**March 12, 2024 Meeting - Seattle Community Technology Advisory Board**

Topics covered included: 2024 Digital Equity Grants – Award Recommendation; Seattle Information Technology Department Briefing; FCC Public Notice Regarding Wind Down of the Affordable Connectivity Program; Committee updates

**This meeting was held:** March 12, 2024; 6:00-8:15 p.m., via Webex

**Attending:**

**Board Members:**Camille Malonzo, Coleman Entringer, DeiMarlon Scisney, Femi Adebayo, Omari Stringer, Aishah Bomani

**Public:** Dorene Cornwell, Harte Daniels, Ann Okwuwolu, John Elliott, Dan Tyson, Robin Briggs, Kevin Osborn, Esther Jang, Liz Gruchala-Bilbert, Laura Rattner, Aisha David, Naomi Natsuhara, Chris Webb, Friday Enabulele, Moxie S., KD, Lassana Magassa

**Staff:**Jim Loter, Trayce Cantrell, David Keyes, Brenda Tate, Jon Morrison Winters, Meira Jough, Vinh Tang, Tara Zaremba, Cass Magnuski

**32 In Attendance**

**Camille Malonzo:**  Hi, everyone. Welcome to the March CTAB meeting. We have a really exciting agenda planned today. The 2024 Digital Equity grant award recommendations are coming out today; and Jim Loter, our awesome interim CTO will give a Seattle Information Technology Department Briefing; as well as a discussion on the  FCC Public Notice Regarding Wind Down of the Affordable Connectivity Program. Without further ado, let's get to our agenda. We will start of with introductions. Since we're all virtual, I'll go down the guest list of participants.

**INTRODUCTIONS**

**Camille Malonzo:**I think that is everyone. Thanks, everyone, for introductions, Before we get to the rest of the agenda, we'll just do some business at the top of the meeting. Can I please get a motion from a board member to approve the minutes from the February meeting.

**Coleman Entringer:**I motion to approve.

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

**Aishah Bomani:** Second.

**Camille Malonzo:**  Thank you. All board members in favor? This motion passes. Thanks, all. Last but not least, can I please get a motion from a current board member to approve tonight's agenda, which is linked in the chat?

**DeiMarlon Scisney:**   Motion to approve tonight's agenda.

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

**Femi Adebayo:**   Second.

**Camille Malonzo:**  All those in favor? All those opposed? All those abstaining? This motion also passes. Thanks, all. First up on our agenda, I'm going to hand it over to Meira Jough for the presentation of this year's Digital Equity grant awardees.

**PRESENTATION OF 2024 DIGITAL EQUITY GRANTS AWARD RECOMMENDATIONS**

**Meira Jough:**   Hello, everyone. Thank you, Camille, for the introduction. I'm going to share my slides. Can everyone see my slides? I'm Meira Jough. I am a digital equity adviser with Seattle IT, and I am really looking forward to presenting the award recommendations today for Seattle IT's Digital Equity Grants.

I want to start by sharing Seattle's digital strategy. I'm talking about our Internet for All Initiative, and then also, our Technology Access and Adoption Study. In 2020, Seattle IT published the Internet for All report, and in this report, we outlined moving closer to our goal of universal internet adoption for all residents. It included a gap analysis, internet technology and device needs, and then also an action plan with strategies to close these gaps. The action plan included eight strategies to increase awareness and adoption of low-cost internet and devices, to expand no, or low-cost internet, low-cost connectivity options. We partner with organizations to deliver digital inclusion programs or pursue private sector and philanthropic funding by championing digital equity legislation and policies. Six, strengthen regional cooperation. Seven, advocate to ensure internet service providers meet residents' needs. And eighth, examine new technologies for internet infrastructure. We are currently tracking Internet for All outcomes on a GIS dashboard available on our web site.

In 2024, we completed the Technology Access and Adoption survey and 4,600 residents participated in the survey and focus groups, so that we, as a City, could better understand how residents are accessing and using technology and internet, the barriers they face in using technology, and the support needed to help ensure that all residents have the same opportunities. We also created a dashboard with the available data from the report that you can find on our web site. The study found that home internet access has increased from 95 percent to 98 percent over the past five years. We want to celebrate this progress that we, as a City, have made. However, there is work to be done if we really are going to reach our goal of universal Internet for All. While access to the internet has increased, the study identifies that there is a clear need for residents who are disproportionately impacted by the digital divide. And so, in the following slides, I'm going to go a little deeper into these findings.

The following population, identified as inequitably impacted by lack of internet access. Eleven percent of households living in poverty were still without internet access. Not just internet at home, but also as they move around the City, and just having internet on the go is also really critical. Eight percent of households do not have access to the internet, both at home and on the go. And again, we see that this disproportionally impacts specific communities.  As much as 26 percent of households living in poverty do not have access to the internet, both at home and on the go. There are similar needs for devices. 17,000 households, one in 20 have fewer than one internet-enabled computer device per member. They are sharing devices. BIPOC and low-income houses are more likely to have fewer than one internet-enabled device per family member. The study also captures the level of digital skills for individuals, including basic skills, such as using an internet browser; skills like connecting to WiFi; and security skills, such as avoiding suspicious emails, collaboration skills, such as sharing documents and attending virtual meetings. Of low-income individuals, only 30 percent were able to complete all of these digital skills.

Before I share the 2024 grant recommendations, I want to share the outcomes we have achieved in 2023, through our digital equity programs. We awarded $545,000 to community organizations. Our partnership resulted in $25,000 being awarded to the Friendship Circle of Washington, and 17 projects were completed. Every organization that receives a grant submits a final report with both qualitative and quantitative data to track our Internet for All goals. The following outcomes were achieved:  Over 3,300 residents received skills training. There was outreach to low-cost internet to over 1,700 residents. And almost 400 devices were distributed. The population served included specifically the populations most impacted by the digital divide. That is low-income residents, residents in affordable housing, people with disabilities, older adults, and immigrants and refugees. In addition, these 26 languages groups were served because of grant funding.

Some stories from these projects: At the Eritrean Association in Greater Seattle, one student had never used a computer before attending classes. And one day, he came to class beaming with joy. He had signed up for further education and was on his path to obtain his GED. At Helping Link, one student achieved her citizenship after she learned how to use YouTube. After she passed the official test, she sent a message to the executive director, saying "I am now a proud US citizen." At Path with Art, a resident was paying $140/month for phone service that included many unnecessary features. They received help to change their phone provider and get subsidized internet. All of the changes yielded a savings of $115/month. At Provail, a 19-year-old student with disabilities was able to access eye gaze assistive technology for the first time, allowing him to control his computer with his eyes. He has learned to send emails, build presentations, order food at restaurants, and communicate with coworkers, classmates, friends and family. At Villa Comunitaria, one participant said, "I am 35 years old and a single mother with two children, one with disabilities. The digital navigator helped me enroll in low-cost internet. I was able to participate in multiple workshops, such as financial literacy, digital skills, tenant rights, driving classes, classes on how to run a business, and recycling information." At YWCA, one client lost her employment and her apartment. She received digital skills instruction and a laptop. She used her new laptop and skills to enroll in the Pharmacy Tech Assistant training offered in partnership with CVS and obtained employment at a CVS store. Funding from Verizon resulted in the completion of Solid Ground Washington's grant project. the project increased wireless connectivity through the installation of wireless access points (WAPs) at three sites: Wallingford offices, San Point Housing campus, and Broadview Domestic Violence Shelter and Transitional Housing.

I'm now going to move on to our 2024 Digital Equity Grants, which is the current grant cycle. There will be a total investment of $995,760 in digital equity projects in Seattle. The City of Seattle will be awarding $545,000 in community grants. And then, these awardees will contribute a community match of $390,000. And then, Comcast will sponsor two projects for a total investment of $59,500. We have an open and very competitive grant cycle, and there was an overwhelming response from the community. In this grant cycle, we received 57 applications requesting $1,131,000 to serve over 11,865 residents. So, 18 organizations with the highest reviewer scores will receive $604,500 from the City; and Comcast, to serve 3,460 residents. We offer preliminary application reviews so that organizations can receive comments before they submit their final application. So, 13 organizations submitted preliminary applications, and I'm happy to report that five of these organizations received high scores to be recommended for funding. One of our volunteer biostatisticians calculated z-scores to reduce review bias in scoring. And then, the City's Innovation and Performance Team validated the scores. We would not be able to award these grants without our dedicated community reviewers. These reviewers volunteer their time to participate in the grant process, and I can see their commitment to digital equity and in support of community-based projects. We have a really diverse panel of 14 community reviewers, from CTAB participants, Seattle Pacific University, Washington State Library and community organizations. And they spent many hours reviewing eight to ten applications each. And then we also had 14 review panel discussions, so that they had an opportunity to finalize their scores. And I encourage anyone interested in becoming a reviewer to reach out to me. And then, I would like to give a special call-out to the reviewers that are here today. DeiMarlon Scisney, Dorene Cornwell, Harte Daniels, Liz, Gilbert, and am I missing anyone? I can't see if anyone else has joined the meeting, but I hope I didn't miss anyone who is here today. So, thank you very much.

You can see on the map the locations for the 18 projects. They are City-wide. The size of these organizations really vary. Twelve organizations have under 50 staff; four organizations have over 50 staff; and two organizations only have volunteers on their staffs. Nine organizations have an operational budget of under $300,000, and nine organizations have an annual budget of over $300,000. All of the projects are recommended for Technology Matching Fund awards.

Eritrean Community in Seattle and Vicinity: Laptops, tablets, and HotSpots for newly immigrated Eritreans, Eritrean youth, and Eritrean elders.

Ethnic cultural Heritage Exchange: Digital storytelling for youth and young adults.

KD Hall Foundation: Digital literacy workshops, devices, technical support, and internet connectivity for women and girls.

Lao Senior Outreach: Mobile devices, digital literacy training and technical support for Lao-Southeast Asian seniors.

Literacy Source: Digital literacy training to adults impacted by racial, economic, and digital disparities.

Local Connectivity Lab:  Smartphones, laptops, and WiFi using the Citizens' Broadband Radio Service (CBRS) LTE Wireless network, providing internet access for low-income and housing-unstable groups.

Path with Art:  Access to devices, internet, and individualized assistance for underserved adults in recovery from trauma.

Renaissance 21:  Digital literacy instruction, devices, internet connectivity, and job market readiness for underserved young adults.

Seattle Jobs Initiative:  Digital literacy training, technology, and open labs to under-represented ad low-income residents.

Solid Ground Washington:  Devices and HotSpots across two housing sites for community members formerly experiencing homelessness and living on low incomes.

Wasat Community:  Digital literacy instruction, and internet safety for BIPOC, immigrant, and refugee participants.

YWCA Seattle King Snohomish:  Laptop and digital literacy instruction to low-income BIPOC residents for career development.

The following projects are being recommended for Digital Navigator Grant awards.

Evergreen Goodwill of Northwest Washington:  Access to computers, digital navigation, digital skills training, and technology assistance for low-income residents.

Oromo Cultural Center:  Digital navigator services and digital literacy workshops in Oromo, Somali, Amharic, and English.

Serve Ethiopians Washington:  Digital navigators, smartphones and digital literacy instruction in Amharic and Oromo.

Urban League of Metropolitan Seattle:  Digital navigation services and digital literacy training for diverse ethnic groups, including those experiencing homelessness, previous incarceration, seniors, veterans, and under- or unemployed.

We value our partnership opportunities, and Comcast is a great partner because of their commitment to digital equity, and because of their sponsorship this round, we are able to award two more organizations grant funds. So, thank you, Comcast.

Casa Latina: Digital navigator services and digital literacy classes for Latino immigrant workers.

Dabuli:  Digital literacy training for immigrants, refugees, and seniors.

I also want to share our 2024 anticipated outcomes, which were included in the applications submitted by the organizations that we're recommending for funding. We expect to achieve the following Internet for All outcomes. Over 2,700 digital navigator sessions; almost 2,200 accessing WiFi; 1,054 digital literacy classes; 776 computing devices; and 420 HotSpots.

We hope to reach 3,460 residents City-wide, including low-income, BIPOC, immigrants and refugees, older adults, and people with disabilities. We also expect to serve these 31 language groups.

And finally, here are our 2024 award recommendations. Out of 18 organizations, we are funding 11 organizations for the first time receiving grants in two years. So, five organizations applied to funding, but have not been awarded up until now, and there are six organizations that have applied for funding for the first time in two years. So, this year, with our 2023 organizations receiving funding, we have a total of 36 different organizations implementing digital equity projects this year. I really appreciate that organizations have been persistent in submitting applications multiple times, and improving their proposals over time, and I really commend all of the organizations for their excellent projects.

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As part of the digital equity grant process, we now ask CTAB to approve these award recommendations.

**From chat:**  from Keyes, David to everyone:    6:20 PM

The Tech Access & Adoption Study result are at [Seattle.gov/TechAccessStudy](http://Seattle.gov/TechAccessStudy)

**From chat:**  from Moxie-S. to everyone:    6:26 PM

With the ACP program about to disappear, how will the numbers be affected?

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

Important question Moxie! As of January 2024, 38,248 Seattle households were enrolled in the ACP program and over 70,000 in King County. Jon will be sharing a bit about what's happening and upcoming March 21st meeting with internet providers.

**Camille Malonzo:**   First of all, this is incredible. Thank you, Meira Jough, for all of this work, and the community reviewers. And congratulations to all of the organizations. I know they do amazing work. I would love for a current board member to move to adopt these recommendations.

**DeiMarlon Scisney:** Motion to adopt the recommendations.

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

**Omari Stringer:**  Second.

**Camille Malonzo:**   Next is, can I get all those in favor to say 'aye?' This motion passes. Thanks, all, again. Handing it back to Meira Jough.

**Meira Jough:**   Thank you so much, CTAB members for approving our recommendations, and for your ongoing support of the grant program. And, as part of our digital equity grant process, we will now ask Jim Loter, Seattle IT interim CTO, to approve these recommendations.

**SEATTLE INFORMATION TECHNOLOGY DEPARTMENT BRIEFING**

**Jim Loter:**  Thank you, Meira. Thank you, members of CTAB. Wow, what a phenomenal slate of grant awardees this year, and nominations. Thank you specifically to Jo Morrison Winters, David Keyes, Meira Jough, Delia Burke, Brenda Tate, with our digital equity team, and thank you to members of CTAB for your recommendations, and to all of the members of your board, and our community, who reviewed and selected this slate of nominees for this year. Thanks, also, to our partners at Comcast for joining us in our community support. Your encouragement and engagement with us in this program is tremendous and is very welcomed and helps us to expand our impact. I want to acknowledge, before -- I know you're all in suspense for whether I'm going to approve or not approve your recommendations, but I can't let this moment go without acknowledging that this is David Keyes' final Tech Matching Fund process. David really is the architect of digital equity program, which has included this Tech Matching Fund for the last 17 years. Before we move the slate forward, I just want to -- and forgive me is he is already being acknowledged at the meeting today, but I want to acknowledge David and offer him up a round of applause, virtual or otherwise here from the committee. David, thank you so much for your years of support of this program, your leadership, you raising the level of our program to be a model to inspire not just our community but other communities in this country and even internationally. And also, for not allowing this program to rest on our laurels. Every year, we continue to make more and more progress, have more impact in the community, and you have definitely been the leader of note and a digital inclusion trailblazer in your own right. So, David, thank you very much.

**David Keyes:**   Thank you, Jim. It's exciting to see where it has all come since we hatched the idea and started drafting it in 1996. Amazing that the community has supported it this long, so a testament to all of the good work by the community and all of us.

**Jim Loter:**  Thank you. As I just said, Seattle has an unprecedented leader in supporting this kind of work for our community. And the impacts that you all are a part of can not just be seen in data-driven studies like our Access and Adoption survey, which shows that we are one of the most connected cities in the country, but also in the stories and the experiences of members of the community, and members of the most vulnerable communities in Seattle who are served by the organizations that this program supports. And you heard some of those stories from Meira Jough, and as Meira indicated, for 2024, we are looking forward to adding more of those stories to our ongoing matching fund storybook. So, again, thank you all. I heartedly approve the recommendations that you brought forward, and wish that we disperse funds post haste and get the ball started for 2024. Thank you all for your work. I know that this is a very difficult selection process, and we again wish we could give all of the money to all of the people who need it. And with the help of some of our community partners, and our industry partners like Comcast, we are hoping to have even more of an impact as we go, and be able to support more community organizations. But for now, we have a fantastic slate of award recipients. And I can't wait to watch how they put these funds to use. So, thank you very much, everybody.

**Meira Jough:**   Thank you so much, Jim Loter, for approving these award recommendations; and congratulations to all of the organizations receiving funds. I'll hand it over to you, Camille.

**Camille Malonzo:**   Thank you so much. Thank you, Meira Jough, for this work, and thanks, Jim Loter, for approving our recommendations. Now, I'm going to hand it over back to you, Jim, for our next agenda item, which is a briefing on Seattle IT since the last time you were here.

**SEATTLE INFORMATION TECHNOLOGY DEPARTMENT BRIEFING**

**Jim Loter:**  Thank you so much for inviting me today to speak to you all. I will try to keep this brief. I know I had 15 or 20 minutes with Council the other week, and we were cutting it close, but I do welcome the opportunity every year to share with you what Seattle IT has accomplished in the past year, and where we hope to go this year. And to get your comments. I often get individual members coming to me afterwards and wanting more information or suggesting to help us out in some areas. And so, I hope that that happens this year, as well. So, Vinh Tang is running the slides and he knows when to advance.

Just for an overview for new members, and for those of you have forgotten, Seattle IT is a City department that was formed in 2016. Prior to us being in existence, there was a department called the Department of Information Technology, and there were IT services and systems being run in that department, as well as throughout the City. IT consolidation attempted to achieve efficiencies, cost savings, and alignment that was critically needed by the City, and which has largely proven to be extremely fruitful and successful in implementation, now going into our eighth year of existence. We are responsible for delivering a full staff for IT services to all City executive departments. We do provide some services in the networking and infrastructure arenas, to our legislative and courts branches, and we are responsible for procuring and acquiring IT goods and services for the entire City, or at least setting the standards by which those goods and services can be acquired.

I'm not going to read every slide, but hopefully, they are up on the screen, and people can look at them and see what we do. Digital equity research grants and outreach programs is on that slide, as well, and that is an area in which CTAB really helps us out, along with cable broadband matters and serving on tech.

By the numbers, for 2024, we have an adopted operating budget of $278 million. We employ 678 IT professionals in full-time positions. We have a number of temps and a few contractors in our midst at any given time. Just a couple of numbers I will pick out at random: We completed 18 major IT projects, and we have 22 right now in the execution phase. We keep our project teams really busy. Capital projects were the major IT projects that implies $24.5 million of capital investment that the City is making in IT systems. Our intrepid members of our service desk and other support teams received and processed about 110,000 tickets in 2023, each representing reported incidents or requests for service. And of those, the service desk received about 60,000 of those, via a phone call to their help desk or to their call center. So, you can see that we keep ourselves pretty busy.

We are organized into eight main divisions, and some of these are fairly common and routine to an IT department, such as applications, security, infrastructure. One of our divisions, Data Privacy, Accountability, and Compliance, runs some programs that maybe you don't see in every IT organization, such as public records compliance, our data privacy program. As I mentioned before, we also oversee the City's surveillance technology. We review technologies and departmental policies for compliance with that important piece of legislation. Our Collaboration and Workplace Technology Department refers to the everyday tools that people use in the City, such as Microsoft Office and Adobe Acrobat, and Webex. It represents to a group of folks where they can not only get support, but also get help using those tools in optimal ways. That is just a sampling of our organization, but this tree here and the friendly faces you see therein, are comprised of our executive leadership team. And hopefully, you will see many of their faces coming forward this year. We organize our work into six key areas. I always meet with people in culture, because I truly believe that it's the most important one. None of the other work that we do can be done if we didn't have the people, if those people didn't have the right skills, and if they weren't operating in a culture that allows them to operate at their best. Security and Compliance is probably our number two priority. We don't compromise on securing our systems and protecting the City's data and our cybersecurity assets. Oftentimes, security comes into conflict with things that people want to do with computers, and so it's not just a matter of putting the clamp down, it's a matter of having strong communications, relationships, engagement, and trust with our clients so that when we tell them that no, we're sorry, you have to use two-factor identification now, they understand why that is important, and why that slight inconvenience in logging into their computer is necessary. Operational integrity refers to all of the various important tasks that go into running an IT operation that mainly aren't seen every day by clients or experienced by end users. We have a number of challenges to keep the infrastructure and the City's systems and investments in top working order. Systems need to get updated. Network servers need to be patched. And that is work that, again, doesn't ever see the light of day, but is incredibly important to build other solutions on top of. And we try to not lose sight of that. Fourth is we deliver and we approve the services we deliver to our client. This is where our clients experience our services. This is where member of the Mayor's Office, and the Department of Transportation, Human Services, and all of the City departments pick up the phone and call for help, or tap their local device support technician on the shoulder, and say, hey, can you stop by; my computer is doing something funky. We are very invested in delivering those services in a prompt and responsive manner, and in resolving peoples' issues within our service level. Fifth, we inform and support the public. This is an area where CTAB actually helps us out quite a lot. So, in informing and supporting the public, we ensure that our City residents have equitable access to technology, which you help us do. We publish the City's data on our open data platform, for example. We manage the City's web site, which helps get important information out to communities in an equitable and accessible manner. Sixth, this is really where the magic happens. This is really where our clients want us to focus, and where we do focus. And we have a large investment in building IT solutions and systems that help the City perform its business. But we can't do that unless every other layer of this stack is solid and well-managed. That's part of the reason why we are promoting and thinking about our work in this way. It's very easy to dwell on and celebrate the solutions that we put out and the projects that we deliver. During my leadership here at the City, I've tried to place equal recognition of the work we do under the surface, where 90 percent of the iceberg lurks. But that is not to take away or to say that we don't robust business solutions every day.

Focusing on 2023, we presented five key areas to our stakeholders and to our Mayor's Office last year, and committed, made a commitment that we were going to complete 20 different tasks in these five areas. And we did. We completed everything that we committed to do for 2023.

In cybersecurity, for example, we implemented a program focused on data loss prevention. This ensures that sensitive information isn't being shared among City departments, or leaked outside of the City in emails that may include your Social Security number, for example. We have policies that say that staff shouldn't do that. We now have a technical means to enforce those policies and make sure that information doesn't leak out in insecure ways, for example. Another thing that I will pick off of this list to talk about is that we are running a very robust and extremely tricky anti-phishing campaign internally for City staff, where every quarter on a random basis, we send somebody an email and try to trick them into clicking on the link and giving their credentials. We have targets set that I'm happy to say that our City staff, over time, and through a lot of user education, are meeting and exceeding in many cases in not doing those things. So, our education campaigns are paying off. If anybody on this call has a background in cybersecurity, you know that the biggest risk in your organization is a person sitting in this chair. Not me, specifically, although you've got to keep an eye on me in particular, but it's the end user. And our cybersecurity program includes both education and training for end users as well as the typical systems and firewalls and things that you're used to.

For our civic engagement and Internet for All priorities, we launched and implemented a cutting edge piece of technology called Civic Forum, developed in conjunction with our partners at Google.org under a fellowship program that Google sponsored. And the goal of that platform is to consolidate all of the information and application capabilities of the City's dozens of discount and benefit programs that are available to low-income and other vulnerable populations. We've seen that 2023 numbers are being eclipsed, even now, and by 2024, in terms of utilization of that platform for people to get access to programs that help them to save money. Digital equity and Internet for All. I won't spend a lot of time on this, because you know all this, and we just got done talking about the Technology Matching Fund grants. But we set a number of goals for 2023 that we blew the top off of, including our support for the federal affordable connectivity program which, sadly, is sunsetting here in a couple of months. But we gave it our all and we helped tens of thousands of households in Seattle experience discounts in that program while it lasted.

For project delivery and service delivery, I think one cherry-picked bullet point here that I will focus on is that we finally have a grown-up and mature portfolio management system that is not Microsoft Excel, that we implemented last year to give a true and complete package and picture of the City's entire portfolio. So, it's millions and millions of dollars in projects and investments that now we can track and report on and look for problems at a moment's notice. Our service desk:  The numbers I want to pick here are our average wait time and our help desk dropped from over eleven minutes a couple of years ago, to under three minutes. We have done a ton of optimization on the help desk and in the call center. Many people told us that the only way we could do that is just by throwing more money and people at it, and we said no; there's a lot of process improvement that we can do here to ensure that people are working on the most important things. And we achieved that with no increase in budget to the service desk.

We received some formal recognition in 2023. I mentioned Civic Forum, and that was recognized as one of the 50 most transformat9ve smart projects of 2023 by an organization called Smart Cities Connect. We're very proud of that. I called David Keyes a digital inclusion trailblazer last year, but really, we are digital inclusion trailblazers, thanks to the National Digital Inclusion Alliance, granting us that status for the seventh year. our Accela platform, which manages the City's licensing, permitting and inspections, as well as a few other work flows received a Trendsetter Award. It's not our product, but it is the way we implemented it, and the way that we're using it that was recognized. And then, our Seattle Channel, whose work here you are familiar with, if you've ever watched a City Council meeting, or watched one of their original programs on community, civic, or the cultural life of Seattle, walked away with five Emmy Awards from the Northwest Regional Emmys this year. That's just a sampling of some of the bling that we got this year.

For 2024, we are setting the bar higher. For people and culture, we are investing very heavily in our Employee Engagement Program, for one, and that is really focusing, as I mentioned before, on ensuring that our workers are working within a culture that is supportive, psychologically safe, and optimized for them to do their best work and achieve a strong work/life balance. We are also looking, and working very much in workforce equity, and looking at ways to eliminate racial and gender-based bias in our organization, and in our important processes, such as recruitment and hiring.  We continue our focus in those areas, when we have a number of initiatives that we're ramping up in 2024.

I mentioned security and compliance. That remains a top priority. We are implementing a number of controls, including one that limits privileged accounts, Again, if people have a cybersecurity background, or even if you don't, I would say that probably 90 percent of the stories you read about in the paper involves somebody whose account was compromised, and that account had administrative access on something. So, what's a good solution there, if peoples' accounts keep getting compromised is to not give anybody administrative access to anything. We are pretty far along the way of implementing a program where we just don't give out admin access anymore to people. That's rubbing some people the wrong way, but it needs to be done. Also, you may have read about some implemented standards and policies related to Generative AI. That was not on our work plan for 2023, but like every other organization on the planet, we suddenly had to deal with it. We suddenly had to confront it, and there are members of this group who helped do that by participating in our Policy Advisory Team and helping us to craft one of the country's first Generative AI policies, a policy that serves as a model. I had two more calls today from people in other cities looking to understand our process and how we went about evaluating this very, very tricky and concerning area of technology. For 2024, we will be taking that policy and moving it forward. We are starting a community of practice within the City to invite members of the City's staff who have an interest in this technology to contribute and explore and examine use cases to really focus on what is this technology actually good for, and what is it not good for. And we're working with communities across the country to develop some procurement and contracting standards for how to implement and how to acquire these technologies in City government. We are part of a consortium that's organized by the City of San Jose that has more than 100 members, and they are very active. Also, one of the cosponsors of a project, the Metro Lab Network, that is pursuing both procurement and contracting standards for AI technologies, as well as looking at intergovernmental regulatory policy issues.

I mentioned 'maintain operational integrity' is keeping the lights on and keeping the trains running. We talk a lot in this space about technical debt, and that is sort of the old and outdated technology that can just grow and accumulate if you don't pay attention to it. A lot of organizations struggle with this and it's very hard to keep on top of it. Nevertheless, we are doing very, very well in this area. This year, we have plans to establish a technical debt reduction plan for over 80 percent of our business-critical applications. We are replacing 4,600 end user computers, and we are continuing to remediate issues in our Windows server environment by updating those operating systems and making sure that they are supported, that they are part of Microsoft's support program and they don't fall out of support. A lot of numbers here, but a lot of work going on behind the scenes to keep things up to date.

For developing and enhancing business solutions, this is again really about our project delivery capacity, and we are making progress on keeping our projects on track and on schedule, and on budget. IT projects have an annoying tendency to go off the rails and become more expensive than anybody ever thought, and that's just not sustainable. We can't just keep going back and saying, well, we didn't factor this in, or we have this challenge with a vendor, or this thing went south and we need more money. So, our project delivery director and her team are doing deep examinations and after-action reviews of all of our projects to understand how can we get better at the incredibly difficult paths to predicting how much something is going to cost, and how long it's going to take to deploy. It's often two to three years before we get started on it. So, it's not an easy task, but again, we have learned a lot and are putting information knowledge to the test.

Delivering and improving services: I mentioned that we have achieved incredible improvements in our responsiveness on our IT service desk. And it takes a lot of effort to maintain those, especially as demand goes up. So, our focus is on holding that steady, and making progress if we can, but keeping to our commitment of answering the phone in under three minutes for any caller who calls in. That second bullet, Reduce by ten percent the percentage of work orders -- that's a mouthful, and I'll explain what that means. We have over 100 different services you can request in our service catalog, and every single one of them has a service level indicator. It's a commitment to our clients that if you request Service X, we will deliver it to you in 72 hours or less. We don't always hit those targets, and some of those services are missing those targets with more frequency than others. So, each year we are taking a look at the ones that are in the bottom tranch, the bottom ten percent of performance. And we have a team of service management professionals and process improvement experts who are pulling those apart and really getting down to understanding why. In many cases, they're finding that there ae technical glitches with the work flows, and that, actually, we are doing better than the numbers suggest. it's just that the program was wrong. other times, we are recognizing that there do need to be some process improvements, and maybe some automation added to the mix to help staff to achieve those goals. We hit our goals last year. We're going to take a look at the next ten percent this year, and we hope to continually improve those services.

Support the public. I think this is the last one I'm going to talk about. We've already accomplished a few of these goals for 2024. We published the Technology Access and Adoption Survey. We just got done providing funding for community-based organizations and digital grants, so I wish that I had thought ahead to create the ability or put a check mark on these slides as I'm talking, because we just did that. We are continuing to advocate to maybe identify a successor to Affordable Connectivity Program. I know that the digital equity folks, Jon Morrison Winters, David Keyes, Delia Burke, Brenda Tate, and Meira Jough have been working with a number of folks on that front, and it's a sad story, but again, there's always hope, and we always have to keep up hope.

You all probably know this, but some of the audiences that I deliver this presentation to, don't. We oversee the Surveillance Ordinance for the City. We make sure that any technology that comes into the City that's classified as being able to conduct surveillance on our public is surrounded by a bunch of policies that reflect responsible use of that technology, and that the use of that technology is approved by Council. I mentioned Generative AI. We oversee the City's public records program, and Seattle Channel. We talked about that. We run a fiber program. We have 800 miles of publicly-owned fiber optic cable in the City, in the streets, up on poles that serve a 20-member consortium. We are doing a lot with our industry partners to advocate and facilitate the deployment of 5G and small cell wireless infrastructure throughout the City. We just had a meeting today about that, in fact. And of course, we have the delightful folks here in the Community Technology Advisory Board in our ecosystem, and I want them to all know that I am always available and would welcome your feedback, your advice, your input to these priorities, or to anything more that you want to know about Seattle IT.

I want to end by talking about our recent social justice initiative. This is a City-wide initiative, and the way that we have implemented this in the City for IT is that we conduct now a racial equity toolkit, which examines the potential impacts on racial communities in the City and make sure that we do not reify existing discrimination, existing biases, or existing negative impacts on those communities with our work. That goal, to conduct and carry out the toolkit, and conduct the analysis on those projects for every single IT project we do, goes above and beyond the requirements of the program. We felt we just couldn't pick and choose, and it is our goal to incorporate the principles of the race and social justice program in all of our work, and not just a selected subset. The program also includes a focus on women and minority-owned businesses. And every year, we establish very, very high goals for the amount of money and the amount of contracts that we issue to businesses owned by minority business owners, and women business owners. And every year, I am happy to say that we exceed those goals and last year was no exception. We have a very, very talented program team of staff who work for Seattle IT with expertise in this area, and we have a very active volunteer group of staff who advise them and who also lead multiple outreach events for our staff, and also for our greater community out of Seattle IT. We enjoy an excellent work/team relationship. I am very proud of the work of the race and social justice initiative, and would suggest, should CTAB want to learn more about this, that we could make an arrangement for our race and social justice representatives to come and present on their work to this group in the future.

I am done. I'm not looking at the clock, so I don't know how much time we either have or don't have, but I am happy to take as many questions that will fit into my allotted time spot.

**From chat:** from Keyes, David to everyone:    6:53 PM

Jim Loter and Ginger Armbruster are doing an Overview on Surveillance Technology presentation tomorrow (March 13, 2 pm) to the City Council's Parks, Public Utilities, and Technology Committee. See agenda and link to presentation at <https://seattle.legistar.com/View.ashx?M=A&ID=1183358&GUID=9CD3D60A-6EA8-4CB4-A919-9F0F9711C9F3>

**From chat:** from Moxie-S. to everyone:    7:05 PM

Are y'all connected with "Govloop?"

**Camille Malonzo:**   Thanks so much, Jim Loter. We really appreciate the presentation. We're a little over, but we have time for maybe one or two questions.

**Jim Loter:**  Thanks, Camille. I will be short in my answers.

**DeiMarlon Scisney:**   Loved the presentation. This is my first time following Seattle IT. I'm a small business owner in a machine learning engineering firm. So, my question is more on the infrastructure side. You spoke about programs and things like that, but I'm curious about the modernity of the infrastructure right now, and if you all are still on (unintelligible), or what that looks like for colocation. Is it in the Cloud? If so, what is that Cloud platform, and then goals around that.

**Jim Loter:**  Sure. It's top secret. Next question? No, I'm kidding. We have a mixture like, I think, most organizations. We've got a pretty robust infrastructure in an off-site datacenter that was established about seven or eight years ago. Frankly, we do evaluate occasionally opportunities to leverage some of the hyper-Cloud providers and the services that you find in your AWS, Google Cloud environment, etc. Most of the time, we find that we are running things more cheaply than it would cost us to lift and move to the Cloud. Where we find the Cloud attractive is when the Cloud offering at the data level, or the services layer offers functionality that we don't offer or can't offer on our platform. For example, we recently facilitated the Seattle Police Department to migrate onto an off-premise solution that was working fine, but the AWS solution that they migrated to had the data analytics capabilities that our base-level offering didn't provide. And so we worked with them on a cost/benefit analysis to say, what would it cost us to build or add that capability and keep it running, and keep it maintained just for you, versus what can you get by going with a hyper-Cloud provider. It costs more money, but they get more functionality; they get the services that they need; they get the reporting capabilities that they and their community that they need. I would say that it is on a case by case basis. We are migrating our Accela platform from an (unintelligible) environment now to one that's hosted by the vendor, not by us. But that makes a lot of sense to us, because frankly, running that platform on premises was driving us crazy. So, we don't have to do that anymore, and our team can focus on developing application solutions on that platform and not hatching security issues and shoveling more coal into the furnaces, if you will. So, I'd say we are constantly making decisions like that, and we haven't pushed the button and said we're all Cloud 100 percent of the time, and we probably never will be, but it definitely is a viable solution that's out there for some of our services.

**DeiMarlon Scisney:**   So, a case by case basis. My question was more on the security side. You said, 'top of min,' and I know with AWS, I spent five and a half years there, job zero. So, a lot of those security issues and posturings can really be mediated with a Cloud solution. So, I just was curious around that.

**Jim Loter:**  Yes, we view that as moving to the Cloud or building something in the Cloud just introduces new approaches and new concerns on the security front. It doesn't necessarily automatically resolve them, as you know. We are definitely investing in understanding how to secure a lot of hybrid Cloud solutions, where parts of the application or parts of the infrastructure are in the Cloud, but the data is hosted on premises, and ensuring that all of that activity it secure. And frankly, we have run into a number of issues where we have not been able to achieve the level of security that we would like to see, and so we now have some services that are in a most favored nation state and some that are not. as a result of all of that work. That definitely does provide another front in the security posture that we're investing in, and considering very seriously.

**Femi Adebayo:**  Good to see you again. This is an awesome presentation. The job that you do in Seattle IT, the scope is just amazing and vast. My question is really a personal question for you. What keeps you up at night in terms of all of the wonderful work you do, and how you support the City?

**Jim Loter:**  Yes, thanks. Frankly, it's not security, to be honest. I think that we focus so much on that, but we really have a great story around security, and it's one of those things that I do rest easy about. I would say of the things that I'm presenting on, the few things that literally wake me up at 3:00 a.m., or if I wake up at 3:00 a.m.  are on my mind, and one area is usually some of our major projects. As anybody who has worked in IT knows, IT projects are just hundreds of moving parts that often don't really mesh together particularly well, and some of those parts are human parts, and so the job of keeping not just the work going, but the people engaged and not at war with each other is a big challenge. And, there may be three or four of the big projects that are big enough and have been publicly visible enough that I am engaging and looking at them almost every day -- and I think they're moving in the right direction, but it's like ohhhhh, and every now and then, I'll hear something and I wake up at 3:00 a.m. with the next morning's Seattle *Times* headline that could be there in my consciousness, and that scares me. The second bucket of issues is really more about people, and a concern and wondering are we doing everything that we can to be supportive, and to support our people to perform at their best. Sometimes, there's only so much you can do. The kinds of issues that have caused me to develop a little bit of anxiety over the last year tended to be around those major projects, but also around personnel matters where my heart just breaks for people and the experience that they're going through, and wanting to do anything I can to help them be successful. I know everybody wants to be successful. Everybody is driven. At least, I optimistically believe that everybody is driven to be their best. I see things happen, and it worries me. That's very personal. You said it was a personal question.

**From chat:**  from harte daniels to everyone:    7:18 PM

@Jim - many accolades to you and the pilar directors.. Extreme number of successes in such a short time ... national recognition well deserved

**From chat:**  from harte daniels to everyone:    7:19 PM

Have you seen the OCIO transparency dashboard? and Policies?

**From chat:**  from harte daniels to everyone:    7:19 PM

that is State of Wa OCIO

**Femi Adebayo:**  Thanks for the transparency. I appreciate that.

**Jim Loter:**  Yes. And like I said, race and social justice is a great story that we would love to come back and tell. I think that cybersecurity sounds like it is a topic that many people are interested in. I would love for our TSO Greg Smith to come back and spend some time with this group, if you want to invite us, but Camille Malonzo, just let me know. Reach out or reach out through Vinh Tang if you want anybody from Seattle IT to come and present on anything that you want to learn more about. We are always happy to do it.

**Camille Malonzo:**   Thank you so much, Jim for your presentation and answers to the questions. We always appreciate how generous you are with your time. It has always been really beneficial to this group.

**Jim Loter:**  Thank you. It's always fun. Appreciate it.

**Harte Daniels:**   (unintelligible)

**Jim Loter:**  Thank you, Harte. Good to hear from you. Hope you're doing well.

**Camille Malonzo:**   Awesome. Thanks, folks. There are so many great things on the docket. We're going to head over to a member of the Seattle IT digital equity team to talk through the wind down of ACP.

**FCC PUBLIC NOTICE REGARDING WIND DOWN OF THE AFFORDABLE CONNECTIVITY PROGRAM**

**Jon Morrison Winters:**   You all have me as a stand-in this evening. Delia Burke, who is our ACP outreach lead is not feeling well today. This is an old presentation, actually. We have all been intimately involved with ACP, and have been sort of managing as best we can the ACP wind down. We're here today, because it is really timely and the wind down is happening.

Again, I am here to talk about the Affordable Connectivity Program and current status. First, a little bit of a background on the Affordable Connectivity Program and what it is. It came out of the bipartisan infrastructure law, but even prior to that, during the early stages of the Covid 19 pandemic. There was the Emergency Broadband Benefit, and that was designed as a temporary benefit to address affordable connectivity during the pandemic. It was hugely successful at connecting people during the pandemic, and there was a recognition by the Biden administration that needed to be continued. And so, the bipartisan infrastructure law was passed. There was a slightly restructured program called the Affordable Connectivity Program that was put in place, and from my perspective, it was designed to be permanent. However, the one challenge is that it does require continued appropriation from Congress. A word on what it does: It offers eligible households $30 discounts on their monthly internet bill, and a one-time discount off the purchase of a laptop, desktop, or tablet computer. The impact, again from my perspective, has been huge 22 million households have enrolled.

Unfortunately, Congress has failed to appropriate funds for the ACP. It seems like almost every day we hear that we are at the brink of government shutdown. That has been the case and continues to be the case, and some things are getting passed, and some things are getting funds appropriated to them. ACP so far has not. This program is administered by the FCC in partnership with some other federal agencies, and they had to issue an order about wind down, because the program is unfortunately running out of funds. The timeline is here on the slide. The formal order to wind down ACP was issued on January 11; and ACP did have to stop accepting applications on February 7. So if you were not enrolled by that date, you are no longer able to enroll, even if you otherwise are eligible. Based on the budget calculations that they're doing, we determine that April will be the last fully funded month, and then there will be a partial reimbursement for people already on the program in May.

In terms of the Seattle impact, we have been tracking this as part of our Internet for All goals. It has really been a key component of Internet for All. And so, the positive impact of ACP has been huge, with 38,248 Seattle households having enrolled, and the impact is that all of those folks unfortunately are no longer going to be able to get the ACP benefit. And so, hopefully, they will be able to find an alternative, which I will talk a little bit more about on another slide here about what we're doing to try to assist those who are impacted by this change.

A little bit more about the positive impact of ACP, and unfortunately, we are losing this component of our strategy.

So, what are we doing? I wish we could do more, and I am open to strategizing about what more we can do, but we're doing what we can. That information is one the slide about what we're doing. We are working with our IT communications team to try to get information out there, and we're also working with ISPs to try to make the messaging as clear and accessible as possible. The requirement, if I remember correctly, is for communication to go out in English and Spanish. Of course, that's not sufficient for Seattle and the diversity of languages that we have, so we know that a lot of people are going to be confused about this, or are not going to receive the information. So, we're doing what we can to assist with that information campaign about the program winding down.

There are other alternatives available. Unfortunately, the subsidy is not as generous as ACP is, but there are some other programs available, and those are listed on this slide. Our internet providers have discount programs, and then there is Interconnection that has a program for Mobile Citizen hotpot internet subscription. So, there are other alternatives who are trying to assist as best they can with folks who have transitioned to other programs. We are looking for other ways to collaborate with our community partners. The messaging has gone out to our Digital Navigators. We just were able to award additional Tech Matching Fund and Digital Navigator programs, which is great. And you heard a little bit about the programs that have been funded. So, all of those programs have received this information, so they know if people come to them with questions about ACP, they will be able to answer them.

And then, finally, we are encouraging ISPs to offer and improve low-cost options. We feel that there is more that they can do and so we're working with them as best we can to encourage. There is a limit to what we can do in terms of requiring. In fact, there's very little we can do in that regard, but we're at least encouraging and have been having conversations with the ISPs.

There is still a possibility -- we were just talking in our staff meeting this morning about what the odds are that Congress will come through at the eleventh hour with additional funding. We don't know what the odds are, given how long it's been and how the wind down is impending. Probably, the odds are not great. But there is a bill out there, the Affordable Connectivity Program Extension Act of 2024 would provide $7 billion to continue ACP through the end of the year. There is broad support, and it's just a matter of the process in Congress. It's difficult, especially when you talk about what is by federal budget standards not a huge ask, but still a significant ask of the $7 billion to continue through the end of the year. So, we are continuing to advocate. Mayor Harrell has been a leader and has worked with the US Conference of Mayors and through other avenues to advocate. So, there is still a possibility and advocacy efforts are continuing. Even if ACP does end, which unfortunately appears likely at this time, there are also conversations around long-term solutions. The $7 billion is to go through the end of the year, maybe a little bit beyond, but it is a temporary solution. There is also conversation about a long-term solution. The long-term solution will continue to be debated and on the table, and advocates will continue to do work towards a long-term solution, even if ACP does end, so hat will still be on the table. The one that has been most commonly discussed that I've heard about is amending or changing the Universal Service Fund Program, which does fund the Lifeline Program, to also account for a broader subsidy that would be similar to ACP, so those are also being discussed as a long-term solution, but unfortunately it looks like there would be a gap in benefit while it is being discussed.

There are local examples, certainly something we could look at. There is a link there to a white paper. And I've heard of other municipalities and more local solutions or conversation, at least. So, that's something that could be discussed. Of course, the challenge is there to implement something locally, but I think it should be on the table along with other options.

Some things to think about that are coming up: March 13, tomorrow morning, at 1:00 p.m. eastern time. I think it's 10:00 a.m. Pacific time. If you have these slides, you can follow the links or you can Google it for the FCC webinar on the wind down process. And then, March 21 at noon Pacific time the Digital Equity Learning Network is hosting ISPs. There will be a panel of ISPs that will be discussing their low-cost internet plans and the processes that they are following. I would encourage any of you to that are interested in having these conversations to attend. It is a great opportunity for the ISPs, the operators, to hear from us directly. It's a broad group that includes community activists and community-based organizations who are working directly with their communities on this issue.

I see that David Keyes is on camera. Is there anything, David, that you wanted to add? Or anybody else from the digital equity team wanted to add before we go to Q and A?

**From chat:**  from Loter, Jim to everyone:    7:33 PM

FCC Live Broadcast at <https://www.fcc.gov/live>. And it IS 10:00 PDT.

**From chat:**  from Keyes, David to everyone:   Advocacy opportunity includes messaging Congress: Dontdisconnectus.org  Advocacy opportunity includes messaging Congress: Dontdisconnectus.org

On the City web site:

<https://seattle.gov/tech/internet-and-devices/free-and-discounted-internet>

Blog post: <https://techtalk.seattle.gov/2024/01/31/low-income-internet-support-program-at-risk-of-losing-federal-funding-what-you-can-do-to-help-save-the-affordable-connectivity-program/>

March 13th @ 10 am Pacific, FCC Webinar “Consumer Webinar: Affordable Connectivity Program Wind-Down

<https://www.fcc.gov/news-events/events/2024/03/webinar-affordable-connectivity-program-wind-down>

March 21st @ 12:00pm DELN, “ACP Ending, What Can We Do?” [digitalequitykc.org/upcoming-meetings](http://digitalequitykc.org/upcoming-meetings)

Digital Equity Learning Network (DELN) of King County hosting a panel of Internet Service Providers (ISPs) presenting their low-cost internet plans and process to notify and assist customers.

**David Keyes:** Yes. I really want to encourage passing the word around about this March 21 opportunity, particularly the community service providers. It is an opportunity to hear from providers about what they are going to be doing, and how you might advise and help residents. And then, I did put all of the links in the chat (above) and I did include dontdisconnectus.org, which is one of the groups and one of the places where you can send messages. It continues to be the advocacy to try to get dollars inserted into the budget, as we try to inform people of the wind down.

**Jon Morrison Winters:**   Yes. I could close out the presentation, but I did see -- every once in a while, I see something pop up on my screen. I thought there was a question from Jim Loter asking are there scams associated with the program. Yes, I think is the short answer. Where we particularly heard that popping up is with some of the wireless providers. We are trying to track this, and our colleague, Alice Lawson, is really engaged with the wireless mystery, and as some of you may know, there is the wireless providers and then there is Verizon, T-Mobile, and AT&T that basically build the infrastructure, and have their service, and then there are the other providers that rent the airwaves, if you will, the spectrum from other providers. And so there are a lot of smaller wireless providers. I'm just think about this one because Mint Mobile, for instance, not to say that they're scamming folks, but there are some of the smaller providers that maybe are working with contractors or their sales people and pushing ACP pretty aggressively. When we talk to community about ACP, our messaging in some instances folks might be eligible for both ACP and Lifeline. Of course, now nobody is able to sign up for ACP, at least at the moment. But prior to when ACP was still accepting applications, there is a little bit of a conversation, depending on the individual situation about whether or not they might be able to use ACP for home internet, and then Lifeline for mobile. And in some cases, we have heard from digital navigators that they might be working with an individual and that individual maybe talked to one of these wireless providers and got signed up for ACP and didn't even know it. So there are some situations like that, absolutely. But, for the most part, the impact of the program has been so great, and that's what we have been focused on.

**David Keyes:** We've heard occasionally of some spoofing of sites, like federal discount program is a spoof of another site. Not on a huge basis, but something to keep watching out for as we see this. There are also some guidelines from the FCC about consumer protections. So, the companies are supposed to provide options for people to go to lower-cost plans without extra fees. Some of that is in place, as well. If folks do see problems, then the FCC strongly encourages sending them a note about it, because they are watching for scams and violations on the consumer protection aspect.

**Jon Morrison Winters:**   I don't know how much time we have, but we have to get to answering any questions.

**Dorene Cornwell:**  A couple of questions, one more about the scams. I think some different people I've talked to, one person is not officially a digital navigator, but is power of attorney for someone. There are a couple of different providers who grab your information, say if you're eligible for food stamps, you're eligible for this. And then that somehow gets you disconnected from other programs. And honestly, I have been a big wimp and I don't want to deal with this. I know that it has happened, and I have asked which provider, etc. But the other is if it goes away, how will households manage it, because the budget impact is going to be really important, especially on the very low end of the income scale. And at the same time, I go around saying that you shouldn't have to have a smartphone to do your laundry, get around the City, register for public events, buy concert tickets. you shouldn't have to, but if you have it, life will be easier. And I wonder, particularly, in the home medical equipment -- I think the question is what do you know about conversations around Lifeline and who pays for what, or if you need internet connectivity because of a health issue or something like that, what scenarios are you hearing about for something like that?

**Jon Morrison Winters:**   That's a great question, Dorene. Thank you. Real quick, on your first scenario. That was a great point, as well, and that was part of why some of these smaller, less reputable wireless carriers were creating some issues. I will say 'were,' because they are no longer able to sign anybody up, because you can only use your ACP benefit once. So, if there's a situation where you have the benefit and you're trying to sign up for a new one, or it gets transferred without your consent, that type of thing was creating an issue. Obviously, they're not able to do that now, because they're not signing anybody new up. That is something that if the program continues, we would want to continue to monitor. One the question of home medical equipment, I don't have an answer from anything I've heard about ACP. I can say that, based on past experience in Aging and Disability Services, in some cases, there may be a Durable Medical Equipment benefit that individuals would be able to tap into. I cannot say with certainty that that would be applied to an internet connection, but that would be something that a person in that situation that has been using ACP and certainly if it's related to health, I would encourage them to look into something like that.

**David Keyes:** One of the findings we see on the streets from talking to people, the FCC survey also bears out is that only one household can only get one ACP connection subsidy for the household. People would get home internet, pair it with wireless or use Lifeline for wireless and ACP for home. Private uses, like I have to stay in touch with my kid, or have to go do my work, or I use one connection for the health-related things and the other for other uses to ensure a stable connection -- that kind of combination of not just having a connection but also having sufficient connection.

(unintelligible) heard about Cricket signing up folks at shelters. There's a lot of confusion about what people were signing up for, and a lot of pretty aggressive marketing from the wireless companies, from some of them. But just that confusion in the appearance of saving money or getting a better plan without people understanding that. And also that people didn't necessarily understand that they can switch their ACP to another provider. That's the other aspect of that, an important one.

**From chat:** from Keyes, David to everyone:    7:40 PM

The FCC recently released survey results on the use of ACP, potential impact of losing subsidy, and needs: <https://www.fcc.gov/acp-survey>

**From chat:**  from Moxie-S. to everyone:    7:42 PM

So, I'm gonna put this out here: Cricket Wireless were signing folks up at shelters without telling them that the ACP was being applied to their cellphone plans. When the person finally found out, it was over a year later when they were trying to set up their internet service after finding out about the ACP.

**From chat:**  from Keyes, David to everyone:    7:43 PM

FCC survey found 72% on ACP use it to schedule or attend healthcare appointments.

**Harte Daniels:**   (unintelligible)

**Jon Morrison Winters:**   Thanks, Harte. I was having a little bit of trouble hearing you, but I think I caught the gist. Thank you.

**From chat:** from Loter, Jim to everyone:    7:44 PM

Thank you again for the invitation to talk to you today. And thank you again for your work on the TMF grant. I have to drop now to feed a desperately hungry cat who is making a lot of noise here in the background. Good night!!

**Camille Malonzo:**   Any last questions for Jon or David or any folks from digital equity on ACP? I guess I just have one. It's hard to say what we could do, but I guess the ask is what are some calls to action to have to community members? Definitely, the dontdisconnectus.org, but is there other recommended actions that we could take as community members to support ACP?

**Jon Morrison Winters:**   On the advocacy side, I think dontdisconnectus.org, or you can call your Congress person. It doesn't hurt. They are ultimately the ones that have the say about this program. I think in terms of supporting residents who are losing their benefit, that's a great question. We have done outreach for ACP. We actually got a federal grant to do outreach. That has stopped and we're not able to spend any more money on that grant because of the situation, but we are looking to shift, and have shifted our focus now to doing outreach around this transition. I can certainly take your question back to Delia Burke, who is our lead in that effort, and see if there are any volunteer opportunities or things like that that are coming up. I appreciate your concern, and thank you for volunteering.

**Harte Daniels:**   Can you give us more information about the (unintelligible)

**Jon Morrison Winters:**   Thanks, Harte. I don't have information on that particular example. David, do you know anything about that one?

**David Keyes:**   I don't know, particularly, about the Virginia one. There are a couple of short-term things, and then a longer-term one. The shorter one is the continued advocacy to Congress. Senator Cantwell sits on the Commerce Committee. That's very important. So that especially is key right now, and then the advocacy for longer-term. So, the trick is, if this ends, then the longer-term gain, whether it's universal service or something different. What some states and even some communities have started to do is to organize for a state-wide or local ACP program. The challenge is that it's pretty pricey to maintain it. There are 344,000 households in the State. There are about 70,000 households in the County that are getting this up to $30 a month. So, certainly that supplemental Lifeline, if you will, is one place to go. I think that other short-term right now is just really getting the word out. I don't think we're geared up. It's a good question. Certainly, some of the organizations that will be at the March 21 event are ones that are helping folks in the community, so that, potentially, that's a place to do some volunteering. But, certainly help get the word out for people to get good information. There are some smaller things that are happening. Seattle Housing Authority is doing a pilot project to have WiFi in their buildings. They're just starting up and looking for other kinds of longer-term solutions. Collaborative purchasing is another one that has been talked about, or cooperative purchasing among multiple dwelling units, apartment holders, and low-income housing providers.

**Harte Daniels:**   (unintelligible)

**David Keyes:**   Yes. The other challenge, of course, is where the public internet companies try to reduce rates or reinvest to offer lower-income rates. There's conversation about lower contribution coming from tribes that have more money, or working with providers to really encourage them to see what they can do towards  boosting that speed up, or putting lower cost rates into tiers and make that available.

**From chat**:  from Keyes, David to everyone:    8:01 PM

Fyi, I had a chance to present our programs and the study results to the Indigenous Advisory Council (IAC). Harte was also able to attend. They welcome communications with CTAB.

**Camille Malonzo:**   I want to make sure we are moving along with our agenda. We are at the top of the hour. For folks with more questions, I think we will follow up with the digital equity team offline, and I think you will see a bunch of us at the DELN meeting. I'm hearing that there will be some good content and opportunities there. Thank you so much, Jon and David, for this presentation.

**Jon Morrison Winters:**   Thanks, Camille, and thanks, everybody.

**Camille Malonzo:**   The last few items on the agenda are some board updates. Can I hand it over to someone on the Digital Equity Committee?

**COMMITTEE UPDATES**

**DIGITAL EQUITY COMMITTEE**

**Coleman Entringer:**  The Digital Equity Committee has met in part in a couple of different meetings for the last two months discussing mostly our plans for the coming year. We were still discussing and potentially partnering with David Keyes for our community forum around good research on Internet for All, and digital accessibility, that the City has recently done. We still have to meet internally with our full committee to get more details ironed out on that, potentially in April is what we would shoot for on that, but we'll see. Other than that, we were focused on tying up loose ends with our previous year's work around advertising some of our learnings from the telecom forum, and then planning some things for the next year, which is still in the ideation phase. So, hopefully in the next month or so, we can get going on those things. We have some good leads. Anything else from the rest of the committee that I might have missed?

**Harte Daniels:**  (unintelligible)

**Camille Malonzo:**   Sorry, Harte. It's really hard to hear. It might be easier to type. We don't want to miss what you're trying to say. I think it's just the computer glitching. Do other folks have comments? Otherwise, we'll wait for Harte to type their comment and then head over to another committee for an update.

**From chat:**  from harte daniels to everyone:    7:59 PM

Lack of internet and literacy is currently having a debilitation effect on a huge segment (all target audiences of the TMF) massively reducing their access to healthcare

**From chat:**  from harte daniels to everyone:    8:00 PM

That includes homelessness and reduction of substance abuse/ health treatment for mental health ... along with children needing triage help

**Camille Malonzo:**   Thanks, Femi. No update from Outreach. We chatted earlier today about recessing Outreach Committee as the new board forms over the next year. So TBD on that. Last, we are headed over to Omari Stringer to talk about the current Surveillance Ordinance from the Privacy Committee perspective.

**PRIVACY AND CYBERSECURITY COMMITTEE**

**Omari Stringer:**   We can call it Privacy and Cybersecurity Emeritus. As Camille mentioned, I believe there is an extension on the comment period for the three technologies under review right now with the Surveillance Ordinance. Think of the CCTV system, the gun shot location system, and the real time crime center. If you haven't had a chance to leave a comment yet, the comment period is open until March 22. I think that's incumbent on all of us. In reading about these, there are also some community engagement events listed on the site, as well. We're definitely going to do that, and I think David Keyes mentioned, as well, that Jim Loter and Ginger Armbruster will be going to Council tomorrow for one of the committee meetings on these technologies at the Parks, Public Utilities, and Technology Committee tomorrow at 2:00 p.m. I'm going to try to call into that one and see a presentation about that. It would be nice to see some other folks join as well, if they can and make sure that we're giving comment and presenting our opportunities. That's the update.

**Camille Malonzo:**   Thanks, Omari. In the past, we've done group comments. I think we're not going to do that this time. We only have so much time.

**Vinh Tang:**  I just want to clarify. I just told DeiMarlon Scisney about a high-level overview of the Surveillance Ordinance. There are new Council members. It may focus on the technology assistance crime prevention pilot project and the technologies that Omari Stringer referenced. When it does get to that stage it goes to the Public Safety Committee. So, at tomorrow's presentation, they are inviting members of the public safety team and also it's just to educate and inform new Council members on the entire process.

**Camille Malonzo:**   I was told that there was a public safety committee meeting today, but there wasn't a conversation about the technologies.

**Vinh Tang:**  No, it's not. The first step is to get the respective Council committee that is chaired by Councilmember Joy Hollingsworth. They were inviting members of the public safety committee to be part of that to explain our process, and then when bills come before Council, they will go to the public safety committee, it is my understanding.

**Omari Stringer:**   Can I ask, as those get schedules, if you could maybe give us any updates and let us know how to keep track of that?

**Vinh Tang:**  Sure. The things you will be interested in are AOPR, CCTV, AGOS, and RTTC. (unintelligible) Once the SR is ready, they will share a copy with CTAB at the same time.

**Camille Malonzo:**   Okay. We will follow up on those timelines. Thanks, Vinh. I think that's all for committee updates, so now we have just a few minutes for public comment. This is the opportunity for community members to share.

**DeiMarlon Scisney:**   Camille, I have had my hand raised for some time. I realize that you didn't see me. My question is in regards to the community outreach committee. I'm just curious about what the state of that committee is. I've been trying to follow. I've been seeing Coleman Entringer's emails in regards to the DEI committee, but I know that that is somewhat saturated. There are a lot of CTAB members who are part of that specific committee, so I wanted to devote my time specifically to community outreach, with my background and things of that nature. So, I'm just super curious about how to get more involved in that, what those meetings look like, requirements and things of that nature.

**Camille Malonzo:**   That's for Femi Adebayo. So, I don't know. Maybe you're not getting the emails, because Femi sends quorum emails, as well. Maybe we could make sure that you're getting them. Let me send out an email between the three of us to make sure that you're getting those emails. Before heading over to public comment, are there any more questions about committees? Now I guess we'll go over to public comment.

**PUBLIC COMMENT**

**Moxie S.:**  I just want to let you know that I will probably say a lot of 'y'alls,' because originally, I am from Indiana and Ohio. We kind of say that as one word. But I wanted to tell y'all I don't know how y'all did things during the pandemic, but just know that there was somebody like me that was paying attention in Indiana. And I say that because it's not out there, because Indiana does not want to know, and they don't want people to know, but we're not going to do that. My twins and I were the first ones in the State that combined Covid 19 and online schooling simultaneously. And we were in a courtroom where they actually called me a 'perpetrator' because they did not believe Covid existed. Whereas I was listening when I finally got here about how IT and everybody was trying to get as much stuff out as possible dealing with Covid. Very stark contrast over there. I believe in a higher power and the higher power said 'stay quiet.' That's weird. We were the first ones in the state to combine that case. We actually -- and I'll put it in air quotes -- won. But because we were already ahead of the game in technology, due to the fact that my daughters were on my schooling at that time for a decade. It was interesting that they were coming after us about online schooling. However, we're in a State of school choice and all of the schools were going to become like us. So, I want to tell you all, your State, even with the rough stuff, I was paying attention to that. God was like, it's time for you to go, and I didn't even know we were leaving. We just packed up a 20-foot truck and went west. And I had never went west in my life. Going across the country and we ended up here, and two weeks after I got here, when I was listening to what Washington State was trying to do for its people. Just people with technology and getting the word out as much and as fast as possible, I cried, because I knew that if I would have been here, we would have never had to go through that. Never. And just so y'all know, the 26 people in that courtroom, even though my daughters and I were already considered in long Covid stage, and that term was not developed yet, there's always a Shakespearian moment where you find out that everybody in that courtroom caught Covid. After they closed our case, they put it under the rug. It was so interesting. And so, I have to say we are happy, and they just p\_\_\_\_\_ me off so much that I'm going to go to law school because of what happened over there. People don't know about that type of stuff because certain states are not going to let you know. So, I give y'all props, snaps, and everything for doing whatever you can to help your people. I am a participant with ACP. I am a participant with Xfinity. I even went and did those computer learning classes just to do it, because they weren't doing it over there. I earned a laptop and stuff, and so my kids and I are looking at all of this, and we want to thank you all for doing the best that you can, and getting any word out.

**Camille Malonzo:**   OMG, thank you, Moxie. We really appreciate your words, and welcome to Washington State. We are happy to have you here.

**Dorene Cornwell:**   Moxie, thank you so much for telling your story, because just having connectivity and access to different conversations that go on -- there's a weekly webinar called Broadband (unintelligible) that covers a whole bunch and things, and there's definitely going to continue to need good lawyering about everything to do with internet and connectivity and access and technology. I don't know where you're from in Indiana, but I lived there for six or seven years, and I can pull out the 'y'all' when I need it but it's kind of variable where it gets used. Anyway, welcome to Washington, and thank you so much for telling your story. I think you said you lived in Yesler, so I'm going to put my email in the chat. I live in Center Park, which is a different SHA community. The other thing I wanted to say is, if you keep coming to CTAB -- and like I said, I'm just a member of the community, and most of the time, everybody is really generous about letting you ask questions just from the flow of things, not only at the end of the official public comments. So, don't be afraid to speak up. Thank you, everybody. This has been a really informative meeting.

**Camille Malonzo:**   Thank you, everyone. I think I'm going to wrap up public comments so that we can all get home. Thank you all so much for a great meeting. See you all in April.

**ADJOURNMENT 8:15**