Caltrans Sustainable Communities Grant to
Southern California Association of Governments (SCAG)

Stakeholder Forum Summary Report

Regional Broadband Consortium: Los Angeles Digital Equity Action League (LA DEAL)
Date of Stakeholder Forum: 1/25/2022
Date of Forum Summary Report: 1/31/2022

What are your overall observations about the Stakeholder Survey Results and what do you think are the major conclusions?

1. We should be cautious about using the data to inform policy recommendations because it was completed by people who self-selected into the survey, it is more anecdotal, it assumes we are post-pandemic, it should be analyzed down to the sub-regional level, and the questions were constrained. The survey excludes a recommendation/tool to reduce VMT, such as improving the ecosystem of local use vehicles, cycling and walking. The definition of transit should be broader.

2. The role of good broadband is important to capturing good metrics about how much people are walking and biking.

3. The survey of education leaders needs to be different between K12 institutions, community college institutions and 4-year universities. Teachers in the K12 space have to be on campus, so the impact of broadband won't be as impactful to VMT as to those attending community colleges and other post-secondary institutions, where services and classes can be conducted online. Results will look different.

4. Small businesses internet access needs are more about getting them the tools they need to operate than the transportation aspect. Their biggest challenges are when the management for the building where they operate changes, and the new management diminishes internet service for the building so that the business is challenged.

5. Data is missing about telehealth, which was virtually non-existent pre-pandemic, so it would be difficult to do a comparative analysis. As a result, the anecdotal data shows a big jump.

6. Policies outside of transportation agencies can have the greatest impact on VMT for some service providers. For example, WIOA and TANF regulations are so prescriptive, clients are required to receive services in person even if they can be done online or virtually.

What are public policies or actions that you can take for your own business or organization to reduce trips?

1. Would like to make more city services available online (Angelino Connect program). Residents need broadband, digital literacy and the ability to electronically pay for services (13% of Angelinos are unbanked).

2. A lot of families served are low-income and don't have the literacy needed to make those payments or the trust in the system to transact online. Nonprofits need to bring that education to those they serve and support and guide families and communities to use online services. Those driving to make payments are the ones who are un-connected.

3. Cyber security might prevent organizations from having a remote workforce, especially from cities where there might be more sensitive data to protect. On both the employer and user side, people are worried about their data being exploited/stolen. LA Cyber Lab helps businesses to be aware of cyber threats with alert and LA Optimize and Rebrand that help businesses put their services online safely. Stand up digital services for free in a safe way.

4. There is a training component to teleworking. Evaluation is a big deal. Employers should acquire resources to train managers and staff before employing a telework strategy. Telework is not suited for everyone. Should set up a regional org that sets up training.

5. There's an added cost for working remotely. Should have that information for organizations.

What are the major barriers to implementing the policies and practices and how can they be overcome?

1. People don't necessarily want to work from home where there might be distractions, or they may not have the space. Policymakers can create a shared workspace in any public building.

2. Some of the policies' goals for adoption, such as the FCC Affordable Connectivity Program (ACP), do not align with how the policies are developed. For example, people need to sign applications for ACP, but with social distancing due to the pandemic, it is impossible to get those signatures in person, and impossible to get people connected, which is counter to the goal of the program.

3. Barriers are around digital literacy. Within healthcare system, even if broadband was expanded, there are still language barrier issues, that then extend to digital literacy barriers. Telehealth is a tool that can't be used for every situation. Health workforce, which in governor's proposed budget, put a huge investment in HC workforce, particularly in behavioral health workers. Some mitigated by providing services virtually. You have positions with certifications and then community health workers and peer support that digital equity barriers are still pervasive, making whole care limited.

4. There is a class of missing organizations from this discussion - broadband providers. There is a huge amount of cash available in the sector around wireless, etc. We should encourage initiative to consider what this info means for telecom and tech companies and harness their power for greater digital inclusion. Digital inclusion should become viable and imperative for everyone.

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Date: January 25, 2022

	Name	Title	Organization Affiliation
1	Jeanne Holm	Deputy Mayor for Budget and Innovation	City of Los Angeles
2	Walter Siembab	Research Director	South Bay COG
3	Hillary Norton	Chairwoman and Commissioner, CTC, and Executive Director	California Transportation Commission (CTC) FASTLinkDTLA
4	Patrick Gittisriboongul	Chief Technology Officer	Lynwood Unified School District
5	Fran Fulton	Economic Development Manager	City of Torrance
6	Fran Inman	Senior Vice President	Majestic Realty
7	Greg Laudeman	Senior Consultant	Magellan Advisors
8	Marissa Krayna	Director, Health Policy Research	Insure the Uninsured Project
9	Mark Edwards	Executive Director	JVS SoCal
	Geovanny Ragsdale	CEO	Boys and Girls Club of West Valley
10	Shawn Daugherty	Sr Government Relations Manager	Human-I-T
11	Ben Lucha	Environmental & Technology Manager	City of Palmdale
12	Ruben Hovanesian	Senior Civil Engineer	City of Palmdale
13	Jordan Stokes		City of Torrance
14	Jesse Torres	Principle	ArroyoWest LLC
15	Sonia Chavez-Meza	Graduate	METRANS Transportation Consortium

16	Eric Lee	Director of IT	Jewish Family Service Los Angeles
17	Marion Jane Colston	Senior Director, Strategic & Organizational Planning	LA County Metropolitan Transportation Authority (LA Metro)
18	Bill Simmons	Principal	I-PRISE Communications, Inc.
19	Mohan Kachgal	Executive Director	Performing Arts Collective of Los Angeles (PACLA)
20	Claudia Echeves	Policy Analyst	Community Health Councils (CHC)
21	Ray Lopez-Chang	Senior Manager, Collective Action	GREAT PUBLIC SCHOOLS NOW
22	Luciralia Ibarra	Vice President, Planning, Land Use, Government Affairs	Caruso
23	Dan Caroseli	Digital Inclusion and Performance Management Unit, Bureau of Street Lighting	City of Los Angeles
24	Angelina Garcia	Director of Administrative Services	City of Pico Rivera
25	Miguel Sangalang	Executive Director and General Manager	City of Los Angeles Bureau of Street Lighting
26	Kerstyn Olson	Research Manager and Policy Advisor	California Emerging Technology Fund
27	Deanna Matsumoto	Principal Talent Development Specialist	Los Angeles Metro
28	Michael Walbrecht	Vice President	Warner Bros. Entertainment
29	Praful M Kulkarni	Director, Integrated Services	Cannon Design
30	Sonia Hooks	Management Coordinator	Los Angeles County Office of Education (LACOE)
31	Richard Saplan	Performance Management Analyst	City of Los Angeles
32	Karen Glenn	Corporate Affairs Senior Manager	Grifols
33	Shawn Daughtery	Senior Government Relations Manager	Human-I-T
34	Gerald Caton	Chair, Economic Development Working Group	Gateway Cities Council of Governments