

MEMORANDUM

Date: March 15, 2017

To: Council President Bruce Harrell

From: Michael Mattmiller, Chief Technology Officer

Subject: 2016 Seattle Information Technology Race and Social Justice report

2016 Seattle Information Technology RSJI accomplishments

Seattle Information Technology via the Seattle Channel aired over 70 programs from with a RSJI focus, including:

- *2016 Martin Luther King Jr. Day Unity Event: Workshops*
- *Third Annual State of Africatown*
- *The Peopling of Seattle: Race, Migration, and Immigration*
- *Race and Social Justice - Toward Gender Justice: Introducing the All-Gender Restroom Ordinance*
- *American Podium: Damon Tweedy, Black Man in a White Coat*

Provided access and training in 5 Parks and Recreation Community Centers, in partnership with Associated Recreation Council, including:

- Replaced 49 computers in the learning labs
- Served 1,246 unduplicated participants
- 7,826 open lab and structured program hours at technology labs in Delridge, Rainier, Rainier Beach, South Park, and Yesler community centers
- Of those served, 94% were people of color
- Provided free tax help at two centers and partnered with OneAmerica in facilitating a Citizenship Clinic for recent immigrants and refugees
- Provided summer youth media internships

Completed 22 community-based Technology Matching Fund grant projects, reaching more than 3,970 of Seattle's most vulnerable residents:

- 1,068 immigrants and refugees, 2,403 low-income, 235 disabled and 472 experiencing homelessness
- 472 seniors, 1,855 youth served
- 1,330 gained employment skills, 2,451 achieved educational outcomes and 1,671 used technology to improve life skills and civic engagement

Awarded 10 new community-based Technology Matching Fund grant projects for \$320,000. These are expected to reach 2,500 residents, serving 580 immigrants and refugees, 1,240 seniors, and 1,100 people with disabilities.

Seniors Training Seniors in Technology, operated with HSD Mayors' Office of Senior Citizens

- Eighty-eight classes were completed, serving 457 seniors. Approximately 30 percent were people of color. At least 35 percent of trainees had incomes under \$22,000 per year.

Public Wi-Fi access: Expanded the public wi-fi available at 26 Community Centers, more than doubling previous use.

Internet kiosks: Provided 30,115 sessions at internet terminals in the six Neighborhood Service Centers (6,622 sessions) and 20 Seattle Parks' Community Center kiosks (23,493 sessions).

YMCA YTech Program: served 92 (69 teens, 9 pre-teens, 14 adults); 93 percent were people of color.

Cable Broadband for Community Access: Added 17 community sites receiving free cable internet services. This included El Centro de la Raza, the Eritrean Community Center, Broadview Emergency Shelter, and Umoja Peace Center.

Seattle Housing Authority HUD ConnectHome project:

- Distributed 100 refurbished computers to low income residents in five communities: Rainier Vista, Yesler, New Holly, High Point, and Lake City Court.
- Provided training to 76 residents, prior to getting a laptop
- Secured a Google grant which enabled 76 residents to sign up and receive subsidized internet service.
- Arranged for 42 youth at Yesler and Rainier Vista to receive training from GitHub and free Kano tablets.

Additional highlights:

- RSJI Toolkit applied to Integrated Code Management System (ICMS) Phase 1
- RSJI Toolkit applied to Open Data Program
- Started Phase One of the Information Technology Compensation & Classification Study. Part of this work will look at our current IT classification systems for equity.

Seattle Information Technology consolidation RSJI focus (accomplishments)

- Seattle IT Consolidated on April 6, 2016, bringing employees from 12 departments into one newly formed department of 650 employees (prior to consolidation conducted RSJI toolkit on consolidation)
- Formed Seattle IT RSJI Change Team:
 - Throughout 2016 focused heavily on RSJI Change team to provide them the tool to become change agents within Seattle IT
 - Collaborated with Office of Civil Rights (OCR) to educate RSJI Change Team Leads, Project Managers, and Executive Sponsor on how to use the RSJI toolkit for our environment
 - Invited other department RSJI champions to Seattle IT RSJI Change Team meeting to provide valuable insight of application of RSJI within departments
 - Detailed a core change team of those persons who will be RSJI change agents throughout the department and offered for thus who wanted to work on specific projects or events an opportunity to be part of subcommittees.
 - Requested all RSJI change team members and Project Managers attend RSJI toolkit sessions and other related RSJI trainings
 - Due to focus on Change team, Seattle IT focused on two toolkits in 2016 and used the Open Data Toolkit as educational opportunity for the Change Team to understand how the process worked

WMBE Contracting Results

For 2016, Seattle IT established Woman and/or Minority Business Enterprises (WMBE) utilization goals of 16 percent for Consulting and 17 percent for Purchasing. Seattle IT met the Consulting goal and fell short on the Purchasing goal.

2016 WMBE Performance			
	Target	Actual	Actual Amount
Consulting	16%	26%	\$1,323,939
Purchasing	17%	14%	\$3,862,417

MBE

Purchasing

- Zones (existing, \$2M+ in 2016)
- General Microsystems (new, Oracle Re-seller, new hardware and some new licenses)

Consulting

- TokuSaku Consulting (new, 2+ new contracts so far for about \$300k total, more in the works)

WMBE

Purchasing

- World Wide Technology (new, new blanket contract for Cisco equipment and services. Non-WMBE spend of \$1.7M in 2016 for Cisco equipment and services)

Consulting

- Macro.ccs (existing, several new contracts so far for about \$500k total, more in the works)
- Seattle Channel Contracts (new, had been processed as purchases, now being correctly processed as consultant contracts. Several new WMBEs now included in consultant spend)

Seattle Information Technology racial equity toolkits (deeper dive)

RSJI Toolkit: Integrated Code Management Systems (ICMS) Phase 1

Description: The Regulatory Compliance & Consumer Protection (RCCP) division and the Records & Licensing Services (RALS) division in King County are implementing an integrated regulatory management system to replace several stand-alone databases and manual processes. **Phase 1** will build the foundational elements of the system and implement the for-hire regulatory program (includes taxi, for-hire and transportation network companies). Individuals being licensed and regulated under this program are from diverse communities with high immigrant and refugee populations. Within the scope of this technology project, RCCP & RALS aim to simplify processes, help remove barriers to small businesses, increase racial equity and minimize adverse impacts to the communities served.

Summary of Outcomes: Decrease racial inequity in the for-hire regulatory program for immigrants, refugees, and communities of color. This includes ensuring adequate and equitable access to regulatory program services, information, and resources.

Determine Benefit and/or Burden: By implementing strategies to provide improved access to regulatory program services, information and resources and streamlining processes, RCCP/RALS aim to increase racial equity. By implementing a single integrated system for the county and city we expect to leverage the technology to be more efficient and cost effective in providing services. We hope to decrease the time it takes for regulatory processes, resulting in drivers getting licensed and working quicker. We also expect to increase awareness and understanding of regulations, increase compliance, and reduce enforcement actions. These impacts align with the RSJI community outcomes as well as the strategic vision of RCCP/RALS.

If outreach and information gathering is not done effectively and/or not utilized in system and process design, racial inequity could be increased in certain communities and/or demographics served. To minimize this risk, stakeholder input will be documented and tracked to determine how input is being utilized and addressed, or not, within the scope of the project. Phase 1 project scope, schedule and budget may restrict what can be accomplished in the short term; however, a road map of changes or initiatives for future phases or projects may be developed as a result.

How will you address the impacts (including unintended consequences) on racial equity?

1. Reduce complexity and time involved in license application and renewal processes. Develop documentation and information in a more simplified and easier to translate format. Provide on-line and printed material translation for top languages spoken in communities served. Provide multiple methods for accessing services: in-office, on-line, mobile applications, kiosks, and a mobile customer service van. These strategies will help to improve access and reduce barriers to services.
2. Remove unnecessary rules or requirements, as allowable under existing code. Based on results of community feedback and discovery, evaluate changing policies/code to remove racial and cultural barriers and bias as a longer-term strategy.
3. RCCP/RALS will partner with Public Outreach and Engagement Liaisons and community organizations/leaders to connect with community members to collect feedback on current challenges and recommendations for improvement. We will also use front counter/customer service staff to help gather feedback directly from customers. We will include customers and system users in user testing and development of education and communication strategies.

How will you evaluate and be accountable? Elimination of racial inequity is an on-going RCCP/RALS goal. As we implement Phase 1 and add additional regulatory programs to ICMS in 2018 and beyond, the goal is to leverage experience and data to reduce inequity incrementally with each program.

To retain stakeholder participation, we will work to establish community preferred methods of communication. This communication will be added to the project Communication Plan and adjusted as needed to engage stakeholders most effectively. Communication strategies and deliverables will be tracked to ensure identified methods and messaging occurs.

Customer feedback will be shared with city/county leadership and regulatory staff to help raise awareness for racial inequity and impacts.

RSJI Toolkit: Open Data Program

Description: The Open Data Program is a part of Seattle IT's Digital Engagement Directorate. Seattle IT worked with the Mayor's Office, the Sunlight Foundation, and the University of Washington to write an Open Data Policy that applies to

all the City's data. It was finalized in early 2016 and backed by an Executive Order from Mayor Ed Murray signed on February 26, 2016. Since then, Seattle IT has worked to implement the policy by expanding the existing open data program to serve all City departments. It is still in the early stages.

Summary of Outcomes: The open data program publishes data that is used to inform and eliminate racial inequity in the city of Seattle. Communities of color are aware of, have influence over, and can use the data we publish.

Key stakeholder engagements:

- Open Data Champions (participated in drafting)
- Community Technology Advisory Board (presented draft toolkit)
- Civic Technology Lunch Hour (free and open to the public)

We also incorporated feedback from the last 10 months of engagement, which includes two dozen community outreach events as well as individual meetings.

Please describe up to five key benefits and/or burdens for people of color of this policy, program, project, or other decision, which the RET process helped you to identify or confirm:

1. Open data can help illuminate the racial equity impact of City policies and programs, both for City staff and the public.
2. Open data can create meaningful accountability for the City and build trust with the public.
3. There is significant opportunity to take proactive steps to engage communities of color and organizations that work on racial justice in Seattle, especially working within the City's Digital Equity framework and through the programs supported by the Community Technology team as well with our departmental partners in HSD, Housing, Civil Rights, and Neighborhoods. Through these partnerships, we can develop insights about open data that more fully reflect the real needs of people of color in our community.
4. The Open Data Program is part of an overall effort to create a culture of data-driven decision-making at the City of Seattle. There are opportunities within the City to integrate intentional thinking about the racial equity impact of the work we do and the partnerships we engage in to minimize the risk that open data may reinforce structural inequities and racial bias (e.g. data creating an illusion of "objectivity").

Please describe up to five key actions – things that you will do differently or begin to do now – of this policy, program, project, or other decision, which will increase opportunity and/or minimize harm for people of color.

1. The Open Data Program will develop working relationships with organizations that work on race and social justice in Seattle, fostering partnerships, increasing accountability, and being sure they are engaged as stakeholders in the program.
2. We will update the Open Data Policy so that the racial equity outcomes are stated explicitly.
3. We will adjust our program operations so that racial equity work is an explicit part of the Open Data Program, including by setting specific goals for 2017 and pushing dataset owners to publish data in ways that can be used to impact the racial equity outcomes.
4. We will implement reporting mechanisms to hold ourselves accountable for the racial equity impact of our work.
5. We will publish at least one dataset in 2017 that offers direct insights into the racial equity impact of a City program.

Additional Comments: While there is concern among stakeholders about the limited engagement of minority communities in our program thus far, there are good opportunities to expand the engaging of communities of color through related departmental programs that are dedicated to digital equity and social justice, and via social justice programs supported by our City partners. There are also opportunities to do more work to engage the Community Technology Advisory Board about matters related to data equity and potential for bias, and to enlist the expertise of members on that Board to help us develop mitigations. All this will require collaboration across different offices in Seattle IT and in the City at large, as well as better tracking of our own activities and outreach. In the longer term, this will require further relationship development with an explicit focus on racial equity.

2017 Seattle Information Technology RSJI Projects and plans

- Apply RSJI toolkit to the following projects
 - Grant System Replacement
 - Public Engagement Portal
 - Utility Customer Self Service
 - Racial Equity Lab
- Further integrate RSJI within our Project portfolio
- Minority tech outreach event - focused on job opportunities
- Developed better partnerships with both high schools and university
- How to increase visibility for Minority Businesses to Seattle IT
- Continue to develop Seattle IT Change Team
- Continue Information Technology Compensation & Classification Study