City of Portland

Office for Community Technology

▲ Broadband & Communications Policy ▲ Cable Regulation & Consumer Protection ▲ Utility Franchises, Licenses & Wireless

Commissioner Carmen Rubio
Office: 1120 SW 5th Ave, Suite 405
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REQUESTED BUDGET
Fiscal Year 2022-23

"Keeping our local communities economically and culturally healthy"

Commissioner Carmen Rubio
Elisabeth Perez, OCT Director

Submitted January 26, 2022

Commissioner Carmen Rubio
City of Portland

TO:	Mayor Ted Wheeler
	Commissioner Jo Ann Hardesty
	Commissioner Mingus Mapps
	Commissioner Dan Ryan
FROM:	Commissioner Carmen Rubio
	Director Elisabeth Perez
DATE:	January 26, 2022
SUBJECT:	Office for Community Technology FY22-23 Requested Budget

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The Office for Community Technology (OCT) keeps our local communities economically and culturally healthy by helping Portlanders navigate a rapidly changing technology and utility landscape. The following proposal details the financial support needed to do this critical work.

As Oregon continues to reopen and recover, reliable and affordable broadband internet has become more critical than ever. Remote work, telehealth visits, and even comprehensive distance learning have moved online, making internet access and digital skills essential.

COVID-19 has only exacerbated the existing digital divide for our most vulnerable communities. Even before this pandemic, many Multnomah County households – with income under $30,000 (18%), residents 65 years or older (28%), or Hispanic residents (30%) – did not have internet services. Internet access is only one component of truly achieving digital equity: Portlanders also need technology and digital literacy training to use it effectively.

OCT works to close that gap and is ideally poised to turn federal infrastructure dollars into an inclusive, regional digital infrastructure plan.

OCT also plays a critical role in the fiscal stability of the City. As the office charged with protecting the right-of-way, OCT defends 12.8% of the General Fund through utility license fees.

There are no significant changes to OCT's budget for the 2022-23 Fiscal Year. Our two decision packages are:

GF-ROW Code Implementation Technology Upgrades - $783,269

Entities pay license fees for using the public right-of-way, and these funds are key resources for the City to fulfill its duties and advance equity and anti-racism. As OCT moves to a new, shared right-of-way code, it will need robust tracking systems and excellent customer service so that there are no disruptions to the City's General Fund in the transition. This decision package will bring much needed improvements to the SAP software module OCT uses to track and process incoming revenue collected through the program. In addition, it will allow the program to be more proactive and provide better communications and customer service to our partner accounts. The package will also include more advanced reporting, which will assist in future forecasting. Through these business improvements, OCT staff will be able to turn more heavily towards compliance while business processes become more streamlined.

ARPA-Digital Literacy Capacity Building for BIPOC Small Businesses Pilot - $120,000

Business owners must now operate in a society where communication and information are increasingly mediated by digital technologies. Earlier CARES Act investments in hardware and technology kits provided access to priority populations: now, we need to ensure that technology can be put to its highest use. This decision package will build staff capacity to support BIPOC business owners with little or no digital literacy with culturally-specific technical assistance. In partnership with Prosper Portland's Inclusive Business Resource Network, Mercatus Platform, and Tech Cluster Programs, this package leverages and builds upon OCT's Digital Inclusion Fund and a community of culturally-specific nonprofits. It also prepares business owners to take advantage of advanced Mercatus resources like digital marketing supports and marketing stack mini-grants.

Each of OCT's programs contribute to the economic vitality of the City and serves as a foundation for addressing City Council's four priority areas.

Thank you for your consideration.

Commissioner Carmen Rubio   Director Elisabeth Perez

City of Portland

Office for Community Technology

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◤ Broadband & Communications Policy ◤ Cable Regulation & Consumer Protection ◤ Utility Franchises, Licenses & Wireless

January 18th, 2022

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 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.
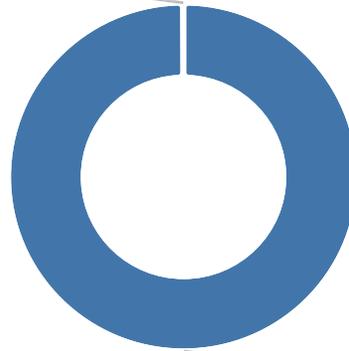
Thank you,

Elisabeth Perez

Office for Community Technology

Office for Community Technology 0.1%

City Budget 99.9%

Utility License and Franchise 42.8%

Broadband and Digital Inclusion 30.1%

Cable Communications 0.0%

Mt. Hood Cable Regulatory Commission 27.1%

Bureau Overview

Requirements	Revised FY 2021-22	Requested Total FY 2022-23	Change from Prior Year	Percent Change
Operating	$7,583,124	$4,295,957	$(3,287,167)	(43)%
Capital				
Total	**$7,583,124**	**$4,295,957**	**$(3,287,167)**	**(43)%**
Authorized Positions	11.00	12.00	1.00	9.09%

Office for Community Technology

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│     Elisabeth Perez      │
│      OCT Director        │
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| Franchise and Utility | Digital Equity | Mt. Hood Cable Regulatory Commission |
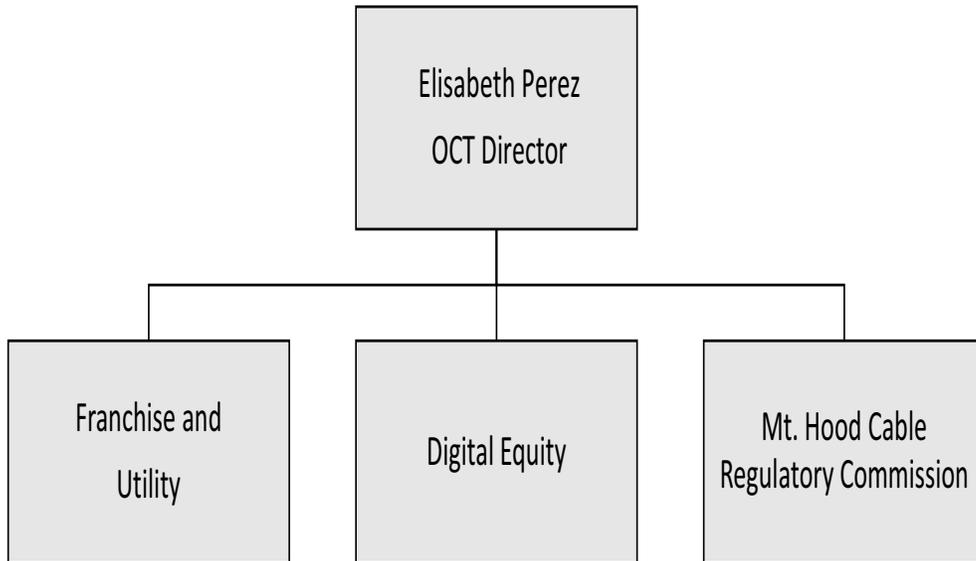
FY 2022-23 Bureau Summary

Who We Are

The Office for Community Technology (OCT) is a small by mighty bureau with 13 full time staff 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 FY20-21, the Office was responsible for the third largest source of general fund revenue for the City equaling $87.8 million in general fund revenues. The Office was also responsible for $4,338,682 (up from last year) in Public, Education, and Government fees that are 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 for the City of Portland:

◆ Negotiation and management of utility, communications, and cable franchising, licensing, and compliance of over 300 providers utilizing the public right-of-way.

◆ Management of Digital Equity and Inclusion programs in alignment with City equity goals, and implementation of the American Rescue Plan Act Tech Kit Expansion Project, and the city's first ever Digital Inclusion Fund.

◆ 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 have access to the technology they need for their everyday lives.

What We Do

The Office for Community Technology creates and enforces policy in a rapidly changing communications technology, utility, and broadband landscape to keep our local communities economically and culturally healthy. Enforcement of these policies assist in the ability of the City to secure fair compensation for the use of the right-of-way and builds safeguards for equitable deployment of technology by the City and companies operating within the City.

Franchise and Utility Program

The Franchise and Utility program historically 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, levy fees, and ensure the city is fairly compensated for use of the right-of-way.

In FY20-21, there were over 300 total Franchise and Utility accounts, which generated about $87.8 million annually for the city's general fund. The program is the City's third largest source of general fund revenue. This revenue is utilized by city bureaus to address the four key priority areas of community safety, houselessness, livability, and shared economic recovery. Staff developed performance measures for FY 20-21 to align with city priorities and have begun reporting on them.

Digital Equity and Inclusion Program

In response to massive inequity in one of the modern world's most basic utilities, OCT is dedicated to seeking and pursuing community-led solutions to bridging the digital divide.

OCT's Digital Equity program 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, reliable, secure, and high-speed broadband infrastructure and service is available to all residents and businesses, and that advances in communications technology do 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.

The program works toward key goals that the community identified as important to overcoming barriers to an inclusive and digitally-connected community. 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.

The Digital Equity program 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 COVID-19 response and recovery efforts.

While the City of Portland has long recognized the social, economic, and political importance of broadband access and use in reaching our livability, prosperity, sustainability, and equity goals, the COVID-19 pandemic was a call to action for foundational public policy and essential resources to close the digital divide as a vital element to social and economic recovery. In response to the call, OCT advocated and was granted $250,000 in ongoing general fund resources starting in FY21-22 to launch a Digital Inclusion Fund, a granting initiative designed to build upon the community's capacity to close the digital equity gap and further foster collaboration among community-based organizations, digital inclusion practitioners, internet service providers, businesses, schools, etc. The initiative draws on the collective learnings of the Digital Inclusion Network's efforts to develop and implement digital inclusion projects under the DEAP, the COVID-19 Digital Divide Response Projects, and national research on effective digital inclusion strategies developed by and for community members most impacted: BIPOC, people with disabilities, and seniors.

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 $5.6 million in FY21-22 for the city's general fund and an additional nearly $1.6 million for Multnomah County and East County Jurisdictions. MHCRC directs collection and distribution of franchise fees through a segregated fund for the East County cities and Multnomah County and of the PEG/I-Net fees for community benefit purposes which funds MetroEast Community Media, Open Signal, and various community-based organizations.

In the 2021 Community Technology Grants Program cycle, the MHCRC made investments of $869,211.10 in 15 organizations in support of one of the MHCRC's four published public benefit areas: improving service delivery, improving community involvement, reducing cost, reducing disparities. Nine of these grants (57%) were focused on "reducing disparities" and thirteen of these grants (87%) funded projects which are supporting underserved communities. 66% went to first-time grantees and 93% went to nonprofit organizations as opposed to institutions. The 2022 Community Technology Grants Program cycle projects over $900,000 investment in more than 13 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

Expanding the efforts of the COVID-19 Digital Divide Work Group to distribute $6 million in technology assistance to community members, OCT is hiring a community facilitator, compensating community members for their input, and will distribute an additional $3.5 million in American Rescue Plan Act funds for technology assistance to community members with all major decisions made by the community for the community.

OCT is also using the first ever Digital Inclusion Fund to compliment the work of the COVID-19 Digital Divide Work Group by beginning a pilot Digital Navigators Program, which provides grants to community-based organizations provide real time technology support to their community Services often include anything from basic computer skills to high level coding depending on the community's stated need. OCT is proud to be partnering with Prosper Portland and the BIPOC in Tech group to provide a digital navigator specific to assisting small business owners with their technology needs and provide basic technology supplies to help them thrive in the digital economy.

Lastly, OCT immersed in conversations at the Federal, State, and Local level about how broadband and digital equity funds will be used and available for local jurisdictions. The OCT is advocating for Portland's eligibility for these funds, helping to shape bills, and sharing opportunities with the community, community-based organization, and government partners through the Digital Inclusion Network, COVID-19 Digital Divide Work Group, and Community Connectivity Group.

Right-of-Way Code

The purpose of this project is to replace the administratively cumbersome, resource-intensive, and outdated system of managing access to the right-of-way through franchise agreements. OCT is drafting a new code that will be applicable to all companies who have infrastructure in the right-of-way or maintain a business using that infrastructure, whether or not they own the infrastructure. The City needs to streamline its work to provide efficient and straightforward access to the right-of-way. All entities that use the right-of-way should be playing by the same, and most up-to-date, rules. This allows the City to be more consistent, fair, and keep City-specific rules up to date with current laws.

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) expired December 31, 2021. Due to an evergreen clause in the contract, the MHCRC member jurisdictions will continue to operate under the current terms until parties agree on a new franchise. OCT staff leads the negotiation process on behalf of the MHCRC and its member jurisdictions. Due to cable-related rulemaking 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 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 three years, has not been able to solidify the code changes to confirm the Office's mandate. This has Resulted in disruptive impact to day-to-day operations like clear authority of the OCT 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.

Major Issues The Office for Community technology continues to participate and lead discussions regarding digital equity, access and fair compensation for the right-of-way, and access to local production of community media. Issues include but are not limited to

- Small cell (5G) deployment
- Franchise fee limitations for telecommunications companies
- PEG funding to produce local relevant community programming made by our community

For this reason, OCT staff sits of the Federal Communications Commission Interagency Committee (FCC IAC) on behalf of Mayor Wheeler, the board of the National Association of Telecommunications Officers and Advisors (NATOA), the board of American Community Media (ACM), and the League of Oregon Cities Telecom, Broadband, and Cable Policy Committee.

Summary of Budget Decisions

Business Process Upgrade for Right-of-Way Code – $783,269

The Office for Community Technology (OCT) funds 13% of the general fund for the City of Portland. These funds are key resources needed for the City to fulfill its duties and espouse the values of equity and anti-racism in its programs. OCT's Franchise and Utility program while a critical resource, can do more to embody the values of transparency, equity, and fiscal responsibility/financial resilience. The bureau is in the process of moving to a new, shared code that will apply to any current or future entity that provides a utility service and/or uses infrastructure in the right-of-way, whether the entity owns the infrastructure in the right-of-way or not.

Upgrading the OCT business process will greatly impact the fluid transition to this new shared right-of-way code, create robust tracking systems, and provide excellent customer service in the process. Without these updates, there could be disruption to the city's general fund as issues arise in the transition.

This decision package will bring much needed improvements to the SAP software module the program uses to track and process incoming fees collected through the program. In addition, it will allow the program to be more resilient and proactive while providing better communications and customer service to our partner accounts. The package will also include more advanced reporting, which will assist in future forecasting. Through these business improvements, OCT staff will be able to turn more heavily towards compliance while business processes become more streamlined.

ARPA-Digital Literacy Capacity Building for BIPOC Small Businesses Pilot – $150,000

This proposal is put forward in partnership with Prosper Portland's Inclusive Business Resource Network, Mercatus Platform, and Tech Cluster Programs. Digital literacy for business owners provides foundational education around how to work in a society where communication and access to information is increasingly through digital technologies. Funds would be available for business technical assistance providers within the Inclusive Business Resource Network to build staff capacity and deliver digital literacy workshops for BIPOC Small Businesses. The program is focused on BIPOC business owners who have little or no digital literacy but recognize the need.

Participants will become more comfortable with digital assets and ultimately this will serve as an essential early step in a full digital pivot where they bring and maintain their business presence online. The program leverages and builds upon OCT's Digital Inclusion Fund by complementing financial resources for entrepreneurs with culturally specific technical assistance capacity. It also builds on a $5 million dollar CARES Act investment in hardware and infrastructure technology kits. Now that more people in priority populations have access to technology, this capacity building ensures technology can be put to its highest and best use.

The program also leverages Prosper Portland's Inclusive Business Resource Network and a community of culturally specific nonprofit organizations, as well as better prepares business owners to take advantage of more advanced Mercatus resources like digital marketing supports and marketing stack mini grants.

Performance	Actuals FY 2019-20	Actuals FY 2020-21	Target FY 2021-22	Target FY 2022-23	Strategic Target
EFFICIENCY					
Average number of work days to resolve complaints against cable companies escalated to MHCRC staff	4	0	2	0	2
Net change in utility and franchise fees not attributable to inflation	-$5,080,000	$0	$1,000,000	$0	$1,000,000
Franchise and utility management program efficiency ratio	112.0%	0.0%	150.0%	0.0%	150.0%
Percentage of franchise fees spent on franchise regulation	5.3%	0.0%	10.0%	0.0%	10.0%
OUTCOME					
Total number of hours of local, original video programs produced through community media centers	5,334	5,604	5,000	0	5,000
Total franchise and utility license fees collected	$84,869,039	$87,842,869	$93,000,000	$0	$93,000,000
Value of match resources leveraged by grantees through their community technology grants	62%	62%	50%	0%	50%
Difference in the percentage of households with home broadband service by household income	NA	0.0%	4.0%	0.0%	4.0%
OUTPUT					
Total amount of one-time fees collected from audits	$843,577	$0	$1,500,000	$0	$1,500,000
Percentage of Open Signal digital literacy training participants that are people of color	22%	54%	50%	0%	50%
Percentage of Digital Equity Action Plan (DEAP) Strategic Actions on track	NA	100.0%	100.0%	0.0%	100.0%
WORKLOAD					
Number of legislative actions taken to protect right-of-way authority on bills or proposed actions	1	0	1	0	1

Office for Community Technology

	Actuals FY 2019-20	Actuals FY 2020-21	Revised FY 2021-22	Requested No DP FY 2022-23	Requested Total FY 2022-23
External Revenues					
Intergovernmental	850,315	640,245	4,602,408	621,263	741,263
Miscellaneous	13,000	0	0	0	0
External Revenues Total	863,315	640,245	4,602,408	621,263	741,263
Internal Revenues					
General Fund Discretionary	1,898,210	1,189,406	2,980,716	2,771,425	3,554,694
Internal Revenues Total	1,898,210	1,189,406	2,980,716	2,771,425	3,554,694
Beginning Fund Balance	0	0	0	0	0
Resources Total	**2,761,525**	**1,829,651**	**7,583,124**	**3,392,688**	**4,295,957**
Bureau Expenditures					
Personnel Services	1,241,768	1,394,896	1,712,852	1,945,110	1,945,110
External Materials and Services	1,308,456	215,220	5,668,676	1,217,928	2,121,197
Internal Materials and Services	211,301	219,536	201,596	229,650	229,650
Bureau Expenditures Total	2,761,525	1,829,651	7,583,124	3,392,688	4,295,957
Ending Fund Balance	0	0	0	0	0
Requirements Total	**2,761,525**	**1,829,651**	**7,583,124**	**3,392,688**	**4,295,957**
Programs					
Broadband & Digital Inclusion	262,368	1,209,832	5,259,974	1,172,845	1,292,845
Cable Communications	1,037,463	(732,151)	—	207	207
Mt. Hood Cable Regulatory Commission	861,096	639,389	1,183,510	1,163,213	1,163,213
Utility License & Franchise	600,597	712,581	1,139,640	1,056,423	1,839,692
Total Programs	**2,761,525**	**1,829,651**	**7,583,124**	**3,392,688**	**4,295,957**

Class	Title	Salary Range Min	Max	Revised FY 2021-22 No.	Amount	Requested No DP FY 2022-23 No.	Amount	Requested Total FY 2022-23 No.	Amount
30003004	Administrative Specialist III	53,290	111,696	1.00	79,040	1.00	79,040	1.00	79,040
30003007	Analyst II	63,336	119,136	2.00	195,395	2.00	195,395	2.00	195,395
30003008	Analyst III	69,805	142,817	2.00	231,670	2.00	231,670	2.00	231,670
30003009	Analyst IV	80,205	158,655	0.00	0	1.00	210,000	1.00	210,000
30003027	Coordinator I - NE	48,277	101,226	1.00	64,667	1.00	64,667	1.00	64,667
30003028	Coordinator II	53,290	111,696	2.00	203,694	2.00	203,694	2.00	203,694
30003029	Coordinator III	63,336	119,136	1.00	85,800	1.00	85,800	1.00	85,800
30003056	Financial Analyst III	69,805	142,817	1.00	104,832	1.00	104,833	1.00	104,833
30003082	Manager II	92,851	183,717	1.00	137,780	1.00	137,780	1.00	137,780
	Total Full-Time Positions			11.00	1,102,878	12.00	1,312,879	12.00	1,312,879
30003008	Analyst III	69,805	142,817	0.00	0	0.00	0	0.00	0
	Total Limited Term Positions			0.00	0	0.00	0	0.00	0
	Grand Total			**11.00**	**1,102,878**	**12.00**	**1,312,879**	**12.00**	**1,312,879**

Digital Equity

Program Description & Goals

In response to massive inequity in one of the modern world's most basic utilities, OCT is dedicated to seeking and pursuing community-led solutions to bridging the digital divide.

OCT's Digital Equity program 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, reliable, secure, and high-speed broadband infrastructure and service is available to all residents and businesses, and that advances in communications technology do 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.

While the City of Portland has long recognized the social, economic, and political importance of broadband access and use in reaching our livability, prosperity, sustainability, and equity goals, the COVID-19 pandemic was a call to action for foundational public policy and essential resources to close the digital divide as a vital element to social and economic recovery. In response to the call, OCT advocated and was granted $250,000 in ongoing general fund resources starting in FY21-22 to launch a Digital Inclusion Fund, a granting initiative designed to build upon the community's capacity to close the digital equity gap and further foster collaboration among community-based organizations, digital inclusion practitioners, internet service providers, businesses, schools, etc. The initiative draws on the collective learnings of the Digital Inclusion Network's efforts to develop and implement digital inclusion projects under the DEAP, the COVID-19 Digital Divide Response Projects, and national research on effective digital inclusion strategies developed by and for community members most impacted: BIPOC, people with disabilities, and seniors.

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 vulnerable community members are being left behind even as access and technology improves.

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 are offline race, income, education, language, age, and ability are determinates of the likelihood of being left behind in a 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.[1]

Higher download speeds and more broadband access correlate to higher household income, higher college graduation rates, and higher ACT scores.[2]

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.[3]

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.

OCT's Digital Equity program 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 COVID-19 response and recovery efforts.

The program 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.

[1] https://www.federalreserve.gov/pubs/ifdp/2008/958/ifdp958.pdf

[2] https://www.highspeedinternet.com/resources/states-with-access-to-faster-internet-have-more-successful-people/

[3] https://venturebeat.com/2018/02/10/how-the-digital-divide-is-holding-the-u-s-economy-back/

Performance	Actuals FY 2019-20	Actuals FY 2020-21	Target 2021-22	Target FY 2022-23	Strategic Target
Difference in the percentage of households with home broadband service by household income	NA	0%	4%	0%	4%
Percentage of Open Signal digital literacy training participants that are people of color	22%	54%	50%	0%	50%
Percentage of Digital Equity Action Plan (DEAP) Strategic Actions on track	NA	100%	100%	0%	100%

Explanation of Services

In order to ensure that all Portland residents have access to the opportunities afforded by internet access, the Digital Equity program:

- Leads COVID response and recovery projects ($8.5 million so far) to provide broadband access, devices, and training support to BIPOC, people with disabilities, and seniors so that these residents can gain access to other essential services and resources such as housing support and food assistance that have online application requirements.
- Convenes the Digital Inclusion Network and champions the community's voices through OCT's state and federal advocacy efforts so that they lead the charge in defining digital equity policies, services, and funding streams.
- Coordinates efforts across local and regional public agencies to develop strategies and to secure funding to expand broadband and communications infrastructure to meet regional network capacity needs.
- Uses the Digital Inclusion Fund to build capacity within BIPOC led or serving community-based organizations to delivery trusted digital literacy training and technical support and to support the technology and digital training needs of small businesses.
- Leads outreach and education campaigns that help community-based organizations learn about policies, programs, and services that can help their clients afford home internet service, own a computer, and use digital tools for greater health and prosperity.
- Participates in statewide Oregon Broadband Advisory Council work to ensure Portland's urban interests are included and considered in state-wide broadband policy discussions and in the annual State of Broadband report.
- Advocates for state and federal policies and funding programs that help to remove barriers to digital adoption, such as low-income broadband service subsidy programs, computer lending or free device programs, and funding for community-led digital literacy training programs.
- Advocates to protect local authority to negotiate public benefit agreements with commercial users of public assets and rights-of-way and for municipalities to own broadband infrastructure and provide network services to itself and others.
- Manages a grant agreement with Open Signal, a community media center that supports education and workforce development for people of color to use media and broadband technologies.

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. This program leads with race. The priority populations served by the program are Black, Indigenous and People of Color (BIPOC), individuals with disabilities, seniors, and other community members in isolation and at high risk of digital exclusion.

The Digital Equity and Inclusion program focuses on leading initiatives related to addressing issue of affordability and reliability of internet service and empowering and supporting community-based partnerships that tackle barriers faced by the above priority populations to internet adoption and use.

Since adoption of the DEAP in 2016, more people are connected and using the Interent. Today the number of households in Multnomah County with a Broadband Internet subscription is 90% compared to 82% in 2016.

Changes to Program

None.

Program Budget

	Actuals FY 2019-20	Actuals FY 2020-21	Revised FY 2021-22	Requested Base FY 2022-23	Requested with DP FY 2022-23
Bureau Expenditures					
Personnel Services	199,672	205,903	426,031	619,592	619,592
External Materials and Services	34,256	957,219	4,800,610	491,528	611,528
Internal Materials and Services	28,441	46,710	33,333	61,725	61,725
Bureau Expenditures Total	262,368	1,209,832	5,259,974	1,172,845	1,292,845
Requirements Total	**262,368**	**1,209,832**	**5,259,974**	**1,172,845**	**1,292,845**
FTE	1.38	1.35	1.35	3.14	3.14

Budget Narrative

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 3.14 FTE and related external and internal materials and services.

Staffing: The program has an equivalent of 3.14 FTE.

Assets & Liabilities: None

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

Franchise and Utility

Program Description & Goals

The Franchise and Utility program historically 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 FY20-21, there were over 300 total Franchise and Utility accounts, which generated about $87.8 million annually for the city's general fund. The program is the City's third largest source of general fund revenue. This revenue is utilized by city bureaus to address the four key priority areas of community safety, houselessness, livability, and shared economic recovery. Staff developed performance measures for FY 20-21 to align with city priorities and have begun reporting on them.

Performance	Actuals FY 2019-20	Actuals FY 2020-21	Target 2021-22	Target FY 2022-23	Strategic Target
Net change in utility and franchise fees not attributable to inflation	-$5,080,000	$0	$1,000,000	$0	$1,000,000
Franchise and utility management program efficiency ratio	112%	0%	150%	0%	150%
Total franchise and utility license fees collected	$84,869,039	$87,842,869	$93,000,000	$0	$93,000,000
Total amount of one-time fees collected from audits	$843,577	$0	$1,500,000	$0	$1,500,000
Number of legislative actions taken to protect right-of-way authority on bills or proposed actions	1	0	1	0	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 and priorities, including community safety, houselessness, livability, and shared economic recovery. The program collects approximately $85-87 million annually for the general fund which goes to fund essential city services and priorities, 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. In 2023, staff expect to begin implementation of a new, shared right-of-way access code that will replace franchise agreements and the current utility license code.

◆ 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. Staff are revitalizing the program with a new, shared code that will encompass all users of the public right-of-way, eventually phasing in all franchise agreements. This code is expected to become effective in January 2023.

Program Budget

	Actuals FY 2019-20	Actuals FY 2020-21	Revised FY 2021-22	Requested Base FY 2022-23	Requested with DP FY 2022-23
Bureau Expenditures					
Personnel Services	510,860	609,015	708,191	709,974	709,974
External Materials and Services	7,544	21,316	339,704	256,065	1,039,334
Internal Materials and Services	82,193	82,250	91,745	90,384	90,384
Bureau Expenditures Total	600,597	712,581	1,139,640	1,056,423	1,839,692
Requirements Total	**600,597**	**712,581**	**1,139,640**	**1,056,423**	**1,839,692**
FTE	3.58	4.55	4.55	4.84	4.84

Budget Narrative

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 4.84 FTE for this program.

Assets & Liabilities: None

Program Information

Bureau: Office for Community Technology

Program Contact: Jennifer Li 503-823-5359

Website: https://www.portlandoregon.gov/oct/73859

OCT - MHCRC

Program Description & Goals

For 28 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 $5.6 million annually for Portland.

The MHCRC contracts with the City of Portland, through the Office for Community Technology (OCT), for administrative and staff support services. Based on that contract, MHCRC operations resources 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	Actuals FY 2019-20	Actuals FY 2020-21	Target 2021-22	Target FY 2022-23	Strategic Target
Average number of work days to resolve complaints against cable companies escalated to MHCRC staff	4	0	2	0	2
Percentage of franchise fees spent on franchise regulation	5%	0%	10%	0%	10%
Total number of hours of local, original video programs produced through community media centers	5,334	5,604	5,000	0	5,000
Total franchise and utility license fees collected	$84,869,039	$87,842,869	$93,000,000	$0	$93,000,000
Value of match resources leveraged by grantees through their community technology grants	62%	62%	50%	0%	50%
Total amount of one-time fees collected from audits	$843,577	$0	$1,500,000	$0	$1,500,000
Number of legislative actions taken to protect right-of-way authority on bills or proposed actions	1	0	1	0	1

Explanation of Services

The MHCRC program:

Manages the Community Technology Grants program, which awards approximately $1 million annually in competitive grants throughout Multnomah County to nonprofits, educators, libraries and public agencies to produce video content to be shared on the community media center channels in response to the needs and interests of under-served communities.

- Directs the TechSmart Initiative for Student Success, a 10-year funding initiative focused on improving academic outcomes for all students in Multnomah County. The initiative invested over $16 million through strategic partnerships 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 grant agreements with two community media centers (Open Signal – serving Portland; and MetroEast Community Media, serving East Multnomah County) providing capital and operational funding to support people of color, English-language learners, and people with disabilities to use media and broadband technologies and ensures that we are able to broadcast city council meetings and budget forums to increase transparency and public engagement in local government.

- 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 studies to demonstrate community needs and inform franchise community benefit obligations.

- Advocates at the local, state, and federal levels to protect local interests 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 MHCRC is the grant-making body for the Community Grants program ("Grant Program") which provides funds for technology projects to community organizations, libraries, educational institutions, and local government agencies throughout Multnomah County. The program assists local entities in using cable system technology for enhanced communications, including video, data, and voice applications through two initiatives: The Community Technology Grants program and the TechSmart Initiative for Student Success.

Grants provide a financial means to address concrete local needs, such as improving learning resources in public schools and community colleges; removing barriers to receiving an education, workforce training, or other social services; and increasing access to media tools for local discourse, civic participation, and communications.

The Community Technology Grants program is grounding in equity best practices and principles. The program prioritizes funding for project that serve under-served communities and integrate diversity, equity, and inclusion (DEI) measures in the design and implementation of the project. The program tracks the geographic distribution of funds through Multnomah County, the demographics of communities served, and impact area (workforce development, education, civic engagement, etc.). The program uses the data to prioritize outreach and education about the grant opportunity to BIPOC-led and BIPOC-serving community-based organizations.

The TechSmart Initiative used a "weighted" model to allocate funds among school districts. Half of the annual available funding was 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.

The MHCRC also oversees two grant agreements with two community media centers: Open Signal and MetroEast Community Media. The grant agreements include scopes of work that address digital equity barriers for under-served populations and provide for the broadcasting of city council meetings, county board meetings, and school board meetings through Multnomah County. Open Signal and MetroEast are required to design and track programs and services that meet the needs first-and-foremost of people of color, English-language learners, and people with disabilities. Both organizations use 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 expected to continue a slow decline. Current federal law limits local authority to calculate funding for community benefit programs solely based on the company's revenues derived solely from cable TV services. Cable franchise and community benefit revenues began to flatten several years ago but from FY2017-18 to FY2018-19, revenues in Portland decreased by 7.9% and another 7.8% in FY19-20. Unless federal policy changes to allow for the negotiation of community benefits and fees pertaining to internet-related services, the program anticipates significant restructuring or discontinuance of services and programs over the next ten years.

Program Budget

	Actuals FY 2019-20	Actuals FY 2020-21	Revised FY 2021-22	Requested Base FY 2022-23	Requested with DP FY 2022-23
Bureau Expenditures					
Personnel Services	464,264	410,853	578,630	615,544	615,544
External Materials and Services	314,476	150,738	528,362	470,335	470,335
Internal Materials and Services	82,357	77,798	76,518	77,334	77,334
Bureau Expenditures Total	861,096	639,389	1,183,510	1,163,213	1,163,213
Requirements Total	**861,096**	**639,389**	**1,183,510**	**1,163,213**	**1,163,213**
FTE	4.04	4.10	4.10	4.02	4.02

Budget Narrative

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 OCT funds four FTE for the program. Staffing levels for the program have remained the same over the past 8 years.

Assets & Liabilities: None

Program Information

Bureau : Office for Community Technology

Program Contact: Rebecca Gibbons 503-823-5515

Offer Type: Existing Program

Offer Stage: As Proposed

Website: https://www.mhcrc.org

City of Portland

Office for Community Technology

PM1. Report for FY 2022-23 Requested Budget

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Monday, January 31, 2022

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OUTCOME MEASURES

	Performance Measure	KPM	FY 2019-20 Actuals	FY 2020-21 Actuals	FY 2021-22 YTD Actuals	FY 2022-23 Target	Strategic Target
CB_0013	Total franchise and utility license fees collected	X	$84,869,039	$87,842,869	$22,385,297	0	$93,000,000
CB_0020	Value of match resources leveraged by grantees through their community technology grants	X	62%	62%	0	0	50%
CB_0011	Difference in the percentage of households with home broadband service by household income		N/A	0	0	0	4.0%
CB_0021	Total number of hours of local, original video programs produced through community media centers		5,334	5,604	0	0	5,000

EFFICIENCY MEASURES

	Performance Measure	KPM	FY 2019-20 Actuals	FY 2020-21 Actuals	FY 2021-22 YTD Actuals	FY 2022-23 Target	Strategic Target
CB_0018	Percentage of franchise fees spent on franchise regulation	X	5.3%	0	0	0	10.0%
CB_0014	Franchise and utility management program efficiency ratio		112.0%	0	0	0	150.0%
CB_0017	Net change in utility and franchise fees not attributable to inflation		-$5,080,000	0	0	0	$1,000,000
CB_0019	Average number of work days to resolve complaints against cable companies escalated to MHCRC staff		4	0	0	0	2

City of Portland

Office for Community Technology

PM1. Report for FY 2022-23 Requested Budget

Run Date & Time

Monday, January 31, 2022

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OUTPUT MEASURES

	Performance Measure	KPM	FY 2019-20 Actuals	FY 2020-21 Actuals	FY 2021-22 YTD Actuals	FY 2022-23 Target	Strategic Target
CB_0010	Percentage of Digital Equity Action Plan (DEAP) Strategic Actions on track	X	N/A	100.0%	0	0	100.0%
CB_0012	Percentage of Open Signal digital literacy training participants that are people of color		22%	54%	0	0	50%
CB_0015	Total amount of one-time fees collected from audits		$843,577	0	$69,032	0	$1,500,000

WORKLOAD MEASURES

	Performance Measure	KPM	FY 2019-20 Actuals	FY 2020-21 Actuals	FY 2021-22 YTD Actuals	FY 2022-23 Target	Strategic Target
CB_0016	Number of legislative actions taken to protect right-of-way authority on bills or proposed actions		1	0	0	0	1

City of Portland

Decision Package Summary

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DP: 13177 - Business Process Upgrade for Right-of-Wa	DP Type	Priority	New
	ADD	0	No

Package Description

The Office for Community Technology (OCT) funds 13% of the general fund for the City of Portland. These funds are key resources needed for the City to fulfill its duties and espouse the values of equity and anti-racism in its programs. OCT's Franchise and Utility program while a critical resource, can do more to embody the values of transparency, equity, and fiscal responsibility/financial resilience. The bureau is in the process of moving to a new, shared code that will apply to any current or future entity that provides a utility service and/or uses infrastructure in the right-of-way, whether the entity owns the infrastructure in the right-of-way or not.

Upgrading the OCT business process will greatly impact the fluid transition to this new shared right-of-way code, create robust tracking systems, and provide excellent customer service in the process. Without these updates, there could be disruption to the city's general fund as issues arise in the transition.

This decision package will bring much needed improvements to the SAP software module the program uses to track and process incoming fees collected through the program. In addition, it will allow the program to be more resilient and proactive while providing better communications and customer service to our partner accounts. The package will also include more advanced reporting, which will assist in future forecasting. Through these business improvements, OCT staff will be able to turn more heavily towards compliance while business processes become more streamlined.

Problem Statement: In 2015, OCT became the first and only users of the SAP module, PSCD (Public Sector Collection and Disbursement), which is used to collect and track franchise and utility license fees. This was meant to serve as a pilot and eventually bring other bureaus onto PSCD as well which has not occurred. The information entered into PSCD automatically interfaces with SAP. Last year, the program collected $87.8 million which is within the average collected annually. This is the City's third largest source of general fund revenue. Some system improvements have been made since the go-live date but anticipated changes with the implementation of the right-of-way code necessitates a more direct and deliberate approach to PSCD, such as a customer portal. OCT is changing the way we operate this program with a new, shared ROW code expected to be effective January 1, 2023.

Current issues include:

Payment systems and forecasting:
• The current system is based on paper checks and ACH's, which are not directly linked to the OCT account numbers. Because of the way Revenue processes checks sent by US Mail, and Treasury receives ACH's, often without account numbers, OCT staff must match payments to Reports.
• The inability to automatically link payments to reporting causes confusion in identifying if a payment is for OCT, Revenue Business Taxes, PBOT or other Bureau fees or rental of non-ROW properties from other City Entities. Occasionally, the funds are refunded to the sender because the City of Portland cannot figure out what the funds are for.
• Payments by check can take days to process.
• Company gross revenue is only tracked in PSCD/SAP for Utility Licenses, not for infrastructure in the ROW. Deductions for Utility are not identified, and not tracked at all for Franchises. This leads to compliance issues being undetected and makes revenue forecasting difficult.
• Customer complaints about confusing processes and inability to pay fees securely online
• Problems with third party tax preparers using old forms, changing representation of business partners, and confusion between UL & BL filings.

Communications, reporting, and account tracking:
• Current Reporting is still based in insecure Acrobat PDF attachments sent by email or by US Mail. Standardized Reporting is not enforceable.
• There are several internal codes that need to be updated and consolidated for the new Code, and will lend themselves to better tracking, compliance and forecasting of the different revenue streams OCT collects.
• PSCD cannot be used for targeted mail merge and there are no CRM capabilities.
• Tracking and updating communications with Business Partners is currently inefficient.
• Companies change hands and merge without notifying the City of Portland
• Companies filling out incorrect forms. In addition, many companies use third party tax preparers.
• No automated centralized location to track companies, forms, and fees, making it difficult to notice missing or skipped payments
• Outdated and cyber insecure methods of doing business

Explanation of costs & service delivery: This package would provide funding of $783,269
for implementation to assist the right-of-way code implementation in January 2023. The financial estimate was provided by EBS includes a 10% contingency. The service will be provided by EBS/BTS with OCT staff time needed to support the project, such as requirements gathering, testing, etc. The intention is to employ existing staff from both EBS/BTS and OCT.

Overall, the package along with the right-of-way code would do the following:

Payment system and forecasting:
• In conjunction with the right-of-way code, this will increase general fund revenue. This package would expect to begin generating mild returns after the first two years. The largest positive fiscal impact change is anticipated in FY 24-25, once PSCD updates are fully realized. These returns would be largely on-going general fund revenues.
• OCT will better be able to track which companies pay fees by which formula including percentage of gross revenue, per linear foot, per attachment, and flat rates.

City of Portland

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• A Lockbox system would allow the bank to deposit checks immediately, and an online payment system linked to Business Partner accounts would instantly match payments and reports.
• The new system will require Business Partners to annually register and update their contact and business information directly in the system.
• Regular Licensing (In 5-year periods) of Infrastructure in the ROW would reduce the work required to pass and extend Ordinances through City Council and provide standardized terms for fee collection and enforcement of usage of the ROW

Communications, reporting, and account tracking:
• Allow for more efficient tracking of customer registration, licensing, and fee payment. The new code will require additional capabilities, including mechanism to collect and track annual registration and 5-year license fees.
• Staff will be able to pivot from more administrative tasks and time-consuming franchise negotiations to focus on customer tracking and compliance. This will create a more equal playing field and ensure OCT has tighter regulatory control with uniform standards across industries.
• Increase clear and targeted communications with Customer Relationship Management capabilities.
• Increased customer satisfaction by delivering a simplified interface to fill out forms, pay fees, and interface with staff.
• The City of Portland will be using modern and future safe methods and using processes that minimize current security concerns.

Service Impacts

Impact:
• Projected increase in general fund revenue
• Increase in cyber security and resilience
• Better, more equitable customer service
• Secure online payments
• Better tracking of customer in the right-of-way
• Increase compliance efforts

Assumptions:
This decision package makes the following assumptions:
• No federal or state preemptions on city authority to levy fees and taxes for use of the right-of-way.
• No negative changes in program's FTE or increase in workload over the next four fiscal years.
• At least 10 hours of total staff time per week would be freed by efficiencies. Staff could apply those 10 hours/week for compliance and collections. Staff efficiencies would come from currently funded staff.
• Economy remains relatively stable over the next 5 years for licensed and franchised companies, particularly those in the telecommunications industry.
• Estimation of BTS/EBS hours is based on very high-level requirements. When detailed requirements are finalized, the project hours will be reevaluated and adjusted as necessary
• Report Filing: the BTS/EBS hours for a later stage (Report Filing) are contingent on completing the initial stage (Customer Portal)

Measuring outcomes:
Staff will measure outcomes by tracking the number of accounts from end of FY 20-21 to end of each fiscal year to determine increase of new accounts and the revenue collected from those accounts.

Staff will also measure outcomes by tracking the cost of program per $1000 collected for general fund.

Alternatives:
No other solutions or funding models were considered. The bureau does not have funds to support this work within existing resources. If funding is not approved, there could be delays in the implementation of the right-of-way code and significant challenges for staff in ensuring the compliance of all companies. As the City loses the opportunity to provide better customer service, there is potential lost revenue opportunities from compliance and collections.

Regional perspective: N/A

Equity Impacts

The decision package would support essential City services through the administration and collection of fees for the City's general fund.

By applying modern best practices around customer portals and accessibility, the program can help meet city goals of providing 21st century business solutions using new shared technology platforms.

This will ensure all customers are treated equally and OCT can make sure to stay up to date with annual contact information to better understand who is in the right-of-way and make sure that customers are all registering and paying the fees they owe to the city.

Budget Detail						
Fund		2022-23 Request - V52 with DP	2022-23 CBO Recommended- V53	2022-23 Proposed-V54	2022-23 Approved - V55	2022-23 Adopted - V56
	Major Object Name	Expense				
100000	External Materials and Servi	783,269	0	0	0	0

		Budget Detail				
Fund		**2022-23 Request - V52 with DP**	**2022-23 CBO Recommended-V53**	**2022-23 Proposed-V54**	**2022-23 Approved - V55**	**2022-23 Adopted - V56**
	Major Object Name	**Expense**				
	Sum:	**783,269**	**0**	**0**	**0**	**0**
	Major Object Name	**Revenue**				
100000	General Fund Discretionary	783,269	0	0	0	0
	Sum:	**783,269**	**0**	**0**	**0**	**0**

City of Portland

Decision Package Summary

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DP: 13186 - ARPA LFRF: Tech Kit Expansion Project

	DP Type	Priority	New
	ARPA	0	No

Service Impacts

Equity Impacts

Budget Detail						
Fund		**2022-23 Request - V52 with DP**	**2022-23 CBO Recommended- V53**	**2022-23 Proposed-V54**	**2022-23 Approved - V55**	**2022-23 Adopted - V56**
	Major Object Name	**Expense**				
217023	External Materials and Servi	120,000	0	0	0	0
	Sum:	**120,000**	**0**	**0**	**0**	**0**
	Major Object Name	**Revenue**				
217023	Intergovernmental	120,000	0	0	0	0
	Sum:	**120,000**	**0**	**0**	**0**	**0**

DP: 13187 - ARPA LFRF: Digital Literacy Capacity Bui

	DP Type	**Priority**	**New**
	ARPA	0	No

Service Impacts

Equity Impacts

Budget Detail						
Fund		**2022-23 Request - V52 with DP**	**2022-23 CBO Recommended- V53**	**2022-23 Proposed-V54**	**2022-23 Approved - V55**	**2022-23 Adopted - V56**
	Major Object Name	**Expense**				
217023	External Materials and Servi	150,000	0	0	0	0
	Sum:	**150,000**	**0**	**0**	**0**	**0**
	Major Object Name	**Revenue**				
217023	Intergovernmental	150,000	0	0	0	0
	Sum:	**150,000**	**0**	**0**	**0**	**0**

Bureau - Name	Form Header ID	Name	FTE	2022-23 Request - V52 with DP
CB - Office for Community Technology	13186	ARPA LFRF: Tech Kit Expansion Project		$120,000
CB - Office for Community Technology	13187	ARPA LFRF: Digital Literacy Capacity Building for BIPOC Small Business Pilot		$150,000
		Sum:		$270,000

CB - Office for Community Technology

13186 - ARPA LFRF: Tech Kit Expansion Project

Account Name	Major Object Name	2022-23 Request - V52 with DP
Revenue	Intergovernmental	$120,000
Revenue	**Sum:**	**$120,000**

Account Name	Major Object Name	2022-23 Request - V52 with DP
Expense	External Materials and Services	$120,000
Expense	**Sum:**	**$120,000**

13187 - ARPA LFRF: Digital Literacy Capacity Building for BIPOC Small Business Pilot

Account Name	Major Object Name	2022-23 Request - V52 with DP
Revenue	Intergovernmental	$150,000
Revenue	**Sum:**	**$150,000**

Account Name	Major Object Name	2022-23 Request - V52 with DP
Expense	External Materials and Services	$150,000
Expense	**Sum:**	**$150,000**

DP: 13186 - ARPA LFRF: Tech Kit Expansion Project

DP Type	Priority	New
ARPA	0	No

Service Impacts

Equity Impacts

Budget Detail					

Fund		2022-23 Request - V52 with DP	2022-23 CBO Recommended- V53	2022-23 Proposed-V54	2022-23 Approved - V55	2022-23 Adopted - V56
	Major Object Name	**Revenue**				
217023	Intergovernmental	120,000	0	0	0	0
	Sum:	**120,000**	**0**	**0**	**0**	**0**
	Major Object Name	**Expense**				
217023	External Materials and Servi	120,000	0	0	0	0
	Sum:	**120,000**	**0**	**0**	**0**	**0**

DP: 13187 - ARPA LFRF: Digital Literacy Capacity Bui

	DP Type	**Priority**	**New**
	ARPA	0	No

Service Impacts

Equity Impacts

	Budget Detail				
Fund		**2022-23 Request - V52 with DP**	**2022-23 CBO Recommended- V53**	**2022-23 Proposed-V54**	**2022-23 Approved - V55**	**2022-23 Adopted - V56**

Fund	Major Object Name	Revenue				
217023	Intergovernmental	150,000	0	0	0	0
	Sum:	**150,000**	**0**	**0**	**0**	**0**

Fund	Major Object Name	Expense				
217023	External Materials and Servi	150,000	0	0	0	0
	Sum:	**150,000**	**0**	**0**	**0**	**0**

Office for Community Technology

Requested Budget & Racial Equity Plan Update:

There are privacy and security consequences of technology deployment and use without proper training and support. Cyber security issues are at an all-time high, applications and websites track and sell data, and general risks of having information online can negatively impact individuals. OCT is working with community partners so that individuals have a trusted source of information and guidance to help minimize risks and continue to add one-on-one resources and training to help inform vulnerable residents of the risks as well as the opportunities in the online world.

Racial Equity Plan Goals
• Continue to recruit, hire, and retain a diverse leadership team and staff.
• Expand upon OCT's strong relationships with community-based organizations by focusing on partnership development specifically with small, BIPOC-led organizations.
• Prioritize investments in efforts that are BIPOC-led and/or -serving and that work to address racial inequities.
• Engage in anti-racist trainings and employ an anti-racist organizational planning tool to identify structural, institutional, and/or personal racist patterns and procedures to break the cycle.

Racial Equity Plan Link:

Requested Budget Community Engagement:

OCT has had significant engagement with community-based organizations and members of the community representing the interests of Black, Indigenous, people of color, immigrants and refugees, multilingual, multicultural, and people with disabilities through the CARES Act Tech Kit project and through community discussions about ARPA funding for digital equity purposes. Community priorities gleaned from these conversations informed OCT's proposed budget.

OCT shares with the Digital Inclusion Network, a distribution list of over 700 that includes community leaders and individuals, information about the City's budgeting process and shares the details of OCT's budget and solicits input at Digital Inclusion Network meeting participants on budget priorities and to improve transparency and accountability.

Program staff consult with key community partners through one-on-one conversations and listening sessions (Digital Divide Tech Kit community partner survey related to COVID response and recovery funding; Digital Inclusion Network meetings; cable/internet subscriber complaints, etc.) to continually learn about priorities and challenges throughout the year and use the guidance and information to design and implement programs and services.

The base budget includes funding for new roles and services to support community engagement and leadership in the design and delivery of OCT's Digital Equity programs. Specifically, the budget includes staffing and external professional services resources to assist with ARPA project data gathering and reporting, outreach to community-based partners and BIPOC businesses about the Digital Inclusion Fund grant initiative and to assist in navigating the application process, Community Lead positions to lead the governance model transformation of the DIN, and honorariums for DIN Advisory Council members. OCT envisions these roles and resources are filled by members of the community who are or who represent community members most impacted by the digital divide.

Base Budget Constraints:

OCT does not have the base budget to support a dedicated Racial Equity Manager position. The duties of a Racial Equity Manager are currently borne by the Strategic Initiatives Manager in addition to other duties and responsibilities.

City of Portland
FY 2022-23 Requested Budget Equity Report

Notable Changes:

Through budget realignments, OCT expanded staff positions to hire a Community Engagement and Policy Specialist (2-year limited term) and is in the process of hiring a Community Broadband Planning Manager (permanent). The Community Engagement and Policy Specialist brings to the team specific community engagement expertise, grounded in diversity, equity, and inclusion, that will bolster and deepen OCT's relationships with community leaders. The Community Broadband Planning Manager is responsible for continuing OCT's work to identify and respond to the telecommunications needs and interests of the various economic sectors of our community (public agencies, businesses, healthcare, workforce development, schools, libraries, non-profit community, etc.) for broadband infrastructure and capacity and to develop and implement strategies that address the affordability, reliability, security, and speed of internet service for priority populations.

OCT has dedicated existing staff resources to coordinate and administer the $3.5 Tech Kit Expansion project funded through ARPA, which again prioritizes working with small BIPOC-led or -serving community-based organizations and providing computing devices and digital literacy support to members of the community that identify as BIPOC, a person with disabilities, and/or a senior.

OCT is also dedicating existing staff and resources to launch the newly funded Digital Inclusion Fund. The Fund is supported by $250K in ongoing general fund dollars and is intended to serve the community (70% of the funds) and small businesses (30% of the funds). OCT is using Results Based Accountability derived goals and indicators that lead with race in the design and implementation of the grant program.

Equity Manager Role in Budget Development

While OCT does not currently have a dedicated Equity Manager position, OCT's Strategic Initiatives Manager, along with the support of the office's Community Engagement and Policy Specialist, Digital Inclusion Coordinator, and Community Grants Manager, all of whom have a combination of training, lived experience, and expertise in DEI principles and practices, are involved in the development of the Requested Budget.

Equity Manager:	Rebecca Gibbons	Contact Phone:	503-823-5515

ADA Title II Transition Plan:

OCT is not a bureau identified in the City's ADA Transition Plan responsible for removing barriers in city facilities or public spaces.

Nevertheless, OCT is working to ensure all policies, practices, and procedures are open and accessible to people with disabilities. This means OCT works to ensure that people with disabilities are provided an equally effective opportunity to participate in or benefit from our programs, services, and engagement opportunities. OCT achieves program accessibility by selecting and preparing physical spaces for accessibility, providing auxiliary aids, and training staff to apply accessibility standards and practices for all documents and communications initiated by the bureau.

Accommodations:

Each program has budgeted for planned translation, interpretation, video captioning, ASL, and other accommodations as needed. Planned expenses support accommodations needs for activities such as grant program informational meetings, listening sessions, outreach and education campaigns, and more.

Capital Assets & Intergenerational Equity

N/A

Measure Title	PM 2018-19 Actuals	PM 2019-20 Actuals	PM 2019-20 Target	PM 2020-21 Target	Strategic Target
There are no performance measures associated with this program	0	0	0	0	N/A
Value of match resources leveraged by grantees through their community technology grants	0	0	0	0	50%
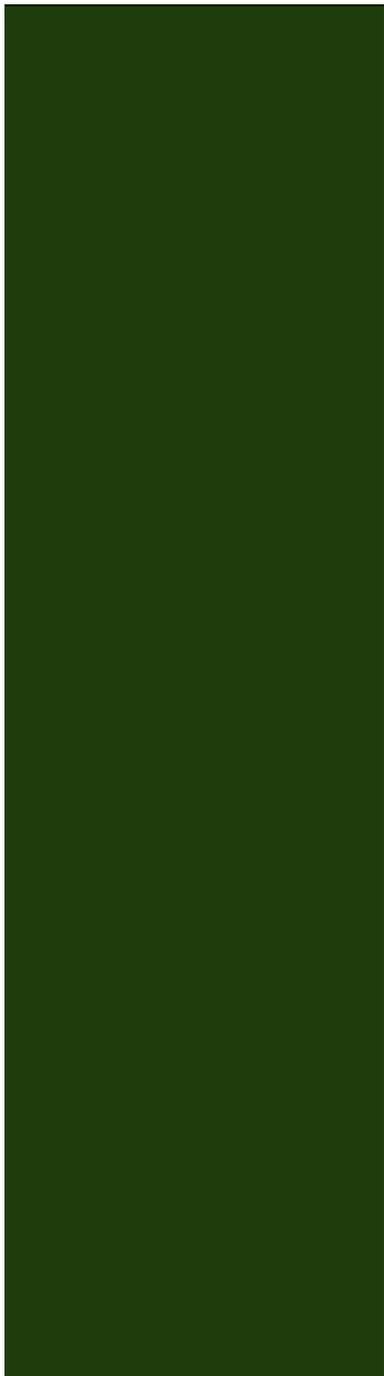
OCT's MHCRC and Digital Equity programs continually use quantitative and qualitative data collected through listening sessions and formal and informal data collection strategies to inform the design and delivery of programs and services and track access and outcomes.

Through MHCRC Community Technology Grants, OCT tracks the number of grants awarded, the type of organizations receiving the award, the amount of the award and matching funds leveraged, the community impacted by the grant, and progress towards meeting project goals. 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 grant funds. OCT supports the MHCRC in using the data collected to adjust and refine the grant guidelines and application processes and prioritizes removing barriers for small community-based organizations to participate in the program. OCT also uses the data collected to help new applicants to the grant program refine and focus their proposed projects based on project implementation lessons learned from prior grantees.

The MHCRC's TechSmart Initiative for Student Success 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 programmatic and financial accounting requirements. In addition, the MHCRC contracts with Pacific Research & Evaluation (PRE) to conduct in-depth evaluation of each district's project and reports out quantitative and qualitative data about effective teaching and learning practices that are achieving academic outcomes for students. PRE provides each district with a report on the successes and challenges to support shared learning and encourages district leadership and staff to use the data to inform teaching and learning throughout the district. A final evaluation report reflecting on the entirety of the initiative's impact will be published in 2023.

Open Signal and MetroEast Community Media submit activity reports every six months that track and report on the digital inclusion services under the grant agreement including but not limited to: demographics of people participating in media and digital literacy classes, number of hours of original and governmental programming shown on the channels, and the number and type of nonprofits engaged with the center. OCT uses the data collected to identify gaps in service and assess impact.

OCT's Digital Equity program facilitates qualitative and quantitative data collection through Digital Inclusion Network meetings, COVID response and recovery engagement sessions, formal community technology needs studies (conducted in collaboration with the MHCRC as part of franchise renewal procedures), American Community Survey data, and specific performance and impact indicators collected

Data Tracking Methodology:	through grant/contracting opportunities. OCT uses the data and information gathered to inform the design and implementation of digital inclusion programs and broadband strategies. Impact data collected through the CARES Act project highlighted the community need and the limitation of the resources available. Of the 21,152 Chromebooks requested, 3,500 Chromebooks were purchased and distributed; of the 5,379 iPads requested, 547 were purchased and distributed; of the 23,276 internet assistance cards requested, 8,429 were purchased and distributed. Data collected also confirmed priority populations (Black/African American and people with disabilities) were indeed the recipients of the resources and the project used equity indicators to evaluate and select community partner organization applications to participate in the project. OCT is working closely with the city staff leading the Portland Insights Survey to incorporate survey questions that help to identify digital inequities and community-supported solutions.

Hiring, Retention, & Employment Outreach:

The budget supports diversity, equity, and inclusion training and learning opportunities for staff (education line items).

The budget anticipates Racial Equity Plan (due July 2022) strategies designed to dismantle racist structures and systems, to collect, analyze, and report on racial equity impact metrics of programs and services, and to actively shift authority and decision-making on community-focused programming and advocacy efforts to the communities most impacted (professional services line items).

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

 54.55% of current staff identify as Black, Indigenous, People of Color.

Contracting Opportunities

For all contracting opportunities OCT focuses outreach first and foremost on MWESB vendors.

OCT used the CARES and ARPA funding process to learn about and remove barriers in the application and contracting process and collaborates with procurement and city attorney staff to strategize solutions that respond to direct input from small community-based organizations.

OCT supported the CARES Act Executive Team, which was majority community members, to use evaluation criteria that prioritized contracting with small, BIPOC-led or -serving community-based organizations that are new to working with the City.

Engaging Communities Most Impacted by Inequities

The base budget supports staffing and program-related expenses to run the Digital Inclusion Network (DIN), to outreach to diverse community-based organizations not previously involved in the DIN, to support Community Lead positions (modeled using the best practices of the BPS Smart Cities PDX Community Leads) to engage with the community to transform the governance structure of the DIN, and to support community leader participation in a Broadband and Digital Equity Advisory body. The Digital Inclusion Network and Broadband and Digital Equity Advisory body advises the bureau and the City on policies, program, services, and the pursuit of funding opportunities in support of digital equity goals.

The base budget supports staffing and program-related expenses to engage with communities most impacted by the digital divide on the development of short-term, mid-term, and long-term city-led strategies and public-private partnership opportunities that identify and address digital inequities.

Empowering Communities Most Impacted by Inequities

With COVID response and recovery projects, Digital Inclusion Fund, and Digital Inclusion Network governance restructuring effort, OCT structures decision-making in the hands of community leaders with lived experiences and/or who are trusted representatives of impacted communities.
The base budget includes funds for Community Leads and an Advisory body to support leadership development in the community and engagement in
OCT program design and implementation.

The base budget includes ongoing resources dedicated to the Digital Inclusion Fund (DI Fund). The pilot year of the DI Fund has been designed by and for priority communities. The DI Fund will build capacity in the community by:

• Supporting community-based organizations in hiring staff or using funding resources to re-align existing staff to provide digital literacy training and support as an on-call service to communities most affected by the digital divide (Community Digital Navigator grants)
• Supporting BIPOC-led businesses in acquiring the technology needed to sustain or expand their business (Digital Toolbox grants)
• Supporting BIPOC-led businesses in receiving the training and support needed to navigate options and learn how to use the internet and digital applications to support and build their business (Business Digital Navigator grants)

Impact data and lessons learned from the pilot year will inform future funding initiatives.