

City of Seattle



Chief Technology Officer

**Seattle Information Technology
Department**

**Confirmation Packet
July 25, 2024**

Rob Lloyd



July 25, 2024

The Honorable Sara Nelson
President, Seattle City Council
Seattle City Hall, 2nd Floor
Seattle, WA 98104

Dear Council President Nelson:

It is my pleasure to transmit to the City Council the following confirmation packet for my appointment of Rob Lloyd as Chief Technology Officer and Director of the Seattle Information Technology Department (Seattle IT).

The materials in this packet are divided into two sections:

A. **Rob Lloyd**

This section contains Mr. Lloyd's appointment, oath of office form, resume, and press release announcing his hire.

B. **Background Check**

This section contains the report on Mr. Lloyd's background check.

Seattle IT is an essential City department, striving daily to provide secure, reliable, and compliant technologies to enable the City to deliver equitable and responsive services to the Seattle public. As technology will be at the center of significant organizational and community change in the coming years, it's essential we have an innovative and mission-focused Chief Technology Officer leading our IT Department. We've found that leader in Rob Lloyd.

Rob Lloyd joins Seattle from the City of San José where he was the Deputy City Manager with oversight of Transportation, Aviation, and Technology services, along with leading the City's Planning and Permitting Focus Area. Before that, he was their Chief Information Officer for almost six years. In San José, he executed their vision for a smart city with pioneering work in equity, privacy, and artificial intelligence, earning #1 honors in the Center for Digital Government's Digital Cities Awards in 2020 and 2021. Mr. Lloyd previously held Chief-level roles for governments in Arizona, Oregon, and Colorado, and has served on the National Privacy Council, the National Equity Council, the Asian Pacific American Municipal Officials caucus, and is past president of the Metropolitan Information Exchange ("MIX"), the national association for local government technology executives. Additional professional recognitions include ORBIE Awards CIO of the Year for the San Francisco Bay Area; Silicon Valley Business Journal C-Suite Awards winner; StateScoop LocalSmart City Executive of the Year; StateScoop Top Cybersecurity Leaders; National Diversity Council Distinguished CIO; Government Technology Magazine Top-25 Doers, Dreamers and Drivers; and Phoenix Business Journal's Arizona Top Tech Execs.

I nominated Mr. Lloyd for the Council's consideration following an open and competitive national recruitment process. The CTO search process started this spring with extensive engagement and listening sessions with Seattle IT employees and other City employees to identify what the most critical work and skills for this role would be. A national search led by our Seattle Department of Human

Resources resulted in over 300 applications for the role, which then went through additional rounds of screening and interviews with representatives from Councilmember Joy Hollingsworth's office, PROTEC 17, IBEW Local 77, the Office of City Finance, Seattle City Light, the Seattle Department of Transportation, the City Budget Office, and the Mayor's Office. Outreach with stakeholders in the technology business sector was also conducted. I then interviewed the four finalist candidates, identifying Rob Lloyd as an exceptional and innovative leader with a long track record of driving innovative initiatives, fostering collaboration across government to execute projects effectively, and delivering powerful and innovative technology solutions for the community.

I trust that after reviewing Rob Lloyd's application materials, meeting with him, and following Councilmember Hollingsworth's diligent Parks, Public Utilities, and Technology Committee review, you will find that he is the right choice to serve as Seattle's Chief Technology Officer. Mr. Lloyd is a well-known and well-respected leader in his field, and his knowledge, experience, and commitment to public service will help him succeed in a role that is connected to everything we do as a city.

Lastly, I would like to express my sincere thanks to the members of the Search Committee who offered both their time and valuable insight. Their work helped lead to the nomination of the credentialed leader I've referred for your review today.

If you have any questions about the attached materials or need additional information, Chief Operating Officer Marco Lowe in my office would welcome hearing from you. I appreciate your consideration.

Sincerely,

A handwritten signature in cursive script that reads "Bruce A. Harrell". The signature is written in black ink and is positioned above the printed name and title.

Bruce A. Harrell
Mayor of Seattle

SECTION

A



City of Seattle

Mayor Bruce Harrell

July 8, 2024

Rob Lloyd
Seattle, WA
Transmitted via e-mail

Dear Rob,

It gives me great pleasure to appoint you to the position of Chief Technology Officer and Director of the Seattle Information Technology Department at an annual salary of \$319,005.

Your appointment as CTO/Director is subject to City Council confirmation; therefore, you will need to attend the Council's confirmation hearings. Once confirmed by the City Council, your initial term will be for four years.

Your contingent offer letter provided employment information related to the terms of your employment, benefits, vacation, holiday and sick leave.

I look forward to working with you in your role as CTO/Director and wish you success. We have much work ahead of us, and I am confident that the Department will thrive under your leadership.

Sincerely,


A handwritten signature in black ink that reads "Bruce A. Harrell". The signature is written in a cursive, flowing style.

Bruce A. Harrell
Mayor of Seattle

cc: Seattle Department of Human Resources file



City of Seattle Department Head Notice of Appointment

Appointee Name: <i>Rob Lloyd</i>	
City Department Name: <i>Seattle Information Technology Department</i>	Position Title: <i>Chief Technology Officer/Director</i>
<input checked="" type="checkbox"/> Appointment OR <input type="checkbox"/> Reappointment	City Council Confirmation required? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Appointing Authority: <input type="checkbox"/> City Council <input checked="" type="checkbox"/> Mayor <input type="checkbox"/> Other: <i>Fill in appointing authority</i>	Term of Position: * Council Confirmation to <i>8/1/2028</i> <input type="checkbox"/> <i>Serving remaining term of a vacant position</i>
Background: Rob Lloyd joins Seattle from the City of San José where he was the Deputy City Manager with oversight of Transportation, Aviation, and Technology services, along with leading the City’s Planning and Permitting Focus Area. Before that, he was their Chief Information Officer for almost six years. In San José, he executed their vision for a smart city with pioneering work in equity, privacy, and artificial intelligence, earning #1 honors in the Center for Digital Government’s Digital Cities Awards in 2020 and 2021. Mr. Lloyd previously held Chief-level roles for governments in Arizona, Oregon, and Colorado, and has served on the National Privacy Council, the National Equity Council, the Asian Pacific American Municipal Officials caucus, and is past president of the Metropolitan Information Exchange (“MIX”), the national association for local government technology executives. Additional professional recognitions include ORBIE Awards CIO of the Year for the San Francisco Bay Area; Silicon Valley Business Journal C-Suite Awards winner; StateScoop LocalSmart City Executive of the Year; StateScoop Top Cybersecurity Leaders; National Diversity Council Distinguished CIO; Government Technology Magazine Top-25 Doers, Dreamers and Drivers; and Phoenix Business Journal’s Arizona Top Tech Execs.	
Authorizing Signature:  Date Signed: July 25, 2024	Appointing Signatory: <i>Bruce A. Harrell</i> <i>Mayor of Seattle</i>

*Term begin and end date is fixed and tied to the position and not the appointment date.



CITY OF SEATTLE ▪ STATE OF WASHINGTON
OATH OF OFFICE

State of Washington

County of King

I, Rob Lloyd, swear or affirm that I possess all of the qualifications prescribed in the Seattle City Charter and the Seattle Municipal Code for the position of Chief Technology Officer and Director of the Seattle Information Technology Department; that I will support the Constitution of the United States, the Constitution of the State of Washington, and the Charter and Ordinances of The City of Seattle; and that I will faithfully conduct myself as Chief Technology Officer and Director of the Seattle Information Technology Department.

Rob Lloyd

Subscribed and sworn to before me

this ____ day of _____, 2024.

[Seal]

Scheereen Dedman, City Clerk

ROB LLOYD

www.linkedin.com/in/roblloyd



EXPERIENCE SUMMARY

- 15+ years C-level executive experience in government, technology, utilities, and transportation
- 35+ national honors for innovation, engagement, and operational excellence in lean organizations
- Successful leadership of technology, data, transportation, security/privacy, customer service functions
- Execution of organization-wide strategic planning and business improvement initiatives
- Accomplished record with resident, business, non-profit, government, and education partnerships
- Credentialed project execution and portfolio management professional—PMP, SCPM, CSM

PROFESSIONAL EXPERIENCE

City of San José, San Jose, California

Deputy City Manager

12/2021 – Current

- Lead assigned portfolios for the full-service municipality, the 12th largest city in the nation. San Jose is a community of 1 million residents across 181 square miles in the heart of Silicon Valley, served by a city of ~7,000 employees, a ~\$5.5B total budget, and 60,000 businesses.
- Oversee the Transportation and Aviation and Technology Services portfolios, totaling 800+ FTE, a \$383M operating budget, and a \$1.55B 2024-2028 capital program.
 - Aviation—San Jose Mineta International Airport (SJC) carries an operating budget of \$176M, a \$614M capital budget, and a staff of 228 employees. SJC supports annual traffic of 12M+ passengers and is the fourth busiest international airport in California by traffic.
 - Transportation—Carrying an operating budget of \$164M, a \$927M capital budget, and a staff of 539 employees, the department operates ~3,000 miles of roadway, maintains transit partnerships with VTA, Bart, and CalTrain. Major project in Diridon Station, with plans making it the largest transit hub in West of the Mississippi.
 - Technology—Support all technology infrastructure, applications, and data services for the organization in a centralized-federated model, with an operating budget of \$43M, a \$11M capital budget, and a staff of 115 employees.
- Working with departments and partners, led or co-led the following initiatives:
 - Homelessness Response Design and System connecting services from the Housing, Parks and Recreation Beautification, Transportation, Police, and Information Technology departments and partners for orchestrated response, case management, data analytics, and reporting
 - Vehicle Blight Management Services Redesign that re-engineered to changing demands of vehicle abatement services to address congestion, oversized and lived-in vehicles, and biowaste, improving resident ratings of services by almost 30 percentage points
 - GovAI Coalition creating a coordinated 150-city approach to the adoption of artificial intelligence with responsible practices, cooperative procurement, and standard contract terms
 - COVID-19 Community & Economic Recovery Task Force with ~55 community leaders that identified 88 recommendations with community metrics, and allocated a \$2M recovery fund
 - Equity through Data and Privacy program via a 3-year grant from the Knight Foundation, including a base data privacy program adoptable by local governments, a multi-city coalition for responsible use of generative AI, and equity data work to measure and communicate impact
 - Airport recovery plan for traffic, routes, traveler experience, concession revenues, and debt structure at San José Mineta International Airport, producing a 7M+ increase in passengers
 - Move San Jose Plan to refocus transportation on mode shift and traffic safety, in tighter coordination in planning and building, and achieving a \$62M increase in grant funding
 - Increased overall Pavement Condition Index score to 71 for the first time in over 30 years

- Community Forest Management Plan and resourcing that increased annual tree plantings by 1,600 to grow canopy cover by 5% long-term, including focus on equity neighborhoods
- Partner coordination, legislative action, planning, design, and community impact management for the regional \$12B+ BART-Silicon Valley, High-Speed Rail, and Transit Center projects
- Multi-department service design for handling homelessness, blight, and vehicle complaints, achieving a 12% increase in customer satisfaction and $\geq 80\%$ attainment of performance goals

Chief Information Officer

7/2016 – 3/2022

- Directed technology functions for the City. Service coverage included 100+ public safety, utilities, parks, community centers, libraries, public works, communications, and administrative sites.
 - Administered \$34M core budget with 103 central employees and ~60 decentral employees
 - Oversaw public network spanning downtown, school areas, airport, and convention center
 - Coordinated joint efforts with education, community, economic, and sports partners
- Oversaw the City's major technology projects, procurements, and budgets.
- Led improvements in reliability from 96% to 99.9%, customer satisfaction from 74% to 92%, employee vacancies from 36% to 11%, and project success rates from under 5% to 82%.
- Working with departments and partners, led or co-led the following initiatives:
 - Emergency Operations Center Logistics Chief for COVID-19 Pandemic
 - Drive to Digital efforts to shift meeting and employee resources to support a hybrid workforce
 - Creation and implementation of Cybersecurity Office, work plan, board, and operations
 - City's Innovation and Technology Strategic Plan, IT Architecture, and Cultural Blueprint
 - Digital Inclusion Network providing free WiFi to 150,000+ residents in Title 1 school areas
 - Stand-up of all support systems in founding the \$516M San Jose Clean Energy Department
 - Implementation of award-winning, customer-centric MySanJosé / San José 311 service desk and community platform with 160 staff and resident contributors
 - FirstNet implementation with advanced tools for 4,000+ City First Responders
 - \$8M migration to cloud-based human resources, talent, payroll, and budgeting systems
 - \$2M migrations to new revenue, treasury management, and business tax amnesty systems
 - \$3M modernization of Citywide compute and storage to hyperconverged + cloud platform
 - \$9M implementation of permitting, development, and planning system
 - Creation of Portfolio-Products-Projects Office that increased project success rates by 77 points
 - Award-winning data science efforts for geo-aware emergency response, gang youth violence, transportation design, census response, housing/food insecurity response, and vaccination
 - Rebuild of San Jose 311, relieving 911, resolving audits, and co-founding National 311 Day
 - Creation of Open Data Communities Architecture and IoT Architecture with partners
 - Local government representative on the \$8 billion NASPO national cellular/5G procurement

City of Avondale, Avondale, Arizona

Chief Information Officer and Chief Security Officer

7/2011 – 7/2016

- Directed technology functions and served as Chief Security Officer for the city and utilities.
- Proposed, defended, and oversaw all IT budgets, totaling \$4.2 million per year with 16 employees.
- Reviewed and approved all critical municipal technology projects and procurements.
- Led reliability and customer service efforts, achieving 99.9%+ overall availability and 96% Good to Excellent ratings in the citywide annual Internal Services Customer Survey.
- Working with departments and partners, led or co-led the following initiatives:
 - 2016-2020 City Strategic Plan
 - Customer Service Metrics Program for all City administrative departments
 - Annexation Analysis and Public Engagement for the Wigwam Creek neighborhoods
 - Cybersecurity Program creation, successful audits, and regional joint-response partnership
 - Utilities SCADA Stabilization and Security partnership with Department of Homeland Security

- Conversion to online self-service One-Stop Shop Planning, Review, and Permitting
- Green IT Plan resulting in annual savings of 100,000+ kWh, 1+ million prints, and \$100,000+
- Consolidated Business Process Automation, Document Management, and eDiscovery platform
- Enterprise Asset Management system implementation
- e-Citations with Police Department
- Critical Police CAD/RMS system stabilization and upgrades
- Regional Fire-Medical Electronic Patient Charting and Reporting

City of Ashland, Ashland, Oregon

Chief Information Officer and Utility Director

3/2010 – 6/2011

- Directed the cash-funded municipal telecommunications utility.
 - Managed services and marketing for 6,000+ internet, TV, wireless, and telephone customers
 - Oversaw a 156-mile fiber/coaxial cable plant, towers, cable head-end, and Host Data Center
 - Directed telecommunications and electric crews to increase plant uptime to 99.8%
 - Developed 2011-2013 AFN Strategic Business Plan, completing a successful turnaround
 - Grew revenues by almost 10%, debt pay-down by ~15%, capital investments by 300%+, market share from 41% to 46%, and customer ratings from 72% to 82% Good to Excellent
 - Reduced cost of services by 36%
- Managed all technology functions for the full-service municipal government.
 - Oversaw systems environment and municipal area network for six major service sites, a hydroelectricity plant, water and wastewater treatment plants, an airport, and municipal court
 - Oversaw all technology-related budgets, projects, and procurements totaling ~\$3.1 million, 16 FTE, and with integrated performance measures
 - Set IT Strategic Plan that addressed deficiencies in reliability, procurement, and satisfaction
 - Led increase in customer ratings for IT from 54% to 71% Good to Excellent
- Administered the municipality's telecommunications franchises.
- Served on coordination teams with Southern Oregon University and the Chamber of Commerce.
- Working with departments and partners, led or co-led the following initiatives:
 - New Utility Billing System
 - Joint County-City Community Emergency Alerting System
 - Transition to a regional 911 emergency communications and dispatch agency

State of Colorado, Colorado Parks and Wildlife, Denver, Colorado

IT Professional V/Chief of Information Technologies

9/2006 – 3/2010

- Directed technology services for the revenue-funded state enterprise of ~1000 employees, volunteers/interns, more than 50 major facilities, with staff distributed statewide.
 - Oversaw support and management for statewide IT environment, field technologies, and labs
 - Directed major business systems, including critical licensing systems that processed ~\$70 million in annual sales
 - Supervised provision of spatial data for law enforcement, conservation, and public uses
 - Directed all IT-related procurements, accounting, reporting and compliance, and audits
 - Supported systems achieved 99.94% up-time availability and 82% positive customer scores
- Represented agency on State bodies for policy design, implementation of regulations, data sharing, funding policy, cost allocation, and technology Centers of Excellence.
- Proposed, defended, and oversaw IT-related budgets in the State system totaling ~\$4 million with 32 employees, 10 consultants, and integrated performance/service level measures.
- Provided final decisions for all information technology projects and major purchases.
- Working with departments and partners, led or co-led the following initiatives:
 - Outsourcing of Licensing System Applications Processing on a \$13.5 million contract
 - Land Management System administering lands and easements totaling 1% of Colorado

- Development of the IT Cost Allocation Plan for Colorado’s \$240+ million IT consolidation
- Oil and Gas Permitting Regulations Review System development

IT Professional V/IT Applications and Operations Manager

11/2005 – 9/2006

- Managed business systems, operations, and customer/site support units with ten employees.
 - Oversaw programming and support for all business applications, including revenue systems
 - Managed document scanning and data services for over 460,000 license applications, annually
 - Achieved ~99.7% operational up-time average on all supported systems
- Directed all IT-related services contracts, vendors, and State status updates for central projects.
- Working with departments and partners, led the following initiatives:
 - IT Program Architecture for sustainable IT services and fund
 - Agency’s Continuity of Operations Plan (COOP)
 - Three-year, \$1.8 million redevelopment of the agency’s critical licensing system
 - Implementation of Public Data, Business Analytics, and Mapping resources
 - Initiative providing 270+ field staff across all Colorado counties with high-speed connectivity

City of Colorado Springs, Colorado Springs, Colorado

Senior IS Analyst/eGov, Budget, & IT Planning Manager

6/2001 – 11/2005

- Directed the enterprise Portfolio Management Program, IT planning, and policy development for the full-service municipal government with 3,600 employees and a \$1.5 billion City/Utilities budget.
- Coordinated technology services and staff for City enterprise divisions—Risk Management, Colorado Springs Airport, City Golf, and City Cemeteries.
- Supervised fiscal, personnel, and procurement functions for IT Department.
- Prepared, defended, and administered budgets for the IT division, enterprise technology accounts, grants, and cable franchise funds totaling ~\$9 million per year with 94 employees.
- Grew City Digital Services from \$0 to \$2.6 million in revenues and to 17,500+ subscribers.
- Directed programming, productions, and operations for SpringsTV community cable channel.
- Led ICMA Performance Benchmarking Program for all City Internal Support Services divisions. Worked with national partners to set data collection, quality assurance, and support methods.
- Administered the municipality’s telecommunications franchises.
- Working with departments and partners, led the following initiatives:
 - eGovernment Project for a new City website, shift to online services, and start of SpringsTV
 - Among first cities to transition to all-online procurement and hiring in 2001
 - Enterprise IT Consolidation that combined technology divisions into a 94-person department
 - \$2.4 million Criminal Justice Information System development and support contract
 - Creation of one of the first Information Systems Security Offices in local government in 2002

Information Systems Analyst III/DBA & Disaster Recovery Lead

1/2000 - 6/2001

- Led execution of 2001 City Reorganization with City Manager’s Office
- Led Enterprise Risk Management System procurement through implementation (Workers’ Compensation/General Liability/State Reporting)

Information Systems Analyst I/Projects Analyst and Junior Developer

8/1998 – 1/2000

- Led 2000 IT Strategic Plan development with City CIO
- Led \$3.1 million PeopleSoft ERP Project failure audit and successful recovery project

TEAM AND PERSONAL HONORS

- *Center for Digital Government*, Top-10 Digital Cities in 2001-05, 2011-15 (3x#1), 2017-23 (2x#1)
- *The Wall Street Journal*, 2023 Best Midsize U.S. Airports
- *Airports Council International*, Airport Service Quality (ASQ) Awards in 2023 (#1 Mid-Sized)
- *Bloomberg What Works Cities*, Data-Driven Certification in 2021-2022 (Silver), and 2023 (Gold)
- *Center for Digital Government*, Government Experience Awards in 2021, 2022

- *StateScoop*, 2020 Smart 50 Awards (x2)
- *American Planning Association*, 2019 Technology Award of Merit
- *IDC*, 2019 Smart Cities North America Award for Transportation Innovation
- *Oracle Excellence Awards*, 2018 Sustainability Innovation Award
- *Governing Magazine*, 2015 Citizen Engagement Award
- *Center for Digital Government*, Digital Government Achievement Award in 2004, 2013
- *Center for Digital Government*, Best of the Web in 2002, 2004, 2005

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- *StateScoop*, LocalSmart City Executive of the Year in 2019, 2022, 2023
 - *Silicon Valley Business Journal*, 2020 C-Suite Award— Top Leaders in Silicon Valley
 - *ORBIE Awards*, 2020 CIO of the Year for Nonprofit/Government in SF Bay Region
 - *Government Technology Magazine*, Top-25 Doers, Dreamers and Drivers in 2015, 2020
 - *National Diversity Council*, 2017 Distinguished CIO
 - *KnowledgeNet*, 2016 Genius Fellow in Cybersecurity and Grant
 - *Phoenix Business Journal*, 2016 Arizona’s Top 3 Technology Executives
 - *Phoenix Business Journal*, 2013 Forty Under 40
 - *eGov Magazine*, 2001 eGov Trailblazer

EDUCATION

- **Stanford University, California** **2011-2014**
Certificate, Advanced Project Management (SCPM Certification)
- **Colorado State University, Colorado** **2006**
Certificate, Wildlife Management
- **University of Colorado—Colorado Springs, Colorado** **2001-2003**
Master of Business Administration, Information Systems
- **Beloit College, Wisconsin** **1994-1998**
Bachelor of Arts, Sociology/Public Administration and Liberal Arts

OTHER EDUCATION/CERTIFICATIONS/EXPERIENCE

- [Project Management Institute](#)—Project Management Professional (Certification # 1268223)
- [Scrum Alliance](#)—Certified Scrum Master (Certificate ID # 728844)
- [Federal Bureau of Investigations, Infragard](#)
- Emergency Management—National Incident Management System, CA SEMS, EOC Management
- Mediation Works—Workplace Mediation
- General Management Training:
Contract Management; Diversity Management; Peer Review; Crisis-Proof Leadership;
Intergenerational Communications; Crucial Conversations; True Colors; FISH! Philosophy; IT
Service Management

TECHNICAL ENVIRONMENTS MANAGED

- Applications—PeopleSoft; Tyler Eden; Cayenta FMS; RevQ; CityBase; ADP; Lawson; NEOGOV; Kronos; Telestaff; Firehouse; Accela; Calytera/CSDC Amanda; Oracle Service Cloud and Integration Cloud Service; Spillman (CAD/RMS/Mobile); Integraph Hexagon CAD; IAPro; BlueTeam; MS Office through 365; Exchange; GroupWise; Zimbra; Hummingbird; Laserfiche; VoteLynx; EAM/MP2; Wonderware; CommVault; Novus; Sophos; Legato; GovQA; CivicPlus; MS Project; Brightwork; Zoom; ITSM and HEAT SM; LANSweeper; Clarify; LeanKit; Solarwinds; Netro Omnnicenter
- Development and Data Platforms— Hyperion; OpenGov; Splunk; UrbanLogiq; SharePoint; eDiscovery Center; ESRI ArcGIS (ArcEditor/ArcInfo/ ArcView/ArcWeb Series); MSSQL Server; Oracle;

Informix; Cognos; Microsoft BI; Visual Studio, Team System, Team Foundation Server; Geocortex; Dynamics CRM; Genesys/Angel/Soundbite IVR; Altigen; IIS; SimpliGov

- Network and Systems—Windows and Windows Server; Linux (Fedora); HP-UX; AIX; Compellent; Accellion; NetApp; EqualLogic; Cisco Switches, Routers, and Firewalls; Broadcom/Brocade Switches and Routers; Check Point Firewalls; Ruckus Wireless; Citrix; VMware vSphere, vCloud, NSX; Active Directory; Novell NDS; SCOM; SCCM; ZCM/ZENworks; Kemp; Barracuda

ASSOCIATIONS / AFFILIATIONS

- 2/2024 – Present [National League of Cities](#), Artificial Intelligence Advisory Committee
- 1/2024 – Present [National League of Cities—Asian Pacific American Municipal Officials](#), Member
- 10/2023 – Present [MetroLab](#), Artificial Intelligence Policy Taskforce
- 3/2023 – Present [American Leadership Forum—Silicon Valley](#), Senior Fellow, Past Fellow
- 1/2023 – Present [National League of Cities](#), Technology & Communications Committee Member
- 2/2022 – Present [Center for Digital Government](#), National Equity Council, Past Co-Chair
- 5/2021 – Present [Center for Digital Government](#), Digital Privacy Council, Past Co-Chair
- 4/2014 – Present [Arizona and National Cyberthreat Response Alliances](#), Board Member
- 1/2013 – Present [Digital Government Summit](#), Advisory Board Member
- 2/2008 – Present [Project Management Institute](#), Member
- 8/2016 – 5/2022 [Metropolitan Information Exchange](#), Past-President
- 1/2016 – 12/2021 [National Assoc. of State Procurement Officers](#), ICT Advisory Council Member
- 4/2016 – 11/2021 [Saddleback Communications](#), Company Board Member
- 8/2012 – 7/2017 [Arizona Technology Summit](#), Governing Board Member
- 3/2012 – 7/2017 [Maricopa Association of Governments](#), Technology Advisory Group, V. Chair
- 12/2011 – 7/2017 AZCIO, Arizona Municipal IT Leadership Association, Past-President
- 10/2011 – 7/2017 Mid-Market CIO Forum, Executive Advisory Board Member
- 8/2015 – 7/2016 [Southwest Autism Resource & Research Center](#), HR Board Committee
- 10/2012 – 3/2016 [Genesys/Angel](#), Customer Advisory Board Member
- 7/2009 – 6/2012 CIO Magazine, Executive Council Member
- 8/2008 – 3/2010 Colorado State Data Council, Member
- 4/2004 – 6/2005 Girl Scouts of America, Gold Award Mentor
- 11/2001 – 12/2005 Big Brothers/Big Sisters, Big Brother

Press Release
For Immediate Release

Contact Information

Callie Craighead

Email: callie.craighead@seattle.gov

Seattle’s Next Chief Technology Officer: Mayor Harrell Appoints Accomplished Government Executive and IT Leader Rob Lloyd

Seattle – Today, Mayor Bruce Harrell announced that he has selected Rob Lloyd as Seattle’s next Interim Chief Technology Officer (CTO) and Director of the [Information Technology Department](#) (IT) following a national search. An accomplished government and technology leader with decades of experience working for cities and states, Rob will start his new role with the City on June 24.

“Seattle is a world-leading technology hub, and I am excited for Rob to join the team and support our One Seattle vision to be a world-leading government in the use of technology to better serve our communities,” **said Mayor Harrell**. “Rob is a well-known and well-respected leader in his field, and I believe his knowledge, experience, and commitment to public service will help him succeed in a role that is connected to everything we do as a city. I want to thank Jim Loter for his exemplary and long-standing work for the City, both as Interim CTO the past three years and across many roles for years before that.”

Rob joins Seattle from the City of San Jose where he was the Deputy City Manager with oversight of Transportation, Aviation, and Technology services, and before that their Chief Information Officer. In San Jose, he executed vision for a smart city with pioneering work in equity, privacy, and artificial intelligence, earning #1 honors in the Center for Digital Government’s Digital Cities Awards in 2020 and 2021.

"It is a privilege to join the City of Seattle and the Seattle community. The One Seattle Initiatives are compelling as they take on the challenges of today’s big cities in a direct, smart way,” **said Rob Lloyd**. “I’m looking forward to working with our teams and partners to make a difference in that mission. My thanks to the Seattle staff for their exceptional graciousness throughout the hiring process. This is an impressive organization at every level."

Rob previously held IT executive roles for governments in Arizona, Oregon, and Colorado, and has served on the National Privacy Council, the National Equity Council, the Asian Pacific American Municipal Officials caucus, and is past president of MIX, the national association for local government technology executives. Additional professional recognitions include CIO of the Year for the San Francisco Bay Area; Silicon Valley Business Journal C-Suite Awards winner; StateScoop LocalSmart City Executive of the Year; StateScoop Top Cybersecurity Leaders; National Diversity

Council Distinguished CIO; Government Technology Magazine Top-25 Doers, Dreamers and Drivers; and Phoenix Business Journal's Arizona Top Tech Execs.

"As the chair of the Parks, Utilities and Technology Committee, I was given the opportunity to interview several extremely impressive, qualified candidates seeking to become the new CTO of Seattle IT. Rob stood out not only for his experience and technical knowledge, but also his commitment to public service and his pioneering smart city work," **said Councilmember Joy Hollingsworth**. "I know Rob will bring some new, innovative thinking to Seattle IT and help ensure that our City is leveraging technology to serve all its residents and delivering technological solutions to City departments. I look forward to introducing Rob to my fellow councilmembers during the confirmation process. I want to sincerely thank Jim Loter for his leadership as Interim CTO, and for continuing to support the City and the department during this time of transition."

The CTO search process started this spring with extensive engagement and listening sessions with Seattle IT and other City employees to identify what the most critical work and skills for this role would be. A national search and recruitment effort led to over 300 applications for the role, which then went through additional rounds of screening and interviews with City staff and labor partners. Four finalist candidates were then interviewed by the Mayor before he made the selection. Interim Director Loter will remain with the department to continue to work on behalf of Seattle's communities and support the transition to a new CTO.

Seattle IT is a trusted partner that provides secure, reliable, and compliant technologies that improve government service, while delivering responsible technological solutions to the City workforce and residents of Seattle. Seattle IT supports residents through their long-standing digital equity programs including the Technology Matching Fund Grants. Over the span of 30 years, the City has spent millions of dollars combined with in-kind donations and corporate sponsors to work to close the digital divide in our community. Seattle IT is the backbone of many other public facing department programs, ensuring technology is running smoothly allowing these programs to work seamlessly so residents have access to services they rely on.

What People Are Saying

Seattle Interim Chief Technology Officer Jim Loter

"I've had the pleasure to know Rob Lloyd for several years. He is an experienced innovator with a national reputation for strong leadership. I'm excited to work with him and I welcome him to the City of Seattle."

Barb Wilson, Microsoft Government Affairs

"Microsoft is thrilled to welcome Rob Lloyd to Seattle. We share Rob's unwavering commitment to digital equity to ensure that all members of the community benefit from technological advancements. At this moment when emerging technologies bring new opportunities, Rob is the innovative leader Seattle needs to lead digital transformation. His convening of a multi-city collaborative has helped accelerate the responsible adoption of AI across the country. Under his leadership, we are confident Seattle will deliver powerful and innovative technology solutions for the City and our community"

Tim Woodbury, Vice President, NuHarbor Security

"What a win for Seattle! Rob's command of technology would be noteworthy on its own, but it's his dedication to communities and compassion for humanity that makes Rob so special. Simply put, Rob Lloyd is the very best at harnessing technology to make positive impacts in the daily lives of people. An exceptional leader, teammate, and partner, Rob is well known for his creative solutions and hard earned wisdom. I have no doubt that Rob will do great things for Seattle."

Frank J. Grimmelmann, President & CEO, Arizona Cyber Threat Response Alliance

"Having known and worked with Rob Lloyd closely for over a decade, Seattle is getting a CTO who stands out for his strong ability to execute effectively, always upon a strong ethical foundation. His emphasis is on building a strong collaborative culture and team. An innovative and strategic leader, his focus is on delivering pragmatic secure solutions given the pace of digital transformation and the escalating cyber threat environment. Couple this with his proven ability to integrate tech, focused initiatives and resource management, Rob is a national leader who will produce exceptional outcomes for the City of Seattle. I wish him well in his new endeavors."

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SECTION

B



City of Seattle

Seattle Department of Human Resources

Kimberly Loving, Director

May 15, 2024

TO: Pam Inch – Senior Executive Recruiter SHR

FROM: Annie Nguyen - Seattle Department of Human Resources

SUBJECT: Background check for **Robert Crawford Lloyd**

The Seattle Department of Human Resources has received a copy of Robert Crawford Lloyd's background check provided by Global Screening Solutions. There were no findings that would impact their employment eligibility.

Cc: Personnel File

Seattle Department of Human Resources

Seattle Municipal Tower, 700 5th Avenue Suite 5500, PO Box 34028, Seattle, WA 98124-4028
(206) 684-7999 • TTY:7-1-1 Fax: (206) 684-4157 • Employment Website: www.seattle.gov/jobs

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