



City of Seattle
Community Technology Advisory Board
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TO: HONORABLE SEATTLE COUNCIL PRESIDENT, BRUCE HARRELL

CC: CHIEF TECHNOLOGY OFFICER MICHAEL MATTMILLER; SEATTLE OFFICE OF CABLE COMMUNICATIONS DIRECTOR, TONY PEREZ; CTAB MEMBERS

FROM: SEATTLE COMMUNITY TECHNOLOGY ADVISORY BOARD (CTAB)

RE: CITY OF SEATTLE COMMUNITY TECHNOLOGY ADVISORY BOARD'S (CTAB) POSITION STATEMENT ON WAVE FRANCHISE RENEWAL

DATE: JUNE 16, 2017

WAVE provides cable and broadband to thousands of Seattle residents. Covering large areas of the Central District and South Seattle, WAVE covers the most diverse areas of the city. During the franchise renewal process, there is an opportunity to build upon previous agreements and improve the quality of service equity and relationship between WAVE, its resident customers, and the City. In particular, even though we understand that the City cannot require it, WAVE's service to Seattle's low income residents could be improved by the creation of an affordable broadband Internet service program for income eligible individuals and families.

The Community Technology Advisory Board (CTAB), pursuant to our duty to provide recommendations to the Council and Mayor on issues of cable television and technology access, submits this statement for your consideration. We support the franchise renewal and have recommendations for improving and strengthening the relationship among the City, Wave and residents of WAVE's service area. **CTAB recommends that the franchise renewal process recognize the following priorities. WAVE should:**

1. Introduce an affordable cable and broadband Internet service program that would be comparable to the Internet Basics offered by CenturyLink and Internet Essential offered by Comcast for income eligible families and individuals.
 - a. WAVE should consider partnering with the Seattle Utilities Discount Program to simplify enrollment and administration of the proposed affordable cable and Internet program.
2. Improve products, outreach, enrollment, and customer service.
 - a. Cease the practice of up-selling to residents in affordable housing units, seniors, or otherwise marginalized residents.
 - b. Provide language support for residents whose primary language is not English
 - c. Increase of channels with cultural and language programming that reflects and meets the needs of diverse populations of the city.



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3. Strengthen connections with communities served by WAVE through,
 - a. Continuing free Internet for community service organizations
 - i. Adding up to 5 sites per year to the 55 current sites.
 - ii. Providing 2nd tier business class service (rather than residential service) – match the Comcast agreement terms for level of service.
 - b. Providing an annual digital equity grant to the City to enable outreach, connectivity support, skills training, and devices.
 - c. Continuing public Wi-Fi that WAVE began providing last year on 23rd Ave.
 - d. Engaging and collaborating substantively with organizations who are well-equipped to serve and support Seattle’s communities of color and low income families and individuals.
 - e. Creating opportunities for local employment through establishment of mentorship and internship programs for communities of color, immigrants, refugees, limited-English proficiency and low-income individuals and youth.
4. All services, including the proposed affordable cable and broadband Internet service program, must meet or exceed the FCC definition of broadband, 25 Mbps up and 4 Mbps down, and continue to update the program if FCC changes the definition.
5. Report low income adoption data to the City.

Thank you for your consideration. With the adoption of the proposed recommendations, CTAB expresses its support for the WAVE franchise renewal. CTAB is looking forward to seeing the draft agreement and are available for consultation by the city and WAVE as negotiations move forward. Please feel free to contact Jose Vasquez, Chair of CTAB, at jmvasquez@gmail.com or Karia Wong, Chair of the Broadband Committee at CTAB, at kariaw@cisc-seattle.org, Amy Hirotaka, CTAB Member, Broadband Committee Member at amyhirotaka@gmail.com.