**November 13, 2018 Meeting - Seattle Community Technology Advisory Board**

Topics covered included: Digital Equity Panel: Low-Cost Fixed Broadband Internet Providers; Privacy and Surveillance Update; Tech Access and Adoption Survey.

**This meeting was held:** November 13, 2018; 6:00-8:00 p.m., Seattle Municipal Tower, 700 Fifth Avenue, Room 2750

Podcasts available at: <http://www.seattle.gov/Documents/Departments/CTTAB/podcast/cttab.xml>

**Attending:**

**Board Members:** Heather Lewis via Skype, Torgie Madison, John Krull, Steven Maheshwary, Smriti Chandrashekar, Karia Wong

**Public:** Adam Owen (Century Link), Dorene Cornwell, Tyrone Grandison, Shay Page, D. Line, Chelsea Watson, Megan Bruce, Fred Lutz, Amy Thompson, Hans Hechtman, Joe Woolley, Camille Malonzo, Susanna Linse, Maryanne Feng, Allison Borngesser

**Staff:** Chance Hunt, David Keyes, Seferiana Day, Cass Magnuski

**25 In Attendance**

**Steven Maheshwary:   Welcome to the November Community Technology Advisory Board meeting. Usually what we do at the beginning of the meeting is introductions. I know we have a few members here.So, if you don't mind just saying your name, what organization you're part of, or what part of Seattle you live in. I can go first, then we'll go around the table. I'm Steven Maheshwary. I'm the vice chair for the Community Technology Advisory Board.**

**Steven Maheshwary:**   And do we have people on the line? Liz, do you want to introduce yourself?

**INTRODUCTIONS**

**Steven Maheshwary:**   So, moving on to the agenda. Can we have a motion to approve the November agenda.

**Torgie Madison:**  I move to approve the November agenda.

**Steven Maheshwary:**   Can we have a second?

**Smriti Chandrashekar:**  I second.

**Steven Maheshwary:**   Okay, the November agenda has been approved. Do we have a motion to approve the September (October) minutes?

**Karia Wong:** I motion to accept the October minutes.

**Steven Maheshwary:**   Do we have a second?

**Smriti Chandrashekar:**  I second.

**Steven Maheshwary:**   The September (October) minutes are approved. Tonight, we have another special panel. I'm excited to welcome our guests, who will be speaking on a subject close to our hearts, so I'll kick it over to John Krull to introduce our panel and get things started..

**John Krull:**  Thank you. Again, I'm John Krull, and I'm the CIO at Seattle Public Schools, as well as the education member for CTAB. So, I was excited to put this together for both my day job and then this. We have two esteemed members, one from Comcast, Hans Hechtman; and Amy Thompson from WAVE. Both Comcast and WAVE are cable franchise partners with the City, and they also provide fixed broadband to our citizens. Both companies offer a low cost broadband offering. That's what our discussion is about here tonight, not just to learn about what they offer, because we could just read the flyers about that, but also to maybe dig a little bit deeper into it. We'll spend about 20 minutes with some moderated questions from me, and then we'll open it up to the audience, both CTAB members and members of the public. And we'll try to wrap up, I believe at 7:00, and then we'll have time to break and mingle. So, if you want to go deeper with a question that we don't have time for, you could talk during the break to either Amy or Hans. Century Link is also a cable and broadband partner, but they do not currently offer a low cost subscription, and they declined an invitation to participate. I just wanted to put that out there.

With that, let's get going. We'll start with a couple of softball questions. We'll start with Comcast. Hans, please just describe what your low cost offerings are,

**Hans Hechtman:** Sure. It's a pleasure to be here tonight. Thanks for having us and hosting. Our internet speeds vary from 15 mg up to one gig throughout the City. In fact, 90 percent of our footprint nationwide is one gig capable. We will tackle that last 10 percent in the not too distant future. for our low income program, called Internet Essentials, we just finished our seventh year. This is a nationwide program that we've embarked upon. The service is a 15 mg service for $9.95 a month. We take care of the installation. We provide an in home WiFi experience. We talk about a digital divide or digital adoption. Ninety-seven percent of the nation has access to broadband, from one provider or multiple providers, yet roughly 30 percent or so have been slow to adopt. And it's typically for socio-economic reasons. They can't afford the service. They don't have a computer. Can't afford to get a computer. Intimidated by the internet or lack digital literacy skills, etc. So our program was really geared to address that. Our price is $9.95. It has been that since day one, and will continue to be that going forward. We have access to notebooks, or laptops, or desk tops, whatever they may be, for $150. So, we cover the back end of that. We address the price point on the service, and then we partner with community organizations around digital literacy, teaching digital literacy skills, so that folks get the aptitude that they need to get on the internet. It's not just about conversing and interacting, it's where you go to find a job. It's where your kids do their homework. So, it's important that folks get on.

**John Krull:**  Thank you. Amy, can you tell us about WAVE?

**Amy Thompson:** Thanks for have me, as well. I'm coming from a whole different direction. I'm a product manager. I do residential products for WAVE. And, about a year ago, I was meeting with CTAB and a couple of representatives here to talk about what we have put together. It's only been about nine months or so, that we've been offering the Simply Internet program here in Seattle. It's comparable in many ways to what Comcast has provided. There is no cost for installation or WiFi. That's all included in addition to our basic internet service for folks who need it. We're thrilled to be able to provide it to customers and work with our local partners to put it together. We don't have the same scale. We're more of a local provider. But, we're working through it, and we're gradually increasing the customer base and the customers we're able to serve with this program.

**John Krull:**  Thank you. I wanted to mention the map over there, so people can  kind of get an idea of -- you can look at that more closely during the break -- but that shows the coverage of the different providers across the City. You both have these offerings. That's great. What do you do to ease the sign up process for your potential customers. I think one of the things is, if you don't have internet, you're not as well connected on how to sign up. Amy, we'll start with you on that one.

**Amy Thompson:** Our process is that we can either go through the City of Seattle to be pre-qualified and submit paperwork. sometimes there are language barriers or whatever, and the City of Seattle has generously helped us to overcome some of those issues that we've encountered. Or people can come directly into the store and get assistance with their sign up process.

**Hans Hechtman:** So, for us, being a nation-wide company, when we first started this, we needed a standard, if you will, to do the qualification. At that time, it was if you had children that were on free lunch, and we added free and reduced lunch, as well. And then, a couple of years ago, here in Seattle, we set up a pilot that is still on-going, for seniors. So, if you are a senior and you're on the City Utility Discount Program, you're qualified. Last year, we also expanded to anybody who lives in public housing, whether you're in King County Housing Authority, SHA, or Section 8, regardless of whether you have a child or not, if you live there, you have access to Internet Essentials. And then, just this past month, we expanded it to veterans. Those are our categories, if you will, that we serve, the various segments of the community. What we've largely done, our process, is to partner with organizations that serve those districts and populations. We've done a lot of work with school districts over the years.  Most school districts will send to homes with free or reduced lunch a mailing over the summer. I ask of them to tell us how many of these that you need. We'll print as many as you want. Get it home and in the hands of the folks that can benefit from it. Similarly, we have done some things with housing authorities, King County Housing Authority, again; and we partner with them in getting the word out to those folks that they serve. With regard to the school districts, if you are a school with 50 percent or more of your kids on free or reduced lunch, that entire school is automatically qualified. We have a list of those schools that we try to keep up with from year to year so that when someone contacts us to enroll, if they say that they go to XYZ school and it's on the list, we don't get into the whole 'Are you on free or reduced lunch.' We just would know then that every student there would qualify. We also have a dedicated call center for this,and have since the beginning. If the potential customer wants the service, they're not calling our main line number. They're calling a special number, where they're talking to folks that are specific to our Internet Essentials product. They're not there to up-sell them in any way. They are there to fulfill the order for Internet Essentials. If the customer wants additional services, they would then just transfer them back to the regular call center, and it would go from there. We keep it separate and distinct.

**John Krull:**  Thank you. How many customers do you have using this program? And is there any cap to it?

**Hans Hechtman:** No cap for us. this is something that we initially started that is a three-year endeavor. And at the end of three years, we decided to do it indefinitely. Nationwide, we have signed up over six million people, with over 60,000 here in the State of Washington, and over 7,600 here  in the City of Seattle.

**Amy Thompson:** We're just getting ramped up. We've got 182 customers as of the other day. I have that breakdown by zip code, if you're interested. Most of them are in 98144 and 98104.

**John Krull:**  I'd love to see that.

**Amy Thompson:** Sure.

**John Krull:**  Thanks, both of you, for the details on that. We were curious about penetration and the difference that you're making, so I appreciate that. That's a good segue into the next question. What do you feel are the biggest successes of your program so far? I don't know if you have any specific success stories beyond the numbers, or anything like that. Start with Amy.

**Amy Thompson:** I would say that, so far, our biggest success is working with Brenda Tate and her office on getting people pre-qualified. That qualification step, for us, we, like Comcast, honor the free and reduced lunch program. In addition, anyone who falls outside of that, for example, seniors or other community members can go through the City of Seattle and be pre-qualified. That partnership has worked out really well for us, and we'd love to partner on those kinds of relationships where we can. So, we're really thankful for that. Thank you.

**Hans Hechtman:** We look back on the numbers I just cited and think that's a great success.  And we're going to keep at it. I think, for us, it's also the partnerships. We've done a lot of work with school districts all over the state, as well as here, locally, with organizations like El Centro de la Rasa, Seattle Urban League, Literacy Source, Seattle Goodwill. These are all folks that we've partnered with, not only to get the word out about the program, but we also partner with them in terms of providing those digital literacy skills to the folks that they serve who can benefit from this. So, we've been able to form really great partnerships across the board.

**John Krull:**  That segues maybe into my next one. What are your customer service metrics? How do you measure customer service for this program? How do you handle non-English requests for working with a particularly diverse community like ours?

**Hans Hechtman:** For us, we've got a dedicated call center, and it has largely worked quite well. If you call there and you're a non-English speaker, we do have folks on hand for a certain number of languages. And for those we don't have in-house, we have contracts with a third party interpretation service to help with that. And then, all of our materials are available in multiple languages. It's up to 14 languages now.

**Amy Thompson:** I will defer again to partnerships. I feel like a broken record. I went to an event at the Chinese community center, and really they had resources to help their community sign up for our program there. That was super helpful. Those kinds of partnerships were instrumental. It would have been very difficult for us to serve them in our store, for example, in that same way. Those kinds of opportunities are things that we would look to for additional help with the program.

**Hans Hechtman:** The partnerships are good because of the trust factor. These folks aren't connected. We advertise a lot, right? And they're not connected for a number of reasons. There are barriers in things like that. What we have found is that we can do a lot better by partnering with organizations that serve them, and helping get the word out that way, than if we were just to go and market directly to them. It's more apt that they're going to see this, and for whatever reason, put it aside. They just don't trust us. So, those partner organizations are really key.

**John Krull:**  Great. Related to the last question, how specifically do you hand people who need ADA accommodations, both in signing them up and then also, in ongoing support?

**Hans Hechtman:** We have all of the accommodations that you would expect of a company our size. When you call into us, or whether you get information in a specific way. A lot of what we've got is a video product. We've got tools and technology built into that. But again, we try to make sure that we've got folks on hand that can communicate.

**John Krull:**  Does your web site meet the ADA WCAG 2.1?

**Hans Hechtman:** I don't know. That's a good question. I'll have to look into that.

**John Krull:**  Amy, how about you?

**Amy Thompson:** I don't have a specific answer for you on this one. I apologize. What I will say is I don't think we have encountered issues to date where we weren't able to serve that customer. So, not to say that we couldn't do more, but at this time, i am not aware of any issues.

**John Krull:**  One challenge the school district has is we have to meet the WCAG 2.1 certification for our web site and all communications that are over the web, which can be a challenge sometimes for what we're trying to communicate.

**Amy Thompson:** John, I'll follow up on that for you and get back to you.

**John Krull:**  By the way, these questions were developed by the digital Inclusion Committee. They're not just my questions. So, I appreciate the people who helped me develop these. The next question is are there any value added services that are available to your customers at this level?

**Amy Thompson:** Yes. You can add basic services. We allow a local TV product or a basic phone, but we don't allow premium services, with the thinking that if you're able to afford the premium services, then this probably isn't the right product for you.

**John Krull:**  Is there an extra cost for the basic TV and telephone on top of the $10?

**Amy Thompson:** Yes. It's $9.95 for the program, but other products can be added at the regular retail rate.

**Hans Hechtman:**Yes, similar here. We send those folks, if they're interested, back to a different channel to get that. We do also offer 40 1-hour sessions of free WiFi in the community. So, we've got hotspots that we place throughout the City, and we'll be adding more over the coming years. but we allow access to those, as well. And then again, that digital literacy training is something we provide through our partnerships.

**John Krull:**  In Seattle, that's with Goodwill?

**Hans Hechtman:** We've done it with Goodwill. Another one in Seattle is El Centro. Literacy Source is another one, and Asian Counseling and Referral Service (ACRS) is another.

**John Krull:**  Thanks. You talked about partnerships, and from what I've seen partnerships are really important. to turn that around a little bit, what do you think makes a good partner? For instance, how could, in my case, Seattle Schools be a good partner. How could the City be a good partner? For people out in the audience, if they are with a nonprofit or something, how can they partner with you guys to benefit our citizens?

**Hans Hechtman:** For us, again, it's working with us to help inform the folks that you serve that these programs exist. And I think that some of the things that we have been challenged with in the past is that some folks seem to have a policy that they're not going to share or promote anything that's from the private sector entity. It's just a City policy, and I get it. But some schools districts get hit up a lot by people looking for a business opportunity. In our case, again, we're just trying to partner to get the word out. That, with SHA, City of Seattle again, we've had some things where you know who the folks are in Utility Discount. We don't. We're not asking you to share that with us, but can you get this in their hands? There are some policy things that get in the way that are certainly valid, but I think if we can find a way around that and understand that it's not that t he city or school district is promoting Comcast, it's providing information. And I'm sure you're the same way. we would never ask that you just provide us and not WAVE. Let them know about our program and WAVE's program and let them make a choice. No problem there. It's more about making sure that they're aware. We've had a lot of partnerships with mini school districts, but we've also had some resistance in past times, also.

**Amy Thompson:** I would certainly piggyback on that. Finding the right people. One of the problems that we have is we are restricted to the area that we serve. If you're inside our service area or outside our service area, I can either help you or I can't. But promoting, for example, or just mass distribution of information isn't very useful for us. By the same token, I may have an address that I serve, but I don't know what their income is. So, there's no match up there.Pre-qualification of sorts, if it's outside of the school lunch program, for example, the City of Seattle is able to help us qualify folks if there is some other pre-qualifying means, we would be open to that. And then, further, just getting the word out is an easier way to try to make the connection. We had, for example, the event that we did at your center, we had a look-up process, where we would look up the address and see if it was a serviceable address with the person there, that's super helpful. It's very basic, but it's very helpful, because otherwise, we might have people come into the store that we can't serve. And it's hard to turn them away. An element of getting the word out and an element of pre-qualification are the things that make a good partner and would be very helpful in value adds for us.

**Hans Hechtman:** I would just add, for folks who are out there wondering, why don't we serve the entire City, up until a couple of years ago, there were boundaries that we couldn't go across. The City widely eliminated those boundaries, and now we're beginning. So, I think, with time, we're going to build out and folks will have one more choice.

**John Krull:**  Here are a couple of broad questions. We were curious about each of your company's stance on Net Neutrality and then maybe how that might affect really not just broadband users but all of the users in Seattle.

**Amy Thompson:** I actually brought some copies of our position on Net Neutrality. They're on the back table. We're for a free and open internet. We don't throttle. There is open access. We don't offer priority services of any kind. For us it's all about the internet, so we want it to be open and usable for everyone. the actual verbiage is back there, so you can see it for yourselves later.

**John Krull:**  Great. Thanks.

**Hans Hechtman:** Likewise, we have said publicly since 2011 that we are for Net Neutrality and will abide by the principles. We continue to have no blocking, no throttling, no pay prioritization. You go where you want to go on the internet and have access to legal content. We've said that categorically. I think that on this issue, if you'll let me jump ahead a little in terms of the misunderstood piece, the big fight on Net Neutrality has really always been about the potential of what could happen, as opposed to what has really happened, and it goes back some 20 years. due to the Brand X decision. This was back when internet over cable and broadband first rolled out. Frankly, I think there was a question in this, too. What is this? Is this a telecommunications service? Is it a cable service? Is it an information service? At the time, we as an industry treated it as a cable service. We weren't quite sure, frankly, because it was a new service. We had to figure it out. There is a push for it to be a telecommunications service, which went back to when ISPs were truly a broker between you and the network owner. They had a stake in that. And ultimately it went to the U.S. Supreme Court, it's called the Brand X decision. It was issued in 2001 or 2002, one of those years. Basically, the Supreme Court ruled and it said this is not a telecommunications service, nor is it a cable service.It's an interstate information service. And if you think about it, the internet not only goes across the country but the globe. It truly is the definition of an interstate information service. And that's largely where it sat until about 2010, when the FCC issued the principles of Net Neutrality. It was the open internet order, and we came out at the time in support of it. That was challenged and overturned in DC District Court in about 2011. And again, we were fine with it the way it was. We supported it and said so at the time. And so, it then basically referred back to becoming and information service until about 2015, at which time the FCC went and declared it a Title II telecommunications service, which was something that we did not support. I mean if you look at Title II of the Telecommunications Act, it dates back to 1934. It's about Plain Old Telephone Services' (POTS) monopoly situation, regulated, etc. And we just didn't feel that that was the appropriate place for the internet that has flourished over the last 20 years, and has a long way to run to be shoe-horned into, in order to achieve Net Neutrality. So, we continue to abide by the principles of Net Neutrality, and we will. We did support the roll back to an information service that this FCC did earlier this year. And ultimately, the fix here is that the Congress needs to act. I know. Good luck with that. But law needs to be written on this. Otherwise, it's just going to keep ping-ponging back and forth. But, in the meantime, we're abiding by it, and it has no impact on our products or service moving forward.

**Amy Thompson:** That's great. And we got a history lesson.

**Hans Hechtman:** I think it's important to know the history on this, because there's been a lot of talk about it over the years, and that, for me, is the most misunderstood.

**John Krull:**  Let's segue into my 'misunderstood question.' Is there an area where you feel that your company's position is misunderstood? Are there any parts that you would like to clear up  with the public as a company?

**Amy Thompson:** Actually, I would be interested to know if there is anything that those gathered here have a question about, or concern, but I didn't come prepared with anything that we feel misunderstood about.

**John Krull:**  We'll take those questions at the end. One more big picture one. How about mergers and acquisitions? Are those happening in your company? Are there any benefits or unintended consequences to mergers and acquisitions?

**Hans Hechtman:** We just acquired Sky. which is a content holder in Europe, primarily in UK. So that was an acquisition of content. No bones about it. We're a big company. We bought NBC Universal back in 2011, as well, and we've got other content holdings. For us, it's about bringing more value to the customer and enhancing our products and services. It's no secret to anybody, but a lot of folks, particularly the younger generation,  are starting to consume their video a different way, and so we are adjusting to that, and making sure that we've got a place for them,as well, not only through our robust broadband connection, but by investing in our video product, itself. So, part of that is more content that we'll be able to provide. Part of it is the technology behind our video product, Our X1 Platform, if you haven't tried it, go to our cable store. We've got one in Lake Union, and we just opened a new one in Northgate Mall. Check it out. It's pretty slick. And I like Netflix. I think they did a good job. But we've got a better interface. That said, Netflix has got good content. YouTube is coming out with good content. So, there again, we recognize that as well. We've put them both on that X1 Platform. So, if you're a Netflix customer, and you're a customer of ours, we're not asking you to go and change the input on your TV to toggle over to Netflix. It's right there. You don't have to toggle switch. You just talk to the remote. It will pull it up. It goes right in. And then, it's just integrated on your bill. So, we just collect and remit to Netflix the money. We're about trying to make the in-home experience as good as it can be, and provide our customers value.

**John Krull:**  Before I go to Amy on that example, would Netflix and X1 content come through at the same speed?

**Hans Hechtman:** The end user? Yes. In this case goes back to what we were talking about earlier. Our X1 is a cable service. The Netflix is going to be an over the top, coming over the internet, if you will. But again, that's running a broadband connection and so it's a very good experience. Obviously, it takes a little bit of time for it to download.

**John Krull:**  That's kind of an apples and oranges a little bit.

**Hans Hechtman:** A little bit, yeah. But it's a good experience either way.

**John Krull:**  It is amazing how the streaming providers and the cable providers are becoming content providers, as well. If you like a certain show, you almost have to subscribe to something.

**Hans Hechtman:** Yes, but there's more choice. YouTube is coming out with like 40 channels. A lot of sports, which is typically a tough thing. So they differentiate themselves from Netflix, which has great content. Amazon Prime has good stuff, as well. It's full on competition.

**Amy Thompson:** The broader consolidation within the industry has been really challenging. As a not-number-one provider, the consolidation has made it more difficult for us to compete. And, as a result, we've been doing some consolidation of our own over the last year or so. You were speaking of the video and the content and how that all works. A while back we have really pivoted towards the internet. We've always been a great internet provider, and we really focus on that, and you can get whatever content you want through our internet connectivity. We compete that way. we can absolutely deliver to you video content, as well. But we can't do it as cheaply as Comcast. We can't do it. It's more expensive for us to give it to our customers, and we don't mark it up one penny. It is a pass through fee. Exactly what we pay is what we charge our customers for it. So, you can get it through us, if that's a convenient way to get it. Or you can get Pluto TV, or Netflix, or whatever other content that you'd like to stream over our internet connectivity.

**Hans Hechtman:** You make a good point. For all of the content that we provide, we're paying content owners by the number of eyeballs. ESPN alone is pushing $8 a month per customer. So, we go and negotiate with them but at the end of the day, a large part--that's why the video business is not our best business anymore. Because we're having to pay for content.

**Amy Thompson:** And my rate is different.

**Hans Hechtman:** But, we still see every year it goes up.

**Amy Thompson:** Yes. A lot. More than is reasonable.

**Hans Hechtman:** Content is king.

**Amy Thompson:** People love their shows. So do I.

**Hans Hechtman:** And their sports teams. NFL is not cheap.

**John Krull:**  All right. So, with that, we'll segue to a question from CTAB in the audience. What I would ask is, if you have more than one question, save that until we see how we're doing on time. And with that, I will take any questions.

**Cass Magnuski:** Could people say their names when they ask a question, please?

**Karia Wong:**  I'm Karia Wong, and I will ask my first question in the first round. I know that the definition of broadband has been changed to 25 mbps downstream and three mbps upstream. So, I'm just wondering, if you or your company are planning to upgrade on the current plan.

**Hans Hechtman:** We increased it multiple times over several years, four times. We had been bumping it up and I suspect that we will continue to do so.

**Karia Wong:**  And do you meet the standard of 25 mbps down?

**Hans Hechtman:** This is about getting folks connected to the internet, and that is Internet Essentials. So, yes, there's a definition of broadband that starts at 25. Again, you can do a lot over 15 mbps. You can stream video over 15 mbps. You can do homework, look for jobs, surf the internet.

**Amy Thompson:** And, we don't have immediate plans to increase, as well. I was actually riding over here today, and speaking with my colleague, and we were talking about my parents. It was like, well what speed do your parents have? My parents only stream their content, do everything they need to do. And my parents, like I'm responsible for getting gig launched, and my parents only have 10 mbps. And it works for them great. They do everything they need to do. So, not to say that it won't change in the future, you know, things evolve over time. We've increased speeds in this industry all the time.  But for now, when we were looking at putting together the program, that's what we settled on and that's where it will stick for a bit.

**Hans Hechtman:** Yes, and on that, the gig is a big thing, but hardly anybody needs it. Our average speed, our standard, if you will, is 150 mbps. It does everything everybody really needs. If you're a heavy gamer, or you're truly someone who has to launch a business out of a garage, it may be so. So, we've got it there. It's available to any home that wants it. But reality is, like you say, people are getting by and doing really well with far less speed at this time.

**Amy Thompson:** And, in future that will change.

**Hans Hechtman:** We're planning for that, too.

**Steven Maheshwary:**   As a resident who lives in a multi-family building, it's kind of frustrating. So my building is exclusively serviced by Wave, and I'm not complaining about that. The building next door is serviced by Comcast. I've been told two ways about it. That either the building chose the provider to service the building, or the building had really no choice, and it was kind of foisted on them. So, I don't know if either of you can clarify how multi-family home buildings are chosen by the provider and how that works.

**Amy Thompson:** I would be happy to take that one. I worked with our Wave G product for a while, so I know how this works intimately. The property owner is the one who makes the decision about which providers come in. They'll always have Century Link, because they are the phone provider; and then they will have the opportunity to provide other service. And sometimes they will put together a deal. For example, your building may have, in exchange for service to every unit, you have a lower rate overall. So, those kinds of negotiation happen at the property owner level. So, if you want other service, we're all about competition. We play nice at most buildings in Seattle. so, that's all at the property owner level, and you can tell your property ownership that you're interested in more competition on that property.

**Hans Hechtman:** In order to go into a building, you have to have an agreement with the owner, and the building owner controls the terms. Under the law, those are not -- they cannot be exclusive. We couldn't lock up a building and limit the opportunity to also bring in Wave. but what does happen is you get someone in there--and a lot of it is also the internal wiring. With the architecture within, you really can only have one provider using it at a time, particularly if they are the ones who are going to maintain it. If I'm going to wire something, it's going to meet my specs, number one. It would be pretty difficult for Wave to come in and serve over that and really make it work just from an architecture standpoint. Number two is I can't be responsible for maintaining it, and then interrupting their service. So, really what you end up with in most cases is in order for someone to come in there, they've got to wire the building all over again, which brings its own set of headaches, and expenses, etc. It's more a practical matter as to why you see that happen.

**Torgie Madison:**  Let's switch gears. My question is whether there is any risk for undocumented people signing up with the Essentials program. Do you require documentation? Do you service people who are undocumented?

**Hans Hechtman:** We don't get into immigration status. As long as you prove that that is your residence and you have the right to have service come into it, and can pay, we don't look at proof of citizenship.

**Amy Thompson:** We do require a photo ID, so if that could be a barrier. It just about where your residence is, and occasionally, if there's a change in status of your rental agreement, occasionally it's needed. So, usually it's just for that.

**Susanna Linse:**  I'm actually with Seattle Housing Authority, overseeing the digital charter. One of the issues that has arisen, is there still that three-month moratorium if you're already a Comcast customer and you want to switch to Wave. Why is that. That's definitely a barrier for people to go without services for three months.

**Hans Hechtman:** Yes. So, with us, this is about getting people connected, not unconnected. The rule for us is if you can't get current  Comcast internet customer for the previous nine days. Because, the principle here is those folks have not been connected. That's what this program is for, and what we're putting into it. So, that has been there since the beginning. If someone was a customer of ours, and they wanted to switch over to Century Link or to Wave in the interim, and then come back, that would be fine, too. It's just that the whole point of this is to serve those and them connected when they have not been. So, if you've got service today, then that's great.

**Amy Thompson:** We have a different philosophy on the program. We don't have a waiting period. We have seen some cannibalization of our existing customer products, but our philosophy is that if you are in need of internet, and for whatever reason, perhaps you're going to cancel. Perhaps you can't afford it anymore, for whatever reason, we support you with our products. There is no waiting period.

**Megan Bruce:**  Hello. My name is Megan Bruce. You talked a little bit about this, Hans. About the fact that you partner, I believe, to give people access  to devices, if they don't already have a device. I'm thinking about speed, so I know I have a really crappy laptop, and regardless of the speed of my broadband, I'm not getting it. Can you talk a little bit about what kind of devices do you give access to?

**Hans Hechtman:** Yes. They are refurbished laptops, repurposed desktops. You do make a good point. We get questions from folks,too. Hey, Comcast, I'm getting 150 mbps from you, but I'm doing a speed test, and I'm only coming in at 100 mbps. So, your speed is really a factor of a few things. One is your device itself. What's it capable of? Many folks have computers that are just a few years old and it only goes up to 100 mbps. And that's just as fast as that machine is going to go. I think you iPhone is 250. They're not gig-capable in an of themselves. When you're doing it over WiFi, there are a lot of factors there. Where is the router placed? If you go around the corner and down the hall, you're going to have signal that drops off. If you're on your iPad, how many pages do you have open? So, there are those little things that add up and impact the speed. But, you're right. If your device is only capable of 100, that's all you're going to get out of that device.

**Rene:** Hi, my name is Rene. Currently, there are a couple of technologies that may in the future change how people consume media and information in general, like augmented reality, for instance. Are there any big bets that your companies are staking ahead of time, on how your services may change to accommodate those changing needs?

**Hans Hechtman:** None that I could speak to specifically. But, we've got a venture capital arm of the company that's looking at different businesses, new businesses and technologies. I wouldn't be surprised if we've delved into that, but I couldn't tell you specifically.

**Amy Thompson:** We just know that the appetite for bandwidth continues to grow. the compression technologies get better, so that's great, and the number of devices increases like overtime. I don't have the statistics or the graph, but the graph goes like this, right. It's way up into the sky. So, we continue to plan for, and build for, and go more fiber-rich. And build more fiber, fiber, fiber, in order to be able to provide the speeds for whatever comes our way. I don't know that that's a big bet. It's a sure bet, I think, at this point. But, we've definitely been kind of focusing on that.

**Smriti Chandrashekar:**   [unintelligible]

**Hans Hechtman:** Yes. I don't know about the legal or regulatory part of this. A lot of the programs that we partner with those partners, but we do have content that we help provide. We help provide funding to help train the trainers, if you will, and again, in terms of different languages, I think all of the materials are up to 14 languages we have now. And again, we don't have it in-house but with the appropriate folks. But in terms of specifics on how to navigate the internet, how to be safe online, where do you go to for certain things, how does the internet work, broadly speaking on those kinds of things. Get folks more comfortable in using it. It gets more comfortable when you start trying things, because you learn things, right. I mean, it's amazing. I was talking to someone the other day, and you know, Apple rolls out this new device, and it doesn't really come with a user's guide. You just get in and learn. I think that's part of why we're trying to get folks over. But, I'm sorry I can't be more specific for you.

**Karia Wong:** This is a burning question. Speaking of equity, how would you make your program more equitable in terms of application process? Getting technical support? Our committee members have experience in applying for Comcast Internet Essentials? I'm not sure what the current application process is right now. Is the application available online? Because before, people had to call, and calling is always a turn-off button for non-English speaking applications. Because either they have to have someone to call with them, or they cannot get the service. And the problem is a lot of times they come to our office and we make the call for them. And it take 50 minutes, even an hour, or the line is busy. So, it's really challenging for people who would like to  apply for the service and have access to it. Even the application process. So, I'm just wondering, how do you see yourself as a company to make it more equitable for non-English speaking people?

 **Hans Hechtman:** You can call us, and we do have folks who speak different languages, or we have access to those folks. You can apply through a packet, so if you were to contact us, we could send out a packet for folks to fill out provide proof of the category, for example, free or reduced lunch. Again, these folks don't have access to the internet, but if they go to where they can get access, they can go to http://internetessentials.com, and they can apply that way.

**Karia Wong:** But, if they don't know the language, they don't read English, then they will not be able to complete the application.

**Hans Hechtman:** Yes. We offer 14 languages. Call. We'll find someone who can speak to to that individual, etc. I'm not sure. If you've got other ideas, I would love to hear them.

**Karia Wong:** I don't. That's why I'm asking. Because I don't know, it's just our general experience. Language is always a barrier to peoples' access or to get the service. Barrier number one is to get the application completed. And then, barrier number two is when things are not working. How can they get support if they don't speak the language, or if they have no idea of how devices work. How can they get the technical support in the language that they speak, or to get customer service support in the language that they speak?

**Hans Hechtman:** Again, on the customer service side, we've got folks that can answer those calls, or bring the appropriate people in. It is a barrier. I think we've done a good job of addressing it through the different channels. We will strive to continue to get better at it, if there are other ways we can approach this. But, I'm hard pressed. I can't give you an answer right now.

**Karia Wong:** I'm just trying to see if you guys have a plan to make it more equitable.

**John Krull:** I think that the partnership, what I've seen--and Karia, I think you've been pretty successful with this. I think both companies, if you can help to work with these groups that have different languages, it helps if you have -- I've attended a couple of internet nights when you are actually helping the people sign up--but I think the initial problem is that initial sign-up, where you don't even know where to start. That's where I think the partnerships can really come in handy.

**Karia Wong:** Because the application is one thing, and the internet connection is not working is the other thing. We have limitations for the service that we provide. We cannot really go to peoples' homes to double check whether they are connecting correctly, and to make sure there is a signal. People do have those kinds of failures, especially if they don't speak the language.

**Dorene Cornwell:**  I was going to say, from my perspective is, native speaker, English speaker, it's not really helpful to tell people to call in, but even if you put the application forms on your web site somewhere, then it's easier for me as a service provider if I know that this person speaks Chinese, or this person speaks Korean, here is where you can find that application form, or else, we'll just call the City. That seems like that may be one option for how to make it more accessible and solve the problem of who you call when it's not working. I would say that I sometimes spend time doing English to English interpretation for overseas call centers. And my mother, who is not really , well, she's 80 and has a hearing loss and doesn't do well on heavily accented English. It's kind of a challenge in both directions, I would say.

**Cass Magnuski:** May I something?

**John Krull:** Yes, you may.

**Cass Magnuski:** Have you...

**John Krull:** Are you going to say your name first? [laughs]

**Cass Magnuski:** You got me! Shall I speak more loudly, as well? Have either of your companies thought about maybe offering, say, one day a month, or as many as you like, bringing in some people with the language skills and have sign-up day?

**Hans Hechtman:** We try to do that with our partners. We'll do a sign-up day, whether it's with SHA or we're at El Centro, to work with them to be that bridge.

**Cass Magnuski:** It might really be worth it. It will cost you....

**Hans Hechtman:** Yes. If you call us, we've got folks who are able to do that. The people we have on the ground here, if you will, are people who are helping to run the business day to day. So, again, we rely on our partners within those communities to help us.

**Amy Thompson:** We just don't have the resources, unfortunately, to provide all of the language translation and everything that would be needed. But, we do want to be a good partner, so let's talk more about what we can put together. I think that the event that we put together at your center, for example, was a good one. Let us know how we can support. Working through the City, right? They have more resources than we do for language. That's kind of where we're at. We have a lot of different communities that we serve over parts of Washington, Oregon, and California. So, we do have some Spanish speakers, but we don't have everything covered with our current call center staff.

**John Krull:** We've got time for one more question. Nobody else has one. We'll give Karia Wong one more question.

**Karia Wong:**  Thank you. The reason is that I work with a lot of people and help them get connections to the internet. One thing that I would like to share. We actually have a very successful [unintelligible].... So, what happened is that they sent two staff to our organization on a monthly basis. And then we provide interpretation. And they are not only helping people to sign up for the low income broadband internet program, but they are also there to help people solve billing issues. For us, it's a huge burden to provide this. Every time people have billing issues, our staff spends at least an hour for one person. Because you call one line and they refer you to another. So, it takes up to one hour to deal with billing issues. With that support, we actually save a lot of staff time just waiting online, on the phone, or playing phone tag with the billing department of the providers. That's one thing we really appreciate. We all agree that partnership is really important. My question is how could you be more proactive in terms of seeking partnerships with other community organizations in different areas, especially communities of color?

**Hans Hechtman:** We welcome anybody who wants to partner with us. The ones I mentioned, the ones that we have ongoing partnerships with, so if anybody out there knows of any organization that would like to, contact me. The other aspect of it is we have a separate digital equity commitment here in the City of Seattle. Part of it is a cash commitment that we are following through on. but the other part of it is a service commitment. We're currently serving over 260 nonprofits with free broadband service. And we will take that up to 350 sites, if it ever gets there. We've been doing it for almost 20 years now. And we will continue to do that. Part of what that arrangement is is that those nonprofits make those services available to the public, and that they host materials like this. Again, let folks know that the service is available to them. And the other thing I wold say is keep in mind that we have two stores. There are two cable stores here. So, if you've got folks who are having problems with their service, or billing, take them in to the stores. And, no, it's not as convenient as if we were to come to you, but those stores are there for a reason: to be used by the community. Again, the sign-up events we're happy to do.

**Susanna Linse:**  Where are the stores located?

**Hans Hechtman:** We have one in South Lake Union. And the new one, we just opened in Northgate Mall.  these are our latest and best stores. Think of an Apple store, if you've been to one of those. This is like that. It's not like the DMV anymore. You come in, and all of our products and services are there, and you're seen, and any of your issues can be addressed.

**Amy Thompson:** We also have a store. It's on Rainier Avenue at about Jackson. We have our application online, of course. In terms of partnership, come and talk to us. We really are resource-constrained, in terms of what we can do. I don't have a couple of extra people to park at your center. I wish I did. But, let's talk about what we can do, given my scale and given what I can do. Let's talk.

**John Krull:** All right. Thank you, audience. Thank you, Hans. Thank you, Amy. If you have any final closing words before our break? It was a good conversation. Hopefully, it provided good answers to you. Feel free to follow up with me if you have any additional questions. If you don't have my contact information, you can certainly go to any of the folks in the Office of Cable Communication, and they can get you in touch with me.

**Amy Thompson:** And, I'll just say thank you, and I know I've said 'partner' a bajillion times, but truly, we are open to opportunities. We're open to partnership and all the rest. So, I thank you for the opportunity to come here tonight.

**Steven Maheshwary:**  Before we break, there was mention of going to the Office of Cable Communications. If there are  any other wayS you would like the public to engage, please let us know, and we'll send it out through the minutes, as well. I would also like to give a round of applause for Amy and Hans. [applause]. And with that, let us break and mingle. Help yourself to the food, and we'll be back at 7:15.

**BREAK**

**Steven Maheshwary:**  All right, everyone! Do we have a quorum? Am I counting right? One, two, three, four, five, and Heather is six. I've been informed that I've made a rookie mistake. We seconded our agenda and minutes, but we actually have not voted. We'll have to do it over again. Actually, we just need to ratify them. Do we have a motion to approve the November agenda, and the September (sic) minutes?

**John Krull:** I move that we adopt the agenda for today, and approve the minutes.

**Steven Maheshwary:**  Do we have a second?

**Karia Wong:**  Second.

**Steven Maheshwary:**  All in favor, please say 'aye.' Any nays or abstentions? Motion passes. Now we will open it up for public comment for about five minutes. If anyone has anything to share about their organizations, or just wanted to say something in general, feel free to speak up.

**PUBLIC COMMENT**

**Alice Lawson:**  May I make a comment as a City employee? During the presentation today, Comcast mentioned that there was a competition in certain areas because the City wouldn't allow them to go into certain areas. That's a really old fallacy. I did not want that to stay on the record. You would pick an area where you wanted to go, and then build out to all of it. That was an equity rule. Every time you picked a new franchise area, you would have to build out to all of it. So, they made choices of where they wanted to build. and they chose not to go to certain areas and build. It was never the City prohibiting companies going and competing with each other. What we did, though, as a City, in 2015, we changed the code to try to promote more competition, and that would mean that the whole City is a franchise area. They don't have to pick new chunks and build out. They can build anywhere they want to in the City. That is helping us have some more overlap in traditional areas where Comcast did not want to go, like the central part of Seattle. That's a really old fallacy running around the City, that the City is limiting competition. It was more an industry practice, a business practice, not a City prohibition.

**Steven Maheshwary:**  Any other public comments? All right. That is the shortest public comment session we've ever had. So, we can move right on ahead with a Privacy and Surveillance update.

**PRIVACY AND SURVEILLANCE UPDATE**

**Torgie Madison:**   My name is Torgie Madison. For those of you who haven't seen me before, I chair the Privacy and Surveillance Committee for CTAB, and this month has been crazy. To give everyone a bit of history, in case you don't know, the main focus of the Privacy Committee for the past year, there is a piece of legislation that was passed through City Council, and signed by the Mayor, called the Surveillance Ordinance. It's a lot lighter than I thought it was going to be. You can see it at http://seattle.gov/tech, and the easiest way to get to it is to click the big button that says Surveillance Technology. the actual URL is kind of long.

This was passed September 1, 2017, so over a year ago. And this ordinance's purpose was to conduct an entire City-wide department analysis of any technology that they were importing that could be considered surveillance, which means that it keeps track of citizens' movement, locations, in an identifiable way, without their consent, to audit every department and do a review process of any technology that has ever been approved for any department, and basically get opinions from the public and other sources like the ACLU, and ideally CTAB, on whether or not that technology should continue to go forward. And it applies to any future technology that's going to be requested for approval by a department. So that was the idea. They found at least 24 technologies that met this criteria and needed review, and then nothing happened. Because on March 13, 2018, about eight months ago, Mike O'Brien introduced an amendment to the Surveillance Ordinance at the eleventh hour that asked for the standing up of a new board called CSAB, the Community Surveillance Advisory Board. That was introduced at a committee meeting that Mike O'Brien was not a member of. It was introduced at the Governance Equity and Technology Committee. That happened, I believe, the day before public comment was about to begin. That got City Council under a whole new process of approval and review and funding analyses, this whole new deal. And that got pushed back a few times, and finally on September 18, it got passed by City Council. It got passed by the committee on September 24. It got passed by City Council and then on October 5, it was signed as the new ordinance by Mayor Jenny Durkan. So, October 5 was three days before our CTAB meeting. The public comment period opened the day of our CTAB meeting, which was a panel discussion. I would have announced it, but the meeting opened with no announcements whatsoever.  So, it just silently began happening on the http://seattle.gov/tech web site.

That's a bit of a history. The reason that Mike O'Brien introduced an amendment was because during the advisory portion of standing up this entire review period, I was on a working group that was brought together by Ginger Armbruster, CPO. If anyone from Seattle IT wants to amend what I'm saying for accuracy, please do. Ginger Armbruster put together a working group to decide how the public comment should be handled. And the ACLU had a member at one of those meetings, but that was the entire representation, and they felt excluded or under-represented at these working group meetings. In combination with CTAB, it's more of a technology board than an equity and inclusion board, they felt like it was necessary to stop the process and introduce CSAB. So that's where we're at.

CSAB is a board made up of seven members, four of which were appointed by Mayor Jenny Durkan, three of which were appointed by City Council. As defined in the ordinance itself, five of the members have to have some sort of focus on digital equity, privacy, and civil liberties, and two of them have to be familiar with technology. That is supposed to be in place by December 1. Public comment period for the first round of six technologies has closed. That all happened between the last CTAB meeting and this CTAB meeting. I believe that the public comment form is still available online. You can get to it, but I don't know if I should be sharing that URL. Okay. I can write that on the board afterwards. I think it has been taken down from the web site. But, this introduces an opportunity for us going forward to get more involved as this group of individuals in surveillance and how it's deployed around the City of Seattle.

As part of the public outreach program, Seattle IT held five public comment meetings throughout October and up until November 5. I went to one of them for the Seattle Police Department. They were talking about automated license plate readers, AOPR. They had a whole presentation. When those happen again, I will let you know.  And, hopefully, I'll be informed about when the next public comment period opens. That is the update, this fate of the Privacy Committee, as of this moment.

**Chance Hunt:** The only thing I would add to that, since nobody was aware it was happening, there was actually quite a bit of outreach to inform the general public that these public comment opportunities were there.  And then there was a tremendous amount of news coverage, actually, as well as neighborhood blogs that had picked it up. What will be interesting to see is if that level of public interest from that perspective continues as the 25 more technologies go through a similar process. I think the next round is scheduled -- not scheduled, but planned for early in 2019. Whether or not that number of technologies will be at that time, I don't know if that's been determined yet.

**Torgie Madison:**   I guess one question I have is was that announcement and outreach done leading up to November 8? Or did it start on November 8?

**Chance Hunt:** As far as when they started advertising for public comment, I can't speak to the timing of all of that, but there were a number of different methods used to reach out to the general public. And I would say each of the surveillance meetings attracted varying numbers of people, from 25 to four people. But, the opportunity to comment on it online has been throughout this entire period.

**Torgie Madison:**   Yes. So, I would highly recommend that you all go check out http://seattle.gov/tech. There are more of these review periods coming, and hopefully, we can be more involved with those.

**Karia Wong:** How can people who cannot speak the language participate in the public comment period? Also, the public meetings.

**Torgie Madison:**   I can tell you what the format was for the meeting I went to, which was the Seattle Police Department presenting for three of the meetings, and Seattle Fire Department, and Seattle Department of Transportation representing for two of the meetings. The department stood in front of a group about this size at the meeting I was at--maybe a little bit bigger, actually, and there were presentations obviously coming at it from the standpoint of defending their technology, because these are technologies that have already been used, and departments inherently want to try to keep them. So, they sort of made their case, and then opened it up for public questions. And then, after that was concluded--that was the first half of the presentation. Then, we broke up into groups of six people, and they were moderated by Seattle IT staff, Chance Hunt included, who took notes about these little think tank groups that were coming up with questions. And then police officers were available who were using the technology day to day answered questions, Mary Perry, the Director of Transparency for Seattle Police Department was available to answer questions. But it was all in English, as I recall. I don't know what the accessibility rules are for the http://seattle.gov/tech web site. Maybe there are translations available for the surveillance technologies.

**Chance Hunt:** There are on the web site, other than English, seven additional languages.

**Torgie Madison:**   I remember seeing kind of down the side language selections.

**Brenda Tate:**  [unintelligible]

**Karia Wong:** I guess for people who are not familiar with this system, to participate in this kind of surveillance discussion, they need time to learn before they can participate in the discussion. If I understand correctly, the open period is pretty short.

**Torgie Madison:**   It's 30 days.

**Karia Wong:** I'm not sure whether that will be sufficient for immigrants and refugee communities to be able to understand the issues and participate in the discussion. That's just my comment.

**Torgie Madison:**   I believe that the document that's being compiled is called a CIR, a Surveillance Impact Report, and the draft CIR is available online, i believe ahead of the comment period.

**Chance Hunt:** I don't know. it's not my area. In terms of this comment period, all of those comments will be compiled into this package. My understanding is that CSAB, the other board you were mentioning, will also have a role to play in the commenting. Eventually that package will go to City Council. City Council will take all of that input, including whatever public comment they get during the meetings. Whatever they decide to do before they act on these technologies. All of these technologies are currently in use in the City right now, so it will be a question of whether to continue to use them or will they ask for some modification, or will they [unintelligible].... So, that's still ahead, but these six that have been presented to the public so far....

**Torgie Madison:**   And those draft CIR documents have the arguments for, public cost, and public benefit detailed. There are between 35 and 50 pages each, but they're all templated out so that each department has the same looking CIR to start  with, then the public comment gets added into that throughout the various meetings.

**Steven Maheshwary:**  Is there an opportunity for CTAB to comment officially?

**Torgie Madison:**   That is also an excellent question. I was unsure as the chair of the Privacy Committee if it was appropriate to get together a working group, sort of like we did on Net Neutrality. We did great work on that. Given that there is a CSAB officially and formally being stood up by City Council and the Mayor's Office, I don't know if it's appropriate for CTAB to be standing up it's own working group in parallel with that and putting out its own opinion. I don't know why not, except that it might not get heard with the same clarity that the CSAB board is being heard with.

**Steven Maheshwary:**  I remember, and correct me if I'm wrong, that we did submit a letter to the Mayor indicating....

**Torgie Madison:**   We did.

**Steven Maheshwary:**  Yes, we did submit a letter to the Mayor indicating that we wanted to talk about CTAB and the potential need to get more members to create a working group on CSAB, but I don't think that was something that was recognized.

**Torgie Madison:**   It did not come to fruition. A bit of history here: When this amendment was first introduced back in march, we had a vote as a board to recommend to the City Council and Mayor Jenny Durkan that we expand the CTAB board and be the body that supplies this nuanced and more comprehensive feedback on the surveillance technologies, maybe something better than the public would come up with, but also with an eye to digital equity and privacy, obviously. We voted to approve that and we had a statement that I don't think went anywhere. We don't seem to have a larger board.

**Steven Maheshwary:** My opinion as a member of CTAB is that I don't see any issue as to why we couldn't submit a review, especially as they're considering review comments, or comments from the public on the technologies that we, ourselves, comment. We could submit it, but that is just my opinion.

**Torgie Madison:**   That is part of why I'm doing this update, to seek advice on whether or not we should put together a working group, kind of like the Net Neutrality document and start working through these surveillance technologies. It's going to be a lot of work. There are three more of them coming off into 2019.

**Steven Maheshwary:** My only tip is that if you decide to go that route and people are interested, if we just had a little bit more working time to edit--I know that was the feedback was that commentary. I don't know if the process you want to approach is I will use my expertise, give my opinion, and then we could have  an online discussion to make a draft. But I think we respect and appreciate the expertise of the Privacy Committee. You guys have done a lot of great work over the years.

**Torgie Madison:**   Thank you. Hopefully, with some more heads up or just better understanding of how this process works, we would be able to form a group of interested people. And this would be open to anyone who wants to contribute their time, energy, and expertise to what surveillance technologies are being deployed around Seattle. We could collect a group of people, meet one or two times during the public comment period, bring some sort of document to CTAB, and then have a vote on the document. And then, as a board, deliver that statement to Seattle IT.

**David Keyes:**  Just for information's sake, the first public comment period closed, and the next comment period is slated for February 2019. All of the fact sheets for the round of technology that was evaluated, all the fact sheets on the different technologies is also translated to the bottom of the surveillance page. That information is there.  Ginger Armbruster can tell you more in terms of what outreach they're doing in connection with other language communities.

**Torgie Madison:**   So, I will write my name, my email address, on that web board. And anyone who is interested, with no obligation right now, but if you're just interested at all in brainstorming some responses to surveillance technologies in the City of Seattle. I'm going to go write my name on that board.

**Steven Maheshwary:** And we can also send out an email to the distribution list.

**Torgie Madison:**   Any other comments or questions on this topic?

**Steven Maheshwary:** Thank you, Torgie.

**Smriti Chandrashekar:**  It's not just existing technologies. If they decide to introduce new technologies, that would also go through.

**Torgie Madison:**   Yes. That will go through the same review process, have the same public comment period, and should look and feel about the same. It would just have much lower volume. The volume right now is because of the backlog of technologies involved and bundled up, and sort of grouped into these bundles of six at a time. And it's going to be more front-loaded work right now to get through that backlog. After that, I imagine a trickle of one or two a year, going forward.

**Smriti Chandrashekar:**  Thank you.

**Steven Maheshwary:** Thank you, Torgie.  Chance, do you want to speak about the Technology Access  Center?

**TECHNOLOGY ACCESS AND ADOPTION**

**Chance Hunt:** Yes. This will be a brief update, or kind of a tease for what's coming. My team has been working over the last year, since the first few months of this year, on our newest Technology Access and Adoption study. This will be the fifth time since the year 2000 that this research has been done. It's essentially a survey of the residents of Seattle. We're trying to get a sense of both peoples' access and ownership of various digital technologies, but also then, their adoption rates, their ability to utilize the technologies that they may have, or have access to. What are the barriers; what are the limitations that people are facing that are preventing them from fully engaging online, to the extent that they wish to. What I can tell you today is, we have all of the data. The study has been completed. We're in the final stages of really creating what I would call the presentation materials. I can give you a sense of what those are going to be. We're doing some work with the Mayor's Office, as well, as far as getting their feedback, and just really now establishing a date and a time when we will release all of it to the public. And it will all be released at the same time. For the December meeting, if you'd like, we're happy to come back and go into a lot of detail about a lot of data that we will have collected. And we'll be able to share.

The types of things that everybody will have access to are a public report. So, basically, about a 25 to 30 page summary of the research, and really the highlight, the headlines from the data that we received. to back that up, there will be a couple of different things. One is about 200 plus slides of a technical report, so more detailed data, still in a presentation form, behind that summary, which is more of a narrative. And the other piece is then the data sets, themselves. On our open data platform, anybody would be able to access the raw data. it's all been de-identified; you don't have identification of individual people and respondents, but you will be able to work with the data set, yourself, and curate it as you wish, and look at that data. Similar features is what has been offered in previous years.

The new feature we'll be able to offer this year is a pretty robust interactive dashboard built on Tableau. And we'll provide, to get into the data, data visualization, and work with somewhere between 10 and 15 variables, including parts  of the City, gender, income, education level, some of those filters will be available to folks, as well as, then being able to see how that matches up on the City-wide level, the population level, or within a particular zip code or Council district. So, it's going to be a very robust tool that people will be able to access online, and get a lot of more detailed information, depending on their individual interests. So, if you don't want to go into the data set and do some of that calculating out of the raw data, we've got a place that has a good portion of the data. It's not 100 percent of what you could have access to, but a lot of what we anticipate will be where most peoples' interest will be. So, we've got a lot of good information available for whoever wants it.

What we then intend to do once that all goes out is to then work with City departments, make it available, get the word out that this data exists. Because I think it will be helpful to people and organizations that may apply if they are applying for their grant funds, and they want to be able to back up some of what they are able to do with data, as far as current state data on what is going on in the City, or what's going on with a particular user group, audience, or part of the City. I think it will be helpful to our decision makers to really get a sense of who has access and what that means, but maybe don't fully appreciate the complexity of what it means to truly have access and be able to utilize digital technology. It's not a binary question of whether I have access or I don't, and somehow my life is very different because I do. There are a lot of other things, some of which came up in questions to our previous speakers. So, there's a lot of complexity to that. We're hoping that by, not only just doing this study, but presenting it in the way that we'll have it available, that people can begin to really dig into some of that. We anticipate that there will be lots of questions from people, as well. Our group will be able to respond to that, and present that. We anticipate that there will be interest nationally, as well. We're one of two cities that I'm aware of right now, Austin, Texas being the other, that are doing this study. Austin's data has also been collected. I don't know when their presentation of their release of their information will be yet, but it's the kind of thing that not a lot of cities do. And so it does help to further the cause and help tell the fuller story around digital equity. And again, the complexities of what that can mean within a single community.

So, that's as much as I can share this evening. We're literally on the precipice of being able to release all of this, but we really also want to make sure that all of the data works, that quality assurances happen, and all of the pieces are ready to go, so that we can be ready to put it all out at one time. In the coming weeks, and certainly we will let CTAB know, and depending on when the minutes get released, we might be able to put a date in there. We'll put that out as soon as we have it. We're happy to come back next month and throughout the next year, if there are certain areas of it you'd like to explore further. I wanted to also thank John Krull, and the Seattle Public Schools, and also Seattle Housing Authority, which were really two key organizational partners in reaching out to the fuller community to create as inclusive opportunity as we could for this kind of activity. The other thing I'll point out, and I think I mentioned this when we previewed this a few months back, that we were going to be embarking on this activity. We certainly have enough information to know where we now need more information, as well, whether those are particular groups or whether that's particular questions. And I think that working with organizations like Seattle Housing Authority or Seattle Public Schools, or smaller nonprofit organizations are going to be opportunities for us to explore more deeply where some of the issues might be. It may be unique to certain populations  that we weren't able to fully uncover in the type of survey we did this go around. So, we would anticipate additional research happening in 2019, on a much smaller scale than what we did this time. So, that's my brief update. If you have any questions, I can answer the ones I can answer.

**Questioner:**  I was going to ask where do we go to find it?

**Chance Hunt:**   It's the same place. If you go to http://seattle.gov/tech, that's the fastest way to get there.  There will be a tile there to get to it directly. Currently, if you go to http://seattle.gov/tech, you'll see a tile for digital equity. If you click on that, you will find your way to our current, meaning the 2014 report, and we'll basically be updating those web pages with all of the current information. We will also have a bit of the history of the various reports that have happened over the previous years.

**Questioner:**  Is the 2014 data also going to be up on the open data site?

**Chance Hunt:**   I believe it is already. David?

**David Keyes:**   It's up there, and we will have the new data set and the instructions for weighing it.

**Steven Maheshwary:**  We will also be sending out a link to our distribution list. You may also want to subscribe to the CTAB distribution list.

**David Keyes:**   There's a set of things that we were able to analyze and do. The technical report is pretty extensive, and certainly with Tableau you'll find that there's a lot there. We know that not all of the analysis that could be done was done.

**John Krull:** I was just unclear, and maybe I've missed it. Have you picked the date when it's going to be launched, or is that still TBD?

**Chance Hunt:**   TBD on the actual public launch date. We've got a few other details just to work out, and with the holiday coming up next week, we're just trying to time it in a way that works for everybody that's interested. then, once it's out there, the other goal, like I said, is to have all of the products ready, so it all goes out in one package. There are a few pieces we're still working on. We're at the final editing stage. Our consultant, Pacific Market Research, is doing all of the data quality assurance on all of the products, as well. So, TBD, but very soon.

**Steven Maheshwary:**  Great! Thank you so much, Chance. We can have you present on it in December, or whenever we're able to get you in.

**David Keyes:**   We'll be doing presentations and will be available to groups or organizations and get the information out there, use it for people to learn about it, and use it as a tool for discussion.

**Steven Maheshwary:**  Thanks, David.  Just before we adjourn, I'd like to remind the board that we do have elections coming up next month. So please show up. We have to have a quorum. Wear your best holiday sweater. Hopefully, we'll be able to take a group photo, as well, and potentially have a happy hour after the event, as we did last year. But, I'm speaking on behalf of Heather Lewis, who couldn't be here tonight because of a sick child, and myself. If any of you  are interested in running for, or wanting to lead a subcommittee, or run for either the vice chair or chair positions, please let me know. Or Heather. We will be open to talking with people over the next few weeks. We are trying to get nominations ahead of time, and we'll be sending out a process on how we'll be voting, just to avoid some of the stuff that happened last year.

**Torgie Madison:**  It's December 11.

**Steven Maheshwary:**  It's December 11, the second Tuesday of the month. The public is free to join us for the meeting, as well. We will obviously be covering other topics besides the election. And I hope you can join us for the happy hour, as well. The only other recap is if you are interested working with Torgie on the Surveillance Technology Review, please email him, and we'll send it out in the minutes, as well. Thank you. The meeting is adjourned.

**ADJOURNMENT**