



# CITY OF BLOOMINGTON

Information & Technology Services

## BDUAC Meeting

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Thursday July 2, 2020 4-5:30pm

Location: Zoom

Facilitator: Rick Dietz

Board Attendance: Chris Robb, Mike Allen, Mike Sullivan, Mike Trotzke

Staff Attendance: Cassie Werne, Rick Dietz

### I. STAFF REPORTS

#### A. Administrative Updates

1. [Rick] Received approval to hire Network and Security Administrator to take ownership of our metropolitan scale network. Have been challenged over the years to fully take advantage of our network and the opportunities it provides. Hoping to make a job offer in the next week.

#### B. ITS Updates

1. [Rick] Infrastructure projects:
  - a) Not a lot to report here.
  - b) Switchyard Park finishing up there.
  - c) Trades District Garage will have a data center going in there.
2. [Rick] Digital Equity Survey:
  - a) Curious if anyone has any initial thoughts about draft report?
    - (1) [Chris] Confirmed a lot of the suspicions we've had and trends nationally. Surprised by protections of minors - that there were that many people that felt their kids could avoid. Surprised that, that many people feel protected. May indicate a lack of understanding about what is out there. Everything else was pretty much what I suspected. [Rick] Surprised that people felt overconfident. [Chris] Low income residents and ability to recognize online threats might trend together. Either people feel they have done a sufficient job of protecting kids or they are unaware of the breadth of the problem. How many responses? 1080 responses. [Rick] Ended up with a significantly higher response rate than we needed or anticipated. CTC working with Cambridge, MA right now. We seem to have a more robust data set, but they didn't get as high of a return rate as we did.
    - (2) [Mike Trotzke] Cable modem and DSL breakdown. Do we have data about speed in general? [Rick] We don't have an actual speed test. Breakdown of platforms - fiber, DSL, AT&T or Comcast. [Mike Trotzke] That's just something I don't know. Are our loops comparable to other cable modem loops? I'd be curious to know. Anecdotally, I know

there are a lot of people using video streaming and people struggle to have the bandwidth they need to do what we are doing right now with a cable modem. Surprised by what a struggle people are having. [Rick] I'm on Comcast and my bandwidth oscillates between 5 and 150 megabits, but it does go through a wifi modem. If cable is an option, it is your best, worst option. [Mike Trotzke] Are you able to compare this to other cities? Is this high/low? I'd love to see this same breakdown for other cities. [Rick] We will get some of that from Cambridge, MA. It is hard to know in absence of comparison. We have a much more highly connected community than most. The availability of broadband service is 100%. 12% of the respondents don't use the internet in their household. Have pretty much ubiquitous access, but there is a percentage of people that aren't taking advantage of that. [Mike Trotzke] Always feel really out of touch because we have good, fast connectivity.

- b) [Rick] If you have additional feedback, please let me know. Areas of notice - gap between individuals eligible for subsidized service and those that take up the vendor. Comcast and AT&T both have these options - AT&T Access - someone in your household has to be eligible for SNAP program. Comcast Essentials is much more broad. There is a pretty significant gap between who is eligible and who takes advantage. They are suggesting that we focus policy/resources on this and get the word out more than the vendors are. Some communities have a full-time position dedicated to this. Particularly focused on low-income, older populations and minorities - any area of the community where there are additional barriers. We may want to explore how to bridge that gap.
- c) [Rick] Another issue with primarily older populations that aren't able to take advantage of services because almost everything requires a cloud account. Library example - used to be able to walk in and use a machine and pull up an Adobe product, but now licensing is changing. Older populations haven't been able to keep up as this is evolving. A coordinator or individual would be able to help with this - offer classes about how to protect your computer and your children - phishing, malware, etc. The gamut of challenges people face being online today.
- d) [Chris] Does CTC have access to Ookla speed test that they could make available? Not sure about this. Probably very expensive. [Mike Trotzke] Would really like to know how our speeds are compared to other communities. How would you go about identifying the people in need if you had a coordinator position? Would be a challenge identifying ways to engage with these groups. I do hear from a lot of people that have issues with Comcast. They are anecdotal, not sure what this means.
- e) [Mike Allen] Does this also include tethering like kids using a larger screen to do homework? [Chris] I remember us discussing trying to get that clarified, but I don't recall where we landed. [Mike Allen] Kids doing homework on devices. [Chris] If your primary access is just via your phone and aren't as savvy of that feature.

[Mike Allen] Or you want to be a digital nomad. [Mike Trotzke] Significant number of folks that have challenges with homework. [Mike Allen] Like when your kids are both on video calls and you have to run your business off that too. [Mike Trotzke] How many total people that would be? [Rick] 160,000 but that includes students when they are here. [Mike Trotzke] Let's say there was a program that did something to address that problem - how many households are there that are either on no internet or cell phone only? That would be a good # to know and talk about. [Chris] Of those people, who desire to have internet access? [Mike Trotzke] What is the estimated number of households in Bloomington that don't have internet or are cell phone-only for internet? Layer on that - how many do or don't want it. We need the # of how many people want internet and don't have it.

- f) [Rick] Will send full results we have. Won't answer that exact question, but could be teased out of the raw data. It would be an estimate. [Mike Trotzke] Would be good to be able to say.
- g) [Chris] The other question you want to get at is - if you are thinking about rolling out a City-wide program - the most likely people you have paying into that system - how many people in the higher income bracket have issues? Build a business case around this, will want to know this.
- h) [Mike Sullivan] How much satisfaction or dissatisfaction do we have in general? [Rick] There are some questions about this in the latter part of the survey. Will share full report.
- i) [Rick] Homework over the next few weeks - take a look at full report - and see what data is there and what questions we want to answer that we haven't already answered. Didn't reveal anything shocking, but real data we can use as the basis for action. Not just the City, but IU and the school corporation or others have been grappling with how we adjust to the current state of our world and help the people in our community that need it because it isn't going to be changing soon.
- j) [Rick] Plans we are working on - we have a gap in people that are eligible for subsidized service that aren't taking advantage and the training gap for older populations - what are the action items we can take? Mayor wants to make some strategic investments in helping the City stabilize, recover from COVID-19 and digital equity investments is one of those areas. If you have any ideas, please let me know.

## II. MEMBER REPORTS

- A. [Rick] What is everyone else doing?
  - 1. Nothing reported.

## III. ADJOURN

- A. *Next meeting:*
  - 1. Thursday August 6, 4-5:30pm