BBS) for public access and group collaboration. There are four computers with modems available to the public at Austin Public Library. These computers could be used by anyone to access the BBS or to compose documents for contribution.

Develop software for CI or use Community Memory (CM) program (developed by the CM Project in Berkeley, CA). Start using CI or CM as a community information base by having it available at public events (benefits, Wheatsville open house ...). This will not only be a good "real world" test of the software but also a good way to get an information base started.

Full or part-time person for contact and organization.

Phase 2

Easy access in a publicly available area.

Local Area Natwork, individual micro-computers, software (ex. applications: word processing, desktop publishing, drawing; computer languages: C, ICON), printer(s), remote terminals (to access CI), modems and telephone lines (phone access)

A tested, easy to use and powerful information system (CI or CM) available.

Permanent staff of employees for organization, publicity and development.

Phase 3

Community Media Center: Audio, video, printed and computer resources.

Neighborhood locations: centralize organization and software development;

provide consultation and assistance for other communities to organize
a similar (but autonomous) resource center.

Larger information base (using optical disk storage).

Network with similar communities.

Develop and promote a communications act allowing free usage of the air waves and communications technology for individuals.

COST ESTIMATE

The following are two estimates of cost for starting and maintaining CCR. The first lists minimum requirements to start CCR. Second is additional equipment and personnel for in the future or if enough funding is available.

Each is in two sections: Item and cost; Item description and usage in some cases. Costs of resources will be kept at a minimum with functionality as the primary concern. Build or buy used any items, if practical.

The prices shown are estimates.

MINIMUM REQUIREMENTS

Initial costs					
Computer related Main computer Software Printers Uninterruptible power supply Remote terminals Modems PeaceNet sign-up fee Miscellaneous Video	2	@ @ @	500	\$ \$ \$	0,000 1,000 500 300 1,000 1,760 10 500
Video Projector VCR Tape Furniture		<u>e</u>	3,000 300	\$ \$ \$	000 300 00E
Stand for each user computer/terminal Cabinet for the main machine Printer stands Shelves for printed materials Reading table and chairs Lighting Desk and chair for personnel File cabinets Office supplies Library materials Telephones Telephone lines General Miscellaneous	12218 22 2		50 50 50 50 100 20 100 50		250 50 100 100 100 160 200 100 300 500 70 600 500
Monthly Costs Personnel Telephone lines Long distance calls PeaceNet monthly and usage fees Computer supplies Software Rent (office and public access space) Insurance Maintenance & expansion Office supplies Utilities		<u>e</u>	1,400 20	****	2,800 120 100 100 300 200 500 100 500 100 200

DESCRIPTION AND USAGE

Initial costs

Computer related

Main computer - A powerful micro-computer set up as a multi-user system or networked with 3 or 4 smaller micro-computer each with one floppy disk drive (allowing users to transfer information to/from the sustem).

Software - Word processor, data base, desk top publishing, 'C' programming language compiler

Printers - Two dot matrix printers with near letter quality.

Uninterruptible power supply - to protect against power surges and data loss.

Remote terminals - Connected to CI; located at various locations in the city.

Modems - Allow dial-in and remote terminal access to CI.

Miscellaneous - Cables, wiring, surge protectors

Video

TV Projector - Use for demonstrations, workshops and experimentation with group communications.

VCR - Show taped information about CCR and usage of the facility. Tape computer sessions, animations. (Use ACTV equipment for most video productions.)

Office Supplies - Chalkboard, bulletin board, three hole punch, etc.
Library materials - Dictionary, thesaurus, software manuals and catalogs,
periodicals, public domain and CCR software printouts, etc.

Telephones - Telephone for each staff member.

Telephone lines - One voice line for staff, three for access to CI and one for each remote terminal (Four).

Monthly Costs

Personnel (Two full-time equivalent employees) - Handle office logistics; organize meetings of staff and volunteers and community meetings; establish and maintain computer resources; etc. The staff will share tasks according to interest and ability.

Computer supplies - Printer paper, ribbons, disks

Software - New software available or software for new needs of users.

Rent - 1000 to 2000 sq.ft. for staff office(s), meetings, demonstrations, workshops and access to computer equipment.

Insurance - Liability (fire and theft?)

Maintenance & expansion - Repairs, additional equipment (e.g. letter quality printer)

Office supplies - Paper, pens, staples, file Folders, etc.

.ADDITIONAL RESOURCES

Initial costs

Computer related			1
Optical disk storage	10	3,000	9,000
Amiga 500 computers	2 @	650	\$ 1,300
512K memory addition/battery clock	2 @	160	\$ 320
Amiga 2000 computer w/hard disk	1 @	2,800	\$ 2,800
Macintosh II computers	. 20	1,600	\$ 3,200
Laser printer	10	1,500	\$ 1,500
Letter quality printer	10	500	\$ 500
Remote terminals	4 @	500	\$ 2,000
Modems	80	160	\$ 1,280
Video digitizer	1 @	. 800	\$ 800
Software			\$ 1,000
Video			-
Stereo VCR	1 @	700	\$ 700

Furniture Stand for each user computer/terminal	5 @	50	\$ 2	:50
Printer stands	2 @	50		.00
Shelves for printed materials .	ž ē	50	-	.00
Desk and chair for personnel	3 @ '			300
	26			
File cabinets	E 4	50		.00
Library materials			\$ 1,5	
Telephones	3@	35		.05
Telephone lines	5 @	100	S S	500
			\$21,3	155
Monthly Costs				
Personnel	Э С	1,400	\$ 4,2	200
Telephone lines	5 @	20		.00
Computer supplies				100
Office supplies				00
orrice supplies			- 43 T	.00
			\$ 4,7	700

DESCRIPTION AND USAGE

Initial costs

Computer related

Optical disk storage - Read and write optical disks with 400K - 800K. Use for expanding quantity and variety of information in the system.

Amiga computers - Mouse, sophisticated graphics, multi-processing Macintosh - Popular desktop publishing platform

Laser printer - High quality output of text (dozens of fonts) and graphics.

Letter quality printer - Daisy wheel type for high quality typewriter output.

Video digitizer - Convert video images to computer representation. Images may then be altered using software. Typed text can be converted to computer format (ASCII).

Software - Computer aided design (CAD) for electronic, mechanical or architectural applications. Desk top publishing (DTP) for producing newsletters to books.

Video

Stereo VCR - Better sound, useful for high quality video and sound productions.

Library materials - Books on computers, communications, social impact of the former.....Subscriptions to periodicals.

Income - one time

Donations, Grants, Benefits

Sponsors - Equipment, software or money for remote terminal, telephone line, other specific item or general usage.

Income - monthly

Donations

Sponsors - Telephone, rent or general usage.

Small monthly fee for phone access to individuals.

Fee for print outs

As mentioned before, our financial resources are non-existent but we do have people (the most dynamic resource). Funding is one obvious area for immediate attention. Listed below are some projects, listed by general area, that can be planned and started now.

Organization and Logistics

Continue meetings; Complete this proposal: well written, evaluate needs, accurate costs

Communicate using a local bulletin board. Use this experience and discussion to design a communications system (CI).

Locate office space that would be readily available to the public.

Public Relations

Produce videos to introduce people to CCR and attract new participants. Videos showing various uses of CCR aimed at different groups of people. Short videos showing a quick example and how to find out more.

Write articles for introduction to CCR and attracting new people.

Organize community/neighborhood meetings to introduce the public and get a feel for the public interest for participation and usage.

Technical

Develop software for Community Information. Write a user's manual first. This will solidify the concept and make a very good specification for the design and implementation of CI.

Design a system for CCR: determine characteristics, choose equipment, configure

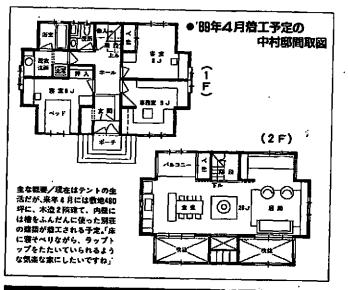
Fund Raising

Organize a benefit. This would also be a good way to introduce people to CCR in an informal environment. Videos, short workshops and possibly example software of CI could be used.

Talk to city council, other government officials, administrators and foundations about funding. The proposal and a video would be a good introduction package for the project.

T-shirts, posters, music for publicity as well as funds.

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何よりも先に電話値を引いた。

操影/商都先男



内装には棆の間伐材を使った家が、来年4月 にネットワークシステムを取り入れ、情報基すで家が建ちそうなんですよ。家のあちこち延設会社などの応援が得られ、1千万円足ら 吹に着工できそうだからだ。 地としての密度を凝くしていこうと思ってい 仮の宿。ともまもなくお別れ。木造2階建て 「ネットワークを通じての縁で、 遊びの方もですが……」 起梁士や某

夢はすでに米年へと広がっている。

いるキノコを採って遊んで この原始とハイテクの混在したような かり持って行けばまた大

ンドハウス・ライフは、 ップをたたいていることもあれば、 八ヶ岳のうまい空気を吸いながら、 過末を利用しての中村さんのセ 今も継続中だ。 皇生し ラップ

仕事上、中村さんの場合、寝る場所と電話 りあえず"俗報基地*としての体裁は整う。、それにラップトップパソコンがあれば、 "しめたもの" である。 土地が手に入れば、 ħĹ

る中村さんは、現在20歳。「仕事場として **恬心地のいい場所** 情報化社会が生んだ新遊業に従事す 7、 資金の約1千万円はほとんどが銀パ、八ヶ岳の別荘地に480坪の土地い中に持ちたい」ということから、去 知的生産性の上がる場所 自分にとって

ションシステムのコンサルティングを行なう自治体や企業に地域の情報化やコミュニケーパソコンネットワークを駆使して、全国の

中泽每8 88.((27)

会社、ユーピー コンサルタント

一ム社役員の中

一方月間、選択になるとこれ

公学さん (29) は昨年秋の

さんが自分で手当てしたリン

トオフィスである。企業や

なが分談した別在地内に中村

イライフ時代

ントの中。白樺の林を弦策、 かりはランタ ックスしたムー が覚める。長野県八ケ岳のテ 敬にふける。 明 の温泉に。リラ ン。静かに一日 数に入って読 を練る。夜十時、 手に仕事の精想 ドでパソコン相 山島の鳴き声で目 ニケーションシステムを導え ていくためにはどんなコミュ 自治体が情報化社会に対応し 談に乗り計画作りを手伝ろの ドワークを活用すれば自宅ば せる。中村さんが自ら体験し かりか保護地でも仕事がとな が中村さんの仕事。通信ネッ したらいいのか、臭体的に相

仕事もリゾート気分

て証明しようという試みだ。 概想は五年前から頭に**浮か、た。東京都練**厖区内の自宅マ 購入者の中では最年少だっ

が過ぎる。

東京・遊区の

第268話

み自宅やオフィス のテントを張っ から借りた六級大 ワープロを持ち込 昨年八月、女 個がもてた。

時、二十七歳で一帯の別荘地 た。ほぼ金額銀行ローン。当 どの債地権(年間地代十二万 円)を九百八十万円で購入し のが一昨年夏。約千六百平方 ろはないだろうか。 配語回録が引けるようなとと に便利。自然に囲まれた中で ろからキャンプ生活には慣れ 学生時代に米国に留学したと ている。都内から軍で行くの んでいた。山や海が好きだし 八ケ岳の別狂地を見つけた ととも。静かだ、といっても うにたずねてくる。お隣の年 地える。企画器や報告器の仕 配の夫婦から粘茶に招かれる けで能率がかなり上がる。街 ようにしているが、閑節なが 回し。動力はバッテリーだ。 リゾートならではの交友関係 中のオフィスにいれば雑用も ているんですか」と物珍しそ 同じ別荘地の住人が「何し が9ペースは二一五割もア お客との迎絡は必ずとれる プする気がする。

> (社 会)

> > の家中に、関々まで迫信網を

中村さんは今度犯でる別符

イークデーに群在、都心オフ

したい、と思っている。

二十四時間が仕事欲け、と

版

もできた。 テント作りだから冬場の食

約三時間、宅配便 ンションから車で の出数だったととを別にすれ 閉鎖中。それでも高速将金が は、とのオフィスも留の中で ばパソコンネットワークで、 山の中でも仕事ができると自 往復八千円もかかり予想外

も届く。

約百平方はの別荘を建設する ト小屋はあくまで実験の第 計画で、設計を依頼中。テン 殴略。 本格的なリソートオフ 千万円をかけて延べ床面積 今容、中村さんはとこに約

(30)

で食事を楽しみ ら、ダイニング 横になりなが 張りめぐらせるつもりだ。い ードをたたけ ソコンのキーボ ながらすぐにパ 居間でゴロリと わばインテリジェント別社

都会と結ばれている保証があ

んは気の持ち方だと思う。リ 指摘する声もあるが、中村さ

ートオフィスでの仕事も、

貸マンションの 東京都内の位

、先取り実感

設している埼玉 ックスなどが開 ほか、営士ゼロ

ライトオフィス

県志木市のサテ



1989年(平成元年)3月13

たり、模想を練ったりする仕 事だからひらめきが大事だ。 コンサルタント菜は企画し ージを送れば済む。 ら無駄だ。パソコンでメッセ り、何時間もつぶしたりした

受え。中村さんはと ・・・・在宅勤務、サテ ライトオフィス、 れらを組み合わせ フィスと呼ぶ。自 てネットワークオ

とれからのサラリ 分だけではない。 る必要とされる仕 して実験ロードを走行中だ。

(第268話 おわり)

逃れることができないなら、 アイデアはいつどこでわくか 分からない。仕事から完全に になるだろう。

ィスには超末に出てくる形に「常時、臨野状態に強いてお るからとそゆったりとくつろ。 わずか五分間の面談のために の分散は有効だ、と思う。仕 つくり出すためにもオフィス 的に会うようにしている。が、 事の性質上、様々な人に積極 く」というわけた。 ようにして強く方が安心だ。 相手との時間調整が必要にな 自分のための時間をうまく てもらえない。リソートオフ なるととろをネットワークオ にやっておきたい実験だ、と 鉛型や動きができる今のうち は新参省はなかなか受け入れ 誌などに論义を発表してきた フィスから述べるような時代 の一つの武器になる。自由な ルタントとして名を売るため ィスの体験は一人前のコンサ が、まだ若い。日本の社会で 東大在学中からパソコン雑

とを「コンセプトカー」とか を高めるコンセプトカーと称 中村さんは自らを知的生産性 調して生産された試作車のと 決策は必ずあるはずだ。 ないが何事にも感はある。解 「近米米カー」などという。 問題点にぶつかるかも知れ 新しい技術やデザインを強

、窓見を日本経済新聞社会部 **取943.**? 「サラリーマン」収材班(30 とのシリーズについてのだ 東京270·0251、

INSTITUTE FOR COMMUNICATION ENVIRONMENT

The INSTITUTE FOR COMMUNICATION ENVIRONMENT was established by Hirovuki Nakamura in April, 1991. Our company strategy is to create better communication and information environment for the network society.

We, INSTITUTE FOR COMMUNICATION ENVIRONMENT, design media to activate human networking among regional, institutional, educational and business communities throughout Japan and beyond.

Our specialty is the use of computer networks and other media that help people communicate with each other and share information, knowledge and wisdom beyond time, space, social or cultural limitations. 'social-ware', including human-ware and use-ware, of network systems and information systems from user's point of view. We consult to business and regional organizations to introduce networks and media and to local governments to plan telecommunications policy. We publish books and reports, write magazine articles and make bridges between technology and its users.

We have been pioneering the completely new field in Japan. Our concept is that systems and media design work should be undertaken not only by engineers in the technical fields, but by specialists who have a real understanding of human communication and organization.

PROJECTS:

NETWORKING

-TOKUSHIMA CITY COUNCIL

Tokushima city council is the first local government which set up a computer network for communicatio among its workers.

-COARA (Compunication of Oita Amateur Research Association) - not gov. owned -COMNET Sendai Crake-Added baseness transaction date

WAN -

network

-EHIME TOWN TOWN NET

-"202 NET", Company's communication network
-"TBS NET", Communication network among TBS radio and its listeners.

POLICY MAKING

-ODAWARA CITY

Making the master plan, for next decade, how to apply media and information/communication systems to Odawara regional community.

-TOKUSHIMA CITY

Master Plan for its communication policy.

-KANAGAWA PREF.

Master plan for its communication policy.

TELEWORKING

-SATELLITE OFFICE, NETWORK OFFICE Studying network systems for teleworking.

-YATSUGATAKE OFFICE IN RESORT Studying NETWORK COTTAGE for field-teleworking.

BIOS:

HIROYUKI NAKAMURA, PRESIDENT/CEO

Born in 1959, he majored in both Geochemistry and Town planning at University of Tokyo. He has a wide area of interest and specialty.

He has been active as a freelance journalist from the very early days of networking and personal computing in Japan. He is the author of many books and articles about telecommunications including a book for beginners called "LET'S START TELECOMPUTING". His latest book "A GUIDE FOR COMMUNICATION NETWORK" was published in 1986. He has experience in software design for communication, and has been involved in working on designing Japan's first computer conference system. Books he has been working on, including "TELEWORKING AND ORGANIZATION", "NETWORKING AND REGIONAL DEVELOPMENT" are coming soon.

He is one of the founders of Institute for Networking Design, which was established in 1986 and Japan's first consulting firm for electronic networking for human networking.

In 1988, he moved to UPM to establish Networking and Media Design Dept and has been active in consulting business for especially local governments.

In 1991, he established the present company.

He is also involved in teleworking/telecommuting field. His office used to be in the SHIKI SATELLITE OFFICE, the first teleworking and satellite office project by XEROX, Kajima Corporation, Sumitomo Trust and Banking and other 2 major companies. He is working on designing network and communication system of this office and is studying networking and media design for teleworking.

He was a member of Study Group of Computer Network at MITI and is a chairman of 'the Study Group for Application of Computer Network to Local Government' supported by MHA - Ministry of Home Affairs.

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Enst for Communication - Engrament 11/23/91 Odawana City research CAN optimo major interest is interestive media wkjulgov q cable op setting up calle sys in Dec 1992, night now in Dapan - data com & Goodcastz competely separated from CATV XTT used to be menopoles, leub now private ent still dominant 4/99% market share, install 15 DN all over Dapan in the dare in 20-25 yrs, CCIT - in Europe also discussion boarder 6and 15PN - 64Kbit not erough. Design in Wash DC - interested in tele commet BBs in Japan april 1, 1985. Ist Started elefre that no private conpany a constitution could excher messages by computery Changed w/ privitation of Japanese

1986 - 1988 Daparese local your int. in BBs to communicate w/ citizens now more than 50 BBSS which beid involved local government -1987 - now lots of private companies big of mid-sujed intèred in connur. forunteral use 600,000 Setworks nongotions
PC-VA-W TO SENIE horse (ci la Compusere) N. Cfy 6 Davie nou there is a recurrance of interest in community netrontestots of ward processors as well as PCS-