**November 14, 2023 Meeting - Seattle Community Technology Advisory Board**

**Topics covered included**: Telecom Forum - Advancing Access and Digital Equity (discussion with panelists from AT&T, T-Mobile, and Verizon to discuss internet speeds, accessibility, and other digital equity issues); Update from Seattle IT CTO’s Policy Advisory Team on Generative AI Systems; and Committee Updates

**This meeting was held:** November 14, 2023; 6:00-7:45 p.m., via Webex and in person

**Attending:**

**Board Members:** Phillip Meng, Coleman Entringer, DeiMarlon Scisney, Femi Adebayo, Omari Stringer

**Public:** Dorene Cornwell, Harte Daniels, Hakan, Tara Zaremba, Aisha Davis, Nick Kim, Jessica Gould-Hilburn, Carl Done, Carl Gipson, Bill Ruddick, Bliss Collins, Scott Lemmer, Shira Rosen, Gladis, Hayouong Jung, Marty C.

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

**29 In Attendance**

**Femi Adebayo:**  Thanks everyone, for joining tonight's meeting. I will be stepping in for Camille Malonzo, who is out sick today. The first item on the agenda is to do introductions for everyone. Please give your name and where you are calling in from, and we can go down the list.

**INTRODUCTIONS**

**Femi Adebayo:**   If there's nobody else, the next item on the agenda is to approve the minutes from the October 10 meeting. Can I get a motion to approve the minutes?

**Phillip Meng:**   I so move.

**Member:**  Second.

**Femi Adebayo:**  Okay, can I get yeas for approval of the minutes? Any nays? Minutes approved. Thank you. The next item on the agenda is the digital equity discussion. We have a great list of panelists. They will be speaking tonight. So, thank you for joining us. Phillip Meng will give an intro. Phil, take it away.

**TELECOM FORUM: ADVANCING ACCESS AND DIGITAL EQUITY (Discussion with panelists from AT&T, T-Mobile, and Verizon to discuss internet speeds, accessibility, and other digital equity issues.)**

**Phillip Meng:**   Fantastic. Thanks so much, Femi, and thank you to everyone. I'll share my screen here just to orient our event a little bit better. Once again, we're really thrilled to have everyone, and to have AT&T, T-Mobile, Verizon, members of the public, members of community-based organizations for our second annual telecom forum, with a focus on advancing affordability and digital equity. This is our second year running the forum. It grew out of the Digital Equity Committee last year. This year, we will have a chance again to hear from these three companies, with a particular focus on Q&A. I believe we've heard from most folks in the introductions, but Carl Gipson, have we heard from you? I want everyone to have a chance to introduce themselves.

**Carl Gipson:**   No. Carl Gipson, state president for external legislative affairs for AT&T. Thanks for having me.

**Phillip Meng:**   Great. We already met Carl Done and Bliss Collins, but please feel free to provide a little bit more context as we open our discussion. we have a lot of really, really great questions coming in, so the bulk of today's event will be a public Q&A. I want to invite everyone here today to ask questions. Please feel free to raise your hands over Webex, if you're joining online. And please keep it raised if your question hasn't been answered so we can keep track. We will do our very best to get to everyone. You can also submit questions through chat, and I will be bringing in some questions that have been pre-submitted through our forum. Towards the end of the event, we have optional company presentations. We did note that they are optional. If there is anything additional that they would like to share. But I hope the companies will also share links where we can learn more and continue to engage. With that in mind, I want to pause this for a moment for our panelists, Carl Gipson, Carl Done, Scott Lemmer, and Bliss Collins. Is there anything that you would like to add in this introduction? Great. That means that we can jump right into the data.

So, to start, we have some framing. Actually, this is data hot off the presses from the Technology Access and Adoption Survey for 2023. Thank you for sharing. And it really situates why we're here. David Keyes, if you want to jump in and talk about the data, you definitely know it better than I do. But what really stands out to me is that there is a clear digital need for digital connectedness across the City. This need comes as Seattle has made substantial progress in extending access to home internet. But we see in the marginalized communities that there really is a great need for more equitable access to technology. And that's really why we're having this conversation here today. David Keyes, is there anything that you would like to add? I know I'm kind of putting you on the spot.

**David Keyes:**   No, that's fine. I have just a couple of quick comments. I think one is that we saw some great progress in Internet for All home access. The piece of data that you were looking at just a second ago, one of the things you recognized that I think is particularly germane to having the three providers here tonight is what does it take to actually be fully connected? There are two pieces of data in our study that look at that. One is access both at home and on the go. And then, there is the question of does everybody in the family have access, or are they sharing devices, sharing internet? If the person with the Hot Spot leaves the house, does everybody else still have access? We started looking at the differentials of at-home and on the go. And then, the other piece is the whole suite of opportunity that we know involves internet connectivity, devices, and digital skills necessary. You will see in the report, and we'll spend more time on it at another meeting, this digital connectedness index that we did to look at needs for that suite of opportunities that we look at when we look at equity, then what's that quality of access on the go, the variety and adequacy of devices and the ratio of the number of people in the household, and then that ability to perform the task that you needs to attend our meeting, or get your work done, or your school work.

**Phillip Meng:**   Fantastic. Thank you so much, David. And now, we'll go into questions. So, please raise your hand in person or over Webex. While folks are doing that, I'll launch into our first question. Something that has really come up on a lot of our discussions, which is, by our current understanding, funding for the Affordable Connectivity Program (ACP) is expected to run out in the spring of next year. Now, we know that the White House has asked for continued funding, and that many stakeholders are supporting it in doing so. Our question to each of our panelists is are you supporting that continuation, and what contingency plans do you have if the ACP is not renewed? Just to make things consistent, I'll go in alphabetical order, starting with AT&T and Carl Gipson.

**Carl Gipson:**   Sure. Thanks. This seems to be one of those more and more issues where there is almost resounding support for a government program. From AT&T's perspective, we are resoundingly supportive of this. I think there is actually pretty wide bi-partisan support. Not totally, obviously, or else we would have gotten these funding requests over the line, but from AT&T's perspective, we are supportive of ACP. I just saw a letter this morning that came across my desk from about 25 Democratic governors that we helped to get their signatures on to the corridors of Congressional leadership, saying please. Gov. Jay Inslee was one of the signatories asking Congress to pass this funding. And we fully support that effort. As far as contingency plans go, there really isn't one necessarily. We've gotten a whole plethora of offerings that we can give a community from the highest post-paid products to the lowest most affordable pre-paid products. But as far as a government subsidy program, there isn't a necessarily good one from a contingency standpoint, which is why I think we're putting all our eggs in this basket. Whether that's a good approach or not, that's the reality of where we are politically in how things shake out at the federal level.

**Phillip Meng:**   Thank you. Carl Done, T-Mobile?

**Carl Done:**   I'm echoing Carl, not only because his name is Carl, but what he said is spot on. We are very much in support of extending it, modify it, and enhancing it. Our regulatory affairs people have made some suggestions on how do we simplify it. How do we make it a better program? Let's use the opportunity to tune it up a little bit. So, there are a couple of things we've asked for, which drives to can we make it more accessible with a broader range of solutions, as opposed to right now, it's just in our Metro product lines of our T-Mobile offerings. In addition to that, as far as offers as a contingency, there are other government programs like ECF, which are institutionally driven. And what we've done is kind of taken a slippery slope and offered the same offers we would offer to like a K-12 or ECF, and offer it out to the libraries, housing authorities, nonprofits, etc., so that they can extend their reach with a similar or like offer to community members in need. Of course, that becomes an institutionally-driven program instead of a direct to consumer type of program.

**From chat:**   from Keyes, David to everyone:    6:29 PM

ECF mentioned is Emergency Connectivity Fund that has helped schools and other institutions get devices and connectivity to provide to students and others.

**Phillip Meng:**   Thanks so much. And Scott and Bliss?

**Bliss Collins:**   I have to sway that I'm echoing the last two Carls. My name is not Carl, but I resonate with what both of them said in regard to supporting the ACP. Verizon is wholeheartedly committed to continuing supporting the ACP. We recognize its critical role in bridging the digital divide, and I think that one important thing that we're doing right now is encouraging community partners and those that we work with in respect to digital equity is having them also echo the importance of the ACP and talk with policy makers, elected officials whenever they can to emphasize how important it is to have this program around. In regards to a contingency plan, I would have to again echo what the original first Carl said. We don't really have a contingency plan, but I will say that we have a pretty affordable baseline internet package, as it stands, with or without the ACP. And that's something that we're really proud of, to be able to provide high speed 5G home internet at a rate that is less than $30 a month. So, I think that's a strong enough contingency plan for right now.

**Phillip Meng:**   Thanks very much. Dorene?

**Dorene Cornwell:**   It was pretty great hearing getting 25 governors to sign on. There are some governors who, to the detriment of their populations are turning down millions of dollars by not signing onto the Medicaid Expansion from Obama Care. Do any of you have a sense of whether the governors who are going to be the same way about ACP money and have these strategies for talking to them or helping the public talk to them, if you know of any?

**Carl Gipson:**   This is Carl from AT&T. I have the responsibility for two states. One is Washington. I live in Shoreline, so I'm not too far away from you folks. The other one is Oregon. And so both of those governors signed onto the letter. I think this was a push specifically on Democratic governors. I assume that there is going to be a push for Republican governors, as well, to weigh in. I do think that there is a little bit more of a reticence on the Republican side of things, given budget concerns, spending concerns. But I have also heard a lot of Republican support for the ACP. So, that is a question that I can take back to me federal team, who are dealing with various other states, red states. But I don't have any experience outside of Washington and Oregon.

**David Keyes:**   There is a question in the chat, also.

**From chat:**  from Jessica Gould-Hilburn, Evergreen Goodwill to everyone:    6:31 PM

Regarding ACP, I believe our best argument for sustaining this government supported program is to increase enrollment to show need. I agree the application process needs to be simplified. However, there are things that ISPs can do to remove barriers; namely, language. Many websites are only available in 2 languages.

**Phillip Meng:**   Right. I saw a hand from Harte?

H**arte Daniels**:  Yes. And David Keyes mentioned that there's somebody in the chat. Do you want to do them first?

**Jessica Gould-Hilburn:**   (unintelligible)

**Carl Gipson:**   I agree with something that Bliss Collins said earlier, which is working with key organizations where -- I think everybody knows -- AT&T, Verizon, and T-Mobile, but maybe they don't know how to connect with a store, they don't know anybody who works there. Obviously, we're large companies, and I understand that maybe there's a little bit of a trust issue there. Maybe they can't access information in their language. So, one thing that AT&T has done is I worked with El Centro de la Raza, Treehouse, and a couple of other organizations, and I know we replicated this throughout the country, is working with those one the ground community organizations that are trusted. So, it's not an AT&T person handing them the information about ACP and how you can sign up. I feel like it's a lot more effective to really partner with on the ground organizations like some of those to disseminate this information. It seems to really take hold a lot better than if I was the one who meted it out.

**Scott Lemmer:**   This is Scott Lemmer with Verizon Wireless. We've got a program in place that has already been negotiating contracts and hands that obligation over to the entity, whether it be a nonprofit or City or County, that has the fingers that can reach into those communities, into that network. The only responsibility of the program, both financial and management. We provide those tools for them, and we have seen a tremendous amount of growth in that program. Thanks for calling that out.

**Harte Daniels:**  So, my question or comment or suggestion was to those who said their contingency plan was we already have programs and low-cost options for these people, etc., I can remember trying to go through the T-Mobile site even in English and trying to find them, and going into some of the various stores and asking your front line people what digital equity means and any of those programs that you are falling back on as your contingency. So, I agree with the gentleman from T-Mobile when he talks about simplifying. And I agree with Jessica about perhaps adding into your contingency plan partnering or trying to learn from DELN and others about digital navigation. So, to that end, would you be willing to support people who have already been doing it, which means financially, or adding to the digital navigation firm, either from the State of Washington or from the City of Seattle to help you with that outreach that you speak about?

**Bliss Collins:**   Harte, this is Bliss from Verizon, and I really appreciate your question, and I'm glad you asked it. I'm also proud to announce that we have actually been doing that at Verizon. We have supported the Technology Matching Fund here in Seattle for the last three years. I think most recently with a $25,000 grant, and we have also been supporting organizations like El Centro de la Raza, and (unintelligible), which is a Cambodian-American Community Council of Washington, which is also doing really great digital navigation work in South King County. But I agree that we all can do more, and I think that's something that at least at Verizon, we would be interested in exploring how can we be more engaged and more involved and more supportive of the digital navigation efforts that do so much for so many. So, thank you.

**Harte Daniels:**  Yes, I do recognize Verizon for their past support of what David Keyes and his group have been doing. And the fact that Verizon is one of the only companies that have come to a CTAB Digital Equity Committee meeting in a while. You are the only ones to continue talking with the Community Technology Advisory Board's DEI committee after the forum was done last year. So, yes kudos, but as you said, there is more to do. Always more to do.

**Phillip Meng:**   Thanks, Harte. Would anyone else like to respond? I want to follow up since we're talking about simplifying the process in terms of accessing programs. I just want to hear one follow-up question that was pre-submitted. I don't think he was able to make it here, but Gladis Clemente, via El Comunitaria, asked specifically to T-Mobile, we have been supporting plans to apply for the ACP program through T-Mobile, however they cannot apply for ACP unless they have an account with Metro. Will it be possible to offer this service to T-Mobile clients in the future?

**Carl Done:**   Thank you for sending the list of questions, and that one specifically, ahead of time so I could do my homework and research with the T-Mobile managers. The note I got back was, there are some logistical requirements and some auditing requirements that the federal government puts on us. And so it became what is the quickest path to delivery, and it was easier to go by way of Metro rather than T-Mobile. Part of that, also, is that the very nature of the need of the user tends to be a little bit more price sensitive. And therefore, the pre-paid options that we deliver through Metro, we knew that we would get a larger take rate, rather than going through T-Mobile. We are looking at it. Probably, we will be able to make some announcement as the program evolves and changes.

**Phillip Meng:**   Thanks, Carl. And I want to flag Hakan's message in the chat. That's really an extraordinary program. D, I see you have your hand up.

**From Chat:**   from Hakan to everyone:    6:39 PM

I would like to share with everyone that since I am unable to participate in a call with everyone, we, at NAPCA, have implemented a digital literacy program designed for seniors with English as their second language. Following two successful courses in Chinese in 2022, our current class is also conducted in Chinese. Starting in January 2024, we will be launching a new course taught in Vietnamese and a plan for Korean language is in place. Our plan is to continue those digital literacy courses to teach the seniors with LEP how to utilize computers with their own language. We are currently seeking resources to support this program, and would love to connect with you all. Here is my email; [hakan@napca.org](mailto:hakan@napca.org)

**From Chat:**  from Keyes, David to everyone:    6:41 PM

That's great Hakan! Thanks for sharing it. I found this link for your SCSEP: Senior Community Service Employment Program:  <https://www.napca.org/programs/scsep/>

**DeiMarlon Scisney:**    Yes. Thank you so much, Phillip. I've heard the comments and sentiments around getting more involved and things like that within the community. I know my company deals a lot with small, underrepresented nonprofit organizations and also serve along with the Urban League and professionals, and having an instructor with Africa Town. I'm on the advisory board for Per Scholas. Their focus on the BIPOC community as well when it comes to that digital equity/digital inclusion side of things. My question is, what are some ways that we can get these individuals connected with you all? I know you all had talked about getting more involved, but where does that bridge meet, and is that a certain department, or would that be you all specifically. What does that connection look like for community?

**Bliss Collins:**   I'm not on the chat, but this is Bliss from Verizon again. I am the contact person for that part of Verizon in the Puget Sound, and I'm certainly more than open to meeting and discussing with anyone who is open to ways to partner and collaborate on digital equity programs, digital equity panels. We've had really great opportunities to bring people from Verizon into youth programs, into youth organizations, to explain what folks from the engineering and the network team are doing so that people see that we're not just promoting. There is stuff going on behind the scenes that you could pursue yourself one day, or get a full picture of how things really operate. But yes, we are always more than interested in establishing new partnerships and continuing to build on the ones we have to advance digital equity.

**Carl Done:**   In my states, T-Mobile, nonprofits have to use a State contract, GSA, etc., a government contract vehicle. They fall under the scope of my team's responsibility for the Pacific Northwest states. If anybody would like to reach out and see what programs we have, I would be glad to talk with you about it. We can also work as a liaison, a go-between for a nonprofit grant request. We are constantly giving out, and we have done a lot of partnering, of course, with the Mayor. At home games, every week, we would give out a grant to a nonprofit. So, how do you get nominated? You raise your hand and say, can I be considered for something. Come to me and I will get you pointed in the right direction.

**DeiMarlon Scisney:**    Awesome. Thank you, Carl.

**Carl Gipson:**  Similarly for AT&T, I am your point of contact in charge of our contribution sponsorships and memberships here in the State of Washington. I would be happy to connect with whomever you think we should connect with.

**DeiMarlon Scisney:**    Thank you, other Carl.

**Phillip Meng:**   Thank you all. And I realize the folks in the room don't have access to the chat. But certainly, after the forum we will have a chance to share emails with anything in chat. Shira! I realize that there are some folks who joined since the start of the forum. If you haven't been able to introduce yourself yet, please feel free to tell us your name and affiliation.

**Shira Rosen:**    Sure! My name is Shira Rosen. I am with two groups. One is the Digital Equity Learning Network (DELN) of King County. We are a group of nonprofits, government entities, some for-profits and individuals who are working together to think about digital equity in our region. So, it's a great network. We put on general meetings every other month, which are educational and chances for people to network. And we have a steering committee advocacy committee, program committee, and are really thinking about digital equity, especially for those who need the most support. That's part of what I do, and my regular job is I'm the co-executive director at Literacy Source. We are a nonprofit that does adult education. The majority of our students are immigrants and refugees, and many of them have never used a computer before. So, part of what we do in all of our classes wherever we are teaching digital equity and learning how to use a computer, and also making sure they have internet and access to things like that. One of the questions that we have is that there are still many households -- my understanding is that there are 225,000 households in Washington State who are above the threshold for getting ACP, but they can't actually afford standard pricing, and for some of them, it may be a stretch to support any kind of pricing. So, how is it possible to work with those communities to give them the access they need so they can get the internet. I would say, coming from a social services background, the percentages of poverty, and where you are supposed to be able to afford this is totally unrealistic, especially within the Seattle metro area, where it's incredibly expensive just to live here, to try to be able to afford internet, which is about as essential as electricity at this point, to be able to survive in our society? So, just thinking about what our US companies are doing, thinking about how to make sure everybody is able to access internet in an affordable way. Thank you.

**Carl Done:**   If I could jump in on that one, during the Covid crisis, we delivered over 60,000 Hot Spots to K-12 institutions in the State of Washington. Huge, huge numbers. I'm glad that most of that need is gone. But there is a large percentage of people who still need that kind of care. And in order to do that, what we had to do is change our scope of how we get to those people Assume if they walk into a retail store, we have an offer for them. That's a real bad situation, because how does a store person know how to qualify that person? Or to have a free device or something different? So, instead of being in that morass, that very convoluted confusing business model, what we have essentially said is that if a nonprofit or a State agency or government, City, County, I don't care who it is -- wants to take a co-responsibility for the service and device, and essentially be like a co-signer, or provide it for free, they get the institutional pricing. I don't want to name a price today. This is not a sale pitch. I'll just say that we have extremely aggressive pricing, which is very affordable compared to retail pricing that an institution could pass on to a person in need, a family in need. That could be free devices, could be very price aggressive. And we can work with them to figure out how to provide that service without taking full liability for the bill, so to speak. So, a kind of intermediate stopgap.

**Scott Lemmer:** This is Scott with Verizon. Shira, I think all three of the partners here on this call have some programs that Carl was just laying out for you. I'm not sure of the ins and outs of these different programs, but we have one that has already been vetted out through contract, and the agency would be the one, as we mentioned earlier, that would be responsible for handing that out to the individual. So, the billing, we would be responsible for that. It's already pre-contracted, so there's no partnership or sponsorship needed. So, you would just get hold of Bliss Collins or your account manager, if you're a Verizon customer now, to go through those details.

**Shira Rosen:**    Can I do a follow up question for both o those? But then the agency would be liable for paying for it at that point, correct? Which would mean that we, as an agency, would have to have the funding to pay for somebody's bill? Am I stating that correctly? So, I think that's great, but that is putting the burden on nonprofits to have to have, then, an entire other funding stream to try to support community members. That's great, but then how are we supposed to raise the money to be able to do that. So, I think that would be a definite challenge for us.

**Carl Done:**  Right. As Carl mentioned, everyone, I'm sure, has got similar resources to help with either collateral materials to help if you are the one who has to write it for that funding. We understand that you may not have someone who is doing that on staff today, but there are some templates in place that can help you guide that process. We can't write it on your behalf because of the rules of engagement, but we can definitely have that resource for you available. And I'm sure that AT&T's model is the same; it's super-subsidized, so not just T-Mobile, but Verizon has one. Everyone's got it way lower than what you can buy walking into the store. Getting the funds is definitely a hurdle that you have to clear, but you're not paying the same thing you would pay on your own.

**Phillip Meng:**  Speaking of AT&T, I want to make sure that (unintelligible) gets a chance to speak to this.

**Carl Gipson:**  I appreciate that and I don't have much to add. We do start to run into self-dealing, rules and regulations. We couldn't write a grant for a nonprofit, and then they turn around and buy service from us. This is just going back to regulated telecom utility regulations. We have to be very careful. I know my folks -- I joke that AT&T is run by a bunch of lawyers, and they are very skittish about making sure that we are absolutely abiding by the law in things like rules and regulations which come with things like E-Rate and particularly for subsidies. So, we have to err on the side of caution. And I know that sometimes that makes things a little more complex in many other ways. That's just how we have to do things. Something I will say, too, is just that there are other internet service providers not at the forum today that I think offer something else. Like at Comcast, I think they call it Internet Essentials. AT&T has something for our wireline at very low cost, which is free if you combine it with the ACP for wireline broadband. But because we are in Washington State, we only have wireless in the State. We are not a landline provider. We're just one piece of the puzzle, and solving this digital equity problem, there are other providers out there that I thin could also help to fill that gap that you're talking about.

**Phillip Meng:**  Thanks, all. David?

**David Keyes:**  I appreciate this and the opportunity to also look at whole system troubleshooting is really valuable between us and the community and the ISP partners. I think, coming back to one thing that was said, talking about people coming into the store. maybe there is some kind of continuing middle ground to work on where we can help continue to identify both in ACP, what are the least cost ACP offerings, and second, third tier least cost pricing is from the companies and continue to do some clear referrals. So, as you mentioned, somebody who walks into the store, the person in that store doesn't know that they're somebody that's eligible, and the person coming in doesn't necessarily know what program to ask for and if that's available. There has been concern about upselling, or buying a plan that is not affordable, that people get into and not understanding clearly how to use the ACP, as well. Maybe in doing that we could also just look together at how we could provide the materials so that when somebody walks into a store or calls one of the companies, that they had a better sense of what to ask for in language. Companies with training staff from an ISP. Another big picture one just to mention too, is that piece about just how do we connect people for training. I think its kind of interesting from your perspectives, too, about that opportunity for looking at when somebody contacts us, we are looking at where to refer them to training. We don't know, necessarily. Maybe AT&T and T-Mobile, and Verizon offer training that we could also connect community residents to. I just wanted to put that on the placemat, as well.

**Carl Gipson:**   That's a good point. I didn't mention in our introduction, but we didn't do this in Seattle, but AT&T did partner with I think it was the Public Library Association. And we did about a dozen or so of these trainings. I think we did some in Skagit County over in eastern Washington and I think we did some in Pierce County. There were a couple of tracks. One was Cybersecurity Basics, just how to use your devices safely, your computer and phone safely. But one of them was training on ACP, how to apply, how to see the process through. I think that's an excellent point. That's something I will track to see if we are going to do any more of those. Again, for whatever reason, we didn't do any of them in the City of Seattle. I think it was in partnership with the Public Library Association, if I remember correctly.

**Phillip Meng:**   Would anyone like to add to that?

**Bliss Collins:**  I'll just say, David, we also did at Verizon something similar with the Cambodian-American Community Council of Washington, and Well Springs Family Services here n South Seattle. We did some ACP community resource fairs with those organizations in which they had some sort of infrastructure for explaining the digital navigation process, whether that was just fundamental internet skills and general web basics, getting on to some of our digital equity platforms, like the Verizon Skills Forward program. We also have a small business digital-ready program that teaches people business skills from the perspective of a digital era. So, I think that there is certainly a lot more work that could be done in that area. I do think that it's important for these big corporations, Verizon, AT&T, and T-Mobile, to really work with community partners in that sense and try and build off of the relationships that are already existing in some of these organizations, and certainly that is something we are interested in at Verizon, too. So, thank you for that question.

**Phillip Meng:**   Dorene, thank you for waiting. Please?

**Dorene Cornwell:**   Actually, I think Coleman Entringer and Shira had their hands up longer than I have. I can talk a lot. I want to make sure that people can talk.

**Phillip Meng:**   Go ahead, Dorene. I think Shira has already asked her question.

**Dorene Cornwell:**   Okay. I have several questions. One I was thinking about just now when we were talking about the language access is kind of a peer support piece. You get someone signed up and their first language is Amharic or Korean or Spanish or Oromo. I'm not sure who all lives in my building. I just know that when we have council meetings, they have interpreters. And so, what are things the company can do to encourage, promote, and support? I don't know if that's sales incentives or those kinds of things. My nephew has a big presence on Instagram. He's into off-roading and Subarus. And I don't know what's going to work in different communities. I know I did one project where we kind of did a needs assessment, and the Somali speakers may even have had grandkids all over the world who want to learn how to do Facebook. So, I guess I'm kind of throwing out ideas about -- that's one kind of path about maybe some ways to broaden the network knowledge more quickly.

I want to say a couple of other things. Last year, when the Legislature was debating the Digital Equity Bill, one of the drafts of the bill had DSHS -- we'll administer the low-income qualification. And DSHS was like, no we won't. Not unless you give us money. We have to have a dialog on what to do, and that clearly wasn't there in the initial process. So, I think how to get people online and how to do continuity of access is a big question.

My last thing that I want to throw into this conversation: My smartphone died a hideous death and there were several other pickups on the way to getting a new phone. Then, I finally went to get a new phone. It was a Friday night. It was a store on Capitol Hill. There was one staff person in the store. That person was helping another person when I came in, and I said this is what I need. And while I was there, and he was doubling all of these other people. three different people came in with billing issues where somehow their service had been disconnected. So, they had to come to the store, and he said, here, I'll hand you my phone, and connect you directly to the finance line. I would raise the general issue of continuity of service, which is everything I look at now is continuity of service for this and that, but also, I want to make a really blunt suggestion. If you're cutting people off for non-payment of bills, don't cut off their ability to call up and deal with the billing over the phone. Because this one poor guy, he was kind of going nuts and I felt bad for him. There are a whole lot of things about the continuity of service that's about administering the front end. There are social dimensions about what is going to be meaningful in different communities. You guys have a whole lot of questions! Tackle one! Thank you.

**Harte Daniels:**   My question is part of Dorene's. On the list of questions is number three. How do you deliver services, or what are you doing to make your services more accessible with fewer digital spills? That the Catch 22. If you don't have whatever, you can't get it. And that's what Dorene is talking about. And then the last question is dealing with speeds, what is promised and what is delivered? But that Catch 22, you are marketing to the people that are already digital-savvy or already have access. So, how do you get people that we're targeting? That's part of Dorene's question.

My other statement about all the stuff that you've been saying, I put it in the chat. We need to take it offline and continue working together. You can see my comment in the chat. And I'll shut up and lower my hand.

**Phillip Meng:**   Thank you both. Yes, let's put these questions together about accessibility and other things. Dorene, thank you very much. Folks, would you like to comment?

**Carl Done:**   Dorene, you didn't mention which store you went into. Thank you for not doing that. None of us have egg on our face. I appreciate that. Let's face it, we all have at time stumbled over customer experiences. And the good news is, we are in competition, so it forces us all to get better. So, we apologize mutually that things didn't go as you would like. With regards to that Catch 22, it's amazing how many times you call up customer service to report internet problems, and it says hey, you can self-service yourself by going to the internet. Well, that why I'm calling! It's the same type of thing with digital literacy. I need to know how to use my computer so I can learn how to use my computer. The ACP process is an excellent example of a process built that is cumbersome and complex. Even if it's started in retail and can't be finished in retail, people have to fill out forms online. That, quite frankly, is one of those great reasons why nonprofits are stepping up and helping with the process. We hope that gets streamlined going forward, but any nonprofit doing yeoman's work is helping is helping the community to get access in a hand-holding way, bless you. Keep it up. I wish we could have a simple solution for a complex answer, but we just don't. Time and patience. Time and patience.

**Carl Gipson:**   Word of mouth is very effective, but you can't scale that, right? At least not to the level that I think we would like to see. Like I mentioned, working with the Public Library Association on trying to incentivize folks to come in and take those classes on training to learn how to use the computer so that they can go and apply for ACP. But even that, trying to get them into the door, is a barrier. How do you reach them? Generally, we do everything online. And like the other Carl said, you can't reach them online, so you can't teach them how to be online. That's why it's really important to work in the community with that word of mouth. Our sales folks, and again, they're sales folks, so they get treated with a little bit of skepticism or whatever. But they will show up at farmers' markets and community organizations, even the ones that we're not sponsoring or have any role in planning or sponsoring or anything like that, but they will show up in various neighborhoods all around the Puget Sound area just to try to talk to people. Like, hey, do you even know this exists? And generally speaking, it's no. They will hand out these unbranded -- it doesn't even say AT&T on them -- just information about ACP, and even then, people are very hesitant to take this information, because it feels like a sales pitch. And I wish I had that silver bullet solution for how to get around some of that, but I don't. As Carl said, I think it's patience, just being dogged, and working with these community organizations that really have the trust of communities is our best bet.

**Bliss Collins:**   Echoing what both Carls said, once again, I think, as I mentioned earlier, it really does do a lot of benefit to establish relationships with community partners that are already, in one way or another, establishing some sort of need or resource for the community in which that is peoples' entry point into getting more information about other resources that they can benefit from. I think, when it comes to what are we doing specifically, we're investing in the organizations that are showing up doing this important work. If it's not financially, we're showing up in person and also being a part of these resource fairs, and making sure that people understand that Verizon's Forward Program, separate from the ACP program, and how that pairs with the ACP program. We're also making sure that if there are any other ways that we can mitigate confusion or disharmony with the process that people have that point of contact. And I think that's another big thing that people get bogged down with so much. Who do we talk to? I don't want to talk to an automated phone number. I don't want to talk to voicemail on Verizon. I want to talk to someone who can physically help me and can show me where to go from where I'm at. So, I think meeting people where they're at is a critical point. And that's why I tip my hat to the community organizations on the call, because you guys do so much of the ground game. I think that it's a partnership, and hopefully, we advance together.

**Phillip Meng:**   Thank you all for your questions and responses. I think this is a great opportunity to transition over to the optimal presentations from the companies. But once again, we really appreciate these fantastic questions. I want to also briefly acknowledge what both Nick Kim and Dorene Cornwell have put into the chat about follow up. I know, for myself, that I have really benefited from reading the minutes that Cass Magnuski works on, which are very detailed and provides a rundown of what happens in our meetings. And we have recordings, too. But please do add to chat if there are other ways that we can follow up, and provide more of this really good information.  Moving over to presentation, I want to give the companies, should they want to present. Carl Done, starting with you at T-Mobile?

**Carl Done:**   Thank you. I'm going to cut my five slide presentation down to one little slide. I hope you can see it. For us, it's all about the network. At the end of the day, (unintelligible). The Sprint-T-Mobile acquisition, when we bought Sprint really blossomed the network. The sum of two parts is far greater than the individuals there. I'm not going to get into speeds and fees, other than to say that we've probably got a two or three-year advantage on the other guys over 5G, right now covering over 90 percent of King County and our ultra-capacity super-fast 5G, 400 to 800 mbps. We don't know of any coverage gaps really in the greater Seattle area. That figure on the right-hand side, everything is covered. The darker the green, the better the coverage. We're not going to lie and tell you it's perfect. There are some spots of weakness, but we're getting up to three gigs of speed, and hopefully, that's the experience that our customers are getting. So, that's it for my little speech.

**Phillip Meng:**   Thanks so much, Carl. And seeing that that is the only presentation, we've got four minutes left and there has been another question, so we're going to make the most of it. As Coleman Entringer stated, we have been into this a little bit. Would one of you like to bring up broadband labels?

**From Chat:**  from Coleman Entringer to everyone:    7:12 PM

Question in chat for reference: Could you explain a bit on the upcoming Broadband Consumer Label rollout and how that will impact your companies - as well as what further opportunities you think there are for consumer education (such as with community partners).

**Coleman Entringer:**   Yes. I did have a question. I was hoping you could explain a bit more on the upcoming Broadband Consumer Label rollout, and how that will impact your companies? As well as any further opportunities you can think of that are going to happen for consumer education, particularly with community partners, if possible, and what that might look like?

**Carl Done:**  Yes, I have the FCC page up on the broadband proposals at this point. To be very honest with you, the cellular industry federal (unintelligible) over it, because it is really hard to quantify the service plan versus coverage, to put all of those things into a soft or implied service guarantee. We will participate, if that is the rule that we have to participate in it. We're not going to go down and die on this hill. But I will just say that informed customers are always good, and hopefully, this will help a little bit. And we've got some operational challenges.

**Carl Gipson:**  Yes. I'll echo Carl on this one, as well. AT&T was supportive of the FCC broadband labels, but the last I saw, we do have room for heartburn between the wireless side for all of the reasons that Carl just mentioned. We are obviously going to comply with the rules as they roll out next April or May or something like that. Again, my federal team is handling this, not me personally. But I've done a little bit of research on it. I do agree that a well-informed consumer makes the best choices for themselves and their families. I'm a little worried that sometimes what ends up happening over these kinds of things is that you end up with a broadband label that could absolutely spew so much information that it is difficult to discern the signal from the noise, in order to make an informed decision. So, I'm a little worried about that. I don't know that we're end up there. That's just one of those things that sounds like a good idea, we think we should move forward with it, let's just make sure that we don't make it overly complicated. And I also worry, frankly, too, because I think that part of the requirements is to be absolutely transparent with all of the tax and fees and whether they're mandated or not, that consumers have to pay. Those of us who have lived in Washington State for quite a while, we rely on sales tax. And you could literally cross the street and be subject to a different sales tax rate. Whether it's County or City, or a specialized tax district, the point is it's very complex, and it's very difficult to really nail down the specificity that I believe the FCC is going to want for the wireless carriers on this. So, there is an operational anxiety. But we will obviously comply with the rules. And I think it will end up in a good spot, but you know how these things go. You are up and down, up and down, and eventually you will get to the end where everybody can probably agree on something that is well-founded. It's going to take a bit of trial and error.

**Carl Done:**  It's hard to compare opposites. Some of our services are very different. At what level does service get speed-reduced? Things like that. What are roaming charges? There's a lot of complexity. Unlimited versus not unlimited.

**Phillip Meng:**   Thanks so much. We are at exactly 7:15, so I think it's a great opportunity to wrap up. And also, thank you, David Keyes, for the suggestion. Scott, Carl and Carl, Bliss, we've asked you quite a few questions, but are there any questions that you would like to ask the audience?

**Carl Done:**  No. I just want to give you guys a pat on the back, and say thank you for all you do in working with people in need, and just reach out to all of us carriers. We are here to help you service the community. So, thank you.

**Carl Gipson:**   Just saying I echo Carl Done's words.

**Phillip Meng:**   Thank you so much again, and thank you to everyone for attending the 2023 telecom forum. As we wrap up, again I want to thank everyone who has played a role in making this forum possible, particularly the members of the CTAB board, and especially the members of the Digital Equity Committee. I see members of that group here, particularly Harte Daniels and Coleman Entringer, but also present and past members who have helped. Aishah Bomani, (unintelligible), who have all made great contributions to this forum. So, thank you all again.

**From Chat:**  from Nick Kim to everyone:    7:18 PM

@Vinh The translation feature you mentioned is hard for me to understand in my native language. I use a separate AI translator that translates English into Korean in more detail, so I need to copy the English captions.

**From Chat:**  from Phillip Meng to everyone:    7:19 PM

Verizon would like to share the following contact information: Bliss Collins, [wilmot.collins@verizon.com](mailto:wilmot.collins@verizon.com)

**From Chat:**  from Dorene Cornwell to everyone:    7:21 PM

Thanks Kim. I always use automated translation with caution. Some meetings I go to have a live captioner with a separate link that people can view or feed into another tool so it's worth having more conversations.

**Femi Adebayo:**   Thank you, Phillip, for helping to make all of this happen. We're going to move to the next item in the agenda, which is the Seattle IT update from the CTO's policy advisory team on Generative AI Systems. Sarah Carrier, are you on the call?

**UPDATE FROM SEATTLE IT CTO'S POLICY ADVISORY TEAM ON GENERATIVE AI SYSTEMS**

**Sarah Carrier:**  I am. Can you see my screen. Thank you guys. I am Sarah Carrier, I am the Privacy Program manager at the City of Seattle, serving all departments but nested in Seattle IT. And I am here to discuss the work of the Generative AI advisory team. It was put together by our interim CTO Jim Loter, and I'm also here with my colleague, Eleonor Bounds, as well. We plan to divide and conquer. We only have a few slides. So, let's dive in. Let's go for it.

I'll just read the purpose of the advisory team. The advisory team was charged with identifying potential policy implications for City government use of Generative AI systems and services, and for delivering a set of recommendations for how the CTO should set forth a City of Seattle policy, and/or adoptive procedures and guidelines to responsible acquisition and use of Generative AI systems by City employees. So, just saying at this stage, that's kind of the charge. We will go to the next slide and I will just give a quick overview of the timeline and how it got here, and then I will dive into a very high level overview of what the report outlines, as well.

Around about April of this year, our CTO Jim Loter put together an interim policy on City use of Generative AI systems, which last about six months. So, it expired in October. So, between April and October, he put together this group, the Generative AI advisory to address the purpose just discussed in the last slide. And ultimately, the deliverable out of that was a report that highlighted what those recommendations were for best practices for City use of these types of systems. He specifically outlined some areas for the group to focus on that he would like to see addressed. Those were acquisition and contracting for City use, intellectual property, accountability and transparency, authorship, attribution, privacy, public records and City records management, cybersecurity, and labor and economic impact. We had conversations over the course of around six months, I believe. Next slide, I'll tell you who was part of it and who was having these conversations.

From May through about August -- August is when the group submitted the report -- a whole bunch of people got together several times, and put together this report and deliverable as requested. We had City side folks, obviously, from the Mayor's Office, a lot of IT folks representing different functions, City records leadership, City Attorney's Office, a lot of different folks from different functions and forums throughout the City. We had two of your very own CTAB folks. Omari Stringer and Isabel Rodriquez were part of the advisory team, as well, attending meetings and providing input. And, we also had some professors associated with the UW Tech Policy Lab and a couple of representatives from the Allen Institute for AI, too. So, a lot of folks, a lot of work, a lot of really good conversations. And we have put together a report that I think Eleonor is going to speak to about some of the highlights.

**Eleonor Bounds:**   All right. So, we submitted our report to Jim Loter, sharing out the final policy. The report addressed some topical areas, which Sarah Carrier covered. They also provided a high level set of overarching recommendations that you can see in front of you, so a Citywide set of principles for responsible AI use, approaching FCC and City of Seattle responsibilities in the AI program, finding a governance model, empowering the operational framework for all City departments, and developed a set of policies for the CTO to enact for Citywide guidance about AI use. (unintelligible) We should go to the next slide, which I think is more about policy.

**Harte Daniels:**   There is a lot of reverberation going on. Is there something technically that you can do to fix that?

**From chat:**  from Bounds, Eleonor to everyone:    7:24 PM

<https://seattle.gov/documents/Departments/SeattleIT/City-of-Seattle-Generative-Artificial-Intelligence-Policy.pdf>

**Sarah Carrier:**  It's okay. I've got it. You never know what you're going to run into with these kinds of technical issues. I never do a demo, because with a live demo, there's always a hitch in the plan. Okay! So, the Generative AI policy that was developed by our interim CTO Jim Loter out of the recommendations report, taking all of the feedback from the report from the advisory group into consideration. We drafted basically a longer-term policy, a Citywide policy on Generative AI systems, so it kind of replaces, for lack of a better way to phrase it, the interim policy that was from April through October, and it was announced shortly after the Presidential Executive Order on AI. And so, here is, again, a very high level, not really granular, but it is publicly available, so if you want to check out the policy, you can do that.

Some of the highlights from the policy itself requires a human in the loop prior to the outputs, in an official City capacity. It outlines some specific attribution requirements that differ a little bit from video image attribution versus tech attribution and provides some examples of what that could look like. It talks up the use of City records or data being used in training models that are basically outside of City control, and says that we should not be doing that. That's what the policy says. It also outlines a way for trying to address some of the issues around the bias and harm conversation, by having folks leverage RET resources. So, that is the Race and Social Justice Initiative here at the City. And they have a set of guidelines in schools, called the Racial Equity Toolkit, which is what RET stands for. Those need to be completed prior to use of these types of systems, to make sure that we're taking into account any potential implications from a racial equity standpoint. So, using the tools that are available to us prior to diving into these new types of systems.

And finally, records must be retrievable technically or by contract for disclosure purposes. So, that's another thing. And one of the other big things that the policy did that was also part of the group's report was the development and the call-out of high level principles, whether it's specific AI generative, but encompassed generative AI principles. And again, you can read more details on these in the policy itself. And this policy is available here:  <https://seattle.gov/documents/Departments/SeattleIT/City-of-Seattle-Generative-Artificial-Intelligence-Policy.pdf> . But AI principles around innovation and sustainability, transparency, accountability, harm reduction, privacy, (unintelligible). So, those are some of the high levels that ended up in the policy itself, which is now in effect.

We are working on next steps. So, we will continue to do this, and update the policies, as we do in our policy review cycle like we do with all other policies, as well. What that looks like is to be determined. We can come back and talk about how to mature and evolve in this space, and develop what that looks like for the City as we start operationalizing some of these things. We can come back and talk to you guys. We are actively going to be working on that. We are also working on putting together some public outreach opportunities and education around AI, with some community-facing organizations. There is a lot of interest in partnering with the public library and providing some opportunities there. All of that is in development. And we're just going to continue to collaborate and be part of some local and national partnerships that are working on efforts in this space that involves specific government functions, and also, more broadly, as we can. So, that's all we've got. Thank you!

**Femi Adebayo:**   Thank you so much, Sarah and Eleonor. Thank you for the presentation and for the work you have done so far. I will open it now for any questions from any of the folks on the call. Do you have any questions for Sarah and Eleonor? This is your chance to ask those questions.

**Dorene Cornwell:**   This is Dorene. Where does translation fall in your AI thinking? Because earlier in this meeting, somebody said, "Oh! There's Google Translate!" And there is Google Translate, and it's approach it with caution, because if you do it right and you build up a (unintelligible) of standard terms, it can be a big time saver, but it can also render exactly the opposite of what you need to say. I did a phasing question on where does that fall in your thinking?

**Sarah Carrier:**  I think we would look at any system that came through, and evaluating it from a privacy perspective, which is obviously what our particular team was tasked with at this time. I don't think that my team, necessarily, has done any predetermination. Is this or is this a certain thing? Right? So, there are some definitions that are outlined in the policy that we would track with. We would say, do you think that this meets that kind of definition or is this a thing or is it not, when we see any kind of new technology that comes through. And we would evaluate that form our privacy perspective. There are other reviews that would happen, and in terms of evaluating risk or any kind of compliance with the policy itself, those types of things, there are other groups that would address those types of things through standard review processes that things go through. So, I'm not sure if that answers your question. I think its just more of a case by case basis, and our team was more privacy focused. Eleonor, do you have anything to say about that?

**Eleonor Bounds:**   Am I still echoing? I think, Dorene, just to add to that,

**Cass Magnuski:**  Yes. You are echoing.

**Eleonor Bounds:**   I'll put it in the chat.

**From Chat:** from Bounds, Eleonor to everyone:    7:35 PM

we would want to ensure that any information shared with members of the public is valid, correct and appropriately reviewed.

**From Chat:** from Nick Kim to everyone:    7:23 PM

@Vinh  - And I just checked and it seems like there is no translation option on the iPad.

**From Chat:**  from Tang, Vinh to everyone:    7:36 PM

@Harte - re: equity, from the policy "Reducing Bias and Harm

4.1. Generative AI systems may produce outputs based on stereotypes or use data that is historically

biased against protected classes. City employees must leverage RSJI resources (e.g., the Racial

Equity Toolkit) and/or work with their departmental RSJI Change Team to conduct and apply a

Racial Equity Toolkit (RET) prior to the use of a Generative AI tool, especially uses that will

analyze datasets or be used to inform decisions or policy. As per the objectives of the RSJ

program, the RET should document the steps the department will take to evaluate AI-generated

content to ensure that its output is accurate and free of discrimination and bias against

protected classes."

**From Chat:**  from Harte to everyone:    7:37 PM

Safiya Noble, professor at UCLA, author of the book Algorithms of Oppression

**Dorene Cornwell:**   This is helpful, just knowing where things stand. So, thank you.

**Harte Daniels:**   I can look up the references that I have been thinking about while you spoke. And as you highlighted, your focus was privacy, but there has been some good work on equity and Generative AI also. And when I get around to locating that which I was just going over recently, I will send it along. I would like to ask about equity and what's going on from that perspective, or anything that you ran across when looking at the policies for AI, but as you said, your focus was privacy and security. Thank you.

**Sarah Carrier:**  I thank you for that, Harte.

**Femi Adebayo:**   Thank you for that, Harte. D?

**DeiMarlon Scisney:**   Hello. And thank you so much for this report. My background is in machine learning engineering, so this stuff is super fascinating in that it's just being talked about. And really engage from many different aspects. My question is really around the data privacy question itself. When we talk about ethical AI, one piece of that is understanding, and saying to your data, yes you can use my data. Right? And so, on to us consumers and things like that, we're clicking through things, checking boxes, not really understanding data privacy, so my question is two-fold. One on the survey from the City side, but then you had also mentioned community outreach and what that looks like. So, just kind of understanding what that survey also looks like in community, and then what you all are doing as far as feedback.

**Sarah Carrier:**  I know Eleonor is having sound issues, so I'm just going to speak. You can tell me why later. That's something that we're currently working on. there are things that are outlined in the policy specifically, which is what this group was tasked with, and then there is whatever the next steps will be, which are currently in development. There have been a lot of government bodies that we have been working with who have taken kind of an opposite approach, which is let's just start doing things, and then we'll work on the policy later. So, we have taken an opposite approach. Let's line out the rules and then we'll start to figure out what that looks like and how we can grow and build operation-wise, what that means. So, the community feedback part is something that we're doing just because we've been involved in this and we're interested in the topic, right? But we don't have, necessarily, this time a full answer for you in terms of what that feedback loop looks like. But I think that's a conversation we can continue to have as we develop the next steps. Does that help with your question?

**DeiMarlon Scisney:**   Yes. And you may not be able to speak to this either, but the mediums for that feedback loop, would those be surveys? Would that be community town hall forums? What does that look like as far as community engagement. But you might not be able to speak to that either.

**Sarah Carrier:**  Yes. We attend those meetings when we can. As these things continue to evolve and develop, we are happy to come back at some point and continue this conversation as we know more. But right now, I can't. I'm sorry.

**DeiMarlon Scisney:**   No, you're perfectly fine. I also friended you both on LinkedIn, so I'll be talking to you. Thank you.

**Femi Adebayo:**   Thank you, D, for the questions. I think we're over time in terms of questions and answers. So, I can take one last one. Anybody have a last question? Okay. If there are no other questions, thank you so much, Sarah and Eleonor, for your presentation, and also for taking the time to present to us. This is a question. Is there are way to read your report?

**From Chat:**  from Bounds, Eleonor to everyone:    7:35 PM

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protected classes."

**From Chat:**  from Harte to everyone:    7:37 PM

Safiya Noble, professor at UCLA, author of the book Algorithms of Oppression

**Sarah Carrier:**  Yes. The policy and the report are both publicly available. I think Eleonor put it in the chat. <https://seattle.gov/documents/Departments/SeattleIT/City-of-Seattle-Generative-Artificial-Intelligence-Policy.pdf>   I'll go find it.

**From Chat:**  from Bounds, Eleonor to everyone:    7:39 PM

<https://seattle.gov/documents/Departments/SeattleIT/CTO-Policy-Advisory-Team-on-Generative-AI-Report.pdf?utm_medium=email&utm_source=govdelivery>

**Femi Adebayo:**   Okay. Thank you so much. The next item on the agenda is you have upcoming positions for 2024.

2**024 CTAB ELECTIONS**

**Vinh Tang:**   Thank you, Femi. I just want to put a link in the chat. Sometime next year, we will have open elections for CTAB (unintelligible). We will have three brand new members for CTAB for 2024. So, I put a link in the chat. If you or somebody you know might be interested, please visit that web site. Any questions?

**From Chat:**   from Tang, Vinh to everyone:    7:39 PM

<https://techtalk.seattle.gov/2023/11/08/city-of-seattle-seeks-new-members-to-serve-on-the-community-technology-advisory-board-apply-now-through-november-30/>

**Femi Adebayo:**   Thank you for that, Vinh for walking through that. Please, folks, if you have interest, please spread the news. We are excited to have new members. The next item on the agenda is committee updates. I will start with Privacy. Any updates

**COMMITTEE UPDATES**

**Phillip Meng:**  Sure. Digital Equity, right?

**Femi Adebayo:**   I'm sorry. Digital Equity.

**DIGITAL EQUITY COMMITTEE**

**Phillip Meng:**  You all saw the good work of the committee in the telecom forum. Thanks so much to everyone for taking part. The other things that I want to flag is we need to have more discussions about potentially a questionnaire for the elected City Council members. Coleman Entringer and I have talked a little bit about it, and we will bring it up in the future Digital Equity Committee meetings. So, potential things in the works. we really welcome anyone who would like to join us. Coleman, Harte, Dorene, anything I've missed?

**Coleman Entringer:**   I think that covers it. Today was a lot of what we were working towards.

**Harte Daniels:**   We have done quite a lot of questions for the City Council, even though it's rather late. The other thing is the second round of TMF ahs been kicked off with many of the committee members working on that over the next month. And then, we will be looking at end of year and asking our team members about various projects. We have discussed some of them loosely during our meetings, but anybody wanting to join the DEI Committee, also with ideas for other projects. I know that I have two, one related to tonight's Catch 22, regarding people not being able to access health care because of the insurance companies change and withdrawal of remote provider visits by use of phone. And instead relying on heavy technology. The other is educating our CBOs in order to be able to more adequately compete for the TMF. Thank you.

**From Chat:**  from Phillip Meng to everyone:    7:43 PM

We welcome all members to the Digital Equity Subcommittee! Meetings 4th Tuesday of the month, 6:00 - 7:30 pm

**Femi Adebayo:**   Thank you, Phillip. Thank you. Next one is Privacy. Do you have any updates?

**Vinh Tang:**   I think that one is on hold for now. You can move on to the next one.

**OUTREACH COMMITTEE**

**Femi Adebayo:**   Oh, okay. we did have a meeting last week. Thanks to those who attended. One of them was D, our new member. We had a bunch of feedback and discussion for our first meeting. So, I need to follow up and bring it back to the committee. I will be doing that along with Camille Malonzo. It was a very (unintelligible) meeting, and we talked about (unintelligible) and a couple of other things we wanted to tackle. We mean to follow up with the committee and bring it to the groups around things we want to execute and do. Those are the updates that I have for the Outreach Committee. If there are no other updates, can we open it for public forum. Are there any comments for the public forum, anybody who wants to make any comments or suggestions?

**PUBLIC COMMENT**

**Harte Daniels:**   I just want to commend Phillip Meng again for the great deal of work, assisted by Coleman Entringer on tonight's forum. Unfortunately, I've already got so much information that they gave, you were the ones that coalesced all of the information and moved it out from the first forum to the digital equity network, but I think there was enough meat in there that if they truly do want to work with the CBOs, that we could be up for doing that again, but moving it out to the CBOs beyond the DELN. But you're one busy guy, so I would hate to suggest that at this point and would rather discuss it in the meetings. I'm grateful for everybody's work this year. Thank you.

**Phillip Meng:**   Thank you, Harte. I did enjoy working on the compilations last year. I'm certain that at our next meeting, we will chat more about how to follow up. I agree that there was a lot of good content out there.

**Femi Adebayo:**   Thank you, Phillip and Harte. Thank you for your feedback. Any last minute questions?

**Harte Daniels:**   There was a month of remembrance we just had, and instead of saying thank you for your service, one of the veterans said, because it's sounding hollow, just say to them, we remember. At the beginning of the month, you remember your ancestors, and for the First Nation People of this land, (unintelligible) on the land that we stand. They were beginning their winter ceremonies, either at the beginning of December or by the middle of December going through to March. In this time period, they work together, come together, think together, share together. The purpose is to help everybody. And also, what is unique about the First Nations is their recognition of each person's individual contribution. So, I wanted to recognize all of the work that the First Nations have been doing all of this year, and moving a lot of this work, taking back, and coming back from a lot of trauma and tragedy. And instead of us holding space for them, they are now being able to pick it up and do the work themselves. And so, I wanted to make that recognition, especially at this time of year, when it is the most sacred for them. (unintelligible)

**Femi Adebayo:**   Thank you, Harte. Thank you for your commentary. Are there any other comments or suggestions, Phillip? I know we have a visitor. I wanted to ask if he had any questions for the room.

**Visitor:**   (unintelligible) from San Antonio, Texas. It was a really bright conversation. I appreciate your efforts and that you guys allowed me to be here. It seems that some of the problems you are facing here are the same problems that we are facing in San Antonio, Texas. I'm also part of the team that put together the same thing in San Antonio. It's good feedback and I've learned a lot from the things you  are doing here, so I appreciate that. Thank you very much.

**Femi Adebayo:**   Thank you so much for being our guest tonight. With that said, we can move to adjourn the meeting. We can adjourn the meeting. Thank you, everyone.