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LEADERSHIP WATERED-DOWN

Darry D Eggleston, June 3, 2007

There are very few right or wrong absolutes in this world — just difficult choices that lie somewhere in between. As leaders polish their leadership skills and build, step-by-step, on the technical skills of their job, they rise to higher levels of responsibility — ready to make bigger decisions.

Leaders make decisions — choices that affect not only their own future, but the future of their families, their friends and those that work with and for them. Choices which promise the best reward often require extra effort. When the options offer victory or defeat only fortune tellers pretend to know. But leaders have to make those tough decisions to pursue the possibilities.

And, through it all, they must model the behaviors they would have their followers emulate. “They must walk their talk.”

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That brings us to the latest example of leaders gone astray.

According to *The Tampa Tribune* (June 2, 2007, p. 1), “It has become a familiar drum beat at city hall: Conserve water. Council members talk about it on the dais. The water department sends out news releases. The mayor regularly ticks of a list of the city’s water woes. But are they following their own advice?”

“The Tampa Residential Average is 103,463 gallons yearly.”

Here’s the annual water usage of the city’s leadership:

- => Tom Scott, Council Member — 103,463 gallons
- => Joseph Caetano, Council Member — 284,988 gallons
- => Gwen Miller, Council Member — 280,500 gallons
- => Brad Baird, Water Department Director — 240,856 gallons
- => Steve Daignault, Public Works Administrator — 226,644 gallons
- => Mary Mulhern, Council Member — 180,268 gallons
- => Pam Iorio, Mayor — 158,576 gallons
- => Linda Saul_Sena, Council Member — 138,656 gallons
- => Charlie Miranda, Council Member — 60,588 gallons (below average)
- => John Dingfelder, Council Member - 59,092 gallons (below average)

FLASH DRIVE FORMATTING

Parker Monroe, [Greater Tampa Bay PC User Group](#)

QUESTION: Do I have to format a flash drive as a FAT or can I use NTFS?

ANSWER: Current flash drives are formatted with FAT (“file allocation table”), but apparently one can also use NTFS (“new technology file system”), at least on some flash drives. However, there is a significant negative to formatting with NTFS.

According to the [Chron.com](#) Help Line, “The main problem with formatting flash drives using NTFS is that the features of this format also produce much more wear and tear on the flash drive which will cause it to wear out much faster.

“NTFS is a Journaling files system and, as such, reads and writes to files much more often than other file systems like FAT and FAT32. This is because disk transactions are logged separately on the disk as they occur.”

As I'm sure you know, flash drives (unlike RAM) can only be written to a certain number of times, although that number is quite large.

Separately, there is a way to avoid having to wait for the Safely Remove msg when wanting to remove a flash drive. Point your browser to , and

Point your browser to NTFS.com which tells how one can disable how one can disable the need to wait for the Safely Remove message before removing a flash drive. This is accomplished by disabling the write caching for the flash drive, which allows one to remove the flash drive at any time provided it is not being actively written to.

The negative of disabling write caching is a reduction in "disk performance," but I suspect the reduction in performance would normally be insignificant most of the time.

VISTA TIPS & TOOLS

PC World magazine published two great lists worth visiting if you're using Windows Vista:

The first is "[Ten Must-Have Gadgets for Windows Vista Sidebar.](#)"

The second is 15 great "[Windows Vista Tips & Tricks.](#)"

VERIZON'S "CAN YOU HEAR ME NOW?" GUY

[Network World](#) magazine ("A day with the 'Can you hear me now?' guy," by Jim Duffy, 05/17/07) spent the day with a Verizon Wireless test guy.

"In actuality, there are 98 of those testers. And they don't walk — each one drives a Chevy Blazer or Ford Taurus equipped with \$300,000 worth of testing gear, cell phones and data cards (see pictures), as many as eight antennae and two GPSs to assess the quality and performance of 1 million coverage miles of the Verizon Wireless network.

"These engineers conduct more than 3 million voice call attempts and 16 million data tests annually. But it's not just the Verizon Wireless network they're testing: They assess the quality of competitors' networks as well."

Jack Brandes, Verizon Wireless associate engineer, said it best, “You can’t manage it if we didn’t measure it, and we measure it all the time.”

GOOGLE TO LINK GMAIL & DOCS

PC World magazine (“Google Mulls Tighter Link Between Gmail and Docs,” Juan Carlos Perez, IDG News Service, May 16, 2007) reports, “Google is exploring ways of further integrating its e-mail and instant messaging services with its hosted productivity applications,”

“The intention is to boost the group collaboration capabilities of the Docs & Spreadsheets hosted suite of office productivity applications. Although the suite’s word processor, spreadsheet program and upcoming presentations application lack the breadth of features in Word, Excel and PowerPoint, Google believes they offer users benefits over their Microsoft Office counterparts.

“Chief among the benefits, Google says, is the ability for workgroups to collaborate, since Docs & Spreadsheets files are hosted by Google and designed for multiple users to view and edit them. Word, Excel and PowerPoint, on the other hand, are Desktop PC applications, which makes multiuser collaboration harder, Google argues.”

DECENTRALIZED COMMERCE & WEB 2.0

ClickZ.com projects (“Decentralized Commerce,” by Jack Aaronson, June 1, 2007) that *decentralized commerce* will be the leading edge of Web 2.0 technologies.

“Most online stores have centralized commerce, where visitors use various methods to get to the Web site and buy something. Paid search, natural search, and affiliate networks are all geared toward generating leads and bringing more people to your storefront.

“Decentralized commerce has a different paradigm. Rather than bringing more people to your site, the goal is to allow customers to buy merchan-

dise from your store wherever they are. While affiliate networks have long gotten products in front of people via other sites, pushing the actual checkout process there as well is somewhat new.

“The implications of decentralized commerce are huge. On the plus side, future advertising can actually contain commerce. Instead of buying a keyword on Google and hoping it catches users’ attention, bringing them to the site, and spurring a sale, companies can place products and the entire buying process right on the Google search results page.”

A note from Darry D: If the author is right, this will require a paradigm shift in Website & market design.

CROWD CONTROL IN ANCIENT POMPEII

CSO magazine (“[Crowd Management](#): How to Control Crowds in Ancient Pompeii,” by Scott Berinato, May 1, 2007) describes how to learn from Pompeii’s stadium.

“In ancient Pompeii, if you walk northeast along the wide Via dell’ Abbondanza, then cut right onto the narrower Via Nocera for a block, then turn left onto Via di Castricio, you’ll approach the southeastern corner of the city, where the road again opens wide to the Anfiteatro, Pompeii’s stadium, preserved remarkably well by the thick blanket of Vesuvian ash that covered it for about 1,700 years.

“Pompeii’s stadium was so well-designed that it could empty itself of 30,000 spectators in less than 10 minutes.” [Italics added.]

“Improvement can come from studying sites like Pompeii, G. Keith Still says, and then trying to balance the profit motive with some of the ancient stadium’s crowd management features that can significantly reduce the risk of often tragic and too-common security events — crowd disasters.

“Crowd behavior can be so distinct from individual behavior that the crowd is thought of as one thing, a kind of superorganism with its own psychology. Back when Pompeii’s amphitheater still hosted gladiatorial spectacles, Titus Livius (Livy) complained that crowds are “either humble and servile or arrogant and dominating...incapable of making moderate use of freedom.” Gustave le Bon, who wrote about group psychology in the early 20th century,

said we must either figure out the psychology of crowds or “resign ourselves to being devoured by them.”

“No security phenomenon is as volatile, none can flip from managed to chaotic as quickly as a crowd. That’s why professionals such as Still are concerned by poor design in modern stadiums.

“It’s not a stampede, it’s a design and management problem,’ says Still. ‘The stampede is the effect, not the cause. It’s an entirely predictable crowd dynamic. We can tell you what factors give rise to that behavior and how to engineer a system to limit it.’

“When he compares the Pompeii stadium’s design to what computer models tell him is good crowd management design, ‘the geometry, the ratios and spaces at Pompeii, they are all optimal.’

“There are benchmarks that Still uses and the United Kingdom has adopted for crowd densities to prevent people from getting anxious. None would have been crossed at a typical event at the Pompeii stadium:

=> 2 to 3 people per square meter when moving

=> 5 people per square meter when standing or sitting

=> 6 people per square meter for up to six minutes in certain situations, such as an entrance queue, if the space is monitored.

“24 August, A.D. 79... Pompeii’s Anfiteatro was gone. Its elegant geometry, its ideal uses of space and its beautiful openness were smothered, and preserved under 10 feet of hot ash and pumice.”

MOUSE POWER: A TECHNOLOGY MYSTERY REVEALED

How does the small arrow on your computer monitor work when you move the mouse?

Now, through the miracle of high technology, we can see how it is done. With the aid of a screen magnifying lens, the mechanism becomes apparent. [Click here](#) and you will find out.

NOTE: The image may take a moment or two to download and when it appears, slowly move your mouse over the light gray circle and you will see how the magic works.