



City of Portland

# Office for Community Technology

▲ Broadband & Communications Policy

▲ Cable Regulation & Consumer Protection

▲ Utility Franchises, Licenses & Wireless

Commissioner Carmen Rubio  
Office: 1120 SW 5<sup>th</sup> Ave, Suite 405  
Portland, OR 97204  
Mail: P.O. Box 745  
Portland, OR 97207-0745  
Tel: 503-823-5385

## REQUESTED BUDGET Fiscal Year 2021-22

“Keeping our local communities economically and culturally healthy”

**Commissioner Carmen Rubio**  
**Elisabeth Perez, Interim Director**

**Submitted January 29, 2021**

Phone 503-823-5385 ▪ Fax 503-823-5370 ▪ TTY 503-823-6868 ▪ [www.portlandoregon.gov/OCT](http://www.portlandoregon.gov/OCT)

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To help ensure access to program, services and activities,  
the Office of Management & Finance will reasonably modify policies/procedures and provide auxiliary  
aids/services to persons with disabilities upon request.*





**Commissioner Carmen Rubio**  
City of Portland

TO: Mayor Ted Wheeler  
Commissioner Jo Ann Hardesty  
Commissioner Mingus Mapps  
Commissioner Dan Ryan

FROM: Commissioner Carmen Rubio and Interim Director Elisabeth Perez

DATE: January 29, 2021

SUBJECT: Office for Community Technology FY 2021-22 Budget Request

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Below, please find the Office for Community Technology's (OCT) FY 2021-22 Budget Request. We thank you for your consideration and appreciate your ongoing support.

The office plays a critical role in the defense and management of General Fund revenues, protection of the public right-of-way, advocacy at the state and federal level regarding the use and implementation of established and emerging technologies, and implementation of Digital Equity strategies.

There are no significant changes to OCT's budget for the 2021-22 Fiscal Year. OCT has developed four decision packages, and one recommendation.

Our four decision packages are:

**Financial Analyst: \$75,892**

OCT did not retain any financial support when it moved out of the Revenue Division and contracted with OMF for basic financial support until November of 2020. While the Office now has a dedicated financial analyst to help manage contracts, a \$14 million dollar PEG fund, and forecast utility fee revenues, OCT has used its existing resources to fund the financial analyst temporary position. This has reduced the funds the Office can use to meet programmatic goals. OCT is asking for funds to split the cost of a permanent financial analyst with the MHCRC.

**Community Broadband Planner: \$192,621**

A Community Broadband Planner would help the City of Portland commit to a new Broadband Strategic Plan with a focus on meeting the needs of BIPOC and low-income individuals. This position would help to coordinate bureaus to review city owned

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infrastructure and create partnerships with telecommunications companies, foundations, and community based organizations to create internet access in public spaces and in neighborhoods with low adoption rates.

**Community Cybersecurity and Protection Training: \$150,000**

A major issue among the BIPOC, immigrant, disability, and older adult communities is lack of cyber security knowledge and vulnerability to internet and phone scams. The COVID-19 pandemic has increased these instances as consumer protections have been dismantled. By working with community based organizations to create culturally specific trainings in multiple languages, the City of Portland can assist in helping numerous individuals protect themselves.

**Digital Inclusion Fund: \$500,000**

Through Digital Equity Action Plan implementation and recent community-wide digital access studies we've learned that BIPOC and low-income residents are looking to the City to take the lead on addressing broadband affordability and supporting community-based organizations to sustain and innovate culturally responsive digital literacy services in order for real digital adoption to occur. By establishing a Digital Inclusion Fund, the City is committing to support collective community efforts started by Digital Inclusion Network members and the COVID-19 Digital Divide Response project partners. The Fund would provide OCT with the operational and capital dollars needed to seed-fund sustainability and innovation grants to community-based organizations delivering digital literacy training and support to residents and position the City with "skin in the game" to negotiate with internet service providers, the tech industry, and the philanthropic and business community, and apply for state and federal grant funds with and established matching-fund commitment.

**We would recommend that the City establish a Digital Inclusion Fund administered by existing Digital Inclusion program staff.** OCT is the third largest generator of general fund money – bringing in over \$84 million annually; a Digital Inclusion Fund could be established with less than 1% of these general fund dollars. The COVID-19 pandemic and the increasing reliance on technology requires that the City lead community partners in eliminating the digital divide so that outcomes are equitable among all our residents, particularly our BIPOC and low-income Portlanders.

The rapidly changing technology landscape has required the Office for Community Technology to think differently about the way we conduct franchise management. Over the next few years we anticipate additional improvements to diversify revenue streams and increase compliance.

Thank you for your consideration.



Commissioner Carmen Rubio



Interim Director Elisabeth Perez



City of Portland

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January 29, 2021

To: Mayor Ted Wheeler  
Commissioner Jo Ann Hardesty  
Commissioner Mingus Mapps  
Commissioner Dan Ryan  
Commissioner Carmen Rubio  
City Budget Office

FROM: Elisabeth Perez, Office for Community Technology Interim Director

SUBJECT: Office for Community Technology Budget Advisory Committee

The Office for Community Technology was reinstated as a stand-alone office in the 2018 Fall Budget Monitoring Process. The Office currently lacks an advisory body that could absorb the duties of a Budget Advisory Committee. The reinstatement of OCT as a stand-alone office has not yet been established in city code and conversations continue at the executive level as to whether OCT will remain a stand-alone office or combine with another city bureau. OCT looks forward to establishing its BAC once the location and status of the Office are finalized.

Thank you,

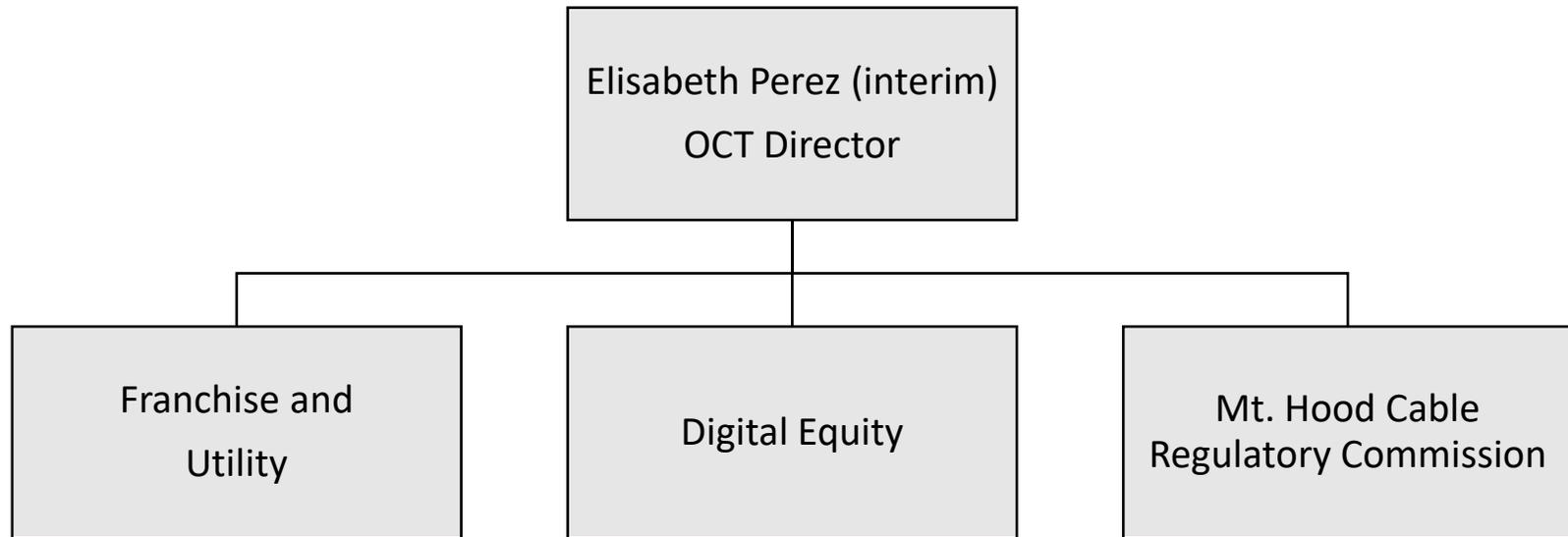
Elisabeth Perez

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## Office for Community Technology



## **FY 2021-22 Bureau-Level Budget Narrative**

### **Who We Are**

The Office for Community Technology (OCT) is a small bureau of licensing, franchising, telecommunications and equity subject matter experts who ensure the City and Portland residents are well represented and compensated for commercial uses of the public right-of-way.

In FY19-20, the Office was responsible for the third largest source of general fund revenue for the City equaling \$90.8 million in general fund revenues. The Office was also responsible for \$3,623,122 in cable-related benefits and programs provided directly to Portland-Metro area residents through technology grants to schools, nonprofits, and libraries.

### **Mission**

The Office for Community Technology (OCT) builds community capacity and champions investments and public policy in a rapidly changing communications technology, utility and broadband landscape to keep our local communities economically and culturally healthy.

### **The OCT oversees the following key areas:**

- Negotiation and management of utility, communications and cable franchising, licensing and compliance of over 275 providers utilizing the public right-of-way
- Management of Digital Equity and Inclusion programs in alignment with City equity goals, and implementation of the Digital Equity Action Plan (DEAP) on behalf of the City of Portland and in collaboration with Multnomah County
- Management of the Mt. Hood Cable Regulatory Commission (MHCRC) which engages OCT staff to implement franchising, compliance and staffing of cable related programs including community technology grants, community media and cable consumer protections
- Public policy and advocacy to: 1) protect and expand local government control over the public rights-of-way, 2) maintain revenue to the general fund through licensing, franchising and commercial uses of the public right-of-way, and 3) ensure residents of Portland continue to benefit from private-public partnerships and agreements with broadband and cable providers.

### **What We Do**

The Office for Community Technology (OCT) champions public policy and local resources and investments to ensure the benefits of communications technology are available to all in support of an equitable, sustainable and economically healthy city. OCT ensures the public interest is prioritized and embedded in City legal agreements and policies, and that the City and its residents are fairly compensated for private industry use of public right-of-way and property in rapidly-evolving and dynamic communications technology, utility and broadband markets.

### **Franchise and Utility Program**

The Franchise and Utility program negotiates and administers franchise agreements granting access to the public right-of-way. Staff utilize the City's authority to manage the long-term use of public rights-of-way and levy taxes and fees and ensure the city is fairly compensated for use of the right-of-way. In FY19-20, there were approximately 275 total Franchise and Utility accounts, which generated about \$84.8 million annually for the city's general fund. Staff developed performance measures for FY 20-21 to align with city priorities and have begun reporting on them. The Franchise and Utility program is

extremely efficient, as measured by the ratio of the program’s budget to total fees collected for general fund.

### Digital Equity and Inclusion Program

The Digital Equity and Inclusion program implements the Digital Equity Action Plan (DEAP). Through plan implementation, the program leads the development of partnerships and funding opportunities, advances city-wide policy recommendations, and pursuing strategies to increase competitive, affordable, and equitable broadband internet access for all residents, businesses, public institutions, and community organizations.

The COVID-19 pandemic has highlighted and exacerbated the digital divide in Portland. The work of the Interim Director and the Digital Inclusion Program Coordinator drastically shifted to lead and assist the COVID-19 digital equity efforts. Through combined efforts the COVID-19 Digital Divide Work Group was formed and more than \$5 million was invested into a rapid response technology distribution program for BIPOC and people with disabilities. The program was deemed incredibly successful by City Council and all community partners involved.

The Office is currently undergoing the planning of the Digital Equity Action Plan Phase II. The Office has engaged the Hurdle LLC to assist with an equity assessment and training for members of the Digital Inclusion Network. The work will be centered in equity and in centering on the BIPOC community, individuals with disabilities, and seniors. A renewed focus will be placed on City of Portland efforts and partnerships with Multnomah County, schools, and community-based organizations to ensure equitable outcomes for priority populations.

### Mt. Hood Cable Regulatory Commission

The Mt. Hood Cable Regulatory Commission (MHCRC) advocates for and protects the public interest in the regulation and development of cable communications systems in Multnomah County and the Cities of Fairview, Gresham, Portland, Troutdale and Wood Village; monitors and helps resolve cable subscribers’ concerns in these jurisdictions; and participates in the planning and implementation of community use of cable communications technologies which make use of the public right-of-way. The cable franchises generated about \$6 million in FY19-20 for the city’s general fund and an additional nearly \$500,000 for Multnomah County and East County Jurisdictions. MHCRC directs collection and distribution of franchise fees through a segregated fund (a balance of about \$14 million) for the East County cities and Multnomah County and of the PEG/I-Net fees for community benefit purposes.

In the 2020 Community Technology Grants Program cycle, the MHCRC made investments of \$508,178 in nine organizations in support of one of the MHCRC’s four published public benefit areas: improving service delivery, improving community involvement, reducing cost, reducing disparities. Eight of these grants (89%) were focused on “reducing disparities” and 89% went to nonprofit organizations as opposed to institutions. The 2021 Community Technology Grants Program cycle projects over \$900,000 investment in more than 15 organizations.

## **Strategic Overview**

### **Threats to Local Control and Revenues**

OCT’s expertise and policy work at the national, state, and regional levels in defending local authority has never been more critical. Local governments are experiencing the aftermath of unprecedented and

continuing federal and state preemption efforts, many aimed at reducing fair compensation and other community benefits derived from the use of public right-of-way and property by communications companies. With change in leadership at the White House and in the FCC, OCT expertise continues to be vital to ensure that local government interests are represented in developing future policy in this administration.

### **COVID-19 Response, Recovery, and Resilience Building**

OCT worked with community and the Smart City PDX team to implement the COVID-19 Digital Divide Rapid Response to distribute 3,500 Chromebooks, 547 iPads, and 8,429 Internet Assistance Cards to Portland's BIPOC and disability communities meeting immediate education, workforce, and government assistance needs.

The City's funding of Digital Equity programs remains insufficient to adequately address the needs of our most vulnerable community members. The digital divide has been exacerbated in the last year due to the effects of COVID-19.

With the finalization of the Digital Equity Action Plan Phase II, the Office intends to redouble efforts to bridge the digital divide and create a long-term plan for Portland's digital resilience.

### **Shifting Revenue Landscape**

With shifts away from traditional cable television and land-line telephones, the City is seeing decreases in fees collected from companies that deliver these services. OCT will implement policy and code changes that address this shift to support essential services for City residents.

### **Comcast Cable Franchise Negotiation**

The franchise term between Comcast and the jurisdictions of the Mt. Hood Cable Regulatory Commission (Portland, Gresham, Fairview, Troutdale, Wood Village, and Multnomah County) expires December 31, 2021. OCT staff leads the negotiation process on behalf of the MHCRC and its member jurisdictions. Due to cable-related rule-making at the Federal Communications Commission and subsequent lawsuits filed by the MHCRC on behalf of the jurisdictions and the City of Portland, the policy landscape for franchise renewal remains uncertain. OCT has hired CBG Communications and Best Best & Krieger to provide subject matter expertise and legal advice throughout the negotiations to ensure we maintain or exceed existing levels of benefits and revenue despite the FCC changes in regulation.

### **Finalize Office Standing**

The Office awaits a final direction on whether it will continue as a standalone bureau or will be moved into another bureau. This has delayed establishment of a Bureau Strategic plan. The Office, while functioning as a standalone bureau for two years, has not been able to solidify the code changes to confirm the Office's mandate. This has also resulted in a delay to finalize a permanent director. This year the Office will work with council to finalize the establishment of the Office or structure that best meets the needs of the community.

### **Process Improvements**

OCT is developing process improvements, including code changes, regarding the City's management of access to the right-of-way. These changes would put the City in line with other cities within the state and would move from a passive approach to the right-of-way to more active and efficient management.

## **Major Issues (optional)**

### **Summary of Budget Decisions**

#### **Financial Analyst**

OCT did not retain any financial support when it moved out of the Revenue Division and contracted with OMF for basic financial support until November of 2020. While the Office now has a dedicated financial analyst to help manage contracts, a \$14 million dollar PEG fund, and forecast franchise and utility fee revenues, OCT has used its existing resources to fund the financial analyst temporary position. This has reduced the funds the Office can use to meet programmatic goals. OCT is asking for funds to split the cost of a permanent financial analyst with the MHCRC.

#### **Community Broadband Planner**

A Community Broadband Planner would help the City of Portland commit to a new Broadband Strategic Plan with a focus on meeting the needs of BIPOC and low-income individuals. This position would help to coordinate bureaus to review city-owned infrastructure and create partnerships with telecommunications companies, foundations, and community-based organizations to create internet access in public spaces and in neighborhoods with low adoption rates.

#### **Community Cybersecurity and Protection Training**

A major issue among the BIPOC, immigrant, disability, and older adult communities is lack of cyber security knowledge and vulnerability to internet and phone scams. The COVID-19 pandemic has increased these instances as consumer protections have been dismantled. By working with community-based organizations to create culturally specific trainings in multiple languages, the City of Portland can assist in helping numerous individuals protect themselves.

#### **Digital Inclusion Fund**

Through Digital Equity Action Plan implementation and recent community-wide digital access studies we've learned that BIPOC and low-income residents are looking to the City to take the lead on addressing broadband affordability and supporting community-based organizations to sustain and innovate culturally responsive digital literacy services in order for real digital adoption to occur. By establishing a Digital Inclusion Fund, the City is committing to support collective community efforts started by Digital Inclusion Network members and the COVID-19 Digital Divide Response project partners. The Fund would provide OCT with the operational and capital dollars needed to seed-fund sustainability and innovation grants to community-based organizations delivering digital literacy training and support to residents and position the City with "skin in the game" to negotiate with internet service providers, the tech industry, and the philanthropic and business community, and apply for state and federal grant funds with an established matching-fund commitment.

OCT is the third largest generator of general fund money – bringing in over \$84 million annually. With just 1% of these general fund dollars dedicated back to OCT, the City could establish a Digital Inclusion Fund administered by existing Digital Inclusion program staff.

## Office for Community Technology

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### Summary of Bureau Budget

	Actuals	Actuals	Revised	Base	Requested
	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2021-22
Intergovernmental	401,456	850,315	1,087,661	1,102,408	1,102,408
Miscellaneous	0	13,000	0	0	0
<b>External Revenues Total</b>	<b>401,456</b>	<b>863,315</b>	<b>1,087,661</b>	<b>1,102,408</b>	<b>1,102,408</b>
General Fund Discretionary	1,598,467	1,898,210	2,319,026	2,392,493	2,392,493
<b>Internal Revenues Total</b>	<b>1,598,467</b>	<b>1,898,210</b>	<b>2,319,026</b>	<b>2,392,493</b>	<b>2,392,493</b>
Beginning Fund Balance	0	0	0	0	0
<b>Resources Total</b>	<b>1,999,923</b>	<b>2,761,525</b>	<b>3,406,687</b>	<b>3,494,901</b>	<b>3,494,901</b>
Personnel Services	810,067	1,241,768	1,748,278	1,623,984	1,623,984
External Materials and Services	1,133,912	1,308,456	1,437,219	1,669,624	1,669,624
Internal Materials and Services	55,943	211,301	221,190	201,293	201,293
<b>Bureau Expenditures Total</b>	<b>1,999,923</b>	<b>2,761,525</b>	<b>3,406,687</b>	<b>3,494,901</b>	<b>3,494,901</b>
Ending Fund Balance	0	0	0	0	0
<b>Requirements Total</b>	<b>1,999,923</b>	<b>2,761,525</b>	<b>3,406,687</b>	<b>3,494,901</b>	<b>3,494,901</b>
Programs					
Broadband & Digital Inclusion	1,018,434	262,368	1,434,856	1,396,702	1,396,702
Cable Communications	213,812	1,037,463	—	—	—
Mt. Hood Cable Regulatory Commission	386,481	861,096	1,087,661	998,402	998,402
Utility License & Franchise	381,196	600,597	884,170	1,099,797	1,099,797
<b>Total Programs</b>	<b>1,999,923</b>	<b>2,761,525</b>	<b>3,406,687</b>	<b>3,494,901</b>	<b>3,494,901</b>

# Office for Community Technology

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## FTE Summary

CLASS	TITLE	SALARY RANGE		REVISED FY 2020-21		REQUESTED NO DP FY 2021-22		REQUESTED FY 2021-22	
		MIN	MAX	NO.	AMOUNT	NO.	AMOUNT	NO.	AMOUNT
30003003	Administrative Specialist II	48,277	94,878	1.00	67,164	1.00	67,164	1.00	67,164
30003006	Analyst I	53,290	104,701	1.00	87,360	1.00	87,360	1.00	87,360
30003007	Analyst II	63,336	111,681	1.00	96,803	1.00	96,803	1.00	96,803
30003008	Analyst III	69,805	133,873	2.00	217,845	2.00	217,845	2.00	217,845
30003027	Coordinator I - NE	48,277	94,878	1.00	62,400	1.00	62,400	1.00	62,400
30003028	Coordinator II	53,290	104,701	2.00	195,666	2.00	195,666	2.00	195,666
30003029	Coordinator III	63,336	111,681	1.00	105,914	1.00	105,914	1.00	105,914
30003082	Manager II	92,851	172,210	1.00	102,273	2.00	216,834	2.00	216,834
	<b>Total Full-Time Positions</b>	<b>10.00</b>	<b>935,425</b>	<b>11.00</b>	<b>1,049,986</b>	<b>11.00</b>	<b>1,049,986</b>	<b>11.00</b>	<b>1,049,986</b>
30003056	Financial Analyst III	69,805	133,873	1.00	85,319	1.00	101,921	1.00	101,921
	<b>Total Limited Term Positions</b>	<b>1.00</b>	<b>85,319</b>	<b>1.00</b>	<b>101,921</b>	<b>1.00</b>	<b>101,921</b>	<b>1.00</b>	<b>101,921</b>
	<b>Grand Total</b>	<b>11.00</b>	<b>1,020,744</b>	<b>12.00</b>	<b>1,151,907</b>	<b>12.00</b>	<b>1,151,907</b>	<b>12.00</b>	<b>1,151,907</b>

## Franchise and Utility

### Program Descriptions and Goals

The Franchise and Utility program negotiates and administers franchise agreements granting access to the public right-of-way. Staff utilize the City's authority to manage the long-term use of public rights-of-way and levy fees and ensure the city is fairly compensated for use of the right-of-way.

In FY19-20, there were approximately 275 total Franchise and Utility accounts, which generated about \$84.8 million annually for the city's general fund. The program is the City's third largest source of general fund revenue. Staff developed performance measures for FY 20-21 to align with city priorities and have begun reporting on them.

### Program Summary

Performance	Actuals FY 2018-19	Actuals FY 2019-20	Target 2020-21	Target FY 2021-22	Strategic Target
Net change in utility and franchise fees not attributable to inflation	\$0	-\$5,080,000	\$1,000,000	\$1,000,000	\$1,000,000
Franchise and utility management program efficiency ratio	0%	112%	150%	150%	150%
Total franchise and utility license fees collected	\$0	\$84,869,039	\$93,000,000	\$93,000,000	\$93,000,000
Total amount of one-time fees collected from audits	\$0	\$843,577	\$1,500,000	\$1,500,000	\$1,500,000
Number of legislative actions taken to protect right-of-way authority on bills or proposed actions	0	1	1	1	1

### Explanation of Services

The public right-of-way is the city's largest asset and is held in trust by the city for its residents. The city grants utilities and other companies the authority to build infrastructure in the public right-of-way to provide essential services to Portland residents. Utilities that profit from the use of the public right-of-way should offer fair value in return to further City goals, including access and affordability. The program collects approximately \$84-85 million annually for the general fund which goes to fund essential city services, such as police, fire, parks, transportation.

The Franchise and Utility Program does the following:

- Negotiates and administers franchise agreements granting access to the right-of-way, collects compensation negotiated from those agreements, and administers the agreements on behalf of the city.
- Administers privilege taxes and the utility license code, applicable to utilities operating within the city of Portland, including telecommunications companies who do not install or maintain infrastructure.
- The program administers approximately 55 franchises and 220 utility license accounts.

- Also supporting the program is a full-time auditor position who exclusively audits franchise and utility license accounts. The auditor position is part of the Revenue Division’s audit section. Franchise and Utility Program, in collaboration with the permanent audit position in Revenue Division collaborate on joint processes, policies and coordination between bureaus, including refining the audit appeals and audit settlement process.
- Works closely with other city bureaus, jurisdictions and industry in developing policies for local authority in the right-of-way, including tracking state and federal legislation.
- Under the City Charter, franchise agreements are subject to public notice and approved by City Council before becoming effective. The public has an opportunity to engage at these stages.

### Equity Impacts

The program supports essential City services through managing access to the public right-of-way and the administration and collection of franchise and utility license fees. The program is the third largest source of general fund revenue.

### Changes to Program

OCT is developing process improvements, including code changes, regarding the City’s management of access to the right-of-way. These changes would put the City in line with other cities within the state and would move from a passive approach to the right-of-way to more active and efficient management.

### Program Budget

This section should describe the resources and key fiscal constraints according to the following areas:

- **Resources:** General Fund discretionary
- **Expenses:** About half of the program expenses are personnel costs for staff to perform program work, one-fourth is for external services, and one-fourth is for internal services.
- **Staffing:** There are 6.17 FTE for this program. Of the 6.17 FTE, 0.5 FTE in the Manager II position remains vacant.
- **Assets and Liabilities:** N/A

	Actuals FY 2018-19	Actuals FY 2019-20	Revised FY 2020-21	Requested No DP FY 2021-22	Requested FY 2021-22
Personnel Services	266,662	510,860	715,631	708,191	708,191
External Materials and Services	93,966	7,544	74,490	300,007	300,007
Internal Materials and Services	20,568	82,193	94,049	91,599	91,599
<b>Bureau Expenditures Total</b>	<b>381,196</b>	<b>600,597</b>	<b>884,170</b>	<b>1,099,797</b>	<b>1,099,797</b>
Ending Fund Balance					
<b>Requirements Total</b>	<b>381,196</b>	<b>600,597</b>	<b>884,170</b>	<b>1,099,797</b>	<b>1,099,797</b>

<b>FTE</b>	<b>0.00</b>	<b>3.58</b>	<b>4.55</b>	<b>5.17</b>	<b>5.17</b>
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### Program Information

**Bureau:** Office for Community Technology      **Program Contact:** Jennifer Li  
**Offer Type:** Existing Program      503-823-5359  
**Offer Stage:** As Proposed  
**Website:** [www.portlandoregon.gov/oct](http://www.portlandoregon.gov/oct)

## Digital Equity

### Program Descriptions and Goals

Internet access is a critical challenge of the 21st century and access to the information and services it provides are foundational for economic growth and opportunity, education, health, and quality of life.

The Digital Equity and Inclusion program supports the goals of the Portland Plan and Comprehensive plan and implements the Digital Equity Action Plan (DEAP). Through plan implementation, the program leads the development of partnerships and funding opportunities and advances city-wide policy recommendations specifically to remove barriers to technology access and adoption and assist in providing people of color and people with disabilities the resources to thrive in a technology dependent world.

The City of Portland has long recognized the social, economic and political importance of broadband in reaching our livability, prosperity, sustainability, and equity goals. The program works toward key goals that the community identified as important to overcoming barriers to an inclusive and digitally-connected community:

- Ensure access to affordable high-speed internet and devices;
- Provide culturally-specific training and support;
- Empower community partners through funding, coordination, and resource sharing;
- Create digital economy job opportunities for underrepresented populations; and
- Build a supportive public policy framework.

More recent survey data has identified improvements in some aspects of internet access for residents (near saturation of access for those earning at least \$75,000 annually and 100% geographic broadband availability) but digital inequities persist and reinforce lines of social disadvantage. For example, 2018 American Community Survey data shows at least 17% of people of color Multnomah County-wide do not have an internet subscription at home. The DEAP is embedded in the Portland Plan, the City's economic development strategy, the City's Climate Action Plan, Smart City PDX initiative, and the City's work on the 2020 Census.

The program also works with other City bureaus and offices, local governments, community stakeholders, and national organizations to advocate at the State Legislature, Federal Communications Commission (FCC), and US Congress on broadband and digital equity public policy.

### Program Summary

Performance	Actuals FY 2018-19	Actuals FY 2019-20	Target 2020-21	Target FY 2021-22	Strategic Target
Difference in the percentage of households with home broadband service by household income	0%	NA	4%	4%	4%

Percentage of Open Signal digital literacy training participants that are people of color	0%	22%	50%	50%	50%
Percentage of Digital Equity Action Plan (DEAP) Strategic Actions on track	0%	NA	100%	100%	100%

## Explanation of Services

Broadband access and adoption is essential for employment, education, health service and transportation among other things essential to our lives and access to it is increasingly a matter of equity. In order to ensure that Portland residents have access to the opportunities afforded by internet access, the

Digital Equity and Inclusion program:

- Coordinates efforts across City bureaus and with broadband providers to develop strategies, policies, and funding to expand broadband and communications infrastructure and digital inclusion resources to meet both City and regional network capacity needs.
- Participates in statewide Oregon Broadband Council work to ensure Portland's interests are included and considered in policy discussions and in the annual State of Broadband report.
- Advocates for state and federal policies and programs that support digital equity and local broadband development, such as Net Neutrality rules, LifeLine and E-Rate programs' low-income subsidies for broadband service, and establishment of an Oregon broadband office.
- Advocates to protect local authority to negotiate public benefit agreements with commercial users of public assets and for municipalities to own broadband infrastructure and provide network services to itself and others.

Results and Community Engagement:

- The Digital Inclusion Network (DIN), which coordinates activities of the Digital Equity Action Plan (DEAP), grew from 35 to 50 organizations and 100% of the DEAP strategic actions are "on track".
- Program staff engaged in a county-wide study, led by the Mt. Hood Cable Regulatory Commission, of digital access and adoption benefits, gaps, and barriers. The 9-month long study includes multiple community engagement methods (i.e. scientifically valid telephone survey, qualitative survey, focus groups and interviews), to learn about how access to the Internet affects people's lives and who is included in our digital economy and who's being left out. Results of the study will inform development of Phase 2 of the DEAP and guide future resource allocation.
- Secured Portland as the host city for the National Digital Inclusion Alliance's annual international conference. Portland was chosen because of City's commitment to leading the Digital Inclusion Network and efforts to bridge the digital divide for vulnerable populations.
- Open Signal, a City of Portland funded community media center, increased its digital media literacy classes, workforce technology skills training, and other community technology access services to residents.

## Equity Impacts

National and local data shows that digital disparities are greatest for people living in poverty, people of color, English language learners, people with disabilities, and seniors. The Year 1-3 DEAP was developed through engagement of these populations to better understand their barriers to adoption. The Digital Equity and Inclusion program focuses on leading public policy related to broadband deployment and empowering and supporting community-based partnerships that tackle barriers to internet adoption.

Since adoption of the DEAP in 2016, more people are connected and using the Internet. Today the number of households in Multnomah County with a Broadband Internet subscription is 90% compared to 82% in 2016. While 63% of households with income less than \$20K/year reported having an Internet subscription in 2016, nearly 70% of households at this income level reported having an Internet subscription in 2018. More significantly, the gap between households with income over \$75K/year and households with less than \$75K/year with an Internet subscription is narrowing. (source: American Community Survey)

## Changes to Program

### Program Budget

- **Resources:** General Fund discretionary
- **Expenses:** The program's largest expense, \$955,594 is the amount provided to Open Signal for digital literacy and technology services to the community. The remaining expense funds about 2.27 FTE and related external and internal materials and services.
- **Staffing:** The program has an equivalent of 2.27 FTE.
- **Assets and Liabilities:** N/A

	Actuals FY 2018-19	Actuals FY 2019-20	Revised FY 2020-21	Requested No DP FY 2021-22	Requested FY 2021-22
Personnel Services	97,081	199,672	403,013	337,163	337,163
External Materials and Services	914,115	34,256	995,939	1,026,257	1,026,257
Internal Materials and Services	7,238	28,441	35,904	33,282	33,282
<b>Bureau Expenditures Total</b>	<b>1,018,434</b>	<b>262,368</b>	<b>1,434,856</b>	<b>1,396,702</b>	<b>1,396,702</b>
Ending Fund Balance					
<b>Requirements Total</b>	<b>1,018,434</b>	<b>262,368</b>	<b>1,434,856</b>	<b>1,396,702</b>	<b>1,396,702</b>
FTE	0.00	1.38	1.35	2.27	2.27

## Program Information

**Bureau:** Office for Community Technology

**Program Contact:** Rebecca Gibbons  
503-823-4188

**Offer Type:** Existing Program

**Offer Stage:** As Proposed

**Website:** <https://www.portlandoregon.gov/oct/73859>

## Mt. Hood Cable Regulatory Commission

### Program Descriptions and Goals

For 27 years, the Mt. Hood Cable Regulatory Commission (MHCRC) has ensured that the communities in Multnomah County and the cities of Fairview, Gresham, Portland, Troutdale and Wood Village are fairly compensated for use of the public right of way by cable companies. The MHCRC negotiates and enforces provisions in cable services franchise agreements, which include consumer protections, community benefit resources, and funding to the cities and County. The cable franchises generate about \$6 million annually for Portland.

The MHCRC contracts with the City of Portland, through its Office for Community Technology (OCT), for administrative and staff services. Based on that contract, MHCRC operations resource and expenses are located within OCT's budget. The MHCRC retains a segregated fund primarily for its dedicated community benefits expenses (such as grants).

[Performance Measure Data Table imported from Budget System]

### Program Summary

Performance	Actuals FY 2018-19	Actuals FY 2019-20	Target 2020-21	Target FY 2021-22	Strategic Target
Net change in utility and franchise fees not attributable to inflation	\$0	-\$5,080,000	\$1,000,000	\$1,000,000	\$1,000,000
Franchise and utility management program efficiency ratio	0%	112%	150%	150%	150%
Total franchise and utility license fees collected	\$0	\$84,869,039	\$93,000,000	\$93,000,000	\$93,000,000
Total amount of one-time fees collected from audits	\$0	\$843,577	\$1,500,000	\$1,500,000	\$1,500,000
Number of legislative actions taken to protect right-of-way authority on bills or proposed actions	0	1	1	1	1

### Explanation of Services

The MHCRC program:

- Manages the Community Technology Grants program, which awards competitive grants throughout Multnomah County to nonprofits, educators, libraries and local governments to

produce video content to be shared on the community media center channels in order to meet project related-goals and objectives.

- Directs the TechSmart Initiative for Student Success, a 10-year funding initiative focused on improving outcomes for all students in Multnomah County. The initiative plans to invest a total of about \$15.4million in partnership with local school districts for technology and teacher supports to transform teaching and learning for students.
- Facilitates the Institutional Network (I-Net) partnership between Comcast, the Portland Bureau of Technology Services (BTS) and public institutions. The I-Net provides reliable and affordable fiber connectivity and network services for about 300 public entity sites such as schools, libraries, fire and police stations, County courts and community colleges.
- Manages I-Net grants to BTS and I-Net users to fund site connections and I-Net related capital equipment and services.
- Manages grant agreements with two community media organizations (Open Signal – serving Portland; and MetroEast Community Media, serving communities in East Multnomah County) for capital and technology costs related to community media.
- Enforces cable company compliance with franchise agreements.
- Provides consumer protection for subscribers in cable television and cable internet service matters, including complaint resolution.
- Leads cable services franchise negotiations, renewals, and transfers of ownership.
- Conducts community technology needs and interests ascertainments to craft franchise public benefit obligations that meet demonstrated community needs.
- Advocates at the local, state and federal levels to protect local interests and control in cable and communications policy and right of way management.

Directs collection and distribution of franchise fees through a segregated fund (a balance of about \$14 million) for the East County cities and Multnomah County and of the PEG/I-Net fees for community benefit purposes; oversees fund tracking, trend modeling, and revenue projections

### Equity Impacts

The program tracks data regarding geographic distribution, target beneficiaries and organization focus for the Community Technology Grants. As a result, over time, the program has increased outreach to organizations that provide services to traditionally underserved populations and populations geographically located in low-income areas. As a result, the program has seen an increase in the number of grants in these areas.

The TechSmart Initiative uses a “weighted” model to allocate funds among school districts. Half of the annual available funding is allocated on a per-student basis and half on students from underserved populations (ie. English language learners, students of color, free/reduced lunch, students with disabilities, etc.). In its annual evaluation, the Initiative also collects data about classroom practices and technology that are effective for these student populations’ learning and shares these findings across all school districts.

Through grant agreements with Open Signal and MetroEast Community Media, these organizations track demographic information for certain program offerings and they use this data to continually improve access to underserved populations in their communities.

## Changes to Program

As traditional cable companies continue to move services to internet platforms and video delivery over the internet expands, franchise fee revenues and funding for community benefits (community grants, network infrastructure and community media) are diminishing. Current federal law limits local authority for these local benefits based on the company's revenues derived only from cable TV services. Cable franchise and community benefit revenues began to flatten several years ago but from FY2016-17 to FY2017-18, revenues in Portland decreased by 6.7% and another 7.9% in FY18-19. Unless federal policy changes, the program anticipates significant restructuring or discontinuance of services and programs over the next two years.

## Program Budget

- **Resources:** About half the program's budget is funded by contributions from each of the MHCRC-member jurisdictions, in accordance with the Intergovernmental Agreement that created the MHCRC, and half is funded through other MHCRC resources (compliance funds and fund interest).
- **Expenses:** About half of the program expenses are personnel costs for staff to perform program work, one-fourth is for external services, and one-fourth is for internal services.
- **Staffing:** The MHCRC resource to the OCT funds four FTE for the program. Staffing levels for the program have remained the same over the past 8 years.
- **Assets and Liabilities:** N/A

	Actuals FY 2018-19	Actuals FY 2019-20	Revised FY 2020-21	Requested No DP FY 2021-22	Requested FY 2021-22
Personnel Services	266,662	510,860	715,631	708,191	708,191
External Materials and Services	93,966	7,544	74,490	300,007	300,007
Internal Materials and Services	20,568	82,193	94,049	91,599	91,599
<b>Bureau Expenditures Total</b>	<b>381,196</b>	<b>600,597</b>	<b>884,170</b>	<b>1,099,797</b>	<b>1,099,797</b>
Ending Fund Balance					
<b>Requirements Total</b>	<b>381,196</b>	<b>600,597</b>	<b>884,170</b>	<b>1,099,797</b>	<b>1,099,797</b>
<b>FTE</b>	<b>0.00</b>	<b>3.58</b>	<b>4.55</b>	<b>5.17</b>	<b>5.17</b>

## Program Information

**Bureau:** Office for Community Technology  
**Offer Type:** Existing Program  
**Offer Stage:** As Proposed  
**Website:** [www.mhcrc.org](http://www.mhcrc.org)

**Program Contact:** Elisabeth Perez  
503-823-8174

# Office for Community Technology

PM1. Report for FY2021-22 Requested Budget

Run Date: January 29ths, 2021 5:00PM

Outcome Measures									
	Performance Measure	KPM	Actuals	Actuals	Actuals	Actuals	Performance Target	PM Goal	Strategic Target
			FY2016-17	FY2017-18	FY2018-19	FY2019-20	FY2020-21	FY2021-22	
CB_0011	Difference in the percentage of households with home broadband service by household income		0	0	0	NA	4%	4%	4%
CB_0021	Total number of hours of local, original video programs produced through community media centers		0	0	0	5,334	5,000	5,000	5,000

Efficiency Measures									
	Performance Measure	KPM	Actuals	Actuals	Actuals	Actuals	Performance Target	PM Goal	Strategic Target
			FY2016-17	FY2017-18	FY2018-19	FY2019-20	FY2020-21	FY2021-22	
CB_0014	Franchise and utility management program efficiency ratio		0	0	0	1.12%	1.50%	1.50%	1.50%
CB_0017	Net change in utility and franchise fees not attributable to inflation		0	0	0	\$(5,080,000)	\$1,000,000	\$1,000,000	\$1,000,000

# Office for Community Technology

<b>Output Measures</b>									
	<b>Performance Measure</b>	<b>KPM</b>	<b>Actuals</b>	<b>Actuals</b>	<b>Actuals</b>	<b>Actuals</b>	<b>Performance Target</b>	<b>PM Goal</b>	<b>Strategic Target</b>
			<b>FY2016-17</b>	<b>FY2017-18</b>	<b>FY2018-19</b>	<b>FY2019-20</b>	<b>FY2020-21</b>	<b>FY2021-22</b>	
CB_0010	Percentage of Digital Equity Action Plan (DEAP) strategic actions on track		0	0	0	NA	100%	100%	100%
CB_0012	Percentage of Open Signal digital literacy training participants that are people of color		0	0	0	22%	50%	50%	50%
CB_0015	Total amount of one-time fees collected from audits		0	0	0	\$843,577	\$1,500,000	\$1,500,000	\$1,500,000
<b>Workload Measures</b>									
	<b>Performance Measure</b>	<b>KPM</b>	<b>Actuals</b>	<b>Actuals</b>	<b>Actuals</b>	<b>Actuals</b>	<b>Performance Target</b>	<b>PM Goal</b>	<b>Strategic Target</b>
			<b>FY2016-17</b>	<b>FY2017-18</b>	<b>FY2018-19</b>	<b>FY2019-20</b>	<b>FY2020-21</b>	<b>FY2021-22</b>	
CB_0016	Number of legislative actions taken to protect right-of-way authority on bills or proposed actions		0	0	0	1	1	1	1
CB_0019	Average number of work days to resolve complaints against cable companies escalated to MHCRC staff		0	0	0	4	2	2	2

# Office for Community Technology

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KPM Measures									
	Performance Measure	KPM	Actuals	Actuals	Actuals	Actuals	Performance Target	PM Goal	Strategic Target
			FY2016-17	FY2017-18	FY2018-19	FY2019-20	FY2020-21	FY2021-22	
CB_0013	Total franchise and utility license fees collected		0	0	0	\$84,869,039	\$93,000,000	\$93,000,000	\$93,000,000
CB_0018	Percentage of franchise fees spent on franchise regulation		0	0	0	5%	10%	10%	10%
CB_0020	Value of match resources leveraged by grantees through their community technology grants		0	0	0	62%	50%	50%	50%

**Decision Package Summary**

Details

**DP: 11450 - Add 1.0 Financial Analyst FTE**

DP Type	Priority	New
ADD	1	No

**Package Description**

In September 2018, Council voted to make the Office for Community Technology a stand-alone bureau, removing it from the Revenue Division in OMF. With the move, OCT lost the administrative support services provided by OMF. A director and a financial analyst position were initially recommended to support the bureau. Only a director-level position (Manager II) was funded at the time of the move. OCT has a temporary, two-year position and requests the funding to convert the 1.0 FTE position from a temporary position to a regular position. A financial analyst is needed to serve as the bureau's finance, administrative and budget manager, directing the bureau's annual budget development and monitoring processes and other financial roles for the bureau. This position is the bureau's only financial analyst.

The position is funded jointly through the General Fund and through the MHCRC Special Appropriation and Compliance Funds. Approval of this package would allow for an additional \$75,892 to be used to fund digital inclusion efforts.

**Service Impacts**

The position manages and directs the bureau's fiscal, financial, personnel and procurement operations, including budget development and reporting of performance measures. The bureau contracted with OMF on a temporary basis but OMF does not have the capacity to continue providing those services to OCT. Without ongoing funding for the position, the bureau will be obligated to use existing resources through other general fund program funds such as digital equity or franchise management which will impact the bureau's ability to provide services.

**Equity Impacts**

The position provides financial and budgetary support to the bureau's programs, including monitoring digital equity and grants expenditures. In addition, the funding of this position would allow for \$75,892 to be used to fund digital inclusion efforts.

**Budget Detail**

Fund	2021-22 Request - V52 with DP	2021-22 CBO Recommended-V53	2021-22 Proposed-V54	2021-22 Approved - V55	2021-22 Adopted - V56
<b>Major Object Name</b>	<b>Expense</b>				
100000	Personnel	149,480	0	0	0
	<b>Sum:</b>	<b>149,480</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Major Object Name</b>	<b>Revenue</b>				
100000	General Fund Discretionary	75,892	0	0	0
100000	Intergovernmental	73,588	0	0	0
	<b>Sum:</b>	<b>149,480</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Position Detail**

Job Class - Name	FTE	Salary	Supplemental	Benefit	Total
30003056 - Financial Analyst III	1.00	101,888	0	39,797	149,480
<b>Total</b>	<b>1.00</b>	<b>101,888</b>	<b>0</b>	<b>39,797</b>	<b>149,480</b>

**DP: 11451 - Community Broadband Planner**

**DP Type**

**Priority**

**New**

ADD

2

No

**Package Description**

The COVID-19 pandemic highlighted and exacerbated the digital divide. There is now a heightened realization for the need for affordable, reliable internet for Portlanders to meet their education, employment, and resource needs. Without a dedicated position, the City of Portland cannot focus on creating a renewed Broadband Plan. Currently, there are positions in the city in other bureaus that focus on the needs of city business, but no position dedicated to focusing on how city fiber can be built and used to meet the needs of the community. The position will be a planning position and will need additional support of city council for implementation.

The position will report to the OCT director and work with BTS, BPS, PBOT, and other partner bureaus as well as other government and business stakeholders and community to inventory City of Portland assets and provide options to leverage existing city and partner infrastructure to meet community needs as well as providing budget and resources needed to follow through on this work. This position will have extensive technical expertise and planning experience to be able to create a broadband strategic plan that focuses on meeting community needs and providing city services.

This position will serve as the point person for the Community Connectivity work group with Multnomah County and East County Jurisdictions, join the I-Net stakeholder team, and serve in the Digital Inclusion Network to bridge community needs with available resources.

**Service Impacts**

The first deliverable for the position would be a developed City of Portland Broadband Strategic Plan in collaboration with other city bureaus, government partners, business partners, and community members. The plan will have measurable outcomes with equitable deployment of infrastructure at its core. The plan would be an infrastructure plan to pair with the DEAP phase II, meeting program and infrastructure needs of BIPOC, people with disabilities, and older adults.

The Plan would need to be adopted by City Council and the position would then oversee the implementation of the plan; coordinate with city bureaus, government partners, business partners, and community members on additional resources, changing landscape, and amending the plan as needed to keep it relevant and responsive to community needs.

The Office would create new KPMs to track the city's progress on meeting the goals of the Broadband Strategic Plan once developed. The position will also have a well-developed work plan and objectives for accomplishing the work. The work of this position would likely result in better coordination among bureaus and the ability to leverage City assets would result in short and long term savings by meeting the dual fiber needs of government business and community needs.

The Office has no existing resources that it can reallocate to this work since it is already a very efficient organization. Multnomah County is leading the Connected Community work group and may be willing to cost share the position.

Many other municipalities are implementing municipal broadband or finding ways to meet community needs through public WIFI, partnerships with telecommunications companies, or hotspot distribution.

According to Broadband USA, in their "Planning a Community Broadband Roadmap: A Toolkit for Local and Tribal Governments," there are six steps to planning a community broadband roadmap:

1. Assemble a team to develop a community broadband vision.
2. Assess communities' broadband-related resources, gaps, and needs.
3. Engage local stakeholders.
4. Choose appropriate technology.
5. Select a business or organizational model (the framework for implementation).
6. Develop project plan(s), e.g., implementation and financial plans.

This position would be dedicated to meeting the six steps and pave the way for the City of Portland to meet the broadband needs of Portland's residents.

**Equity Impacts**

**Decision Package Summary**

Affordability is the biggest barrier for most Portlanders in accessing internet services. According to a study by CBG Communications commissioned by the Mt. Hood Cable Regulatory Commission, the majority of Multnomah County residents supports local government working to ensure Internet services and devices are affordable and available to all and consider Internet an essential service, as essential to them as electricity.

Low income Black, Indigenous, and People of Color, people with disabilities, and older adults are most impacted by the digital divide and has direct effects on outcomes in education, employment, and access to government services.

The Office for Community Technology currently uses the American Community Survey to track the difference in percentage of households with home broadband service by household income. While the critical need to be online for individual economic growth is well established, the reasons for not being online are hard to pinpoint because they vary greatly from individual to individual. Nevertheless, we do know that digital barriers follow and reinforce existing lines of social disadvantage - socioeconomic status, race/ethnicity, ability, etc. In support of the target, broadband adoption will be further analyzed by race and disability. The impact of successful community broadband implementation will result in a smaller gap between the percentage of households with household income of less than \$75,000 with home broadband service and the percentage of households with household income of more than \$75,000 with home broadband service.

Budget Detail						
Fund		2021-22 Request - V52 with DP	2021-22 CBO Recommended- V53	2021-22 Proposed-V54	2021-22 Approved - V55	2021-22 Adopted - V56
	<b>Major Object Name</b>	<b>Expense</b>				
100000	External Materials and Servi	61,660	0	0	0	0
100000	Personnel	130,961	0	0	0	0
	<b>Sum:</b>	<b>192,621</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>Major Object Name</b>	<b>Revenue</b>				
100000	General Fund Discretionary	192,621	0	0	0	0
	<b>Sum:</b>	<b>192,621</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Position Detail						
	Job Class - Name	FTE	Salary	Supplemental	Benefit	Total
	30003029 - Coordinator III	1.00	87,651	0	36,605	130,961
<b>Total</b>		<b>1.00</b>	<b>87,651</b>	<b>0</b>	<b>36,605</b>	<b>130,961</b>

**DP: 11452 - Cyber Security and Personal Data Protect**

**DP Type**

**Priority**

**New**

ADD

3

No

**Package Description**

With a decrease in federal consumer protections and an increase in COVID-19 related cyber threats , vulnerable populations are at risk of identity theft and losing stimulus funds or at worse, their life savings. There is a distrust of government among the same vulnerable populations, so the best course of action is to work with trusted non-profits already working in the community.

For this program, OCT would establish a competitive grant program for local non-profits to provide online trainings with curriculum teaching the principles of personal cyber security and scam protection catering to specific needs of the populations that data indicates are most vulnerable. Pre and post tests and surveys will be built into the online training to measure the efficacy of the trainings and survey the populations served. Trainings will be posted online and subtitled and translated so that they are accessible to anyone.

The program and application process will be built with community. The application review will also include BIPOC and disabled community members to ensure that community is involved in the creation, implementation, and evaluation of the program.

The grant program will not require any additional FTE though success in this program would allow OCT to test the efficacy of such a program for expansion on additional Digital Inclusion programs.

**Service Impacts**

The result of this request will increase progress on the training goals of the Digital Equity Action Plan. Through the grant program, OCT will track the progress and be able to report the outcomes to city council. Most trainings that exist are not open access, not affordable, and not culturally specific. Trainings that are too broad or not offered up front in specific languages will miss certain populations. Trainings will be free and able to be shared not only in Portland but with anyone online.

This program will build on the work of the Digital Divide COVID-19 response work group and commit the City to investing in ensuring the technology kits to not further burden the families and individuals in line with the Smart City PDX Initiative Priorities Framework which was passed by City Council June 21, 2018 (Resolution No. 37371)

Outcomes will be measured by the number of people who take the training, the populations served, and the increase in knowledge before and after the training via pre- and post-training surveys.

There is no alternative for funding. Most community-based organizations have less funding than usual due to the pandemic and likely would not be able to provide this needed training.

There are cybersecurity trainings available online and by academic institutions though none are culturally specific. Many of the trainings and certifications available begin with more advanced concepts while the populations this program intends to serve will need basic training.

**Equity Impacts**

The populations impacted will be those who are at highest risk for cyber security threats and scams which also are the same populations that are also most impacted by the digital divide. Low income BIPOC, immigrant communities, people with disabilities, and older adults are most at risk.

Through the COVID-19 digital divide response OCT was able to partner with BPS to provide devices, basic device and connection start up training, and internet for BIPOC and people with disabilities. This grant opportunity would build on the current response and ensure that individuals who now have access to the technology can also protect themselves. Being able to navigate safely on the internet and your device is key to accessing the benefits of digital connectivity, especially during a pandemic when resource access and information may involve sharing personal information.

Budget Detail							
Fund	Major Object Name	Expense	2021-22 Request - V52 with DP	2021-22 CBO Recommended- V53	2021-22 Proposed-V54	2021-22 Approved - V55	2021-22 Adopted - V56
100000	External Materials and Servi		150,000	0	0	0	0
	<b>Sum:</b>		<b>150,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Fund	Major Object Name	Revenue	2021-22 Request - V52 with DP	2021-22 CBO Recommended- V53	2021-22 Proposed-V54	2021-22 Approved - V55	2021-22 Adopted - V56
100000	General Fund Discretionary		150,000	0	0	0	0
	<b>Sum:</b>		<b>150,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Decision Package Summary**

Details

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**Budget Detail**

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<b>Fund</b>	<b>2021-22 Request - V52 with DP</b>	<b>2021-22 CBO Recommended- V53</b>	<b>2021-22 Proposed-V54</b>	<b>2021-22 Approved - V55</b>	<b>2021-22 Adopted - V56</b>
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**DP: 11453 - Digital Inclusion Fund**

**DP Type**

**Priority**

**New**

ADD

4

No

**Package Description**

OCT leads implementation of the City's Digital Equity Action Plan (DEAP). The plan provides a roadmap for the City to participate in and lead efforts to ensure affordable and high-speed broadband infrastructure and service is available to all residents and businesses, and that advances in communications technology does not leave a part of our community behind, furthering the digital divide. The DEAP also calls for eliminating equity, access, and affordability gaps for all residents. As access to broadband becomes essential for full participation in society, there is an urgent need for Portland to create a targeted, collaborative, and local solution to address the digital divide. Portland needs to develop strategies and sustainable funding models to support those strategies in order to ensure that everyone in the community understands the benefits of advanced information and communication technologies; all have equitable and affordable access to high-speed internet connected devices and online content; and all can take advantage of the educational, economic and social opportunities available through these technologies.

By developing a fund that supports the City's commitment to DEAP goals and local, collaborative digital inclusion efforts, the initiative will build upon the community's capacity to close the digital equity gap and further foster collaboration among digital inclusion practitioners, internet service providers, businesses, schools, etc.

OCT is the third largest generator of general fund money – bringing in over \$84 million annually. With less than .6% of these general fund dollars dedicated back to OCT, the City could establish a Digital Inclusion Fund administered by existing Digital Inclusion program staff.

The Fund would provide OCT with the operational and capital dollars needed to:

1. Provide sustainability and innovation grants to community-based organizations delivering digital literacy training and support to residents;
2. Position the City with "skin in the game" to negotiate with internet service providers, the tech industry, and the philanthropic and business community, on public-private funded infrastructure and service projects; and
3. Provide an established matching-fund commitment when applying for state and federal grant funds.

No funds for City FTE are requested in this proposal. An existing, on-going OCT position leading DEAP implementation will administer the DI Fund under the guidance of the DIN Advisory Council.

**Service Impacts**

Even though we rank among the better-connected communities in the country, homes without Internet connections in Portland/Multnomah County number in the tens of thousands. Our low-income community members are being left behind even as access and technology improves. Today, national and local data shows fewer households are lacking access, so we have made progress through DEAP implementation, but we still estimate at least 70,000 Portland residents don't have an internet connection at home.

Our low-income households - those with annual incomes below \$35,000 - who aren't online are not banking, shopping, accessing healthcare and education, and engaging in civic life. For a small few this is a personal choice to remain offline, but for the majority who remain offline - income, education, race, language, age, and ability - determine an individual's likelihood of being left behind in the digital economy and society.

What's the benefit of ensuring everyone in our community is digital connected?

- Research shows that students with home broadband are 6-8% more likely to graduate from high school and will earn over \$2 million more over their lifetimes.
- Higher download speeds and more broadband access correlate to higher household income, higher college graduation rates, and higher ACT scores.
- And an unemployed person who has the Internet at home will be employed seven weeks faster than one who does not and will earn more than \$5,000 in additional income annually.

With the City's commitment for seed funding for the initiative, OCT, through a newly formed Digital Inclusion Network (DIN) Advisory Council, will be positioned to pursue opportunities to raise additional funds from state and federal grant opportunities and funding partnerships with internet service providers and the business and philanthropic communities. The DIN Advisory Council will establish grant guidelines, including eligibility and evaluation criteria, and will report outcomes and impact to Council and funding partners.

The initiative draws on the collective learnings of the DIN's efforts to develop and implement digital inclusion projects under the DEAP, the City's COVID-19 Digital Divide Response Project, and national research on effective digital inclusion strategies developed by and for under-served populations.

Local digital inclusion organizations, that developed new programs and services under the DEAP framework, and community-based organizations serving under-served residents, that participated in the COVID-19 Digital Divide Response project, expressed a need for funding support to sustain or innovate digital inclusion programs and services and for the City to take the lead in working with and incenting industry to pilot affordable, high-speed in-home internet service in low-income neighborhoods.

Through the initiative, the City will also be supporting the collection of data related to effective local solutions and identifying persistent or new digital equity barriers.

The initiative also adheres to the Smart Cities PDX Priorities Framework, which commits the City to engaging in community engagement strategies and community-led projects that help us identify inequities and disparities and develop possible solutions.

**Impact**  
Outcomes focus on eliminating digital access barriers and increasing the number of low-income, elderly, disability and BIPOC households with internet connectivity, devices and expertise in how to use the internet to improve lives.

**Assumptions**  
Through Digital Equity Action Plan implementation and recent community-wide digital access studies we've learned that BIPOC and low-income residents are looking to the City to take the lead on addressing broadband affordability and supporting community-based organizations to sustain and innovate culturally responsive digital literacy services in order for real digital adoption to occur. By establishing a Digital Inclusion Fund, the City is committing to support collective community efforts started by Digital Inclusion Network members and the COVID-19 Digital Divide Response project partners. The Fund would provide OCT with the operational and capital dollars needed to seed-fund sustainability and innovation grants to community-based organizations delivering digital literacy training to residents, to position the City with "skin in the game" to negotiate with internet service providers, the tech industry, and the philanthropic and business community, and apply for state and federal grant funds with an established matching-fund commitment.

**Measuring outcomes**  
**Initiative performance metrics:**  
The difference between the percentage of households with household income of less of \$75,000 with home broadband service and the percentage of households with household income of more than \$75,000 with home broadband service.

The majority of residents served are Black, Indigenous, People of Color, older adults, and people with disabilities.

The initiative supports Black, Indigenous, People of Color led organizations access to critical resources that meet their constituents needs.

The initiative increases low- or no-cost internet service in low-income neighborhoods.

**Initiative Outcomes:**  
100% of Portland residents will have barrier free access\* to high-speed broadband Internet at home and school, an affordable computing device and the training to use them effectively.  
\* barrier free means digital adoption is not predetermined by race, income, ability, or age.

**Alternatives**  
City Council has committed to digital equity and inclusion through the Digital Equity Action Plan, but resourcing the strategies identified in the DEAP has so far been left to outside partners.

Federal Communications Commission (FCC) rules and orders that took effect over the past few years have directly, negatively impacted our ability to effectively negotiate digital inclusion benefits with industry providers who use the public right-of-way for their for-profit services.

The proposed funding model is presented based on research into what other cities across the country have implemented. (Seattle, Boston, Austin, Kansas City, Chicago, New York)

Should additional federal COVID-19 stimulus funds or state/federal digital equity programs become available for digital literacy purposes, the GF commitment could be reduced.

**Equity Impacts**

The populations impacted will be predominantly Black, Indigenous, People of Color, older adults, and people with disabilities.

Improved digital equity leads to more vibrant communities. With equitable access to technology, residents can more effectively apply for employment, access services, participate in cultural and social events, and engage in business and commerce.

Budget Detail						
Fund	Major Object Name	2021-22 Request - V52 with DP Expense	2021-22 CBO Recommended-V53	2021-22 Proposed-V54	2021-22 Approved - V55	2021-22 Adopted - V56
100000	External Materials and Servi	500,000	0	0	0	0
	<b>Sum:</b>	<b>500,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>Major Object Name</b>	<b>Revenue</b>				
100000	General Fund Discretionary	500,000	0	0	0	0
	<b>Sum:</b>	<b>500,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Decision Package Summary**

Details

**Budget Detail**

<b>Fund</b>	<b>2021-22 Request - V52 with DP</b>	<b>2021-22 CBO Recommended- V53</b>	<b>2021-22 Proposed-V54</b>	<b>2021-22 Approved - V55</b>	<b>2021-22 Adopted - V56</b>
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Major Object Name

Revenue

## **FY 2020-21 Office for Community Technology**

### **Requested Budget Equity Report**

*This document will be used to enter text into the budget software system. A report will be generated from budget software system for the Requested Budget.*

### **Requested Budget and Racial Equity Plan Update**

How does the Requested Budget advance the achievement of equity goals as outlined in the bureau's Racial Equity Plan?

- a. In what ways does the Requested Budget benefit Indigenous people, Black people, immigrants and refugees, people of color, and people with disabilities?
- b. In what ways does the Requested Budget negatively impact Indigenous people, Black people, immigrants and refugees, people of color, and people with disabilities?

The Office supports programs that advance equity through:

- OCT worked with community and the Smart City PDX team to implement the COVID-19 Digital Divide Rapid Response to distribute 3,500 Chromebooks, 547 iPads, and 8,429 Internet Assistance Cards to Portland's BIPOC and disability communities meeting immediate education, workforce, and government assistance needs.
- The annual competitive Community Technology Grants program, funding digital literacy and multi-media services with non-profit community organizations, local governments, and libraries. Many of these grant projects focus on reducing disparities for underserved populations. In 2020, MHCRC staff made changes designed to further incorporate equity into the grantmaking program. Changes included centering definitions of equity (prioritizing racial equity) within program documents, being transparent about the grant review process and criteria used for evaluating grants, adding in equity indicators for the MHCRC to monitor in their grant review process, and including questions on grant applications around DEI measures being utilized by applicants.
- The TechSmart Initiative for Student Success, a 10-year funding initiative focused on improving outcomes for all students in Multnomah County. The initiative plans to invest a total of about \$19 million in partnership with local school districts for technology and teacher supports in order to innovate and transform teaching and learning for students. The TechSmart Initiative uses a "weighted" model to allocate funds among school districts. Half of the annual available funding is allocated on a per-student basis and half on students from underserved populations (i.e., English language learners, students of color, free/reduced lunch, students with disabilities, etc.). In its annual evaluation, the Initiative also collects data about classroom practices and technology that are effective for these student populations' learning and shares these findings across all school districts.
- Grant agreements with Open Signal and MetroEast Community Media which are required to track and report on demographic information for certain program offerings. They use this data to continually improve access to underserved populations in their communities. A new performance measure tracks the progress of Open Signal digital literacy training that are people of color.
- Training and career development activities for all employees, including making training funding available for their own employees within the base budget.
- Encouraging training and career development around equity training.
- Soliciting services from D/M/W/ESB vendors in procurement processes.
- Advocating for state and federal policies and programs that support digital equity and local broadband development, such as Net Neutrality rules, LifeLine and E-Rate programs' low-income subsidies for broadband service, and establishment of an Oregon broadband office.

- Actively engaging in the City’s Smart Cities Steering Committee and convened the initial equity work group that lead to Council adoption of the Smart City PDX Priorities Framework.
- Implementation of the Digital Equity Action Plan (DEAP), a three-year plan adopted in 2016. The Digital Equity program leads a collective community approach to implementing strategies and harnessing opportunities to address the digital divide for low-income individuals and families, people of color, seniors, people with disabilities, and people with limited English language proficiency.

OCT has one dedicated FTE and a small budget to strategize and implement actions to meet the goal of the program and do more extensive outreach and service connection for impacted populations.

### **Requested Budget Community Engagement**

How has the bureau engaged with communities in the budget request to identify the priorities, particularly with Indigenous people, Black people, people of color, immigrants and refugees, multilingual, multicultural, and people with disabilities. How are these priorities reflected in this Proposed Budget?

The base budget for OCT has not changed in the next FY. The DEAP phase II process is underway, with engagement focused on people of color, people with disabilities, and seniors. OCT is undergoing an equity assessment and training with consultants from Hurdle LLC with County partners and the Digital Inclusion Network. The base budget now includes funds to do an annual assessment of the DEAP to measure annual progress.

### **Base Budget Constraints**

What are the insufficiencies in the base budget that inhibit the bureau’s achievement of equity or the goals outlined in the Racial Equity Plan?

OCT has one dedicated FTE and a small budget strategize and implement actions to meet the goal of the Digital Equity program and do more extensive outreach and service connection for impacted populations.

### **Notable Changes**

Have you made significant realignments or changes to the bureau’s budget? If so, how/do these changes impact the community? Is this different for Indigenous people, Black people, immigrants and refugees, people of color, and/or people with disabilities?

We have not made significant realignments or changes to the bureau budget.

### **Link to the Bureau’s Racial Equity Plan**

[Click or tap here to enter text.](#)

### **Name and Contact Phone for the Equity Manager**

OCT does not have an equity manager

### **ADA Title II Transition Plan (if applicable)**

If applicable, how is funding being prioritized to meet obligations related to Title II of the Americans with Disabilities Act and the bureau's Transition Plan barrier removal schedule?

N/A

### **Accommodations**

What funding have you allocated in the bureau's budget to meet the requirements of ADA (Americans with Disabilities Act) Title II and Civil Rights Title VI? This includes but is not limited to:

- Funding for translation, interpretation, video captioning, and other accommodations
- Translation of essential documents into safe harbor languages
- Engagement efforts with multilingual and multicultural communities

We have included funding for translation and interpretation services. We have funds in professional services for a variety of engagement services and have a decision package to increase FTE to assist with community outreach.

### **Hiring, Retention, & Employment Outreach**

Please take a look at the City of Portland's workforce demographic dashboard:

<https://www.portlandoregon.gov/oehr/article/595121>. How does the bureau's Requested Budget support employee equity in hiring, retention, and inclusion, particularly for Indigenous people, Black people, immigrants and refugees, people of color, and people with disabilities?

OCT follows the Office's Affirmative Action Plan in hiring, training, and supporting employees.

### **Capital Assets & Intergenerational Equity**

If the bureau has capital assets, how does the Requested Budget take into consideration intergenerational equity (ensuring that those who are currently benefiting from the service are paying for its upkeep versus placing the financial burden on future generations)?

N/A

### **Contracting Opportunities**

If applicable, how does the bureau's budget create contracting opportunities for disadvantaged, minority, women, and emerging small businesses (D/M/W/ESB)?

OCT often contracts and all contracting begins with reaching out to D/M/W/ESB's first whenever possible.

### **Equity Manager Role in Budget Development**

If the bureau has dedicated equity staff, such as an Equity Manager, how were they involved in developing the bureau's Requested Budget?

N/A

### **Engaging Communities Most Impacted by Inequities**

How does this budget build the bureau's capacity to engage with and include communities most impacted by inequities? (e.g., improved leadership opportunities, advisory committees, commissions, targeted community meetings, stakeholder groups, increased engagement, etc.)

The base budget now includes funds to review and track progress of the Digital Equity Action Plan Phase II. This will include making sure the community most impacted by the digital divide have an opportunity to evaluate the work of the city and partners in meeting their needs through the named strategies in the Digital Equity Action Plan.

### **Empowering Communities Most Impacted by Inequities**

How does this budget build community capacity and power in communities most impacted by inequities? (e.g., improved leadership opportunities within Bureau Advisory Committees, community meetings, stakeholder groups, increased engagement, etc.)

OCT has included funds for Community Advisors via the Digital Inclusion Network to ensure that community voices are leading the work of the Digital Equity Action Plan and monitoring progress. This ensures that community members contributing their expertise are appropriately compensated.

### **Data Tracking Methodology**

How does the bureau use quantitative and qualitative data to track program access and service outcomes for different populations? Please provide the data source(s)

What additional disaggregated demographic data will the bureau collect, track, and evaluate to assess equity impacts in community moving forward, and inform future budget decisions?

OCT and the MHCRC have numerous grant agreements with the community access centers, schools, and various non-profits. For the MHCRC Community Technology Grants, OCT tracks grants by the number and grant dollar amounts in our four public benefit areas, one of which is reducing disparities for traditionally underserved communities. Each grantee is asked to submit semi-annual status reports which staff review to ensure that grantees are making progress on programmatic benchmarks and complying with eligibility criteria surrounding the use of granted funds.

The two community media centers submit activity reports every six months that document the nonprofit's overall programmatic and financial activity over the previous six months including but not limited to: demographics of people participating in media and digital literacy classes, amount of hours of original and governmental programming shown on the channels, and the number and type of nonprofits engaged with the center.

The TechSmart Initiative supports five school districts in Multnomah County with grant funds and evaluation resources. Each school district submits semi-annual status reports that staff review for

compliance with the agreed upon grant contracts. In addition, the MHCRC works with Pacific Research & Evaluation (PRE) to conduct in-depth evaluation of each district's project to determine if the district is succeeding in meeting stated project goals. PRE provides each district with a report of their successes and challenges, which districts are encouraged to use as a tool in future grant-related interventions. A final evaluation report will be prepared by PRE in 2023 which details the initiatives successes throughout the ten-year period.

The Digital Equity Action Plan (DEAP) has 17 strategic actions for which it tracks progress with community partners. Community Partners voluntarily provide strategic action progress updates annually. Depending on the strategic action, the progress update may include number and demographics of residents served. OCT uses American Community Survey (ACS) data to track access and adoption rates overall. ACS data is available annually and can be disaggregated by income level and demographics. OCT staff is currently developing phase II action plan for years 4-6.