**April 11, 2023 Meeting - Seattle Community Technology Advisory Board**

Topics covered included: Seattle Information Technology Department Briefing, 2022 Highlights, 2023 Priorities, with CTO Jim Loter; 2023 CTAB Workplan Session; committee updates

**This meeting was held:** April 11, 2023; 6:00-8:00 p.m., via Webex and in person

**Attending:**

**Board Members:** Camille Malonzo, Femi Adebayo, Annie Shaw, Isabel Rodriguez, Phillip Meng, Coleman Entringer, Merrill Miller, Omari Stringer

**Public:** Dorene Cornwell, Harte Daniels, Ryan Larson, Xavier Hyack, Taidja DeSalvo, Emma Ferguson, Marsha Mutisi, Brandon Lindsey

**Staff:** Jim Loter, Trayce Cantrell, David Keyes, Jon Morrison Winters, Sarah Carrier, Eleonor Bounds, Brenda Tate, Vinh Tang, Cass Magnuski

**26 In Attendance**

**Camille Malonzo:**  We have quorum, so we can start. Great! Welcome, everyone, to the April CTAB meeting. I hope folks who have people in the Seattle School District are having a great spring break. For the rest of us, we can still enjoy a really beautiful day today. On today's agenda, we are excited to invite CTO Jim Loter to talk about the highlights and priorities of the Seattle IT department, and then have a discussion around some exciting topics that we could engage on. And then, we'll continue our brainstorming session from last month on CTAB's work plan for this year, including topics that we will be executing again this year, as well as taking some time to brainstorm on how to make CTAB more efficient, more engaging, and more visible. And we will go over committee updates, as we end our meeting. So, first up on our agenda is introductions.

**INTRODUCTIONS**

**Camille Malonzo:**  Thank you all for the introductions. Our first item of business is the approval of the March CTAB minutes. Can I please get a motion from a board member to approve the minutes from March?

**Phillip Meng:**   Motion to approve.

**Camille Malonzo:**  Thanks, Phillip. Can I get a second?

**Merrill Miller:**   Second.

**Camille Malonzo:**  Thank you. All those in favor? All those opposed? All those abstaining? This motion passes. Can I please get a motion from a board member to approve tonight's agenda?

**Merrill Miller:**   Motion to approve.

**Camille Malonzo:**  Thanks. Can I get a second for Merrill?

**Omari Stringer:**   Second.

**Camille Malonzo:**  Thanks, Omari. All those who approve? All those who oppose? All those abstaining? This motion also passes. First up on our agenda is a presentation by our interim chief technology officer, Jim Loter. Without further ado....

**SEATTLE INFORMATION TECHNOLOGY DEPARTMENT BRIEFING WITH JIM LOTER, INTERIM CHIEF TECHNOLOGY OFFICER**

**Jim Loter:**   Thank you. Vinh Tang is going to be sharing some slides. I'll be referring to my notes as we present. I assume that I'm going to see them on the screen, but I'm not sure how this works.

For those of you who are new, and for those of you who forgot, I'll talk a little bit about our department first. Seattle IT, Seattle Information Technology, was formed in 2016. Prior to that, there was a department called the Department of Information Technology, or DoIT. DoIT provided some central services to the City and to the smaller City departments. Some of the larger City departments had their own dedicated IT staff. Seattle IT consolidated all of the IT staff in the City, including Seattle Public Utilities, City Light, SPD, the Fire Department, intending to track our IT costs more centrally and manage and minimize complexity in the City's technology environment. Also to improve cybersecurity, and eliminate duplicative efforts. We provide IT services from the network to the end user's device for all City executive departments. We partner with IT staff in the legislative and judicial branches, providing core services, such as networking and enterprise software licensing. And we offer programs and services that are somewhat atypical for an IT department, as well, such as the digital equity work that you are all very familiar with and involved in. Our work to regulate and coordinate commercial cable television and broadband providers, our award-winning government television channel, the Seattle Channel, and our oversight administration of the City's Surveillance Technology Ordinance, of which you are also aware. So, that is Seattle IT in a nutshell.

Seattle IT by the numbers: For 2023, we are working with an operating budget of about $265 million, and we have close to 670 FTE staff working in our eight divisions of Seattle IT. In addition to the operating budget, we manage $47.2 million capital budget in the form of major projects that extend over longer periods of time and result in the creation of (unintelligible). We completed twelve of those major projects in 2022, and we have 30 of those projects in execution phase right now. On the operational side, we responded to and resolve over 100,000 service requests, both incident reports and requests for service in 2022. We offer 128 distinct service offerings in our service catalog, and we had 60,000 calls to our service desk. So, we get a lot done, and we support the 13,000 staff of the City of Seattle with all of these resources.

We are organized into 18 divisions of our department. You probably have heard from the Data Privacy and Accountability compliance team over there on the right hand side. We have with us today our director of client community engagement, Trayce Cantrell. I believe that Greg Smith, our director of data information, the security officer for security infrastructure, has spoken to this group before. This is our team. We have a team that manages finance, HR, collaboration and workplace technology, which includes the Microsoft 365 product suite, as well as other tools, including Webex. And they're going to be very happy, Dorene Cornwell, for your endorsement of the accessibility functions in Webex. We actually work quite directly with CISCO to enable a number of those features, to make sure that this technology can support all at meetings. That's our general work structure.

We organize our work according to a number of strategic priorities. First and foremost, are our people and our culture. Without people, we can do nothing. And without our culture, we would be impotent to perform services that we need to perform. So, we prioritize recruiting and developing and retaining top talent, and we have made a number of investments in work force safety and security and wellness. I'll talk about that in a second.

Next on the priority list is security and compliance. We take that very seriously. Without that being solid, we can't build secure and stable systems. We focus on maintaining operational integrity, which involves the reduction of what we call technical vet, the accumulation of older technologies in our system. We deliver and improve services. Again, as I mentioned, we responded to over 100,000 service calls in the past year. So, that should be part of our business. We also inform and support the public. Many of the services that we provide that you are all aware of and engaged in, including our privacy program, our open data program, our surveillance technology program. That is all about keeping the public informed and supported. And digital equity, of course. Probably, where our internal clients experience our services more directly is in the business solutions that we develop and enhance for them. And that really is where the rubber meets the road, IT is development of supportive applications. But without all of those services in this chain, we can't be successful.

I'm going to talk a little bit about some of our highlights from 2022 before I go into our priorities for 2023. I'm not going to read every slide or every comment on every slide, but we are particular proud, for example, of forming a City-wide governance board, comprised of City leaders, that we call the Cybersecurity Advisory Risk Board, or CARB. We have two levels. We have an executive CARB, or high-CARB; and we have a management CARB, or low-CARB, that work together to advise us on policy and help us to promulgate important cybersecurity information throughout the employee base. We recognize that we can protect, and put technical controls, and policies in place, but it's really the employees and the people who work with the City of Seattle who have to take a share of responsibility in protecting our assets and data from bad actors. Cybersecurity advisory board has been raising the level of awareness throughout the City of individual responsibilities, as well as what we are doing to protect the City, it's employees, and its presence. I also want to speak to the work that we accomplish relating to improving text message retention and public records responsiveness. We made several City-wide improvements and implemented solutions that ensure that City records can be preserved, and that we, as a City, are more responsive to requests for information. We achieved these improvements on time and on budget with our partners in records management, the City Attorney's Office, and all of the public disclosure officers throughout the City. Two accomplishments that I wanted to highlight there on that slide, and then move to the next slide. We are also proud that we were awarded almost $600,000 for digital equity grants. And Jon Morrison Winters here is going to talk a little bit more specifically about some of our digital equity programs. But we are also proud that we helped connect over 20,000 residents to low-cost internet, primarily by aiding the enrollment in the Affordable Connectivity Program, the federal ACP program. The work that we do in digital equity -- we've been doing it for over 20 years. We are recognized as national leaders in digital equity in our approach and in our results; and we have even more ambitious goals for this year. And then, another highlight here: I want to showcase the work of our geographic information services team. We've developed several critical tools for both internal City use and public use in the last year. GIS is critical in supporting the work of the Office of Emergency Management, of Transportation, of the Office of Sustainability and Environment, and many other City departments in help to visualize the City, and where our assets are, and where our problem areas are, and in helping to prioritize response.

Finally, we have been recognized by a number of different outside entities in a number of ways. So, for the sixth year, we have been named a Digital Inclusion Trailblazer by the National Digital Inclusion Alliance (NDIA). We have been recognized for our sustainable and responsible stewardship of electronic assets, and for our award-winning web site, and for our award-winning television channel, the Seattle Channel, which picked up two Emmy Awards this year, and ten nominations; as well as 25 government programming awards. So, just a sample there of how our work is being experienced by our peers, colleagues, and stakeholders outside of the City.

Next, I want to move into what we are going to be doing in the next year. We've made some investment. The pandemic has been hard on everybody. We have been noticing and paying attention to very sensitive to feelings of isolation in our workforce, the changing dynamic of how people interact with each other and communicate with each other. It has been difficult for some to adapt. And even though people now are returning to the office in increasing numbers, we are still largely working remotely. And we recognized a couple of years ago that we really need to be very intentional with how we support the people who are in Seattle IT, and how to achieve a higher degree of psychological safety to reduce their stress. So, we've made some investments in some work space wellness programs, some high engagement, high touch activities that are geared toward addressing those issues. We also continue to invest in our staff's perpetual development, and giving our staff increased opportunities to increase their skills, and gain certifications and other opportunities for professional development. A number of issues around work force equity with the goal of eliminating racial and gender bias, and promoting inclusion in referring and in hiring and in retaining our staff. We have kicked off a management development program. I guess now it's called Management Experience. The goal there is to ensure a high functioning management and leadership teams are both nurturing and responsive to challenges. And then finally, I mentioned retention the recruitment and retention. We have work underway right now to modernize our job classifications and compensation levels to remain competitive with the private sector to the extent that we can, but also to promote flexibility in work.

Security and compliance is obviously a top priority. Cybersecurity is continually evolving and adapting to the nature of threats to meet that we are seeing, and we are continuing to roll out improvements to reduce vulnerabilities in all layers of the technology staff, from the network up to the end users themselves. One of our most visible activities has been and will continue to be our phishing campaigns where we test City employees' abilities to detect fraudulent and potentially dangerous emails. I'm proud to announce that since earlier this year, the City's web site is now being served exclusively using SSL encryption. It had been hovering around 70 to 80 percent SSL encrypted for a while, but we finally cracked down and secured some of the more recalcitrant corners of our web site. And that's a big improvement for users, to ensure the trust in the content that they are seeing. I think tomorrow there will be a banner on the top, a very thin banner on the top of every City web site that includes information for public access that lets them know how they can trust that the web site that they are looking at is actually the City's web site.

In maintaining operational integrity, we aim to create and support sustainable tech knowledge, and avoid creating technical debt, and eliminate the technical debt that has been created over the last 60 years. I used to work with the University of Washington, and one of my colleagues said, "The University of Washington has been around for 150 years, and we have technology from every single one of those years." We're not quite that bad here at the City of Seattle, but we do still have a lot of crust and a lot of cruft that we are prioritizing cleaning up. These initiatives are largely happening behind the scenes, and likely won't be directly experienced by any of our clients or members of the public, but they are nevertheless important to remaining current and responsibly managing the City's assets. These are largely projects that we won't be issuing press releases about. Migrating a storage cluster isn't particularly exciting for people outside of our team. Eliminating old operating systems is not something that we are going to win awards for. And completing the documentation for standard operating procedures -- again, there is not going to be a ribbon-cutting when we finally do that. But we will be celebrating all of this internally when those work items are complete. And then, we will turn around and probably start doing all over again, because that is the nature of the work.

So, for delivering services, the work that is grouped under this priority is the work that our clients do see and experience on a day to day basis. We are constantly streamlining our service delivery processes through both data analytics and the judgment of our talented staff, we are continuing to work to identify opportunities to improve services through automation, work flow adjustments, better communication, better documentation, and better dialog with our clients. Trayce Cantrell is here to speak a little bit later to some of the specific service improvements that we have seen recently. So, we can move on from here and I will let Trayce pick it up later.

For our public-facing services, we have a whole slate of improvements in the pipeline related to our open data portal and our public web site. For seattle.gov, our user experience designers and developers and our production teams have been leveraging user research and analytics to improve site navigation and the discoverability of City services. We took a number of examples from real life. For example, and it might not be readily apparent, but you would have to contact Seattle Public Utilities if you see an issue with a fire hydrant. And yet, you do. So, instead of organizing our site largely by City departments, where you have to somehow intuit what City department you're going to interact with, we are, over time and gradually, shifting the organization of that site, focusing on services from the public's point of view. So, we hope that people are stuck less in trying to navigate the City's organizational structure, and instead they are successful in finding the actual service or function that they need to perform. We work with our content partners to ensure that content is written in simple and direct language. we have recently implemented automated translation services across all of our web sites and blogs, to ensure that they are accessible to non-English speaking members of our community. And we are expanding our efforts to connect more residents to low-cost internet services, and conducting our Technology Access and Adoption research study, which again, this board is well familiar with. That will tell us and our partners about what barriers remain in our community to achieving full connectivity and digital inclusion.

Our final service priority is to develop and enhance business solutions. This is where most of our internal clients experience IT. We have features that they use every day, whether it's to issue permits, or word process, or to file for grant applications. We are working to improve and deliver the IT projects that built these solutions on technology platforms. We currently have over 1,000 different software applications across our various departments, and we're taking opportunities to avoid having that number by building new business capabilities on common platforms using common tools and interfaces. So, as more of the industry moves towards service, we are ramping up our efforts to ensure that contracts with software providers contain favorable terms for the City, and to assure that vendors meet City technology requirements for security, data privacy, accessibility, and usability. The world of IT is becoming more and more about vendor relationship management than it is about writing code, at least in our world. And we are pivoting.

So, there are three areas that we're going to spotlight here, before we do a little more of a deep dive, and I am mindful of time, and also how difficult it is to listen to a talking head for half an hour, but nevertheless, we have some deep dive information that you might find interesting. First up is Jon Morrison Winters, who will talk about our digital equity priorities for 2023.

**Jon Morrison Winters:**   Thanks, Jim, I'd be happy to. Maybe most of you are already familiar with this, but our work in digital equity is firmly within that priority to inform and support the public that Jim was talking about. That's where we fit in and why we are at home in Seattle IT. I'll just run through this list of priorities. I won't read all of the text. As you can see, there's quite a bit of it there, but the service and coordination work that we do with CTAB, we can chat about getting out a future agenda if we want to do an even deeper dive on any of these. The first one up there is Internet for All Seattle. This is really overarching all that we do. If any of you are not familiar with that, Internet for All Seattle was an inter-departmental initiative coming out of the pandemic. It really was recognizing, honestly, a lot of the work we already were doing in digital equity, but bringing other departments into that conversation, and asking what can we do as a whole City to reach that goal of 100 percent connectivity. The current status of Internet for All Seattle is we are still operating under that framework, but it really is in implementation at this point. The other work that we're doing is, again, building on the work that we already were doing, but also implementing Internet for All Seattle. In terms of the reporting, we didn't create an extensive report in 2022. We have shifted to tracking and updating our progress on dashboards that are available on the web. And so we will continue that for 2023. It's web-based, so anybody can go to the Internet for All Seattle dashboard and follow along with the data that we're tracking.

The next one, and this is news, really, is that we received a grant to do Affordable Connectivity outreach, and you can see how it has evolved there ono the slide. It says, "We've applied for a grant at $650,000." Unfortunately, we did not receive the $650,000, but we did receive $400,000. This was an FCC grant program for Affordable Connectivity outreach. The Affordable Connectivity Program is a federal program that gives those who qualify, primarily low-income individuals and households, $30 off the cost of internet service per month. And that can be used for mobile internet or wired home internet. It is done through the internet service providers. We are going to be partnering with Seattle Housing Authority and three community-based organizations for connectivity outreach. We are also thinking about how we can incorporate more outreach work, even in the work that we already do as a team. I'll just give one example: A shout-out to my colleagues who are going to the Seattle/King County clinic at the Seattle Center, to talk with individuals seeking medical care. Many of them have no access to medical care in any other way. And there are many other programs that are focused on affordability, like this one, but also addressing the needs of the folks who will be there. A couple of digital equity staff will be there, starting at 5:00 a.m. for four days straight, over a Thursday through Sunday, to talk about the Affordable Connectivity Program to connect the people there.

The last two here, digital equity grants: Most of you are familiar with the Technology Matching Fund. We shifted a little bit to include Digital Navigators as part of the Technology Matching Fund last year. That's a part of our TMF program this year, as well. This may be a typo, because the amount should read $545,000. That's the amount we are looking to invest in community to address the digital equity needs of Seattle residents. We're right in the middle of things right now. Meira Jough has actually met this week with some preliminary applicants who are seeking more guidance on their final applications. She is right in the middle of that right now.

Finally, our Technology Access and Adoption Study: That's being updated. We usually update our study every four years or so. We are doing that this year. David Keyes, who is on the call, is the lead there, and very involved in getting this done. It's a mail-out survey that's done; and we're also able this year to do some focus groups to better understand the needs of different communities in the City.

So, that's the highlights.

**Jim Loter:**   Thanks, Jon. So, next, Trayce Cantrell will talk about some of the positive benchmarks she has seen in delivering our services internally to our City employees.

**Trayce Cantrell:**   All right. Well, hello. What I want to do today is just show our positive story in Seattle IT. And we're a service organization, so that means that we look at our services, and we ask ourselves where can we do better? What can we improve? This was a circumstance where we were looking at the service that we provide to the City of Seattle employees. And there are many: 10,000-plus and even as many as 12,000. That's a lot of people using technology across the City. And the help desk is really our front door. We heard from our client departments and customers -- and I've heard it often: "Mind you, Trayce, I've waited minute after minute after minute on the help desk." If you look at the stats on the screen, in 2021, we had average wait times of ten-plus minutes, as you see. If that is the average, some people are waiting longer on occasion. We got a little better in 2022, where you see the average going down, and then in 2023 and the latter part of 2022, you see a very positive trend where we are below two minutes, three minutes, consistently. And this wasn't by accident. Let me tell you. We made a concerted effort to look at the data, understand who was calling, the types of calls, a big education piece. People called in for everything from employee email access, to application access, to one of my favorites, a classic reset. So, depending on how we could mitigate the circumstance, we made that concerted effort for continuous process improvement to improve those metrics. And the results are clear. To this day, in 2023, I have not heard a single person complain about the wait time. So, this just illustrates the type of work that Seattle IT, how much our employees across the City rely on us to help them do their jobs. They call the help desk when they're stuck. So, it's been a great good news story for the last six months, as we see that improvement, and it really just demonstrates that no matter where the service is that we're providing, we take an active role in making that better. The service desk is just one example. I also want us to remind ourselves that during this period, the calls that were coming in get more complicated. We used to be an operation where you could go to somebody's desk. But now, we have this remote world to factor in. So, in addition to people needing more help in remote, it was also more complex. It really is a very positive story to see the numbers where they are today. That just illustrates one avenue that Seattle IT has really responded to, and I am very pleased that we have been able to do this.

**Jim Loter:**  Thank you, Trayce. Yes, we all are very pleased with the trajectory there.

A final detail I'm going to do -- I'll step through it very quickly -- is cybersecurity, which I think is a topic that a lot of people are interested in. As I mentioned before, we are constantly evolving our response to threats, and the way we detect threats. for this year, we've got a couple of technologies that we are in the process of implementing, which include data loss prevention, which allows us to track certain types of data as they flow over the network and block or flag things that look like people's Social Security numbers, for example. Or target material that we flag as confidential. Privileged account management refers to an opportunity for us to get better at how we manage administrative access to our systems; and zero trust application segmentation is a way to reduce or control application (unintelligible) communication, so that if something does enter into our system, we can restrict its ability to jump from application to application through the way that we configure that layer of the network. I mentioned our anti-Phishing campaigns. Every quarter, we send out a very tricky looking phishing email to employees, and give them temptation to click on links, and for their credentials. And then, if they do, we slap them down with some (unintelligible). So, where our goal is to obviously reduce the number of people who give up their credentials to those attacks, people criticize and complain that w make things too hard. But we are basing our phishing emails on stuff that we are seeing in the wild. Just as the bad actors are getting more clever, we are getting more clever and tricky, as well. So, people don't like it, but we don't like getting hacked. So, that's, I guess, on cybersecurity all I'll say.

And then on compliance, which is the second part of this on the next slide. We have got umpteen, three, four, five-letter acronym programs that we have to comply with. PCIs, some of our City departments do deal with health-related data, so HIPAA is something that we have to be mindful of. Our electric utility is regulated by a corporation called (unintelligible). Criminal justice data is protected by federal regulations. Almost every one of our departments has some kind of regulatory controls that they have to follow, and we have to know something about in order to configure and structure and system. So, that's what our compliance group focuses on mainly. Part of the compliance team, data privacy, accountability and compliance team also is the team that handles the Surveillance Technology Ordinance. So, that is a little bit of a taste of what we do, and what we're planning to do and prioritize in 2023. I know that Camille Malonzo and I talked a little bit about the Generative AI project. Will we leave this for questions right now, or do you want me to move right in? I don't know how we're doing on time.

**From Chat:**  from David Keyes (he/him) City of Seattle to everyone:    6:37 PM

Internet for All Dashboards: <https://www.seattle.gov/tech/initiatives/digital-equity/internet-for-all-seattle/internet-for-all-seattle-dashboards>

**From Chat:**from David Keyes (he/him) City of Seattle to everyone:    6:38 PM

Our information about the Affordable Connectivity Program: <https://www.seattle.gov/tech/services/internet-access/affordable-connectivity-program-(acp)>

from David Keyes (he/him) City of Seattle to everyone:    6:39 PM

**From Chat:**from David Keyes Digital equity grants/Technology Matching Fund: <https://www.seattle.gov/tech/tmf>

**Camille Malonzo:**   We can definitely keep going. It will cut into the work plan discussion a little bit, but we have buffer. So, I think let's do questions now.

**Jim Loter:**   Okay! I'm happy to take questions about anything you saw, or anything about the way the department works, or what we're planning to do.

**Camille Malonzo:**   If folks have questions in the chat, definitely type them up, or raise your virtual hand.

**Harte Daniels:**   Mine is not really a question, because it's mostly a kudos to Jim Loter, on the progress that has been made. I've had a lot of experience in corporate, the large call center of 250,000 and extreme complexity. So, I have great respect for what you've been doing. None of this can take place overnight, and any questions that I have about what will be handled, I believe that you probably already have that on the radar. So, I just want to give a great kudo to all of you for what you've been doing. you've been making great, steady progress, at least in the IT operations, and security, etc. Thank you so much for what you've done, Jim. It makes the work more secure for all of the residents. When you do that work on cybersecurity, you're not just protecting your internal operations, you're protecting all of us.

**From Chat:**   from Harte Daniels to everyone:    6:56 PM

Pswd resets are always high for all types of organizations across all business fields.  Thanks for using tech to create more efficiencies here.

**Jim Loter:**   Thank you for recognizing that, Harte. I really appreciate it.

**Xavier Hayek:** I actually have two questions. The first is in regards to stopping phishing attacks and all of that stuff. AI, facial recognition, are all of those connected to possible phishing attacks?

**Jim Loter:**   Tell me more about that.

**Xavier Hayek:** I have heard that there have apparently been people or scammers going around doing like a quick call to the house and got the kid's voice for two seconds. They run that through deep fake, and then call the parent and be like, hey, I'm in emergency, give me cash. Something like that.

**Jim Loter:**   I will check in with the cybersecurity and risk team and see if they're aware of that. We haven't incorporated any of that into our internal phishing, but yes, that seems very sneaky. If only peoples' creativity could be used for good.

**Xavier Hayek:** The other one is in regards to helping make internet access more affordable. What is being done to maybe -- something that would help in this regard would be outlawing collusion between the internet providers -- because I remember that with the apartment I'm in, when I first moved in, I was only allowed to use Wave and not Comcast, because the people across the street from me could only use Comcast and not Wave, because there was some kind of dealing going on between them. The actual guy came over to our house to turn on the internet or whatever, telling me that that is something he knows about the industry. That seems very anti-competitive.

**Jim Loter:**   We do engage in that kind of work. Strictly speaking, exclusion agreements are not allowed. However, there are practical concerns, including in some cases, the size of the conduit for the building. That can achieve a kind of *de facto* exclusivity, in a lot of multiple dwelling units. What we've done, number one, is we changed City code a few years ago. We used to franchise cable operations by zone, which then, as cable operators started delivering internet services, effectively limited their range. We eliminated that. So now, all of the cable operators can offer services anywhere in the City, provided that they have infrastructure there. We can't tell them where to build infrastructure, but we are not restricting that. Secondly, we have been working with builders and property developers through a series of workshops to educate them about how to make their buildings amendable to multiple providers.  Again, there may be some code issues, and David Keyes, i think has been involved in this for a long time. But I don't think we have uncovered anything in a building code that would either prohibit or allow that to happen. It's really just about getting builders to understand, and property owners and property managers, to understand that if Comcast is telling you that they have an exclusive in the building, they're wrong. And if Astound comes up and you can accommodate them and they are willing to come into the building, there is really nothing stopping them. So, we're doing a lot on the education prompt to help eliminate those situations. But as you pointed out, there is still a lot of misunderstanding and misinformation out there.

**Camille Malonzo:**   Thank you for your question. We have a question from Femi Adebayo?

**Femi Adebayo:**  My question is on the service desk metrics. I'm just curious. In terms of making sure the amount of calls, and making sure the wait times are reduced, what number is related to password reset. I know you have planned some work-arounds, what rate was that?

**Trayce Cantrell:**   When we first started looking at this, password resets were almost the highest volume ticket that would come through. Like 25 percent of the call. We have implemented a self-service password reset, which I think has brought that volume down, in addition to managing the queue a little differently for password resets, as well. We looked at several different options, once we had the data that showed that a high volume of calls was coming in for that particular area. But it was nearly 25 percent of the calls. I think that number has reduced to -- I haven't looked lately, but I want to say 15 percent. It's still high. There is still room for improvement there.

**Jim Loter:**  Yes, and it's important to note that the overall volume of calls has remained pretty steady, and staffing levels have remained steady. In fact, we pulled a couple of people from the service desk to focus on things like major incident response. So, if you look at all of the variables involved in that number, the same number of calls, fewer staff, and a much shorter response time. But to your point, the password resets were a major deal. And one big challenge we had was in the old days, you could only reset your password if you were on a City network. (unintelligible) So, it got people into a chicken and egg problem. And then as soon as remote work kicked off very quickly, that just became untenable. You couldn't ask people to drive to the nearest public library and sit in the parking lot to change their passwords. So, we had to implement a lot of changes in how passwords are managed, and our self-service reset was part of that. And as Trayce Cantrell said, it has really cut the volume of calls. Does that answer your question, Femi?

**Femi Adebayo:**  Yes. Thank you so much. I was just curious. I just imagined that during Covid, it might have caused a problem.

**Merrill Miller:**   I just want to throw a hat into the ring. I have some extensive history with internal phishing campaigns, including a number of lessons learned, like sending a follow-up phish test email can be super effective. Because their defenses are down after having just done it and thinking it's not going to happen again. Are there low tech ways to help people to report on their phishing experience? I would be happy to discuss it at a later time if that would be helpful.

**Jim Loter:**  Have you ever implemented this giant hammer that comes out of the screen (laughs)?

**Merrill Miller:**   That's still under development.

**Jim Loter:**  Thank you for that, Merrill. I'll get your contact information and we will work out a way to connect.

**Dorene Cornwell:**   A couple of questions and comments. I want to echo Harte's appreciation of your work, and especially Webex. I know that over time, Webex has made lots of steps forward, and after I had a really positive experience, I went out and looked on the web, and saw that they are using it at a couple of universities. There were quote pages, and as somebody for whom this is much of my story and had a whole lot of work earlier in life, the building of participating meetings is really huge. And from the tech support piece, and the blind people networking, maybe looking for jobs or other interactions with the City, just building up that core experience is broader than the City. I was talking to somebody on Saturday who has worked for the federal government for a very long time, and they still, apparently, don't have a proactive software evaluation for accessibility processes. That sounds depressing, but I don't know that that is necessarily unusual. Anyway, the other question I have is what feedback are you getting about the automated translations? Do people get the information they need? Do they complain when things are not idiomatic and weird? It always seems like one that would be a little bit hard to collect feedback about, but I intend to approach automated translation with caution. I'm just curious to know what the City's experience has been.

**Jim Loter:**  I'm not sure that we have collected feedback in a systematic way, or even have received anything anecdotally. The web team does have a great relationship with the City's language access coordinator. She advises us on this. I also hope that City departments do translator-led translations, because this is very important information. Some information that the City put out was translated by professional translators. And as you probably know, the key is starting with good, clean, simple....

**Dorene Cornwell:**   Good clean source language. but I'm just happy to hear that this is in the picture as far as the Office of Refugee Affairs, and then also what you said about the Covid thing. So, I'm quite impressed. Thank you so much. This presentation is really informative.

**Harte Daniels:**   Again, thank you so much, Jim. Perhaps for at least three, and possibly four, years, I've been involved in digital equity in the employment area in what is called the 'Leaky Pipeline.' While all of these groups that are trying to assist marginalized, especially people with disabilities and older people, and the promises that these CBOs make when they are partnering with businesses, I find that they only employ the able-bodied to assist. I would be interested in future -- I don't know that you can address it tonight, but how to steadily turn that tide and use some of these creative people that normally don't have an opportunity, even though the partnered CBOs that are supposed to be helping them. I have followed mega-failures in that area and I can review them if anybody is interested. But I know that it's a big fight, and you might not have an answer tonight. But I have faith in you.

**Jim Loter:**  Thanks, Harte. We are overhauling our recruitment and job advertising practices from top to bottom. And I'd love to have an individual meeting on that effort and maybe reach out to you for your expertise in this area. I think that remote work has opened a lot of doors and made a lot of opportunities available to people who may not have applied for jobs when the job required them to drive to a high rise in the middle of Seattle. We talked about the service desk. This is really the first time that we've had 100 percent staffing levels on the service desk, which is one of the ways that we have been able to relieve those numbers. And that was achievable because the service desk is still working remotely. It's really that opportunity that we have been able to offer people to do work with us that have physical demands and doesn't have requirements to be on-site, or be at certain places at different times, opens the door for us to do recruitment in a whole bunch of areas that we were never able to do before. So, thanks for pointing that out.

**Harte Daniels:**   I know we're tight on time, one of the major things that was a stumbling block on equity for tech people is that tech is not meritorious. You can even look at Nova, picture a scientist, and read what those very talented people have to go through. This is for people who know what I have said about this in the past, and all of the other barriers, and thinking that tech is meritorious. And if you could change your viewpoint on that, you might be able to really make a paradigm shift. Thank you, Camille, for allowing me that time. I'll yield.

**Camille Malonzo:**   Thank you, Harte. And our last question will be from Marsha.

**Marsha Mutisi:**   Thank you. Can you hear me? Just two questions, which might be long-winded. I'm coming in as a new hire starting tomorrow, actually. I'm thankful to be here. A lot of Microsoft experience, retail experience, and really focused on social improvement. That's my wheelhouse, really. I like to know about services delivery, and any challenges, so that I could just get an overview. (unintelligible) Coming in as a new hire, one of the things that should be top of mind. I could also use a quick understanding of the 30 major IT projects. Sorry if I may have missed it. I'm mobile. What are those 30 major projects focused on, at a glance? Thank you.

**Jim Loter:**  Thank you, Marsha. i have to admit that I'm probably not prepared to answer this question in any detail right now. . I know that our project delivery director has a plan for the next two years to improve project delivery, with defined metrics and some areas that she's focusing in on, specifically around how we estimate projects, both for timeline and the costs of projects, and implementing a more robust portfolio management approach for managing our suite of projects. I have to tell you that I can't, off the top of my head, rattle off the projects that are under execution right now. There are a couple of major ones. There's one happening in the Municipal Courts. We're still implementing our unified communications infrastructure here in the City; and any number of application development projects that we have underway right now. I'm sorry, I missed your introduction. Did you say that you are working for the City now?

**Marsha Mutisi:**   Incoming. I'm starting tomorrow, actually.

**Jim Loter:**  Oh! Great! Okay. So, you will learn those things very soon.

**Marsha Mutisi:**   I would just like to come in knowing something. No worries, though.

**Jim Loter:**  I look forward to meeting you, Marsha.

**Camille Malonzo:**   Thanks, Marsha. We have a question from Emma that we'll take offline. And there was a question on Generative AI.

**From Chat:**  from Emma Ferguson to everyone:    7:03 PM

What programs or areas that you support are used most by people who are not city employees? And how is your workforce divided up in terms of providing support to city employees vs directly building or managing tech geared towards citizens?

**From Chat:**  from Omari Stringer to everyone:    7:04 PM

Going to ask the elephant in the room question about Chat GPT and generative AI use at the city

**From Chat:**   from Harte Daniels to everyone:    7:06 PM

Re: equity; check into orgs that have reverted to "lived experience"

**Jim Loter:**  I guess I'm going to tee-up kind of a challenge or an opportunity that I will leave to the group to discuss as part of your work plan. That is coming up on the agenda, right? I'm going to have to step away, I think, before you have that conversation. But, as Omari Stringer noted in the comments, and as all of you are probably aware, Generative AI products like Chat GPT, for example, but there are many others, have kind of rocketed onto scene, and are swiftly being used, but also adopted by other companies as part of their tech solutions. And that kind of dove-tails with my interests, as CTO for us to develop a capacity in the City to assess and analyze the impacts of emerging technologies on a more rapid and responsive basis. I'm seeing this as both a challenge to our organization, but also an opportunity for us to develop that capacity. I think, like many large IT organizations, we get into reactive mode, and we really can't get out ahead of the market and some of the technologies that are emergent. We need to develop some internal policies around the use of Generative AI systems. From both the point of view of how we enable them for legitimate use cases, but also how we control for the risks that they pose and present to the City, to members of the public, to our own employees. So, what I'm interested in is engaging CTAB in a way either collaborative participation in a working group, or possibly with CTAB operating independently, and doing research that then comes to me in the way of advice or recommendations, but in some way finding the best way to leverage the collective intelligence, wisdom and experience of this body, to look at this new technology are in a way, knowing what you know about the City that serves as a set of recommendations for me as the CTO, to say this is how I think the City needs to respond to this new technology. These are the controls that should be in place. These are the practices that are best. These are the major risks that you have to worry about. In addition to CTAB, I've reached out to the University of Washington Tech Policy Lab, and have some interest from them. Depending on how CTAB wants to approach this, there is an opportunity to engage with researchers and students from the UW. There is certainly interest in other cities around the region. The City of Bellevue is hosting some experts on Generative AI as part of a workshop in a couple of weeks. It's definitely blowing up on chat and discussion groups that I'm involved in. So, it's obviously something that is on peoples' minds, and I just think that we owe it to ourselves to not be put into a position of having to tell a department, no, you have to stop using that because you don't understand it, and all gather around it and poke it with sticks and try to figure out what it is, instead of taking a proactive and systematic view of it. And I think CTAB, with the folks you have, and the resources you are able to leverage would be a really key partner to help us understand what is this, how does it work, what do we need to do about it. And I guess I would leave it to you all to discuss your level of interest and how you would like to work with me and my team in putting something like this together. So, that's the pitch. That's the invitation and a pitch, and like I said, as you work on developing your work plan, I invite you take that under consideration.

**Camille Malonzo:**   Thanks, Jim. Do people have questions about that? We're going to continue that in our working session on how we can organize ourselves. But I'm opening the floor for questions.

**From Chat:**  from Carrier, Sarah to everyone:    7:13 PM I would recommend looking into the NIST AI Framework.

**Omari Stringer:**   Are you only looking for the dangers that can be posed by Chat GPT or Generative, or are you also looking for positives?

**Jim Loter:**  I think that use cases are certainly welcome. Again, I see that we get ourselves into situations where we tend to think about risk first, and uses later. So, I want to reverse that and take a more balanced approach in how we do this. So again, knowing what you know about the City -- and we can make resources available to help answer questions about what the City's priorities are -- we are definitely looking for both use cases and risk mitigation as part of it. Use cases won't factor into a policy, but I think we're interested in both. And I will say that there is an interim policy that is circulating this week, which just represents what we know and what we think about today, guidelines, really, for City employees who want to use this technology, that I give to this group just to give you a sense of what our thinking is today. And thank you, Sarah. There are a lot of good resources out there from NIST and other sources that we want to take a look at, too.

**Omari Stringer:**    I guess the main question was, as Microsoft and other companies are bringing in a lot of these tools into the existing platforms -- I know that sometimes governments have a little bit different platforms than enterprise, but have you guys seen anything, or how is that coming up in the approach as far as like Microsoft building Co-Pilot into Word or PowerPoint, or something like that.

**Jim Loter:**  Yes, we have seen it, and to your point, it has not yet been released into the government. We know that the search engines are starting to default to more of a GPT-style approach to how they work, as well. The interim policy addresses it mainly through hand-wringing, saying we can't do much around the use of these tools in the back end of common tools, but we do have to address it. You raise a good point. Sarah Carrier, not to put you on the spot, but today we were trying to use a collaboration module that just got added to the Microsoft suite that we weren't aware of or prepared for, and we had to talk to Microsoft about turning it off while we do some investigation of it. That was not Co-Pilot, that was something else, right?

**Sarah Carrier:**  It wasn't Co-Pilot, however they are building Co-Pilot into Loop, which is what you're talking about. So, we're not quite there yet, but yes, those things will be one and the same as GPT.

**Xavier Hyack:**   Is there a person within CTAB whose job it is to just look at the ethical implications of how it is being used?

**Camille Malonzo:**   That is a topic that we are considering focusing on this year, which we will be discussing for the work plan. I don't know if that's what you mean, because CTAB is separate from Seattle IT.

**Jim Loter:**  Same question for Seattle IT? We don't have a designated ethicist, but I think that the closest we have is in the data privacy and compliance team, where they do take ethical considerations into their analyses. I think Omari Stringer, when Omari was a member of my team, did a lot of great work on data ethics and developed a white paper that we still utilize and refer to. I would say that some of the work that we do with surveillance tech is ethically proven because the ordinance is vague in some areas, so we have to make a lot of determinations and decisions based on understanding that the law is based on a certain ethical framework, and we have to interpret it in accordance with that. So, taking that same approach with this technology, especially with regard to determining and doing due diligence around bias, around the use of copyrighting material, around what I learned today is called Hallucination which has a tendency just to make stuff up, which I've said is a common problem with humans. That kind of stuff will all factor into the analysis, or should all factor in.

**From Chat:** from Eleonor Bounds to everyone:    7:17 PM

loop integrates copliot and graph

**From Chat:** from Dorene Cornwell to everyone:    7:18 PM

I think lots of CTAB volunteers start from some perspectives about ethics. As far as CHAT CPT, I am concerned about drawing on what exists online and not identifying what might be missing from the analysis

**Merrill Miller:**   Thank you. One comment first, is my observations in the private sector have been that conservative policies are leaning toward non-acceptable unless you go through a business process review of what you're using and why you're using it. And the less conservative are saying it's allowed, but you must disclose anything that you're using that's a result of those searches, assuming that they're knowingly using them. And I would also offer up to use Chat GPT to draft a policy.

**Jim Loter:**   Way ahead of you there! I didn't use this output, but I remarked that this output was similar but not as good as my person who was writing a policy. But, in the interim policy, which I will give to Camille and she can circulate to the group -- we are requiring that people, before they create an account on any of these platforms that they submit to our process for onboarding any of these technologies, which does include a best-case statement that in this case, the department director -- not me, but the department director from the requesting department, has to authorize. And then, those risks are disclosed to individuals, who then have to accept those risks. And we are directing that people do attribute any output to the tool that they're using if they're going to publish it publicly. So the members of the public know that this document was written by Chat GPT. We hope that people are just using it like I was, which was just to say, I wonder if Chat GPT can help me to pick up a risk that I wasn't seeing, for example, and not just copying the basic output. But thanks for that, and I think you'll see that our interim policy does cover that, but I know that even in the three days since the policy was released, there are things that I have missed. so, I'd appreciate feedback from your group.

**Merrill Miller:**   And we are also looking for guidance to give to citizens, or are we strictly internal at this point?

**Jim Loter:**   At this point, it's strictly internal. I don't think that we are expected to opine on any public policy matters. It's a good question, and I guess I would take CTAB's recommendations on whether something like guidelines or advisories from Seattle IT would be helpful, especially in the spirit of digital equity, especially if we are seeing that vulnerable populations are more at risk because of exposure to these tools. If there's some nexus there will digital equity, I'd certainly like this group to help ferret that out. The interim policy is just for six months.

**Camille Malonzo:**   Awesome. Well, thank you so much, Jim, and the team, for all of the amazing work, and also for this presentation to CTAB. We have learned a lot. We're going to take just a two-minute break for folks to get a bio-break, or a drink of water, and then we'll start up again at 7:25, and then we'll get into the work plan discussion.

**WORK PLAN DISCUSSION**

**Camille Malonzo:**   Okay. We're going to restart. Continuing on our conversation from the last meeting around on landing on a few top objectives for this group to research, to generate, of course, conversation, but then also recommendations to Seattle IT, the Mayor, and Council; or bring in speakers. This is the work plan, and I've also pasted into the chat.

**From Chat:** to everyone:    7:27 PM

<https://docs.google.com/presentation/d/1UgYbIEWI7RKQ-y-d6-2DvEPAuyQuIP5NbqBDL5dVbRI/edit?usp=sharing>

**Camille Malonzo:**   We spent a good lot of time in the last meeting generating those ideas. You can see on slide six, which I hope to eventually share, I'd like to spend about five minutes now synthesizing those topic ideas, and then having a discussion on what is percolating to the top of what is the most relevant, the most interesting topics to pursue this year, and how we can organize ourselves to execute against those objectives. I started to synthesize some of the topic ideas. We had a few new ideas that were generated after the meeting. Omari has a list of ideas. And then, there was also a suggestion from Dorene and the members of the Digital Equity Committee around a panel with Council candidates on technology. I'm going to ask those two folks to talk about this. First, I'll go to Omari Stringer and then I'll go to Dorene Cornwell, to get an overview of those ideas, because those are new to the group.

**Omari Stringer:**   Can you hear me okay? I've been having mic issues and have been trying to adjust. Do you want an overview, or ....

**Camille Malonzo:**   Can you go through your doc? Your CTAB wish list?

**Omari Stringer:**   Yes. So, I have a lot on there, so I will try to keep it to brief summaries of all of these. I put some points on there. The first one is the idea -- Jim Loter and Seattle IT came earlier to talk about wanting to work with CTAB. The Mayoral election of 2022 for Boston, one of the candidates had proposed some kind of tech ethics committee, similar to our Surveillance working group. There are other City boards set up to review policy decisions. So, some kind of subcommittee for spearheading outreach with folks in the community that would review technologies that are having those concerns. So, whether it is impact or bias or use of AI tools, just having a place that maybe CTAB contributes one or two members to, that can help to facilitate that kind of conversation, and be that bridge between Seattle IT and the community for some of those ethically-concerning technologies. I think the interesting thing about ethics is that it's not really about 'can we?' It's really about 'should we?' So, it falls outside of the legal framework, but a lot of these concerns are well within the legal right to do, but it may not be representative of how the community feels. That's the first idea for some of the work that CTAB could be doing, and I think that kind of coalesces around a lot of ideas that folks have had around some of these new technologies and AI,

I'll cover two more really quick. One of them I wanted to call out is there is a House Bill that I think passed in 2021 is legislation that removed that barrier to local governments to offer municipal broadband. I know, with the Internet for All initiative, there have been a lot of studies and different kinds of outreach programs and digital equity programs, but really I think with that last legal barrier removed, Seattle has an opportunity to be a leader in that space and offer municipal broadband for a City this size, and really cut to the chase and instead of just offering discounts to say we are going to offer it to everyone at a below-market rate because we believe it's a utility. And then, I guess it is more of a procedural question about what is the responsibility, what is allowed for CTAB to do? Are we allowed to propose or push a specific piece of legislation to Council or the executive? But then, I had an idea for CTAB as part of our work plan to do this exercise, maybe codify in the bylaws that say we're going to have some topic priorities or policy priorities that we want to present to Council and the Mayor's Office, and let them know that these are things that we're hearing about. These are things that I think the City should be paying attention to in policy. I don't know that that is really happening in the current set up with Council and the executive that there is not a lot of new tech policy being proposed.

**Camille Malonzo:**   Thanks, Omari. I think just as a quick thing, we definitely can be more engaged, and we can go to a vote by the committee. What I have seen is a submission of a white paper, or a recommendation that has been forwarded to members of Council and the Mayor and Seattle IT as recommendations. I think we'll definitely follow up on spending time on this. Great idea.

And then, before we go to discussion, Dorene Cornwell and the digital equity team, can you talk about the idea around the Councilmember candidate forum?

**Dorene Cornwell:**   I'm going to go with a couple of different things I've been thinking about. The City Council election is coming up, and actually, a very large percentage of the Council is not running for reelection. So, there will be new candidates, and there will be a primary in August, and then the November general. I don't know whether we would want to try to organize our own tech forum for each district, or to piggyback, collaborate with another community-based organization to just insert some questions that we would like to ask the candidates to respond to. I think the important thing would be engaging with the election process and then making sure that people with different levels of sophistication to meet with them in person or have hybrid experience. That's already a lot. And what we were talking about in the Digital Equity Committee, we were kind of going, that's a lot. What are we going to be able to take on? I'm throwing that out there to see whether the idea takes hold with anybody else. And if anybody else from Digital Equity wants to get involved. Omari, yes! I'm going to put my email in the chat, and let people have any questions about it here, otherwise, I think maybe let's have the rest of the discussion about what is going to be priority, and then talk a little bit more offline after that.

**From Chat:** from Dorene Cornwell to everyone:    7:36 PM

[dorenefc@gmail.com](mailto:dorenefc@gmail.com)

**Camille Malonzo:**   Thank you so much, Dorene and Omari, for the overview. Do you mind going to the next slide?

We had a lot of great ideas last time, and so we wanted to distill them to umbrella ideas that go together. So, these are the ones that we felt were executable, and getting a lot of energy. And so, the first ask is what isn't on this list that you all think should be on this list, with the goal that the ideas on this line we are going to narrow to at most, three. Because it is already April and we are going to carry it on to next year's board, too, but I do want to just focus on a few that we can all gather energy around as a board. The floor is open.

I think the idea of this is, first of all, if we don't have a committee already dedicated to an idea, I think we should think about creating a work stream for it. So, whatever that means, we can put it in a committee, or if there are members who are particularly interested, find a mechanism to create it. We want our committees to make sure they have interest. I hope this can be helpful for committees to not feel pressure to do everything, but with the priorities be helpful, but I don't want to step on toes. If you have the capacity, definitely go for it.

**Harte Daniels:**   We did discuss this in committee, and discovered that the board is larger than any of our committees, and that you also have further reach out into your professional networks that could assist us on any of these. That was one of the comments in our committee. But my question also is on -- all of you guys on past boards and past committees have done a ton of work. And one of the things I've been eyeing is how do we define success, and track success? Usually, when people go into data, you get compliance and accuracy, shall we say. you get statements that are true, and data doesn't necessarily always reflect the truth. So, there are many different ways of -- so my focus, personally, would be on when you are doing these, what is the actual impact on our residents, and especially those that are most marginalized and don't have the great bandwidth that some of us are blessed with? I just wanted that to be kept in mind when you're choosing projects, and it's more about process objectivity rather than choosing a project at this moment. Our committee had at least three in February that we were doing and then we added the discussion on the Councilmembers forum. We can release those notes to you at a later date. Right now, I think it's time for the board, and I will yield right now.

**Camille Malonzo:**   Yes, I definitely hear the comments, which is why we wanted to have this discussion. It's because I wanted us to be as a full board to decide what we are going to be focused on, and then also, as a group, choose objectives that would lead to something at the end of the year, so that we can see our progress throughout the year, and see our impact, and also be in alignment with our stakeholders, like Seattle IT, like the Mayor's Office, like Council, that are interested in these topics, and that we have sustainability as well. I don't want our committees and our board to be seen like we all are one. I do want that sense of cohesion.

**Harte Daniels:**   I'm in agreement with everything that you said, especially as that means that we get to work well together, which means we produce more of a product. But, my comment is actually a little bit more -- in everything that Loter said, etc., and even as I said in these CBOs and partners that are supposed to be helping with the residents that CTAB focuses on. It comes down to whether it's corporate or this issue of how do you measure compliance and actual progress, and wherever you find an idea on how to try to do that, you find somebody that tries to game the system, and present an environment that actually is not true. So, this is actually a very difficult question that I put forward, not necessarily that you need to tackle it, but it is something that you might want to, whatever you choose, keep in the back of your mind. How do we represent progress by speaking the truth? Thank you so much, Camille.

**Camille Malonzo:**   To the question of what are we missing here, what do you all think that we haven't carried over to this year's topics, especially from last year's board members, what should be here that we're missing?

**Isabel Rodriguez:**   There is one thing that I have a question about. I feel like maybe the one committee that is not represented here is Outreach. I say that because I know some folks added to this list haven't had the chance to hear what committee stuff is. There was an idea that somebody from the Privacy and Cybersecurity Committee, that we could be putting on some kind of event around technology. Is there a way that we could propose that kind of event? Can there be some kind of campaign or some kind of project that could result in more community engagement?

**Camille Malonzo:**   Yes. We have definitely run out of time, but our second topic, and the next slide, would be how we make CTAB more visible and engageable. I think a lot of this work would be going to outreach in partnership with everyone on the board to engage. That would be a good idea, if the group also thinks so. I do want to have enough time for committee updates and public comment, so I think we're going to table at least the second part. And I will follow up and ask the board to fill the second part up, because I think we will have more discussion on that at the next meeting. I think I will also say that I would like us, as a board, to vote on our top three at the next meeting, and start executing them, especially around the topic of AI in the City, and Generative AI. Jim Loter talked about the working group to start around Generative AI. One idea I had to make that work is to have CTAB members be representatives on that working group. But then, on CTAB, ourselves, create a work stream where those representatives be partners in leading in getting other feedback from CTAB and bridging that conversation that is happening across the networking group and here so it can bring as much expertise, feedback, ideas, to that larger conversation that could ultimately end in either a policy recommendation from the working group or from CTAB that could include data ethics, l because I think there's a lot of cross-conversation there. It could include the idea that Merrill Miller has around suggestions for the public and not just internal, and policy. And the other ones we could pursue, I think would be interesting around technification of City services, and the usability of City services across demographics. I can see that as a question to Seattle IT in a report that would be useful to answering some of the usability curiosities that we had last meeting, and then also we've been hearing a lot of energy around this Councilmember candidate forum, and so how else could CTAB resource that as a group. I saw that Omari Stringer has come comments. This was about Generative AI, and it makes me wonder whether (unintelligible).... We could, as a group, say we are onboard on this, and we could do an unofficial down vote that I could call.

**Merrill Miller:**   I just want to make a quick counterpoint to AI, as unpopular as it may be. I kind of feel like dedicating significant time to it may be spinning our wheels a little bit, as almost every other public and private sector impacted industry is doing the same thing. We can leverage a lot of what is coming out of those spaces instead of spending the time to formulate it ourselves. So, to pick, and lift, and make some careful changes and adaptations could serve us. AI is her now, and so, to me it fits more as a sub-bullet of the other things that we do, as opposed to its own, explicit, individual line item.

**From Chat:**  from Omari Stringer to everyone:    7:46 PM

Generative AI is moving very quickly - I think it may require us to move a bit quicker than usual too :).

**From Chat:**  from Omari Stringer to everyone:    7:47 PM

<https://www.wsj.com/articles/biden-administration-weighs-possible-rules-for-ai-tools-like-chatgpt-46f8257b>

**Camille Malonzo:**   That's a good point. I would also wonder -- we need to follow up on the idea of a working group, because I would imagine that we would be leveraging a lot of existing ideas already, so we would probably have to -- follow up to the extent that several board members would be engaging.

**Merrill Miller:**   It sounds like we're about to make really quick progress. I don't mean to derail that. Just a thought.

**Camille Malonzo:**   No, I really appreciate that point, because I think I could also imagine that. I think that is a good point. Our existing committees, Digital Equity and Privacy and Cybersecurity, would need to look at those dimensions within AI as a platform. But I kind of wonder, because of this opportunity, we could create this work stream to support this immediate ask from Seattle IT. I saw thumbs up. I will say, if you are interested, and this is an invitation to the board members, if board members would like to be part of this working group, please email me and we will have it all -- we could chat offline, and then in subsequent meetings on how we could create this new work stream, what it would look like. But I would like to start tapping some folks to start meeting this charge. That's my ask.

And then, next meeting, we can do a formal vote. I think a lot of this discussion on how this works will be offline. Omari?

**Omari Stringer:**   I wanted to jump in and say that I agree with Merrill Miller. I think it's a useful exercise in looking at ways to having more ways of tracking as a work assignment, and what is coming out of committees. I think this is good subject matter, inasmuch as it spans across the existing committees that we have, but also understanding the potential. I'm not familiar with our bylaws yet. But spinning out a quick subcommittee and go to the immediate ask and maybe know about relationship with IT, so that we can build a new process so we can provide that outside expertise that then comes back to the committee or to the board as kind of envoy work. We can do that as a quicker action on a subcommittee that exists, and then we figure out how to spread it across the rest of CTAB. Like it's here. We don't have to react to it once and have it go away.

**Camille Malonzo:**   Thank you for bringing up the bylaws, because that is one reason why this is coming up. We haven't updated them in so long, and we want to make sure that the way that we work serves the way we want to think about to stress and engage on. This is an invitation to change the way that we work. But this is such a great conversation, and thank you all so much for all of the thoughts that were shared. Keep a look out for a follow-up from me, the emails that I've been sending out. So, please watch out for that later today. We're going to table part two until the next meeting. We have like six minutes, but I would love to go through committee updates. So, first, can we head over to the Privacy and Cybersecurity Committee, and then we'll go to Digital Equity, and then we'll go to Outreach.

**COMMITTEE UPDATES**

**Privacy and Cybersecurity Committee**

**Isabel Rodriguez:**    The Privacy and Cybersecurity Committee meets as of this year, every fourth Thursday, from 6:00 to 7:30 p.m. We have a lot of great energy and a lot of great ideas. I know that Merrill Miller and Omari Stringer were there. Everyone is invited. I think this was just a brainstorming session, thinking of things that we can potentially tackle as a committee. One of the things that we've wanted to do in the immediate is to get connected with Seattle IT's privacy and cybersecurity team. I know we just heard from them, but actually getting someone in to talk at a more granular level. (unintelligible)  And, separately, Lassana is looking into bringing in a speaker around algorithmic (unintelligible)

**Camille Malonzo:**   Isabel, on the first one, do you need help finding those? (unintelligible) He asked me for clarification, too. And I think Jim has some names you can connect to with awesome stuff. Thank you so much, Privacy and Cybersecurity. Can digital Equity give an update?

**Digital Equity Committee**

**Phillip Meng:**  My signal isn't too good.  We recently had at our meeting, and we're very grateful to the new folks for joining us. Thank you. I continue to invite new members. The biggest thing at our last meeting as we plan out the year's schedule, we're working on streamlining some of our processes. So, we have a new process proposed for bringing new ideas to the table. In terms of some of the ideas that have been discussed ....

(Phillip Meng's line failed.)

**Harte Daniels:**  In addition to how we work, looking at work/life balance for volunteers and how to be effective in creating a product that is useful and supportive of the CTAB regular board, we have a guide that we have fleshed out. And a lot of the remainder of that is -- by the way, I don't know if Brandon Lindsey is online, but he had to drop from being a committee member. And so we added Aishah Bomani who does digital equity at Seattle Public Schools. And for the rest of that meeting, she shared extremely good life lessons on not only first educating an entire organization, but how to move them. And we queried her on several of the barriers that we find, and on ACP and what the schools are doing. One of the lessons learned that we had was determining how to streamline communications with families, and what that took inside a government agency. Here statement that whatever impacts the student, impacts the teachers, and also impacts the parents. So, the broadness of that. One of the other things that they were able to use in trying to communicate the need, or giving people ACP help, was that the schools use a tech ticket, and they ingeniously use that to try to get the support of anybody that had additional issues, it's routed to Aishah. As you stated, we discussed the Councilmember's candidate forum. we reviewed what we were doing and how we would work in future, then adjourned. Phillip, if you're there, do you want to add anything? Coleman?

**Coleman Entringer:**  Yes, I think that covers everything. I'm outside, as well. I apologize for walking down the street.

**Camille Malonzo:**   Awesome. Thank you, digital equity. Next is Femi for Outreach.

**Outreach Committee**

**Femi Adebayo:**   We didn't have a meeting. I did notice that Isabel Rodriguez joined the mailing list. So, it's just me and her on the list. My plan is to set up some time with Isabel this week to discuss plans, but I'm not sure what consists a committee, but if you're willing to join, we are looking for members to keep going. But right now, It's just myself and Isabel and I plan to reach out to her this week.

**Camille Malonzo:**   Thanks all. Now, public comment. This is for everyone in the group.

**PUBLIC COMMENT**

**Xavier Hyack:**   Yes. I have an announcement for everyone.  I am a member of All Tech is Human, a national organization that is all about trying to build tech that is built for people rather than for profit, that kind of thing. I am trying to set up a chapter here in Seattle, and the next meeting is going to be next Thursday, the 20th, at 6:30 p.m. over at the Fremont Brewery in Phinney Ridge.

**Camille Malonzo:**   Other public comment?

**Harte Daniels:**  You did a great job, Camille, and this was quite an accomplishment to include so much. We are actually moving forward, and I really applaud you. Thank you so much.

**Camille Malonzo:**   Thank you, Harte. That means a lot. Thank you everyone, for all of the comments. Thanks to Jim Loter and the team for all of their good work. I am really excited to get a lot of our focus on this and to do good work. As I said earlier, we will definitely follow up offline, so please keep an eye out for emails. We will connect people, and I think we have a few follow-ups there. Please have a great rest of April, and we will see you all on the second Tuesday in May. Thanks, everyone.

**ADJOURNMENT**