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County of Los Angeles
INTERNAL SERVICES DEPARTMENT

1100 North Eastern Avenue
Los Angeles, California 90063

SELWYN HOLLINS
Director

"Trusted Partner and Provider of Choice"

Telephone: (323) 267-2101
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February 7, 2022

To: Supervisor Holly J. Mitchell, Chair
Supervisor Hilda L. Solis
Supervisor Sheila Kuehl
Supervisor Janice Hahn
Supervisor Kathryn Barger

From: Selwyn Hollins 
Director

QUARTERLY UPDATE – INVESTMENTS TO ACCELERATE DIGITAL EQUITY

On November 16, 2021, the Board of Supervisors (Board) approved a motion to invest in immediate and longer-term efforts to provide affordable and reliable high-speed internet services to underserved communities impacted by the digital divide (Board Agenda Item 19). The motion designated the Internal Services Department (ISD) as the lead department responsible for coordinating the County's efforts on all community broadband infrastructure and residential service initiatives to close the digital divide. The motion also included several directives and instructed the ISD Director to report back to the Board with quarterly progress updates.

Attached for your review is the first quarterly update.

If you have any questions, please contact me at (323) 267-2101.

SH:sh

c: Executive Office, Board of Supervisors
Chief Executive Office
County Counsel
Department of Public Works

**COUNTY OF LOS ANGELES
INTERNAL SERVICES DEPARTMENT
INVESTMENTS TO ACCELERATE DIGITAL EQUITY**

**QUARTERLY PROGRESS REPORT
February 2022**

On November 16, 2021, the Board of Supervisors (Board) approved a motion to invest in immediate and longer-term efforts to provide affordable and reliable high-speed internet services to underserved communities impacted by the digital divide (Board Agenda Item 19).¹ This report provides a progress update on efforts to achieve the directives stated in the motion.

Directive #1: Establish the County's lead department.	
Directive	Status
a. Designate the Internal Services Department (ISD) as the lead department responsible for ensuring the County's efforts on all community broadband infrastructure and residential service initiatives to close the Digital Divide are coordinated and aligned under the County's Digital Divide Action Team, which is comprised of representatives from all County Departments and the Chief Executive Officer's Chief Information Office (CIO).	Completed

a. Lead Department

In April 2021, the CIO established the Los Angeles County Digital Divide Action Team Committee to develop a digital divide action plan aggregating all existing and planned digital divide efforts among County departments. The committee is chaired by the CIO and governed by provisions of a written charter. Members include executives and senior managers representing most County departments. ISD has been a member of the committee since its inception.

On November 18, 2021, the CIO facilitated a regular meeting of the committee and included ISD on the agenda to discuss the directives of the Board motion. After this meeting, ISD engaged with several departments in aligning initiatives to facilitate broadband access to underserved communities impacted by the digital divide. Additionally, ISD has proactively engaged in broadband access planning with other public

¹ [Los Angeles County Board of Supervisors, Statement of Proceedings for the Regular Meeting, November 16, 2021](#)

agencies, private sectors, community-based organizations, and various regional consortia.

As the designated lead department, ISD has also responded to Federal and State requests for public comments on regulatory policies that will impact the availability of funding for investments in the County’s broadband strategy. All comments were submitted in coordination with the CIO, County Counsel, and Chief Executive Office. The policies included:

- November 2021: Comments to the California Public Utilities Commission (CPUC) Rulemaking for Apportionment of Funds for Federal Funding Account Grant Program.
- December 2021: Comments to the Federal Communications Commission (FCC) Rulemaking for the Affordable Connectivity Program.
- February 2022: Comments to the National Telecommunications and Information Administration (NTIA) Rulemaking for the Infrastructure Investment and Jobs Act Implementation.

Directive #2: Conduct a Countywide campaign on financial subsidy programs.	
Directive	Status
a. Instruct the Chief Executive Office (CEO), in consultation with ISD, to identify funding for a countywide promotional campaign to inform and educate constituents about financial subsidy programs that will assist with the costs of computers and internet service.	Completed
b. Instruct ISD through the Delete The Divide initiative to coordinate the countywide promotional campaign and subsidy programs, specifically the Federal Emergency Broadband Benefit. Additionally, the campaign should encourage the participation of all County Departments and, as appropriate, collaborations with internet service providers, telecommunication companies, school districts, regional consortia, community-based organizations, non-profits, and ethnic and hyperlocal media. Outreach must be conducted in the County’s multiple threshold languages.	Completed <i>Phase 1: EBB promotion</i> In Progress <i>Phase 2: ACP and other subsidy promotions</i>

a. Funding for Countywide Promotional Campaign

The CEO has identified \$3 million in one-time funding to support the countywide promotional campaign.

b. Promotional Campaign

On May 12, 2021, the Federal Communications Commission (FCC) launched the Emergency Broadband Benefit (EBB) Program to help families and households struggling to afford internet service during the COVID-19 pandemic. The \$3.2 billion program provided qualifying households with a monthly subsidy up to \$50 for broadband service and a one-time subsidy up to \$100 for the purchase of a computer, laptop or tablet. Eligible households on Tribal lands could receive a total monthly discount of up to \$75.

A member of a household needed to meet one of the following criteria for the household to be eligible:

- Income at or below 135% of the Federal Poverty Guidelines or participates in certain assistance programs, such as SNAP, Medicaid or Lifeline.
- Approved to receive benefits under the free and reduced-price school lunch program or school breakfast program.
- Received a Federal Pell Grant during the current award year.
- Experienced a substantial loss of income due to job loss or furlough since February 29, 2020 and the household had a total income in 2020 at or below \$99,000 for single filers and \$198,000 for joint filers.
- Met the eligibility criteria for participating providers' existing low-income or COVID-19 program.

The enrollment process required two steps: 1) Submit an application for approval from the FCC, and 2) Contact a preferred participating provider to select an eligible plan and have the discount applied to the monthly bill. The financial subsidy was limited to one monthly service discount and one device per household, and benefits are paid by the EBB program directly to the provider.

An estimated 822,000 households in Los Angeles County are eligible for EBB, but FCC data indicates that less than 45% of eligible households are currently enrolled in the program. A related study by the University of Southern California examined broadband affordability and explored awareness and adoption of the EBB program among low-income households in California. The findings indicated many potential beneficiaries of the program are deterred by lack of information about eligibility and the application procedures.²

² [Galperin, H., Bar, F. & Le, T. \(2021\). Broadband Affordability and the Emergency Broadband Benefit in California. *Connected Communities and Inclusive Growth*](#)

On December 6, 2021, ISD launched a countywide promotional campaign to increase awareness of the EBB and encourage residents to enroll in the program (2.5 weeks after Board approval of the motion on November 16, 2021). The campaign consisted of a targeted multimedia, multi-language effort with support from the Board of Supervisors, 19 County departments, and numerous community-based organizations, school districts, medical agencies, faith-based organizations, and local businesses. The campaign was limited in duration to only 3 weeks because the EBB enrollment deadline was December 30, 2021.

In consideration of the time constraints, ISD implemented the promotional campaign in partnership with the California Emerging Technology Fund (CETF). CETF is a non-profit organization established by the California Public Utilities Commission for the purpose of advancing broadband access to underserved communities throughout the State of California. This partnership helped to ensure the consistency of promotional communications by utilizing existing statewide marketing models, which also minimized the costs associated with planning, logistics, public outreach, messaging, and data collection.

The following are the major promotional activities of the campaign. It should be noted that many County departments and partner organizations added value beyond these activities by proactively marketing EBB through their communication networks and professional affiliations.

- Training – ISD hosted 4 virtual training sessions on the EBB and enrollment process. The training was facilitated by CETF to 95 representatives from different County departments and partner organizations responsible for advising constituents on public resources.
- Media Buys – Press statements and ad units were provided to various media outlets to publish, which included call center telephone numbers and websites to assist with the enrollment process. Media marketing generated over 16 million impressions:

<u>Media</u>	<u>Impressions</u>
Television	12,633,946
Radio	2,946,099
Print	889,800
Facebook	347,563
<u>Google Search</u>	<u>2,710</u>
Total	16,900,118

- Media Interviews and Press Releases – A news media event was hosted at ISD Headquarters to answer questions regarding the EBB as well as the County’s Delete The Divide initiative. Participants included reporters from 17 television, radio and newspaper outlets, including hyper-local and ethnic media.

Additionally, op-ed articles authored by Board Supervisors and press releases were published among 38 targeted community media outlets. This news coverage generated over 5 million ethnic media impressions:

<u>Media</u>	<u>Impressions</u>
Chinese	2,847,800
Hispanic	820,593
Filipino	525,000
African-American ³	516,270
<u>Korean</u>	<u>450,000</u>
Total	5,159,663

- Printed Materials – Printed flyers and tri-fold brochures were distributed to County departments and partner organizations for distribution to constituents at offices, field visits and community events. A total of 457,400 multi-language collateral materials were provided:

<u>Brochures</u>		<u>Flyers</u>	
English	26,600	English/Spanish	148,350
Spanish	24,800	English/Chinese	114,500
Chinese	12,800	English/Korean	56,700
Korean	10,000	<u>English/Vietnamese</u>	<u>57,250</u>
<u>Vietnamese</u>	<u>6,400</u>	Total	376,800
Total	80,600		

- Digital Marketing – County departments and partner organizations were provided with a social press toolkit with assets to post on social media sites. There were 1,377 landing page views and 67 social media posts and shares.
- Text Messaging – A text message was developed for County departments and partner organizations that have experience sending automated text notifications to constituents in the target population. A total of 113,407 texts were sent via school districts and healthcare agencies.
- Telephone Calls – A total of 16,476 pre-recorded telephone messages were disseminated by school districts.
- Electronic Mail – A total of 17,638 emails were transmitted by school districts.
- Call Centers – CETF provided support with telephonic call centers to assist constituents with questions and EBB enrollments. The intake process received more than 5,000 calls/leads generated from the County’s promotional campaign:

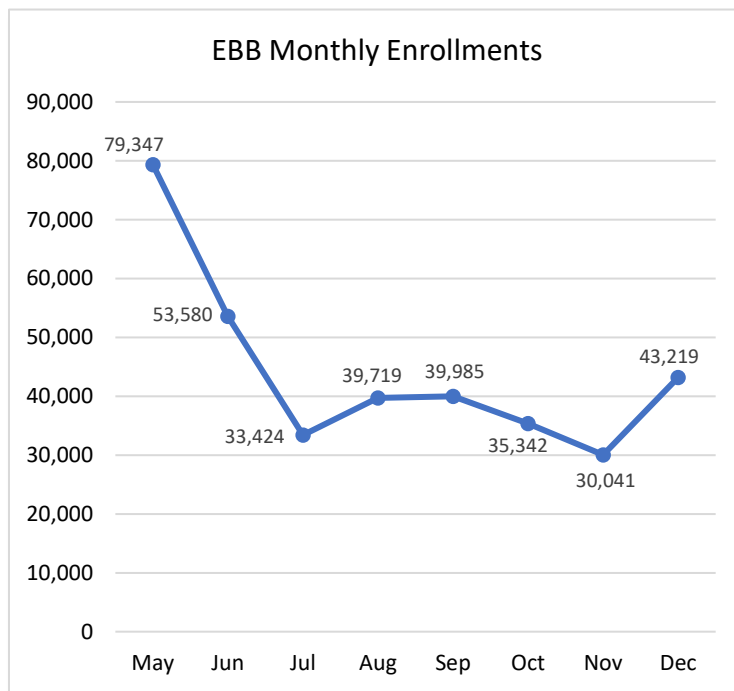
³ Includes the general media market.

<u>Media</u>	<u>Calls</u>
Television	1,630
Radio	508
Print	133
Facebook	878
Google Search	32
<u>Other Promotions</u>	<u>1,837</u>
Total	5,018

Click on the following icon to view promotional materials and playback sample television and radio broadcasts:



FCC data based on zip codes indicate that new EBB enrollments in Los Angeles County reached 43,219 in December 2021.⁴ This was a 43% increase from the previous month total of 30,041. It was also the highest monthly increase in new enrollments since the early stages of the program and reflects a spike among declining enrollments over the preceding months:



⁴ Enrollments may vary from actual counts because some zip codes are shared by adjacent counties.

As of December 31, 2021, Los Angeles County had the largest number of household enrollments in the EBB program among counties within California:

<u>County</u>	<u>Total Enrollments</u>
Los Angeles	354,657
San Bernardino	112,097
San Diego	88,627
Riverside	84,256
Orange	71,903
All Other Counties	<u>379,941</u>
Total	1,091,511

On December 31, 2021, the EBB was replaced by the \$14 billion Affordable Connectivity Program (ACP).⁵ Under this new program, the monthly broadband benefit is reduced from \$50 to \$30. The monthly benefit will remain \$75 for households on qualifying Tribal lands. Additionally, the income eligibility was raised from 135% to 200% of the Federal Poverty Line.

All households that enrolled in the EBB program will continue to receive their current monthly benefit up to \$50 until March 1, 2022, after which the benefit will change to \$30. EBB recipients do not need to take any action to continue receiving the monthly discount and will automatically transition to the ACP. However, households that qualified for EBB due to a substantial loss of income resulting from job loss or furlough since February 29, 2020 will need to requalify for ACP once the transition period ends on March 1, 2022. Similarly, households that met the eligibility criteria for a participating provider's COVID-19 program will need to requalify. In January 2022, these households were provided information about the steps they needed to take from the program administrator or their internet service provider.

More than 354,000 households are currently enrolled in the ACP (formerly EBB program), but this count is well below the estimated 822,000 households that are eligible. ISD is planning to launch a second phase of the promotional campaign to expand efforts in encouraging enrollments in the ACP as well as other financial subsidy programs. The second phase will begin in late February 2022 and continue for up to 9 months with a goal of enrolling more than 75% of eligible households. It will include a refined marketing strategy, disseminate information in more languages, and implement a workforce program with Digital Navigators. The Digital Navigators will be hired from within the targeted communities in close coordination with community-based organizations. All workers will be trained to provide constituents with in-person assistance in understanding and applying for subsidies, finding affordable devices, and technical support for accessing the internet.

⁵ Affordable Connectivity Program website: <https://www.fcc.gov/acp>

ISD is currently planning a Digital Navigators program and will engage community-based organizations and existing practitioners to inform the program’s design. In coordination with its consultant team, ISD will conduct outreach beginning in the month of February and interview several community-based organizations and/or existing practitioners. An RFC will also be released to obtain public feedback. The information collected will be used to develop a competitive solicitation process.

Additionally, ISD will seek more engagement from internet service providers and telecommunication companies in joining the County’s efforts to promote and encourage new enrollments in the ACP.

Directive #3: Expand and/or enter into new agreements with the County’s existing broadband and/or carrier agreements for public access and use.	
Directive	Status
a. Instruct and authorize ISD to negotiate agreements with assistance from County Counsel and input from the CEO, with internet service providers and telecommunication companies and if the proposed agreement can be shown by ISD to be in the County’s best interest, return to the Board for approval to execute new agreements or amend existing agreements.	In Progress

a. Negotiation of New and Existing Agreements

ISD has engaged with some internet service providers and telecommunication companies regarding affordable and reliable high-speed internet service for households in underserved communities. The discussions have centered on reduced-rate service options if the County were to accept responsibility for direct payment of monthly fees to the service provider. Companies have suggested below market service plans with added incentives. However, as of the date of this report, ISD has not received a written proposal from any company or negotiated any agreements. Discussions are ongoing.

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high speed, quality service.	
Directive	Status
a. Authorize ISD to amend its agreement, as needed, with the contractor that assisted in the development of its report to the Board in response to Item 45G of the August 31, 2021 Agenda, to perform additional analysis for the options identified in the aforementioned report and provide program development services for future solicitations.	Completed

Directive	Status
<p>b. Instruct ISD to administer a competitive solicitation to acquire a Managed Service Provider to coordinate and manage implementation of the Community Wireless Network. The scope of work should include, but not be limited to, project management, infrastructure design, system integrations, performance requirements, equipment testing and maintenance, administration of resources, and customer support services.</p>	<p>In Progress</p>
<p>c. Instruct ISD to administer a competitive solicitation and negotiate agreements for public-private partnerships to construct and configure the Community Wireless Network.</p>	<p>In Progress</p>
<p>d. Instruct CEO, in consultation with ISD and DPW [Department of Public Works] to identify funding from Federal, State and/or County sources to support a five (5) year proof of concept model for a Community Wireless Network. Under the coordination of ISD, this pilot will utilize public-private partnerships and a Managed Service Provider for the deployment of a fully functional network of Citizen Broadband Radio Service and/or millimeter wave technologies to deliver reliable high-speed internet service to 12,500 households in digital divide target areas.</p>	<p>In Progress</p>
<p>e. Delegate authority to the CEO to hire a consultant to conduct a financial and technical feasibility study for a County-administered municipal broadband service. The study should assess capital costs and consumer pricing models that will enable reliable high-speed internet access for households in digital divide target areas. The study should also consider existing County assets and licensing agreements as well as the utilization of public and private fiber optic and wireless network infrastructures that can be included in the County-administered strategy.</p>	<p>In Progress</p>

a. Amend Contractor Agreement for Additional Analysis

On December 21, 2021, ISD amended its original agreement with the contractor that assisted in the development of its report to the Board in response to Item 45G of the August 31, 2021 Agenda. The contractor will perform additional analysis for the options identified in the aforementioned report and provide program development services for future solicitations. Additionally, the contractor will support ISD in the sourcing of new Managed Service Providers and community-based organizations required for the Digital Navigator services, among other tasks aligned with this initiative.

b. Solicitation for Managed Service Provider(s)

The County is not currently equipped or positioned to carry out the logistics necessary to enable internet services in residential areas. Thus, ISD will be administering a competitive solicitation to onboard one or more Managed Service Providers to coordinate and manage implementation of a Community Wireless Network. The network is intended to be a 5-year pilot to provide free broadband access through public-private partnerships to 12,500 or more households in underserved communities in Los Angeles County.

Over the past several months, ISD conducted extensive market research of the technologies, logistics and administration required to deliver reliable, high-speed broadband services for a Community Wireless Network. ISD also commissioned a study to identify County assets and prospective service areas for offering residential broadband access. Additionally, ISD participated in discussions with GoldenStateNet on strategic designs of the middle-mile infrastructure that can facilitate cost and efficiency gains for last-mile connections.⁶ GoldenStateNet is the name of the network created by CENIC's California Middle Mile Broadband Initiative (CCMMBI) to manage the development, acquisition, construction, maintenance, and operation of the statewide open-access middle-mile broadband network. CCMMBI was selected by the California Department of Technology as its third-party administrator to manage the statewide open-access middle-mile broadband network, which is funded through Governor Gavin Newsom's \$6 billion "Broadband For All" legislation (Senate Bill No. 156).

In the interest of an inclusive process, ISD also issued a Request For Comments (RFC) from January 7, 2022 through January 21, 2022. The purpose was to obtain input from market participants to inform the solicitation requirements, network structure, technical specifications, evaluation metrics, and any other topics that will be instructive to facilitating a competitive solicitation. The RFC was widely disseminated to different industry sectors, public agencies and community-based organizations.

The RFC resulted in 33 written submissions from various entities, including service providers, equipment providers, community-based organizations, consortia, constituents, and an academic institution. In parallel, ISD's consultant outreached directly to 38 active firms in the wireless broadband industry to conduct market research interviews. These firms included managed service providers, original equipment manufacturers, and priority access license owners.

The interviews provided valuable information, such as potential technical approaches, data requirements, partnership structures, and evaluation parameters necessary to facilitate a competitive Request for Statement of Qualifications (RFSQ). The RFSQ is designed as a bench contract that will pre-qualify one or more managed services providers to compete for future work orders to deploy broadband networks in communities

⁶ The California Department of Technology defines middle-mile as the physical mid-section of the infrastructure required to enable internet connectivity for homes, businesses, and community institutions. The middle-mile is made up of high-capacity fiber lines that carry large amounts of data at high speeds over long distances between local networks and global internet networks.

impacted by the digital divide. The RFSQ approach promotes competition amongst providers during the pilot phase and allows the County to expand the project's scope as new communities are identified for deployment.

The competitive solicitation is targeted for release in March 2022.

c. Solicitation for Public-Private Partnerships

In coordination with the solicitation discussed in 4(b) above, ISD will seek Board approval to execute public-private partnerships upon award and execution of the agreement with one or more Managed Service Providers. ISD is reviewing the feasibility and interest in the market for potential public-private partnerships with utilities and other owners of assets that would support the project. Recently, the County and City of Los Angeles signed a Memorandum of Understanding (MOU) that established a working partnership to commit resources towards digital equity and inclusion that will ensure residents and businesses have access to reliable high-speed internet. Both agencies will deploy their competitive advantages (including assets and operations) to bring new public connectivity infrastructure to communities and encourage collaboration on projects and funding opportunities that maximize efficiencies and public impact while reducing duplication of efforts and building toward a comprehensive regional strategy. This MOU was developed in consultation with County Counsel and City Attorney, and is in the interest of collaboration and alignment. Formal agreements may be negotiated should the need arise due to specific obligations, such as matters involving costs and indemnifications. ISD will seek Board approval to execute any formal agreements.

d. Funding for Community Wireless Network

The CEO, ISD, and DPW continue to explore Federal, State, and County funding sources. Updates will be provided in future report backs.

e. Feasibility Study for County-Administered Broadband Service

The CEO will utilize market research of the technologies, logistics and administration required to deliver reliable, high-speed broadband networks to develop the requirements for a competitive solicitation to hire a consultant to conduct a financial and technical feasibility study for a County-administered municipal broadband service.



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INTERNAL SERVICES DEPARTMENT

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May 13, 2022

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Attached for your review is the second quarterly update.

If you have any questions, please contact me at (323) 267-2101.

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c: Executive Office, Board of Supervisors
Chief Executive Office
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**COUNTY OF LOS ANGELES
INTERNAL SERVICES DEPARTMENT
INVESTMENTS TO ACCELERATE DIGITAL EQUITY**

**QUARTERLY PROGRESS REPORT
May 2022**

On November 16, 2021, the Board of Supervisors (Board) approved a motion to invest in immediate and longer-term efforts to provide affordable and reliable high-speed internet services to underserved communities impacted by the digital divide (Board Agenda Item 19).¹ On February 7, 2022, the Internal Services Department provided its first quarterly progress report on achieving the directives discussed in the motion.² This is the second quarterly progress report, which presents further updates.

Directive #1: Establish the County’s lead department.	
Directive	Status
a. Designate the Internal Services Department (ISD) as the lead department responsible for ensuring the County’s efforts on all community broadband infrastructure and residential service initiatives to close the Digital Divide are coordinated and aligned under the County’s Digital Divide Action Team, which is comprised of representatives from all County Departments and the Chief Executive Officer’s Chief Information Office (CIO).	Completed <i>Addressed in the first Quarterly Progress Report</i>

Directive #2: Conduct a Countywide campaign on financial subsidy programs.	
Directive	Status
a. Instruct the Chief Executive Office (CEO), in consultation with ISD, to identify funding for a countywide promotional campaign to inform and educate constituents about financial subsidy programs that will assist with the costs of computers and internet service.	Completed <i>Addressed in the first Quarterly Progress Report</i>

¹ [Los Angeles County Board of Supervisors, Statement of Proceedings for the Regular Meeting, November 16, 2021](#)

² [ISD Quarterly Update - Investments to Accelerate Digital Equity, February 7, 2022](#)

Directive #2: Conduct a Countywide campaign on financial subsidy programs.	
Directive	Status
b. Instruct ISD through the Delete The Divide initiative to coordinate the countywide promotional campaign and subsidy programs, specifically the Federal Emergency Broadband Benefit. Additionally, the campaign should encourage the participation of all County Departments and, as appropriate, collaborations with internet service providers, telecommunication companies, school districts, regional consortia, community-based organizations, non-profits, and ethnic and hyper-local media. Outreach must be conducted in the County’s multiple threshold languages.	<p>Completed <i>Phase 1: EBB promotion</i></p> <p>In Progress <i>Phase 2: ACP promotion</i></p>

Phase 1 Promotional Campaign: Emergency Broadband Benefit

On May 12, 2021, the Federal Communications Commission (FCC) launched the Emergency Broadband Benefit (EBB) Program to help families and households struggling to afford internet service during the COVID-19 pandemic. The \$3.2 billion program provided qualifying households with a monthly subsidy up to \$50 for broadband service and a one-time subsidy up to \$100 for the purchase of a computer, laptop or tablet. Eligible households on Tribal lands received a monthly broadband discount up to \$75.

On December 6, 2021, ISD launched a countywide promotional campaign to increase awareness of EBB and encourage residents to enroll in the program. The campaign consisted of a targeted multimedia, multi-language effort with support from the Board of Supervisors, 19 County departments, and numerous community-based organizations, school districts, medical agencies, faith-based organizations, and local businesses. The campaign was limited in duration to only three weeks because the EBB enrollment deadline was December 30, 2021.

Based on FCC data reports, new EBB enrollments in Los Angeles County reached 43,219 in December 2021.³ This was a 44% increase from the previous month total of 30,041. It was also the highest monthly increase in new enrollments since the early stages of the program and reflected a spike among declining enrollments over the preceding months.

The promotional campaign strategy and results are discussed in more detail in ISD’s first [Quarterly Progress Report dated February 7, 2022](#)

³ The enrollment data was based on zip codes, which may vary from actual counts because some zip codes are shared by adjacent counties.

Phase 2 Promotional Campaign: Affordable Connectivity Program

On December 31, 2021, the EBB was replaced by the \$14 billion Affordable Connectivity Program (ACP).⁴ Under this new program, qualifying households can receive a monthly subsidy up to \$30 for broadband internet service and a one-time subsidy up to \$100 for the purchase of a computer, laptop or tablet. The monthly broadband discount for eligible households on Tribal lands remains at a maximum \$75.

The ACP monthly broadband subsidy is limited to \$30, which is less than the \$50 subsidy that was available under the EBB. However, the ACP expanded the eligibility criteria and more households now qualify for subsidy benefits. It is estimated that in Los Angeles County the number of households eligible for subsidies is now 1.6 million, based on calculations by the Annenberg Research Network on International Communication at the University of Southern California⁵.

The ACP eligibility requirement is a household income at or below 200% of the Federal Poverty Guidelines⁶ or if a member of the household meets at least one of the following criteria:

- Received a Federal Pell Grant during the current award year;
- Meets the eligibility criteria for a participating providers' existing low-income internet program;
- Participates in one of these assistance programs:
 - Supplemental Nutrition Assistance Program (SNAP)
 - Medicaid
 - Federal Public Housing Assistance
 - Supplemental Security Income (SSI)
 - Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
 - Veterans Pension or Survivor Benefits
 - Lifeline (Federal benefit program for phone and internet service discounts)
 - National School Lunch Program or the School Breakfast Program, including through the USDA Community Eligibility Provision

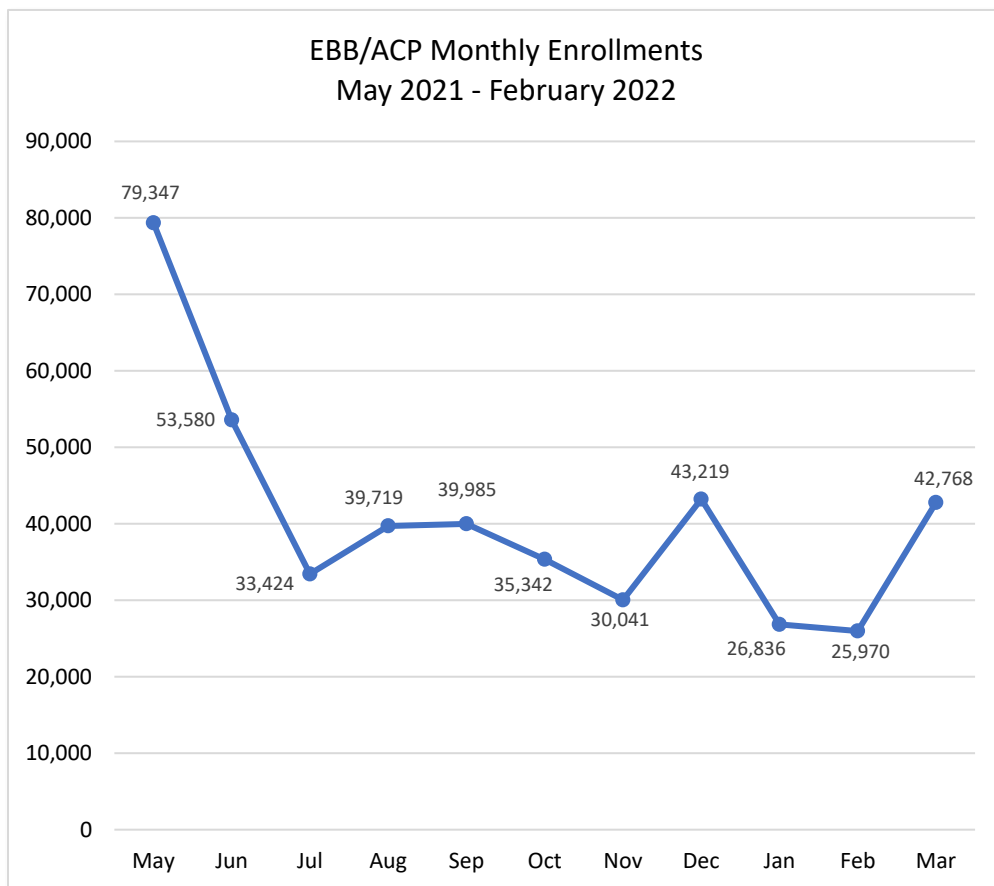
⁴ Affordable Connectivity Program website: <https://www.fcc.gov/acp>

⁵ USC Annenberg Research Network: [Map of California Affordable Connectivity Program Enrollment](#)

⁶ 2022 Federal Poverty Guidelines: [Income Limit by Household Size](#)

The enrollment process requires two steps: 1) Submitting an application for approval from the FCC, and 2) Contacting the applicant’s preferred participating provider to select an eligible plan and have the discount applied to the monthly bill. The financial subsidy is limited to one monthly service discount and one device per household, and benefits are paid by the ACP program directly to the provider.

During the first three months of calendar year 2022, ISD did not engage in any promotional activities for the ACP. The Department spent time assessing performance data from the EBB campaign and refining promotional strategies. In the absence of a promotional campaign, new enrollments declined sharply at the beginning of the year. In March, the number of enrollments increased significantly, which may have been related in part to a final transitioning from EBB to ACP. All households that were previously enrolled in the EBB program continued to receive a monthly benefit up to \$50 until March 1, 2022. After that date, the benefit was reduced to \$30 under the ACP. EBB recipients were not required take any action to continue receiving the new \$30 discount and automatically transitioned to the ACP. However, households that qualified for EBB due to a substantial loss of income resulting from job loss or furlough since February 29, 2020 needed to requalify for ACP. Similarly, households that met the eligibility criteria for a participating provider’s COVID-19 program needed to requalify.



On April 14, 2022, ISD launched a second countywide promotional campaign to increase awareness of the ACP and encourage enrollments. Similar to the Phase 1 campaign that promoted the EBB, the ACP campaign is in partnership with the California Emerging Technology Fund (CETF). CETF is a non-profit organization established by the California Public Utilities Commission for the purpose of advancing broadband access to underserved communities throughout the State of California. This partnership helps to ensure the consistency of promotional communications with existing statewide marketing models, thus minimizing the costs associated with planning, logistics, public outreach, messaging, and data collection.

The ACP campaign is a targeted multimedia, multi-language promotion that includes ethnic and hyper-local media. It also leverages partnerships and proactive support among groups that have trusted relationships with underserved communities, including community-based organizations, schools, libraries, healthcare agencies, faith-based coalitions, and County departments that provide public assistance and community services.

Additionally, ISD has participated in discussions with internet service providers and telecommunication companies to join in the County's efforts to promote and encourage new enrollments in the ACP. The discussions have examined opportunities for cross-promotions with the County and collaborations with trusted community partners for enhanced outreach. Most providers are committed to independent marketing strategies to advertise their internet service plans relating to the ACP benefit. However, two providers have expressed a willingness to join the County in staffing future ACP registration events and assist new enrollees with information about service plan options and instructions to set up an account.

As of the date of this report, there was insufficient data to effectively measure correlations between the current ACP promotional campaign and new enrollments. The Universal Service Administrative Co. is an independent not-for-profit designated by the FCC to administer broadband-related subsidy programs and publishes reports on ACP enrollments. The enrollment data for April 2022 were unavailable. ISD will provide campaign results in the next quarterly progress report.

The County's ACP promotional campaign is scheduled to continue through September 2022.

Digital Navigator Program

In Los Angeles County, it is estimated that more than 365,000 households lack internet service based on data from the United States Census Bureau's American Community Survey. Many of these households are in underserved communities where residents are eligible for the ACP and might consider enrolling if there is more direct outreach and assistance. Thus, ISD is developing a Digital Navigator Program as a community-centered approach to improving broadband adoption and digital literacy. The goal is to work in close coordination with community-based organizations to hire navigators from

within the impacted communities. All navigators will be trained to provide constituents with in-person assistance in understanding and applying for subsidies, finding affordable devices, and technical support for accessing the internet and digital literacy.

In March 2022, a Request for Comments was administered to obtain input from community-based organizations and existing practitioners to inform the design and effectiveness of a Digital Navigator Program. Additionally, informational interviews were held with more than 20 organizations and insights were gained from various research studies. The information collected is being used to develop a program management structure, reporting metrics, funding model, and a competitive solicitation document.

ISD has shared its findings and draft documents with the County’s Department of Workforce Development, Aging and Community Services. The two departments are collaborating on an implementation plan for a Digital Navigator Program.

Directive #3: Expand and/or enter into new agreements with the County’s existing broadband and/or carrier agreements for public access and use.	
Directive	Status
a. Instruct and authorize ISD to negotiate agreements with assistance from County Counsel and input from the CEO, with internet service providers and telecommunication companies and if the proposed agreement can be shown by ISD to be in the County’s best interest, return to the Board for approval to execute new agreements or amend existing agreements.	On Hold

ISD has temporarily paused discussions with internet service providers and telecommunication companies related to Directive 3(a). The pause is necessary to avoid any conflicts and to preserve the integrity of the solicitation process related to Directive 4(b), discussed below.

It should be noted that there are broader discussions and negotiations with internet service providers on a national level. On May 9, 2022, United States President Joe Biden and Vice President Kamala Harris announced securing private sector commitments to lower the cost of high-speed internet services.⁷ The White House asked participating internet service providers to either reduce prices and/or raise speeds to offer ACP-eligible households a high-speed plan of \$30 or less per month. The announcement identified the

⁷ White House Briefing Room Statement, May 9, 2022: [Fact Sheet - President Biden and Vice President Harris Reduce High Speed Internet Costs for Millions of Americans](#); Video recording of President Biden and Vice President Harris, May 9, 2022: [Remarks on the Affordable Connectivity Program](#)

following companies as committed to offering plans of \$30 or less with no additional fees and no data caps:

Allo Communications	Cox Communications
Alta Fiber (and Hawaiian Telecom)	Jackson Energy Authority
Altice USA (Optimum and Suddenlink)	Mediacom
Astound	MLGC
AT&T	Spectrum (Charter Communications)
Breezeline	Starry
Comcast	Verizon (Fios only)
Comporium	Vermont Telephone Company
Frontier	Vexus Fiber
IdeaTek	Wow! Internet, Cable and TV

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high speed, quality service.	
Directive	Status
a. Authorize ISD to amend its agreement, as needed, with the contractor that assisted in the development of its report to the Board in response to Item 45G of the August 31, 2021 Agenda, to perform additional analysis for the options identified in the aforementioned report and provide program development services for future solicitations.	Completed <i>Addressed in the first Quarterly Progress Report</i>
b. Instruct ISD to administer a competitive solicitation to acquire a Managed Service Provider to coordinate and manage implementation of the Community Wireless Network. The scope of work should include, but not be limited to, project management, infrastructure design, system integrations, performance requirements, equipment testing and maintenance, administration of resources, and customer support services.	In Progress <i>Estimated completion by July 2022</i>
c. Instruct ISD to administer a competitive solicitation and negotiate agreements for public-private partnerships to construct and configure the Community Wireless Network.	In Progress

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high speed, quality service.	
Directive	Status
d. Instruct CEO, in consultation with ISD and [Department of Public Works] to identify funding from Federal, State and/or County sources to support a five (5) year proof of concept model for a Community Wireless Network. Under the coordination of ISD, this pilot will utilize public-private partnerships and a Managed Service Provider for the deployment of a fully functional network of Citizen Broadband Radio Service and/or millimeter wave technologies to deliver reliable high-speed internet service to 12,500 households in digital divide target areas.	In Progress
e. Delegate authority to the CEO to hire a consultant to conduct a financial and technical feasibility study for a County-administered municipal broadband service. The study should assess capital costs and consumer pricing models that will enable reliable high-speed internet access for households in digital divide target areas. The study should also consider existing County assets and licensing agreements as well as the utilization of public and private fiber optic and wireless network infrastructures that can be included in the County-administered strategy.	In Progress

4b. Solicitation for Managed Service Provider(s)

The County's mission is to *establish superior services through inter-Departmental and cross-sector collaboration that measurably improves the quality of life for people and communities of Los Angeles County*. In advancing this mission, the County is committed to improving the quality of life for residents impacted by the digital divide. A computer and reliable internet service are essential to accessing education, employment opportunities, healthcare services, financial resources, support networks, and commerce.

The highest concentration of households that lack internet service are located in underserved and low-income communities. The County is not currently equipped or positioned to carry out the logistics necessary to enable internet services in these residential areas. Thus, ISD is administering a competitive solicitation to acquire one or more Managed Service Providers to implement and manage Community Wireless Networks.

The Community Wireless Networks are intended to be a 5-year demonstration pilot that provides free broadband internet service through public-private partnerships to 12,500 or more households in defined underserved communities. There are many prospective

neighborhoods throughout the County, but the number of projects will depend on available funding and staffing resources.

On March 21, 2022, a Request for Statement of Qualifications (RFSQ) was released to establish a shortlist of companies deemed qualified to deliver Community Wireless Networks.⁸ The solicitation required that respondents be able to provide high-speed, high-quality broadband internet service to each subscriber residence using wireless technology, fiber or a combination of both.

The FCC recommends that broadband data transmissions achieve a minimum download speed of 25 megabits per second (Mbps) and upload speed of 3 Mbps (referred to as 25/3 Mbps). These recommended speeds are based on running one activity at a time, yet there are many situations that demand higher speed capacities. For example, when multiple users or devices are accessing the internet simultaneously for web browsing, streaming video, file downloads, video conferencing, and gaming. This is common in many households, particularly multigenerational living arrangements and households with multiple students who need to participate in remote learning at the same time.

The RFSQ required internet access speeds higher than the minimum recommended by the FCC. This was done in consideration of potential household data capacity needs and to align with new Federal and State grant funding guidelines. The MSP must ensure that each household receives internet service with a minimum download speed of 100 Mbps and upload speed of 20 Mbps (100/20 Mbps), with the ability to scale to symmetrical download and upload speeds of 100 Mbps (100/100 Mbps). Consistent with industry standards, network connectivity should be available 90 percent of the time at 95 percent of the residences in the defined service area. Additionally, there shall be no caps or limits on the data consumed by subscribers.

The RFSQ also required MSPs to implement multilingual community outreach programs and advertising to help engage residents from a variety of cultural backgrounds. This includes all of Los Angeles County's threshold languages: English, Arabic, Armenian, Chinese (oral: Mandarin and Cantonese; written: Simplified and Traditional), Farsi, Hindi, Japanese, Khmer/Cambodian, Korean, Russian, Spanish, Tagalog, Thai, and Vietnamese. Another expectation is that MSPs have plans for how to encourage participation among households that have residents with disabilities, as well as senior citizens who may experience challenges with computer usage and internet service access.

The RFSQ specified that MSPs will have access to certain vertical assets owned by the County, City of Los Angeles, and Los Angeles County Office of Education (and associated 80 school districts) for placement of equipment to deliver wireless broadband service. These assets include administrative buildings, public housing, libraries, schools, streetlight poles, and microwave and wireless towers. MSPs may place equipment including, but not limited to, antennas, wireless access points, network devices, fiber optic

⁸ [Request for Statement of Qualifications - Solicitation No. ITS-I10602-S](#)

equipment, and power supplies at available locations. Such access and placement will be subject to applicable laws, regulations, infrastructure suitability and availability, and other factors at the County's sole discretion. The County seeks to own or establish long-term control of all fiber optics and outside plant cabling constructed and funded by the County for the projects.

The RFSQ deadline to submit statements of qualifications was May 13, 2022 at 3:00 PM Pacific Time. A total of eleven (11) proposals were received. Evaluations of statements of qualifications are expected to be completed by July 2022. This solicitation is open ended such that vendors can submit statements of qualifications after May 13, 2022, but subject to queued up processing and review cycles.

4(c) Solicitation for Public-Private Partnerships

In coordination with the above-mentioned RFSQ, ISD will seek approval from the Board of Supervisors to establish a Master Agreement and to enter contracts with the shortlist of MSPs through Work Order Solicitations. The shortlist of providers will be eligible to bid on Work Order Solicitations to deploy networks in targeted service areas.

The County is considering several factors to determine which neighborhoods are best suited for Community Wireless Networks. These factors include, but are not limited to:

- *Level of Internet Adoption.* Neighborhoods with among the lowest levels of internet adoption, including households that do not have a home internet subscription or are only connected through mobile devices.
- *Availability of Public Assets.* County and partner agency assets such as buildings and street poles are essential to facilitating the deployment of a Community Wireless Network. Thus, the County will consider neighborhoods where critical assets are readily available.
- *Equity and Inclusion.* Neighborhoods that align with the objectives of the County's Anti-Racism, Diversity and Inclusion Initiative.

The RFSQ identified seven prospective demonstration neighborhoods that meet the above-mentioned criteria – Boyle Heights, East Los Angeles, Pico-Union, Panorama City, South Los Angeles, Sun Valley-North Hollywood, and Watts-Willowbrook. Networks are not limited to these neighborhoods and other neighborhoods can be proposed at the County's discretion. ISD has been in communication with each Board Office to prioritize potential project locations.

MSPs will operate the Networks under County oversight working in collaboration with community-based organizations for local hiring. Additionally, ISD continues to review the feasibility and interest in the market for potential public-private partnerships with utilities and other owners of assets that would support the project.

In February 2022, the County and City of Los Angeles signed a Memorandum of Understanding (MOU) that established a working partnership to commit resources towards digital equity and inclusion that will ensure residents and businesses have access to reliable high-speed internet. In April 2022, the Los Angeles County Office of Education became an additional party to the MOU, representing 80 public school districts. All three agencies agree to deploy their competitive advantages (including assets and operations) to bring new public connectivity infrastructure to communities and encourage collaboration on projects and funding opportunities. This unified approach will maximize efficiencies and public impact while reducing duplication of efforts and building toward a comprehensive regional strategy. The MOU was developed in the interest of collaboration and alignment. Formal agreements may be negotiated should the need arise due to specific obligations, such as matters involving costs and indemnifications. ISD will seek Board approval to execute any formal agreements.

4(d) Funding for Community Wireless Network

The CEO, ISD, and DPW continue to explore Federal, State, and County funding sources. Updates will be provided in future report backs.

4(e) Feasibility Study for County-Administered Broadband Service

The CEO is using the County's Equity Tool to identify the 25 communities of highest need and finalize a solicitation to conduct the feasibility of County administered municipal broadband services that will include a:

- *Market analysis* to serve as the basis for determining penetration and adoption rates, foreseeable competition, and sensible pricing for services provided.
- *Service and infrastructure analysis* of the incumbent Internet service providers and existing broadband infrastructure within the 25 communities of need. The analysis will identify service models that could be utilized in the region. Outcomes will include GIS maps detailing the physical extent of fiber-optic lines, service areas, incumbency, and level of service provided.
- *Site analysis* to discover whether existing public assets and/or land can be used to better facilitate network construction and operation and availability of public & private fiber optic and wireless infrastructure. Includes a cost model for the network, including one-time and ongoing capital expenditures, operations, network operations, field services, staffing, billing, and customer service. The analysis will also delineate items such as customer growth rates, competitive pricing schedules, and overall financial sustainability.
- *Programming and finance evaluation* of financing options that are available to the region for funding the construction, implementation, and subsequent operation of the broadband infrastructure and services.



County of Los Angeles
INTERNAL SERVICES DEPARTMENT

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SELWYN HOLLINS
Director

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August 11, 2022

To: Supervisor Holly J. Mitchell, Chair
Supervisor Hilda L. Solis
Supervisor Sheila Kuehl
Supervisor Janice Hahn
Supervisor Kathryn Barger

From: Selwyn Hollins 
Director

QUARTERLY UPDATE – INVESTMENTS TO ACCELERATE DIGITAL EQUITY

On November 16, 2021, the Board of Supervisors (Board) approved a motion to invest in immediate- and longer-term efforts to facilitate affordable and reliable high-speed internet services to underserved communities impacted by the digital divide (Board Agenda Item 19). The motion designated the Internal Services Department (ISD) as the lead department responsible for coordinating the County's efforts on all community broadband infrastructure and residential service initiatives to close the digital divide. The motion also included several directives and instructed the ISD Director to report back to the Board with quarterly progress updates.

Attached for your review is the third quarterly update.

If you have any questions, please contact me at (323) 267-2101.

SH:sh

c: Executive Office, Board of Supervisors
Chief Executive Office
County Counsel
Department of Public Works
Department of Economic Opportunity

**COUNTY OF LOS ANGELES
INTERNAL SERVICES DEPARTMENT
INVESTMENTS TO ACCELERATE DIGITAL EQUITY**

**QUARTERLY PROGRESS REPORT
August 2022**

On November 16, 2021, the Board of Supervisors (Board) approved a motion to invest in immediate and longer-term efforts to provide affordable and reliable high-speed internet services to underserved communities impacted by the digital divide (Board Agenda Item 19).¹ On February 7, 2022, the Internal Services Department provided its first quarterly progress report on achieving the directives discussed in the motion.² The second quarterly report was submitted on May 13, 2022.³ This is the third quarterly progress report, which presents further updates.

Directive #1: Establish the County’s lead department.	
Directive	Status
a. Designate the Internal Services Department (ISD) as the lead department responsible for ensuring the County’s efforts on all community broadband infrastructure and residential service initiatives to close the Digital Divide are coordinated and aligned under the County’s Digital Divide Action Team, which is comprised of representatives from all County Departments and the Chief Executive Officer’s Chief Information Office (CIO).	Completed <i>Discussed in the 1st Quarterly Progress Report</i>

Directive #2: Conduct a Countywide campaign on financial subsidy programs.	
Directive	Status
a. Instruct the Chief Executive Office (CEO), in consultation with ISD, to identify funding for a countywide promotional campaign to inform and educate constituents about financial subsidy programs that will assist with the costs of computers and internet service.	Completed <i>Discussed in the 1st Quarterly Progress Report</i>

¹ [Los Angeles County Board of Supervisors, Statement of Proceedings for the Regular Meeting, November 16, 2021](#)

² [1st ISD Quarterly Update - Investments to Accelerate Digital Equity, February 7, 2022](#)

³ [2nd ISD Quarterly Update - Investments to Accelerate Digital Equity, May 13, 2022](#)

Directive #2: Conduct a Countywide campaign on financial subsidy programs.	
Directive	Status
b. Instruct ISD through the Delete The Divide initiative to coordinate the countywide promotional campaign and subsidy programs, specifically the Federal Emergency Broadband Benefit. Additionally, the campaign should encourage the participation of all County Departments and, as appropriate, collaborations with internet service providers, telecommunication companies, school districts, regional consortia, community-based organizations, non-profits, and ethnic and hyper-local media. Outreach must be conducted in the County's multiple threshold languages.	<p>Completed <i>Phase 1: EBB promotion</i></p> <p>In Progress <i>Phase 2: ACP Promotion</i></p> <p><i>Discussed in the 1st Quarterly Progress Report and 2nd Quarterly Progress Report</i></p>

2(b) Phase 2 Promotional Campaign: Affordable Connectivity Program

On May 12, 2021, the Federal Communications Commission (FCC) launched the Emergency Broadband Benefit (EBB) Program to help families struggling to afford internet service during the COVID-19 pandemic. The \$3.2 billion program provided qualifying households with a monthly subsidy up to \$50 for broadband service and a one-time subsidy up to \$100 for the purchase of a computer, laptop or tablet. Eligible households on Tribal lands received a monthly broadband discount up to \$75.

On December 31, 2021, the EBB was replaced by the \$14 billion Affordable Connectivity Program (ACP).⁴ Under this new program, qualifying households can receive a monthly subsidy up to \$30 for broadband internet service and a one-time subsidy up to \$100 for the purchase of a computer, laptop or tablet. The monthly broadband discount for eligible households on Tribal lands remains at a maximum \$75. Additionally, the ACP expanded the eligibility criteria and more households now qualify for subsidy benefits. An estimated 1.6 million households are now eligible for ACP in Los Angeles County⁵.

On April 14, 2022, ISD launched a second countywide promotional campaign to increase awareness of the ACP and encourage enrollments. The campaign is a targeted multimedia, multi-language promotion that includes ethnic and hyper-local media. It also leverages partnerships and proactive support among groups that have trusted relationships with underserved communities, including community-based organizations, schools, libraries, healthcare agencies, faith-based coalitions, and County departments that provide public assistance and community services. The campaign is discussed in more detail in the first and second quarterly progress reports.

⁴ Affordable Connectivity Program website: <https://www.fcc.gov/acp>

⁵ California Broadband for All: [ACP Enrollment Tracker](#)

The countywide promotional campaign has been effective in generating awareness and enrollments in the ACP. Additionally, public awareness about the ACP is steadily growing as regional consortia, community-based organizations, and internet service providers have increased marketing and outreach efforts. Support has also been elevated on a national level by United States President Joe Biden and Vice President Kamala Harris.

On May 9, 2022, the President Biden and Vice President Harris held a press briefing at the White House to announce private sector commitments to lower the cost of high-speed internet services and a comprehensive effort to enroll households in the ACP.⁶ The White House asked participating internet service providers to either reduce prices and/or raise speeds to offer ACP-eligible households a high-speed plan of \$30 or less per month.

On July 21, 2022, Vice President Harris held a press briefing on the benefits of the ACP and a call to action for governments and advocates to “spread the word” about the ACP.⁷ The White House also identified several outreach initiatives among federal, state and local government agencies.

Nationally, Los Angeles County has the highest number of ACP enrollments among counties in every state. The following is a list of the top 10 counties as reported by the FCC in June 2022:

<u>State</u>	<u>County</u>	<u>ACP Enrolled Households</u>
California	Los Angeles	518,034
Illinois	Cook	189,095
Florida	Miami-Dade	143,617
Arizona	Maricopa	138,143
New York	Kings	137,609
Michigan	Wayne	133,333
Texas	Harris	129,862
New York	Bronx	124,957
Pennsylvania	Philadelphia	122,826
California	San Bernardino	117,566

Source: Universal Service Administrative Co.

⁶ White House Briefing Room Statement, May 9, 2022: [Fact Sheet - President Biden and Vice President Harris Reduce High Speed Internet Costs for Millions of Americans](#) ; Video recording of President Biden and Vice President Harris, May 9, 2022: [Remarks on the Affordable Connectivity Program](#)

⁷ White House Briefing Room Statement, July 21, 2022: [Fact Sheet - Vice President Harris Marks Important New Milestone in Administration's Efforts to Cut Costs for American Families](#)

The following is a list of the 10 California counties with the highest enrollments as of July 2022:

<u>County</u>	<u>Total Households</u>	<u>ACP Eligible Households</u>	<u>ACP Enrolled Households</u>	<u>Enrollment Percentage</u>
Los Angeles	3,316,794	1,646,205	534,329	32%
San Bernardino	636,041	341,110	118,352	35%
San Diego	1,125,285	453,454	116,172	26%
Riverside	724,894	360,381	103,788	29%
Orange	1,037,494	397,766	95,248	24%
Sacramento	543,026	248,783	67,993	27%
Kern	270,281	155,323	67,053	43%
Fresno	307,908	176,750	60,232	34%
Alameda	577,177	209,926	38,579	18%
Santa Clara	640,216	204,684	35,645	17%

Source: California Broadband for All

In light of increasingly publicized efforts to bolster the ACP, ISD is refining the countywide promotional strategy. Currently, only 32% of eligible households are enrolled in the program and more than 1 million households have yet to sign up. A common concern and well-documented issue preventing thousands of households from internet adoption is the lack of a computer device. The County's ACP promotional campaign has referred people to resources to borrow and purchase computer equipment but will now assist in providing laptops to residents in need. ISD will administer a competitive solicitation to procure devices for ACP-eligible households and include provisions in the agreement for community relations, needs assessment, technical support, and digital literacy training.

Additionally, ISD has developed a Digital Navigator Program as a community-centered approach to improving broadband adoption and digital literacy. The navigators will be trusted guides and skilled support technicians trained to help families connect to and confidently use the internet, find affordable devices, and apply for subsidies to offset the costs for internet services and computer devices. They will also assist with related training or tutoring and serve a critical role in the successful deployment of the County's residential broadband projects.

ISD and Department of Economic Opportunity are collaborating on an implementation plan for the Digital Navigator Program. The goal is to employ local hires who reside in the communities where they provide assistance and work in unison with partner community-based organizations. Navigators will offer services by in-person visits to residences, community outreach events at resource centers and public venues, and dedicated call centers to receive assistance via telephone.

ISD is pursuing funding opportunities to support the Digital Navigator Program:

- In April 2022, the CEO accepted funding proposals from County departments for the American Rescue Plan Phase Two (aka Tranche 2). ISD submitted a request to fund the Digital Navigator Program. As of the date of this report, the request is still under review.
- The California Advanced Services Fund (CASF) Adoption Account is authorized \$20.024 million for fiscal year 2022-2023 to provide grants to increase publicly available or after-school broadband access and digital inclusion. The application cycle deadlines are July 1, 2022, January 1, 2023, and every July 1 and January 1 thereafter until funds are exhausted. Eligible projects include:
 - 1) Digital Literacy Projects – Digital inclusion projects may include digital literacy training programs and public education to communities with limited broadband adoption, including low-income communities, senior citizen communities, and communities facing socioeconomic barriers to broadband adoption.
 - 2) Broadband Access Projects – Publicly available or after-school broadband access projects may include free broadband access in community training rooms or other public spaces, such as local government centers, senior citizen centers, schools, public libraries, nonprofit organizations, and community-based organizations. It may also include funding community outreach, such as analysis, comparison of Internet plans with the community, and call centers that will increase broadband access and adoption.

On July 1, 2022, ISD applied for a CASF Adoption Account Digital Literacy Grant. As of the date of this report, the application is still under review. The CASF website indicates that it has received 99 applications totaling \$28,557,953.95.⁸

Directive #3: Expand and/or enter into new agreements with the County’s existing broadband and/or carrier agreements for public access and use.	
Directive	Status
a. Instruct and authorize ISD to negotiate agreements with assistance from County Counsel and input from the CEO, with internet service providers and telecommunication companies and if the proposed agreement can be shown by ISD to be in the County’s best interest, return to the Board for approval to execute new agreements or amend existing agreements.	On Hold

⁸ CASF Adoption Account: [Applications Submitted July 1, 2022](#)

34(a) Negotiate Agreements with Internet Service Providers

ISD has temporarily paused discussions with internet service providers and telecommunication companies related to Directive 3(a). The pause is necessary to avoid any conflicts and to preserve the integrity of the solicitation process related to Directive 4(b), discussed below.

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high speed, quality service.	
Directive	Status
a. Authorize ISD to amend its agreement, as needed, with the contractor that assisted in the development of its report to the Board in response to Item 45G of the August 31, 2021 Agenda, to perform additional analysis for the options identified in the aforementioned report and provide program development services for future solicitations.	Completed <i>Discussed in the 1st Quarterly Progress Report</i>
b. Instruct ISD to administer a competitive solicitation to acquire a Managed Service Provider to coordinate and manage implementation of the Community Wireless Network. The scope of work should include, but not be limited to, project management, infrastructure design, system integrations, performance requirements, equipment testing and maintenance, administration of resources, and customer support services.	Completed <i>Discussed in the 2nd Quarterly Progress Report</i>
c. Instruct ISD to administer a competitive solicitation and negotiate agreements for public-private partnerships to construct and configure the Community Wireless Network.	In Progress <i>Discussed in the 2nd Quarterly Progress Report</i>
d. Instruct CEO, in consultation with ISD and [Department of Public Works] to identify funding from Federal, State and/or County sources to support a five (5) year proof of concept model for a Community Wireless Network. Under the coordination of ISD, this pilot will utilize public-private partnerships and a Managed Service Provider for the deployment of a fully functional network of Citizen Broadband Radio Service and/or millimeter wave technologies to deliver reliable high-speed internet service to 12,500 households in digital divide target areas.	In Progress

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high speed, quality service.	
Directive	Status
e. Delegate authority to the CEO to hire a consultant to conduct a financial and technical feasibility study for a County-administered municipal broadband service. The study should assess capital costs and consumer pricing models that will enable reliable high-speed internet access for households in digital divide target areas. The study should also consider existing County assets and licensing agreements as well as the utilization of public and private fiber optic and wireless network infrastructures that can be included in the County-administered strategy.	In Progress

4(b) Solicitation for Managed Service Provider(s)

In Los Angeles County, the highest concentration of households that lack internet service are in underserved and low-income communities. The County is not currently equipped or positioned to carry out the logistics necessary to enable internet services in these residential areas. Thus, ISD was instructed to administer a competitive solicitation to acquire one or more Managed Service Providers to implement and manage Community Wireless Networks.

On January 7, 2022, as part of the planning process and in the interest of transparency, the County of Los Angeles released a Request for Comments (RFC) seeking input from market participants to inform the solicitation requirements, network structure, technical specifications, evaluation metrics, and any other topics that will be instructive to facilitating a competitive solicitation.⁹ The RFC was widely disseminated to different industry sectors, public agencies and community-based organizations. Written submissions were received from various entities, including service providers, equipment providers, community-based organizations, consortia, constituents, and an academic institution.¹⁰ In parallel, ISD’s consultant outreached directly to 38 active firms in the broadband industry to conduct market research interviews. All of the information obtained facilitated the development of a formal Request for Statement of Qualifications (RFSQ).

On March 21, 2022, the RFSQ was released to establish a shortlist of companies deemed qualified to deliver Community Wireless Networks. The solicitation required that respondents be able to provide high-speed, high-quality broadband internet service to each subscriber residence using wireless technology, fiber or a combination of both.

⁹ County of Los Angeles Community Wireless Network Pilot: [Request for Comments](#)

¹⁰ County of Los Angeles Community Wireless Network Pilot: [RFC Written Submissions](#)

On July 13, 2022, ISD released an addendum to the RFSQ clarifying that proposals for fiber-specific solutions are accepted and will be fairly considered. Additionally, references to “Community Wireless Networks” were changed to “Community Broadband Networks”. Notification of the addendum was widely distributed to registered vendors, industry sources, and via social media. The solicitation is open ended such that vendors can submit statements of qualifications at any time. Should any additional vendor submit a response to the RFSQ, the company will be subject to the RFSQ requirements and evaluation process to determine whether or not it will be recommended for inclusion on the shortlist.

As of the date of this report, ISD has received 12 responses to the RFSQ. The respondents proposed different wireless technologies as well as fiber solutions. Some proposals include cost models with capital investments that may be financially advantageous to the County. Consequently, there is a potential for economies of scale to deliver broadband internet service to multiple communities at relatively lower costs than initially projected.

On August 31, 2022, ISD is tentatively scheduled to present the recommended shortlist of companies and negotiated master agreements at the public meeting of the CEO Operations Cluster. The shortlist and master agreements are only for the purpose of establishing companies deemed qualified to deliver Community Broadband Networks. This phase of the process is not an indication or assurance that any particular company on the shortlist will be selected as a Managed Service Provider. After review by the Operations Cluster, the item will advance to the Board of Supervisors for final consideration and approval.

In the interest of keeping the public informed about the County’s efforts to accelerate digital equity, ISD will launch a redesign of the Delete The Divide website in September 2022. The website will continue its primary purpose as a hub for program offerings in technology to empower youth, young adults and small businesses located in underserved communities impacted by the digital divide. However, the new website will be expanded to serve as a central source of information regarding the Community Broadband Networks as well as other digital equity initiatives.

4(c) Solicitation for Public-Private Partnerships

In coordination with the above-mentioned RFSQ and shortlist process, ISD will seek approval from the Board of Supervisors to administer competitive work order solicitations to deploy Community Broadband Networks. Only the shortlisted companies with an executed master agreement will be eligible to bid on a work order solicitation. Shovel-ready projects and cost estimates will be identified through the competitive work order solicitation process.

The County is prepared to administer multiple work order solicitations over time. Several factors are considered in determining which neighborhoods are best suited for Community Broadband Networks. These factors include, but are not limited to:

- *Level of Internet Adoption.* Neighborhoods with among the lowest levels of internet adoption, including households that do not have a home internet subscription or are only connected through mobile devices.
- *Availability of Public Assets.* County and partner agency assets such as buildings and street poles are essential to facilitating the deployment of a Community Wireless Network. Thus, the County will consider neighborhoods where critical assets are readily available.
- *Equity and Inclusion.* Neighborhoods that align with the objectives of the County's Anti-Racism, Diversity and Inclusion Initiative.

The RFSQ identified seven prospective demonstration neighborhoods that meet the above-mentioned criteria – Boyle Heights, East Los Angeles, Pico-Union, Panorama City, South Los Angeles, Sun Valley-North Hollywood, and Watts-Willowbrook. Networks are not limited to these neighborhoods and other neighborhoods can be proposed at the County's discretion. ISD has been in communication with each Board Office to prioritize potential project locations.

4(d) Funding for Community Broadband Network (previously "Wireless Network")

On November 15, 2021, President Joe Biden signed into law the \$1.2 trillion Infrastructure Investment and Jobs Act (IIJA). The law appropriates \$65 billion for broadband improvements. The primary purpose is to build internet infrastructure across the nation, create more low-cost internet service options, and address digital equity and inclusion needs in underserved communities. The funding will be administered through federal and state agencies, and mostly through grants that will sunset within 5 years or sooner if available funds are expended.

IIJA funding is grouped into 7 major program areas:

Broadband Equity, Access, and Deployment Program \$42.45 billion

Grant program to states, territories and the District of Columbia primarily for the purposes of state broadband planning and deployment. It can also be used for broadband data collection and mapping; to promote broadband adoption, including the provision of affordable internet-connected devices; to provide Wi-Fi or reduced-cost internet access to multi-family housing units; and for other uses that the National Telecommunications and Information Administration (NTIA) determines are necessary to facilitate the goals of the program. States will distribute funds through a competitive grant program. Each state will receive at least \$100 million. The remainder of the funds will be allocated based on a formula that considers the

number of locations in each State or territory unserved by broadband and the number of high-cost unserved locations.

Affordable Connectivity Program \$14.2 billion

Subsidy of up to \$30/month for low-income families (up to \$75/month for low-income families on Tribal Lands) to use toward the internet service plan of their choice offered by participating internet service providers, as well as a one-time \$100 towards a desktop, laptop or tablet computer offered by participating internet service providers.

Digital Equity Planning, Capacity and Competitive Grants \$2.75 billion

Grant programs to plan for and then promote digital inclusion and equity for communities that lack the skills, technologies and support needed to take advantage of broadband connections. Grants can be used to accelerate the adoption of broadband through digital literacy training, workforce development, devices access programs, and other digital inclusion measures.

Tribal Broadband Connectivity Program \$2 billion

An existing program that provides grants to federally recognized Tribal governments, Tribal organizations, Tribal Colleges and Universities, the Department of Hawaiian Homelands, and Alaska Native Corporations for broadband deployment on Tribal lands, as well as for telehealth, distance learning, broadband affordability, and digital inclusion.

Broadband ReConnect Program \$2 billion

Loans and grants toward the costs of construction, improvement, or acquisition of facilities and equipment needed to provide broadband service in eligible rural areas. Companies, cooperatives, and state, local, Tribal, and territorial governments may all apply.

Middle Mile Broadband Infrastructure Program \$1 billion

Grants for the construction, improvement or acquisition of middle-mile infrastructure to eligible entities, including but not limited to, telecommunications companies, technology companies, electric utilities, and utility cooperatives.

Private Activity Bonds ~\$600 million

States and local governments are allowed to issue private activity bonds to support broadband deployment in rural areas.

The County of Los Angeles will be eligible to apply for certain IIJA competitive grants for broadband technical assistance and infrastructure projects. The major grants of interest have varying filling periods and criteria. Additionally, the State of California offers grants for broadband technical assistance and infrastructure projects through the California Advanced Services Fund program.

Specific to grants for broadband infrastructure, both the NTIA and California Public Utilities Commission (CPUC) have issued public statements that funding preferences will be for projects utilizing fiber technology.

The CPUC established the Local Agency Technical Assistance (LATA) grant program to support government entities with eligible pre-construction work that facilitates broadband network projects benefitting areas in need. Pre-construction costs may be tied to a broadband infrastructure project designed to provide service to unserved or underserved households and businesses, and that are designed to, upon completion, reliably meet or exceed symmetrical download and upload speeds of 100 Megabits per second. Local government agencies in California are authorized by law to provide broadband service.

The LATA grant program has a \$50 million budget for eligible local agencies and tribal entities in California. Grantees may receive up to \$500,000 per fiscal year for reimbursement of eligible costs; a government entity may apply for a grant up to \$1 million per fiscal year, which will be subject to a Commission determination via resolution following a 30-day public comment period. Examples of reimbursable expenses include consultant or staff time for conducting needs assessments, market studies, environmental studies, engineering studies or reports, network design, broadband strategic plans, business plans, and community-based organization services. Grants are awarded on a first-come, first-served basis until funding is exhausted.

On August 1, 2022, the CPUC began accepting applications for LATA grants.

On August 8, 2022, ISD applied for a LATA Grant to facilitate implementing Community Broadband Networks in parts of East Los Angeles, South Los Angeles and adjacent unincorporated areas. Pursuant to grant guidelines, applicants are required to submit a letter of support demonstrating collaboration between overlapping local agency jurisdictions. ISD's application included letters of support from Los Angeles Mayor Eric Garcetti, General Manager Miguel Sangalang of the City's Bureau of Street Lighting, and Dr. Debra Duardo, Superintendent of the Los Angeles County Office of Education. As discussed in previous progress reports, the County of Los Angeles, City of Los Angeles, and Los Angeles County Office of Education signed a Memorandum of Understanding to work collaboratively towards digital equity and ensure that constituents have access to reliable high-speed internet. All three agencies agree to deploy their competitive advantages (including assets and operations) to bring new public connectivity infrastructure to communities and encourage collaboration of projects and funding opportunities.

The CPUC expects to review LATA grant applications on a monthly basis. If awarded a grant, the County of Los Angeles would be reimbursed for some of the applicable pre-construction costs of Community Broadband Networks in the East and South Los Angeles areas.

As new grant opportunities become available, the County will need to be efficient in its administrative review and approval processes to ensure the timely submission of grant applications. The County will also need dedicated program staff to oversee grant applications, project deployment and grant management compliance.

4(e) Feasibility Study for County-Administered Broadband Service

The Board of Supervisors approved delegated authority for the CEO to hire a consultant to conduct a financial and technical feasibility study for a County-administered municipal broadband service. The study allows for an assessment of capital costs and consumer pricing models that will enable reliable high-speed internet access for households in digital divide target areas. The study also allows for consideration of existing County assets and licensing agreements as well as the utilization of public and private fiber optic and wireless network infrastructures that can be included in the County-administered strategy.

The CEO is evaluating proposals for a feasibility study for County-administered municipal broadband services in the five communities of highest need as identified using the County’s Equity Tool:

Community	Total households	Households w/o Internet	Households w/o computer	SVI	JENI	JESI	COVID impact		
Unincorporated East LA	30,723	8,488	27.6%	4,277	13.9%	High-Highest	Moderate - Highest	Low - Highest	High-Highest
Los Angeles - Westlake	22,662	7,244	32.0%	2,498	11.0%	Moderate - Highest	Moderate - Highest	Moderate - Highest	Moderate - Highest
Los Angeles - Pico Union	12,515	3,835	30.6%	1,355	10.8%	Highest	Low - High	Low - High	Highest
Los Angeles - Watts	10,512	3,088	29.4%	1,299	12.4%	Highest	Moderate - Highest	Low - Highest	Highest
Los Angeles - Crenshaw	5,570	1,501	26.9%	613	11.0%	Low - Highest	Low - Highest	Low - Highest	Low - Highest

Note:

SVI - Social Vulnerability Index based on 15 census variables grouped in four themes; socioeconomic status, household composition, minority status and language, housing and transportation.

JENI - Justice Equity Need Index used to assess areas most negatively impacted by criminalization and detention-first policies.

JESI - Justice Equity Service Index used to identify needs for justice-related community-based supports and services in low to highest service areas to inform where to shift investments and capacity-building supports towards equity and justice.

The feasibility analysis of each of the five communities, shall include:

- *A market analysis* to serve as the basis for determining penetration and adoption rates, foreseeable competition, and sensible pricing for services provided.
- *Service and infrastructure analysis* of the incumbent Internet service providers (ISPs) and existing broadband infrastructure within the communities of need. Analysis should identify service models that could be utilized in the region. Outcomes will include GIS maps detailing the physical extent of fiber-optic lines, service areas, incumbency, and level of service provided.
- *Site analysis* to discover whether existing public assets and/or land can be used to better facilitate network construction and operation and availability of public and private fiber optic and wireless infrastructure. Includes a cost model for the

network, including one-time and ongoing capital expenditures, operations, network operations, field services, staffing, billing, and customer service. The analysis will also delineate items such as customer growth rates, competitive pricing schedules, and overall financial sustainability.

- *Program and Financial Analysis* of financing options that are available to the region for funding the construction, implementation, and subsequent operation of the broadband infrastructure and services.



County of Los Angeles
INTERNAL SERVICES DEPARTMENT

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SELWYN HOLLINS
Director

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November 10, 2022

To: Supervisor Holly J. Mitchell, Chair
Supervisor Hilda L. Solis
Supervisor Sheila Kuehl
Supervisor Janice Hahn
Supervisor Kathryn Barger

From: Selwyn Hollins 
Director

QUARTERLY UPDATE – INVESTMENTS TO ACCELERATE DIGITAL EQUITY

On November 16, 2021, the Board of Supervisors (Board) approved a motion to invest in immediate- and longer-term efforts to facilitate affordable and reliable high-speed internet services to underserved communities impacted by the digital divide (Board Agenda Item 19). The motion designated the Internal Services Department (ISD) as the lead department responsible for coordinating the County's efforts on all community broadband infrastructure and residential service initiatives to close the digital divide. The motion also included several directives and instructed the ISD Director to report back to the Board with quarterly progress updates.

Attached for your review is the fourth quarterly update.

If you have any questions, please contact me at (323) 267-2101.

SH:sh

c: Executive Office, Board of Supervisors
Chief Executive Office
County Counsel
Department of Public Works
Department of Economic Opportunity

Attachment

**COUNTY OF LOS ANGELES
INTERNAL SERVICES DEPARTMENT
INVESTMENTS TO ACCELERATE DIGITAL EQUITY**

**QUARTERLY PROGRESS REPORT
November 2022**

On November 16, 2021, the Board of Supervisors (Board) approved a motion to invest in immediate and longer-term efforts to provide affordable and reliable high-speed internet services to underserved communities impacted by the digital divide.¹ As directed in the motion, the Internal Services Department has submitted quarterly progress reports dated February 2, 2022², May 13, 2022³, and August 11, 2022.⁴ This is the fourth quarterly progress report.

Directive #1: Establish the County’s lead department.	
Directive	Status
a. Designate the Internal Services Department (ISD) as the lead department responsible for ensuring the County’s efforts on all community broadband infrastructure and residential service initiatives to close the Digital Divide are coordinated and aligned under the County’s Digital Divide Action Team, which is comprised of representatives from all County Departments and the Chief Executive Officer’s Chief Information Office (CIO).	Completed
Directive #2: Conduct a Countywide campaign on financial subsidy programs.	
Directive	Status
a. Instruct the Chief Executive Office (CEO), in consultation with ISD, to identify funding for a countywide promotional campaign to inform and educate constituents about financial subsidy programs that will assist with the costs of computers and internet service.	Completed

¹ [Los Angeles County Board of Supervisors, Statement of Proceedings for the Regular Meeting, November 16, 2021](#)

² [1st ISD Quarterly Update - Investments to Accelerate Digital Equity, February 7, 2022](#)

³ [2nd ISD Quarterly Update - Investments to Accelerate Digital Equity, May 13, 2022](#)

⁴ [3rd ISD Quarterly Update - Investments to Accelerate Digital Equity, August 11, 2022](#)

Directive #2: Conduct a Countywide campaign on financial subsidy programs.	
Directive	Status
b. Instruct ISD through the Delete The Divide initiative to coordinate the countywide promotional campaign and subsidy programs, specifically the Federal Emergency Broadband Benefit. Additionally, the campaign should encourage the participation of all County Departments and, as appropriate, collaborations with internet service providers, telecommunication companies, school districts, regional consortia, community-based organizations, non-profits, and ethnic and hyper-local media. Outreach must be conducted in the County’s multiple threshold languages.	Completed <i>Phase 1: EBB promotion</i> In Progress <i>Phase 2: ACP Promotion</i>

2(b) Phase 2 Promotional Campaign: Affordable Connectivity Program

On May 12, 2021, the Federal Communications Commission (FCC) launched the Emergency Broadband Benefit (EBB) Program to help families struggling to afford internet service during the COVID-19 pandemic. The \$3.2 billion program provided qualifying households with a monthly subsidy of up to \$50 for broadband service and a one-time subsidy up to \$100 for the purchase of a computer, laptop or tablet. Eligible households on Tribal lands received a monthly broadband discount of up to \$75.

On December 6, 2021, ISD administered a countywide promotional campaign to increase awareness of the EBB and encourage residents to enroll in the program (2.5 weeks after Board approval of the motion on November 16, 2021). FCC data based on zip codes indicated that new EBB enrollments reached 43,219 in December 2021.⁵ This was a 43% increase from the previous month total of 30,041. It was also the highest monthly increase in new enrollments since the early stages of the program and reflected a spike among declining enrollments over the preceding months. Overall, household enrollments totaled 354,657. The campaign was limited in duration to only 3 weeks because the EBB enrollment deadline was December 30, 2021.

On December 31, 2021, the EBB was replaced by the \$14 billion Affordable Connectivity Program (ACP). Under this new program, qualifying households can receive a monthly subsidy of up to \$30 for broadband internet service and a one-time subsidy of up to \$100 for the purchase of a computer, laptop or tablet. The monthly broadband discount for eligible households on Tribal lands remains at a maximum of \$75. Additionally, the ACP expanded the eligibility criteria and more households now qualify for subsidy benefits.

⁵ Enrollments may vary from actual counts because some zip codes are shared by adjacent counties.

An estimated 1.6 million households are eligible for ACP in Los Angeles County.⁶ In April 2022, ISD launched a second countywide promotional campaign. Household enrollments now total more than 574,000 (a 72% increase since December 2021).

The following is a list of the 10 California counties with the highest enrollments as reported in October 2022:

County	Total Households	ACP Eligible Households	Eligibility Percentage	ACP Enrolled Households	Enrollment Percentage
Los Angeles	3,316,794	1,646,205	50%	574,801	35%
San Bernardino	636,041	341,110	54%	131,745	39%
San Diego	1,125,285	453,454	40%	123,719	27%
Riverside	724,894	360,381	50%	118,381	33%
Orange	1,037,494	397,766	38%	108,232	27%
Kern	270,281	155,323	57%	71,581	46%
Sacramento	543,026	248,783	46%	70,113	28%
Fresno	307,908	176,750	57%	61,929	35%
Alameda	577,177	209,926	36%	41,001	20%
Santa Clara	640,216	204,684	32%	37,674	18%

Source: California Broadband for All

Over 1 million eligible households have yet to sign up for the ACP. A common concern and well-documented issue preventing thousands of households from internet adoption is the lack of a computer device. The ACP will reimburse participating internet service providers up to \$100 if they supply a connected device to an eligible household. Each household is limited to a single device discount and must pay more than \$10 but less than \$50 for the device. This \$100 benefit is only available through the participating internet service provider. The device must be a laptop, desktop computer or tablet. It is not applicable to cell phones, large phones, or “phablets” that can make cellular calls.

According to FCC records, only one broadband provider serving Los Angeles County is offering connected devices that will allow residents to apply for the one-time \$100 purchase subsidy.⁷

The County’s ACP promotional campaign has referred people to resources to borrow and purchase computer equipment but will soon assist in providing laptops to residents in need. ISD administered a competitive solicitation to procure devices for ACP-eligible households and entered a purchase agreement with Human I-T, a non-profit social enterprise headquartered in Los Angeles. The agreement includes provisions for community relations, needs assessments, technical support, and digital literacy training. The deployment of free and discounted laptops will begin in December 2022.

⁶ California Broadband for All: [ACP Enrollment Tracker](#)

⁷ FCC Affordable Connectivity Program: [Broadband Providers Offering Connected Devices in California](#)

Directive #3: Expand and/or enter into new agreements with the County’s existing broadband and/or carrier agreements for public access and use.	
Directive	Status
a. Instruct and authorize ISD to negotiate agreements with assistance from County Counsel and input from the CEO, with internet service providers and telecommunication companies and if the proposed agreement can be shown by ISD to be in the County’s best interest, return to the Board for approval to execute new agreements or amend existing agreements.	In Progress

3(a) Negotiate Agreements with Internet Service Providers

ISD has been contacted by regional internet service providers and telecommunication companies willing to work with the County of Los Angeles to enhance broadband infrastructure. However, for business reasons, they have decided not to participate in the competitive solicitation process per Directive 4(b). These companies have presented fiber and wireless solutions to deliver low-cost, high-speed internet services to underserved communities ranging from no capital investments from the County to network lease options. As of the date of this report, ISD has not received written proposals from any company or negotiated agreements. Discussions are ongoing.

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high-speed, quality service.	
Directive	Status
a. Authorize ISD to amend its agreement, as needed, with the contractor that assisted in the development of its report to the Board in response to Item 45G of the August 31, 2021, Agenda to perform additional analysis for the options identified in the aforementioned report and provide program development services for future solicitations.	Completed
b. Instruct ISD to administer a competitive solicitation to acquire a Managed Service Provider to coordinate and manage the implementation of the Community Broadband Network. The scope of work should include, but not be limited to, project management, infrastructure design, system integrations, performance requirements, equipment testing and maintenance, administration of resources, and customer support services.	Completed

4(b) Solicitation for Managed Service Provider(s)

In Los Angeles County, the highest concentration of households that lack internet service are in underserved and low-income communities. The County is not currently equipped or positioned to carry out the logistics necessary to enable internet services in these residential areas. Thus, ISD was instructed to administer a competitive solicitation to acquire one or more Managed Service Providers to implement and manage Community Broadband Networks.

The Community Broadband Networks are intended to be 5-year demonstration projects to provide free broadband access through public-private partnerships. The project locations will be unserved and underserved communities in Los Angeles County where an average of 20% or more of the households lack internet service based on data from the United States Census Bureau's American Community Survey.

In March 2022, a Request for Statement of Qualifications (RFSQ) was released to establish a pool of pre-qualified Managed Services Providers to deliver the Community Broadband Networks. The solicitation required that respondents be able to provide high-speed, high-quality broadband internet service to each subscriber residence using wireless technology, fiber or a combination of both. The qualification process is open ended such that vendors can submit statements of qualifications at any time through September 13, 2027. Should any additional vendor submit a response to the RFSQ, the company will be subject to the RFSQ requirements and evaluation process to determine whether or not it will be recommended for pre-qualification. This process is not an indication or assurance that any pre-qualified company will be selected as a Managed Service Provider.

On September 13, 2022, the Board of Supervisors authorized ISD to award and execute master agreements with 9 pre-qualified companies: ICCN, Insight, Kajeet, Smartwave, NetSync, AT&T, T-Mobile, Motorola, and Deloitte Consulting, LLP.⁸ Each agreement is for an initial five-year term, with five one-year extension options, for a maximum total term of 10 years. Additionally, the Board authorized ISD to execute master agreements with new vendors as they become qualified.

Recently, ISD received three additional responses to the RFSQ, which are currently being evaluated. Another two companies have indicated intent to submit a response within the coming weeks.

⁸ Los Angeles Board of Supervisors, [Adopted Board Letter: Request for Approval to Award and Execute Community Broadband Network Services Master Agreements, September 13, 2022](#)

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high-speed, quality service.	
Directive	Status
c. Instruct ISD to administer a competitive solicitation and negotiate agreements for public-private partnerships to construct and configure the Community Broadband Network.	In Progress

4(c) Solicitation for Public-Private Partnerships

In coordination with the above-mentioned RFSQ, only the pre-qualified companies with an executed master agreement will be eligible to bid on a work order solicitation to deploy Community Broadband Networks as a Managed Service Provider. Shovel-ready projects and cost estimates will be identified through this competitive work order solicitation process.

ISD has identified communities in each Supervisorial District where 20% or more of the households lack internet service. The census tracts where these households are located are referred to as Digital Divide Areas. Maps of these areas are shown on Attachment A.

The process and plan for identifying a prospective demonstration project includes:

- **Internet Adoption.** Utilize Census data and geospatial tools to identify Digital Divide Areas.
- **Public Assets.** Identify and map the locations of County-owned infrastructure that can facilitate the rapid deployment of a Community Broadband Network; neighborhoods where critical assets are readily available, such as buildings, street poles, and radio towers.
- **Equity and Inclusion.** Assess the extent to which a neighborhood aligns with the objectives of the County’s Anti-Racism, Diversity, and Inclusion Initiative.
- **Governmental Processes.** Factor the impact of local ordinances and permit requirements on broadband deployment relating to Issues such as right of way access, telecommunications design, and construction standards.
- **Financial Viability.** Assess funding options that could support capital investments, including Federal and State grants, County and municipal funds, philanthropic contributions, and profit-sharing models.
- **Regional Stakeholders.** Obtain feedback from key regional stakeholders, including Councils of Governments, City Councils, and Town Councils.

- **Partnership Agreement(s).** Enter a partnership agreement with the local city or jurisdiction through a signed Memorandum of Understanding, which establishes a working relationship to commit resources and collaborate on funding opportunities in support the demonstration project.
- **Board Office Review.** Present proposed demonstration project area(s) to the respective Board Supervisor Office for final review and approval.

It should be noted that in February 2022, the County and City of Los Angeles signed a Memorandum of Understanding (MOU) that established an agreement to deploy our competitive advantages (including assets and operations) to bring new public connectivity infrastructure to communities and achieve alignment on projects and funding opportunities. The Los Angeles County Office of Education became an additional party to the MOU in April 2022, representing 80 public school districts. On October 31, 2022, the County and City of San Fernando signed a similar MOU. Additionally, on November 9, 2022, the City of Maywood City Council voted unanimously to enter an MOU with the County. ISD has provided several other cities with a copy of the MOU and they are currently assessing the opportunity to enter an agreement with the County.

ISD continues to meet with public agencies and stakeholder groups interested in partnerships to commit resources toward digital equity and inclusion. Collaborative discussions are being held with various municipalities, academic networks, healthcare providers, regional consortia and coalitions, community-based organizations, and numerous support associations.

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high-speed, quality service.	
Directive	Status
d. Instruct CEO, in consultation with ISD and [Department of Public Works], to identify funding from Federal, State and/or County sources to support a five (5) year proof of concept model for a Community Broadband Network. Under the coordination of ISD, this pilot will utilize public-private partnerships and a Managed Service Provider for the deployment of a fully functional network of Citizen Broadband Radio Service and/or millimeter wave technologies to deliver reliable high-speed internet service to 12,500 households in digital divide target areas.	In Progress

4(d) Funding for Community Broadband Network

ISD’s Quarterly Progress Report dated August 11, 2022 included a review of available funding from the Infrastructure Investment and Jobs Act and State of California. The major grants of interest to the County of Los Angeles are competitive with varying filling periods

and criteria. As new grant opportunities become available, the County will need to be efficient in its administrative review and approval processes to ensure the timely submission of grant applications. The County will also need dedicated program staff to oversee grant applications, project deployment and grant management compliance.

The following are the latest funding updates:

American Rescue Plan Act

\$56 Million Allocation

On September 13, 2022, the Board of Supervisors approved the allocation of \$56 million from the American Rescue Plan Act (ARPA) to support Community Broadband Network demonstration projects in Los Angeles County. Pursuant to ARPA requirements, the funds must be obligated by 2024 and expended by the end of 2026.

Local Agency Technical Assistance Grant

\$320,000 Award

The California Public Utilities Commission (CPUC) established the Local Agency Technical Assistance (LATA) grant program to support government entities with eligible pre-construction work that facilitates broadband network projects benefitting areas in need. Pre-construction costs may be tied to a broadband infrastructure project designed to provide service to unserved or underserved households and businesses, and that are designed to, upon completion, reliably meet or exceed symmetrical download and upload speeds of 100 Megabits per second. Examples of reimbursable expenses include consultant or staff time for conducting needs assessments, market studies, environmental studies, engineering studies or reports, network design, broadband strategic plans, business plans, and community-based organization services.

On August 1, 2022, the CPUC began accepting applications for LATA grants. ISD submitted a grant application on August 8, 2022, for pre-construction technical support that facilitates Community Broadband Network projects in parts of East Los Angeles, South Los Angeles and adjacent unincorporated areas. Pursuant to grant guidelines, applicants are required to submit a letter of support demonstrating collaboration between overlapping local agency jurisdictions. ISD's grant application included letters of support from Los Angeles Mayor Eric Garcetti, General Manager Miguel Sangalang of the City's Bureau of Street Lighting, and Dr. Debra Duardo, Superintendent of the Los Angeles County Office of Education.

On October 6, 2022, ISD was awarded a LATA grant totaling \$320,000. Pursuant to a Board's Motion on November 1, 2022, ISD formally accepted the CPUC's grant on behalf of the County on November 2, 2022. As of the date of this report, ISD is the only government agency in Los Angeles County to be awarded a LATA grant.

The CPUC received 82 applications and awarded 52 grants.⁹ ISD has provided support letters for LATA grant applications filed by the City of Los Angeles (Destination

⁹ [LATA Grant Applications and Awards](#)

Crenshaw), South Bay Cities Council of Government, City of Lancaster, and City of Pomona.

California Advanced Services Fund

\$3,572,800 Request

The California Advanced Services Fund (CASF) Adoption Account is authorized \$20.024 million for fiscal year 2022-2023 to provide grants to increase publicly available or after-school broadband access and digital inclusion. The application cycle deadlines are July 1, 2022, January 1, 2023, and every July 1 and January 1 thereafter until funds are exhausted. Eligible projects include: 1) Digital Literacy Projects and 2) Broadband Access Projects.

On July 1, 2022, ISD applied for a CASF Adoption Account Digital Literacy Grant totaling \$5,221,080. ISD amended the requested amount to \$3,572,800 after communications with the CPUC. As of the date of this report, the application is still under review. The CASF website indicates that it has received 99 applications totaling \$19,922,871.68.¹⁰

ReConnect Loan and Grant Program

The ReConnect Program offers loans, grants, and loan-grant combinations to facilitate broadband deployment in rural areas that currently do not have sufficient access to broadband.¹¹ Loans and grants may be used to pay for the costs of construction, improvement, or acquisition of facilities and equipment needed to provide broadband service in eligible rural areas. The maximum grant amount that can be requested is \$25 million. Companies, cooperatives, and state, local, Tribal, and territorial governments may all apply. The program is administered by the United States Department of Agriculture (USDA).

The ReConnect Program defines rural as, “any area that is not located in a city, town, or incorporated area with a population of greater than 20,000 inhabitants or an urbanized area contiguous and adjacent to a city or town that has a population of greater than 50,000 inhabitants.” Ineligible service areas are illustrated on a mapping tool found on the ReConnect website.¹² Although Northern Los Angeles County is often considered to have rural areas, the largest population areas of North County are ineligible for this particular program based on the ReConnect maps. However, the maps do indicate that there are significant portions of unincorporated areas in North County that are eligible and some of these locations are Digital Divide Areas.

ISD is actively monitoring other funding opportunities to support North County as well as other areas of the County impacted by the digital divide.

¹⁰ CASF Adoption Account: [Applications Submitted July 1, 2022](#)

¹¹ [USDA ReConnect Loan and Grant Program](#)

¹² [ReConnect Program Service Area Map](#)

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high-speed, quality service.

Directive	Status
e. Delegate authority to the CEO to hire a consultant to conduct a financial and technical feasibility study for a County-administered municipal broadband service. The study should assess capital costs and consumer pricing models that will enable reliable high-speed internet access for households in digital divide target areas. The study should also consider existing County assets and licensing agreements as well as the utilization of public and private fiber optic and wireless network infrastructures that can be included in the County-administered strategy.	In Progress

4(e) Feasibility Study for County-Administered Broadband Service

The Chief Executive Office has selected Magellan Advisors to conduct a feasibility study for County-administered municipal broadband services in the eight communities of need as identified using the County’s Equity Tool:

Community	Total households	Households w/o internet	Households w/o computer	SVI	JENI	JESI	COVID impact
Unincorporated East LA	30,723	8,488 27.6%	4,277 13.9%	High-Highest	Moderate - Highest	Low - Highest	High-Highest
Los Angeles - Westlake	22,662	7,244 32.0%	2,498 11.0%	Moderate - Highest	Moderate - Highest	Moderate - Highest	Moderate - Highest
Los Angeles - Pico Union	12,515	3,835 30.6%	1,355 10.8%	Highest	Low - High	Low - High	Highest
City of Long Beach	11,259	3,196 28.4%	1,409 12.5%	Highest	Moderate - Highest	High - Highest	Highest
Los Angeles - Panorama City	15,191	3,142 20.7%	1,960 12.9%	High	High	Lowest	High
Los Angeles - Watts	10,512	3,088 29.4%	1,299 12.4%	Highest	Moderate - Highest	Low - Highest	Highest
Los Angeles - Crenshaw	5,570	1,501 26.9%	613 11.0%	Low - Highest	Low - Highest	Low - Highest	Low - Highest
City of Lancaster	4,248	1,457 34.3%	1,187 27.9%	High	Highest	Highest	High

Note:

SVI - Social Vulnerability Index based on 15 census variables grouped in four themes; socioeconomic status, household composition, minority status and language, housing and transportation.

JENI - Justice Equity Need Index used to assess areas most negatively impacted by criminalization and detention-first policies.

JESI - Justice Equity Service Index used to identify needs for justice-related community-based supports and services in low to highest service areas to inform where to shift investments and capacity-building supports towards equity and justice.

The feasibility analysis will include:

- Market analysis to serve as the basis for determining penetration and adoption rates, foreseeable competition, and sensible pricing for services provided;

- Service and infrastructure analysis of the incumbent Internet service providers and existing broadband infrastructure within the identified communities of need. The analysis will identify service models that could be utilized in the region. Outcomes will include geographic information system maps detailing the physical extent of fiber-optic lines, service areas, incumbency, and level of service provided;
- Site analysis to discover whether existing public assets and/or land can be used to better facilitate network construction and operation and availability of public and private fiber optic and wireless infrastructure. Includes a cost model for the network, including one-time and ongoing capital expenditures, operations, network operations, field services, staffing, billing, and customer service. The analysis will also delineate items such as customer growth rates, competitive pricing schedules, and overall financial sustainability; and
- Programming and finance evaluation of financing options that are available to the region for funding the construction, implementation, and subsequent operation of the broadband infrastructure and services.



COUNTY OF LOS ANGELES **DIGITAL DIVIDE AREAS**

All Supervisorial Districts



Supervisorial District 1

Total Households: 607,934

Households With No Internet Access: 95,626

Median Household Income: \$60,433

Digital Divide Areas - Supervisorial District 1

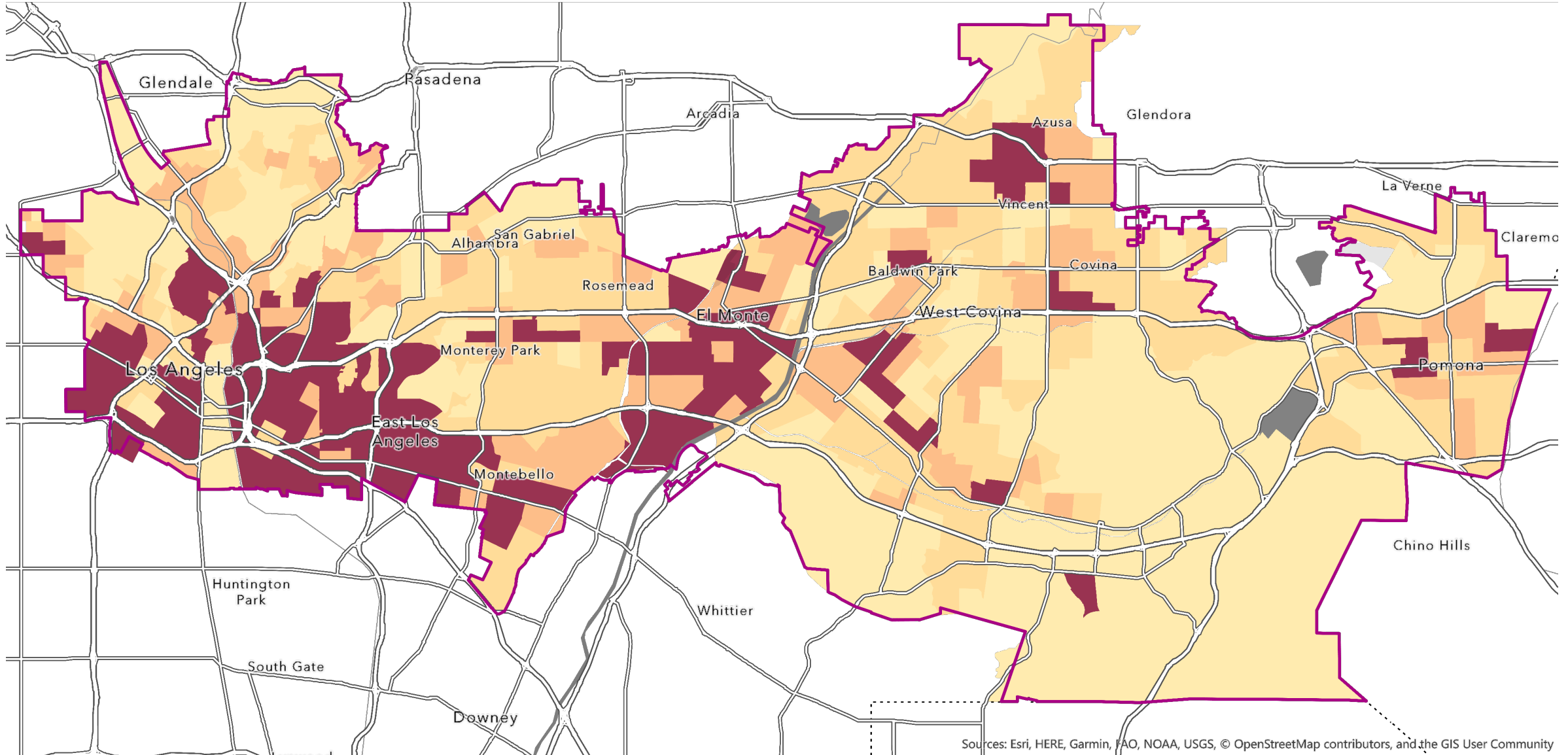
Total Households: 160,337

Households With No Internet Access: 46,662

Median Household Income: \$41,449

Households in Census Tracts With Median Income Below \$50K: 124,135

Households in Census Tracts With Median Income Above \$50K: 36,202



Sources: Esri, HERE, Garmin, FAO, NOAA, USGS, © OpenStreetMap contributors, and the GIS User Community

Percent of Households With No Internet Access

- 10% or Less
- 10.1% - 15%
- 15.1% - 20%
- 20.1% - 100%
- Nonresidential or No Data
- Supervisorial District - 2021

Supervisorial District 2

Total Households: 653,357

Households With No Internet Access: 100,577

Median Household Income: \$49,632

Digital Divide Areas - Supervisorial District 2

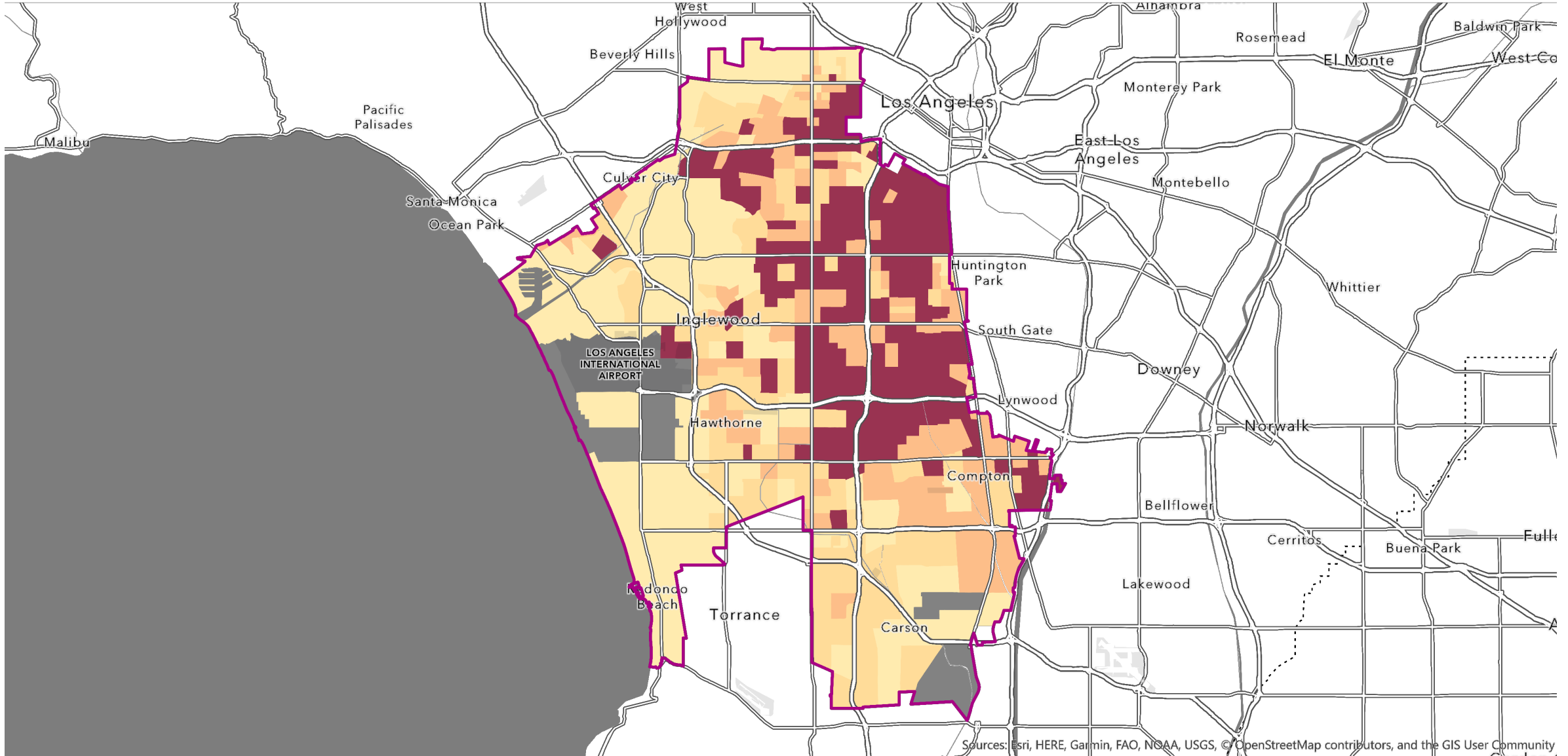
Total Households: 203,383

Households With No Internet Access: 53,111

Median Household Income: \$40,116

Households in Census Tracts With Median Income Below \$50K: 169,280

Households in Census Tracts With Median Income Above \$50K: 34,103



Sources: Esri, HERE, Garmin, FAO, NOAA, USGS, ©OpenStreetMap contributors, and the GIS User Community

Percent of Households With No Internet Access

10% or Less 10.1% - 15% 15.1% - 20% 20.1% - 100% Nonresidential or No Data Supervisorial District - 2021

Supervisorial District 3

Total Households: 763,283

Households With No Internet Access: 68,496

Median Household Income: \$77,386

Digital Divide Areas - Supervisorial District 3

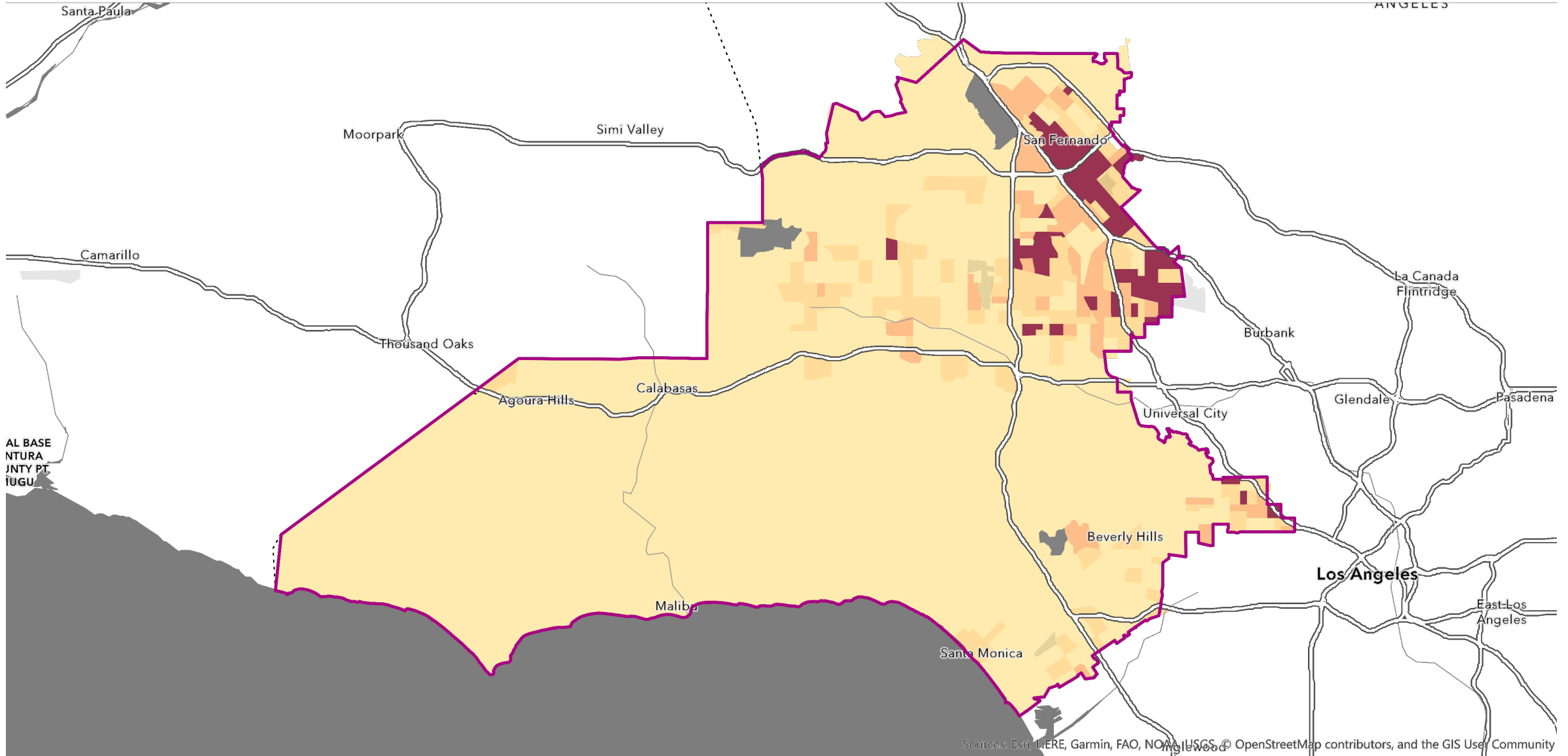
Total Households: 57,214

Households With No Internet Access: 14,673

Median Household Income: \$41,593

Households in Census Tracts With Median Income Below \$50K: 39,714

Households in Census Tracts With Median Income Above \$50K: 17,500



Sources: Esri, HERE, Garmin, FAO, NOAA, USGS, © OpenStreetMap contributors, and the GIS User Community

Percent of Households With No Internet Access

- 10% or Less
- 10.1% - 15%
- 15.1% - 20%
- 20.1% - 100%
- Nonresidential or No Data
- Supervisorial District - 2021

Supervisorial District 4

Total Households: 649,467

Households With No Internet Access: 81,795

Median Household Income: \$66,116

Digital Divide Areas - Supervisorial District 4

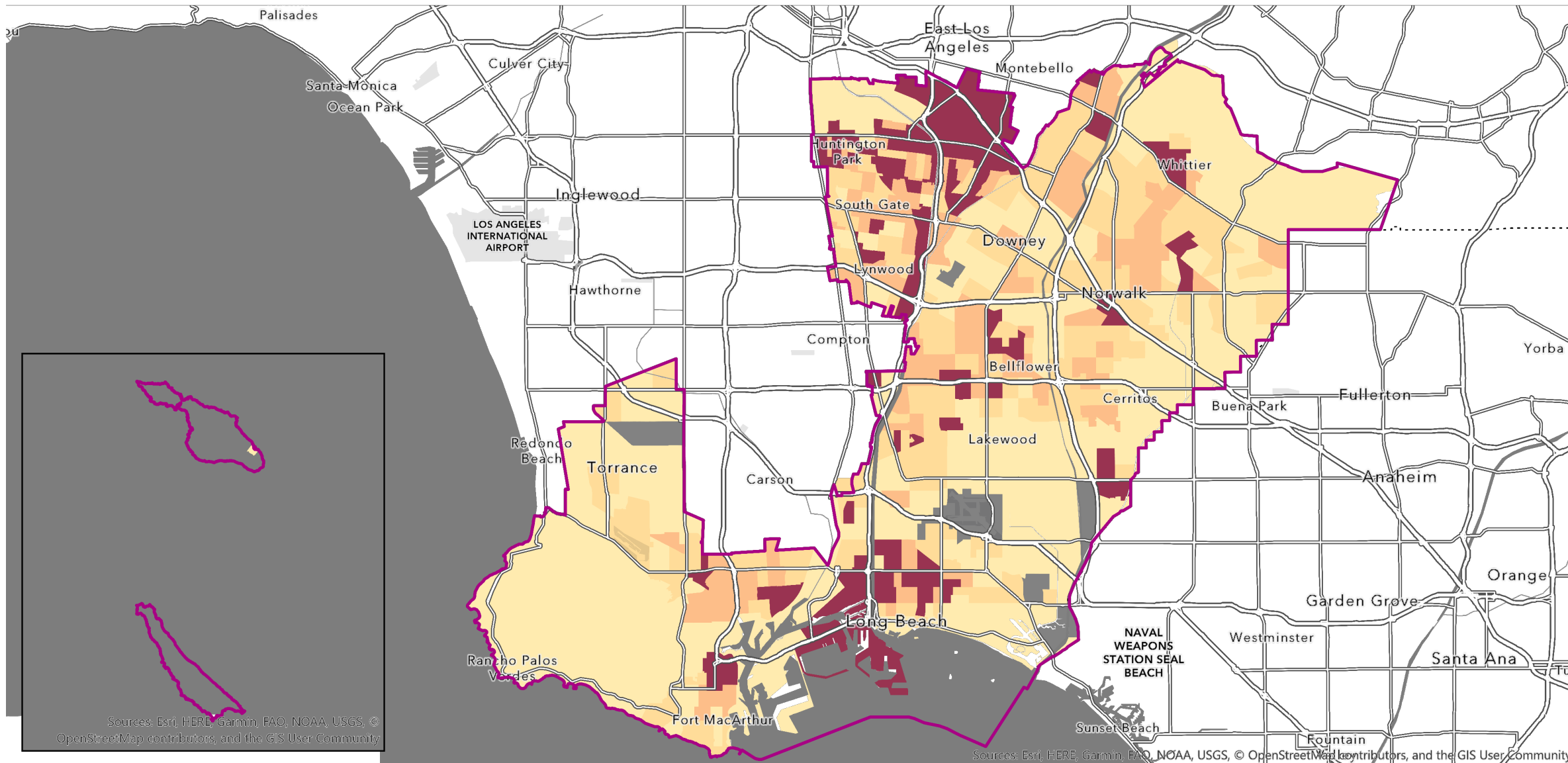
Total Households: 96,869

Households With No Internet Access: 23,720

Median Household Income: \$44,025

Households in Census Tracts With Median Income Below \$50K: 75,972

Households in Census Tracts With Median Income Above \$50K: 20,881



Percent of Households With No Internet Access

- 10% or Less
- 10.1% - 15%
- 15.1% - 20%
- 20.1% - 100%
- Nonresidential or No Data
- Supervisorial District - 2021

Supervisorial District 5

Total Households: 641,109

Households With No Internet Access: 70,070

Median Household Income: \$81,424

Digital Divide Areas - Supervisorial District 5

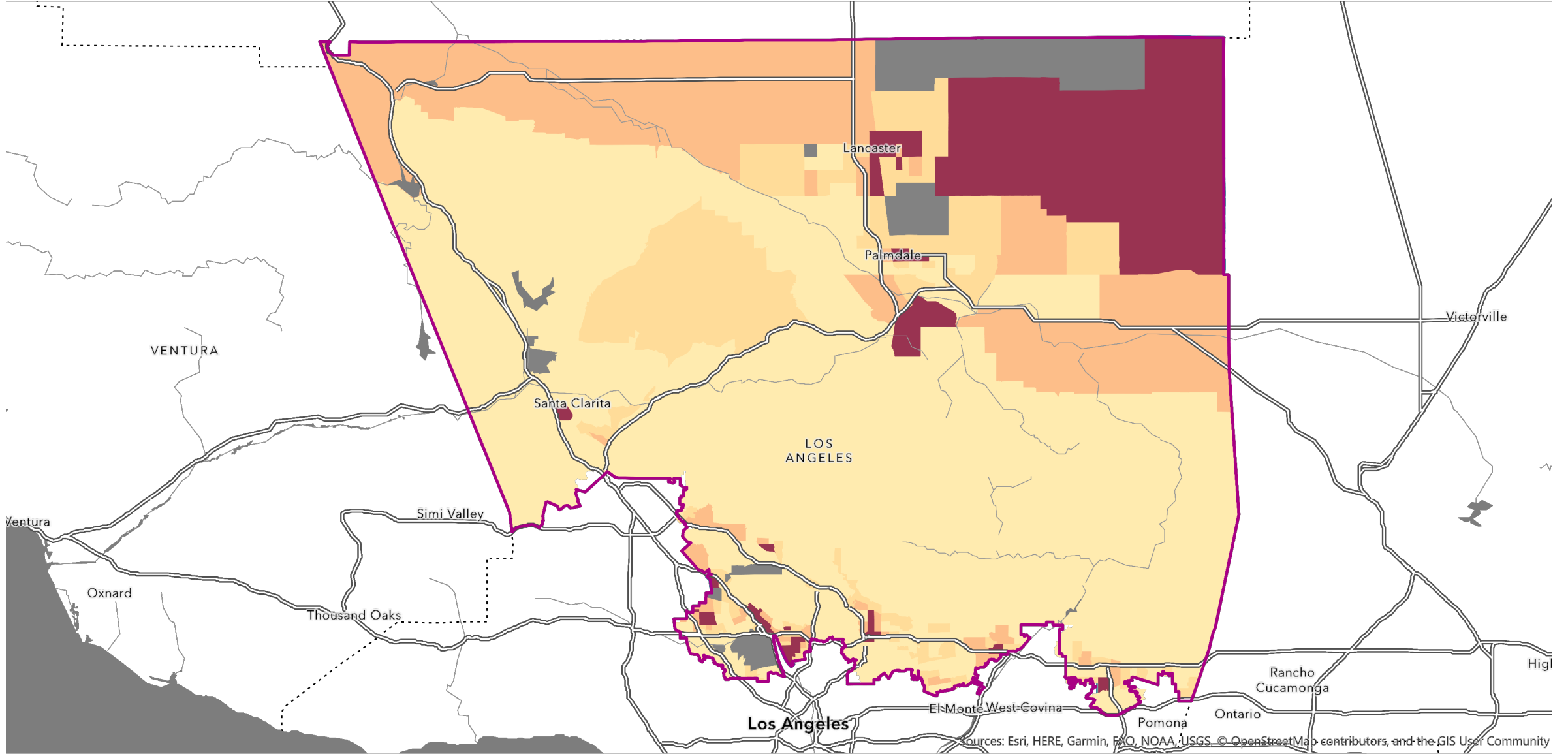
Total Households: 80,444

Households With No Internet Access: 20,651

Median Household Income: \$42,337

Households in Census Tracts With Median Income Below \$50K: 60,850

Households in Census Tracts With Median Income Above \$50K: 19,594



Sources: Esri, HERE, Garmin, FAO, NOAA, USGS, © OpenStreetMap contributors, and the GIS User Community

Percent of Households With No Internet Access

10% or Less 10.1% - 15% 15.1% - 20% 20.1% - 100% Nonresidential or No Data Supervisorial District - 2021



County of Los Angeles
INTERNAL SERVICES DEPARTMENT

1100 North Eastern Avenue
Los Angeles, California 90063

SELWYN HOLLINS
Director

"Trusted Partner and Provider of Choice"

Telephone: (323) 267-2101
FAX: (323) 264-7135

February 10, 2023

To: Supervisor Janice Hahn, Chair
Supervisor Hilda L. Solis
Supervisor Holly J. Mitchell
Supervisor Lindsey Horvath
Supervisor Kathryn Barger

From: Selwyn Hollins 
Director

QUARTERLY UPDATE – INVESTMENTS TO ACCELERATE DIGITAL EQUITY

On November 16, 2021, the Board of Supervisors (Board) approved a motion to invest in immediate- and longer-term efforts to facilitate affordable and reliable high-speed internet services to underserved communities impacted by the digital divide (Board Agenda Item 19). The motion designated the Internal Services Department (ISD) as the lead department responsible for coordinating the County's efforts on all community broadband infrastructure and residential service initiatives to close the digital divide. The motion also included several directives and instructed the ISD Director to report back to the Board with quarterly progress updates.

Attached for your review is the fifth quarterly update.

If you have any questions, please contact me at (323) 267-2101.

SH:sh

Attachment

c: Executive Office, Board of Supervisors
Chief Executive Office
County Counsel
Department of Public Works

**COUNTY OF LOS ANGELES
INTERNAL SERVICES DEPARTMENT
INVESTMENTS TO ACCELERATE DIGITAL EQUITY**

**QUARTERLY PROGRESS REPORT
February 2023**

On November 16, 2021, the Board of Supervisors (Board) approved a motion to invest in immediate and longer-term efforts to provide affordable and reliable high-speed internet services to underserved communities impacted by the digital divide.¹ As directed in the motion, the Internal Services Department (ISD) has submitted quarterly progress reports dated February 2, 2022², May 13, 2022³, August 11, 2022⁴, and November 10, 2022.⁵ This is the fifth quarterly progress report.

Directive #1: Establish the County’s lead department.	
Directive	Status
a. Designate the Internal Services Department (ISD) as the lead department responsible for ensuring the County’s efforts on all community broadband infrastructure and residential service initiatives to close the Digital Divide are coordinated and aligned under the County’s Digital Divide Action Team, which is comprised of representatives from all County Departments and the Chief Executive Officer’s Chief Information Office (CIO).	Completed
Directive #2: Conduct a Countywide campaign on financial subsidy programs.	
Directive	Status
a. Instruct the Chief Executive Office (CEO), in consultation with ISD, to identify funding for a countywide promotional campaign to inform and educate constituents about financial subsidy programs that will assist with the costs of computers and internet service.	Completed

¹ [Los Angeles County Board of Supervisors, Statement of Proceedings for the Regular Meeting, November 16, 2021](#)

² [1st ISD Quarterly Update - Investments to Accelerate Digital Equity, February 7, 2022](#)

³ [2nd ISD Quarterly Update - Investments to Accelerate Digital Equity, May 13, 2022](#)

⁴ [3rd ISD Quarterly Update - Investments to Accelerate Digital Equity, August 11, 2022](#)

⁵ [4th ISD Quarterly Update - Investments to Accelerate Digital Equity, November 10, 2022](#)

Directive #2: Conduct a Countywide campaign on financial subsidy programs.	
Directive	Status
b. Instruct ISD through the Delete The Divide initiative to coordinate the countywide promotional campaign and subsidy programs, specifically the Federal Emergency Broadband Benefit. Additionally, the campaign should encourage the participation of all County Departments and, as appropriate, collaborations with internet service providers, telecommunication companies, school districts, regional consortia, community-based organizations, non-profits, and ethnic and hyper-local media. Outreach must be conducted in the County's multiple threshold languages.	Completed <i>Phase 1: EBB promotion</i> Ongoing <i>Phase 2: ACP Promotion</i>

2(b) Phase 2 Promotional Campaign: Affordable Connectivity Program (ACP)

ACP Enrollment Events

On December 10, 2022, ISD partnered with the County Library to host ACP Enrollment and Laptop Giveaway events at 7 libraries across the County. Each library was located in an area where a significant number of households in the surrounding communities lack internet service. More than 1,000 people attended the events and 828 households were successfully enrolled with in-person assistance from ISD staff and trained volunteers organized by the California Emerging Technology Fund. Hundreds of new enrollees received a free laptop with one year of technical support services. The laptop recipients also completed a questionnaire about their current household demographics and internet experiences, and agreed to be contacted in the future for follow-up surveys. Additionally, a few internet services providers were on site to discuss their ACP service plans, including AT&T, Charter, Frontier, Sonic, and Verizon.

The 7 library locations included:

East Los Angeles Library, 4837 E. 3rd Street, Los Angeles, 90022

Gardena Mayme Dear Library, 1731 W. Gardena Boulevard, Gardena, 90247

Huntington Park Library, 6518 Miles Avenue, Huntington Park, 90255

San Fernando Library, 217 N. Maclay Avenue, San Fernando, 91340

San Gabriel Library, 500 S. Del Mar Avenue, San Gabriel, 91776

West Hollywood Library, 625 N. San Vicente Boulevard, West Hollywood, 90069

Willowbrook Library, 11737 Wilmington Avenue, Los Angeles, 90059

ACP Grant Application

On January 6, 2023, ISD submitted an application for the new Affordable Connectivity Outreach Grant Program administered by the FCC (the filing deadline was January 9, 2023). Grant awards will range from \$50,000 to \$1 million for projects that facilitate the promotion of ACP and increase awareness of and participation in the ACP among eligible households. Assistance with the ACP process can be done remotely, such as explaining the enrollment process to eligible households. However, the grant requires that assisting individuals with completing and submitting an ACP application must be done in-person.

ISD requested a \$1 million grant to expand countywide outreach efforts through in-person assistance that is strategically designed to engage thousands of ACP-eligible households. The proposed project will provide in-person assistance at County libraries, local community events, and large-scale ACP enrollment events at major iconic venues. Most County libraries are open 6 days per week, which provides a convenient and accessible location within the local community for individuals to walk-in and/or schedule an appointment to receive ACP assistance. Community events have also proven to be effective at reaching target populations based on ISD’s previous and current promotional efforts. Large enrollment events at major iconic venues (e.g., stadiums and arenas) will provide in-person support for massive numbers of people. Collectively, these initiatives will ensure convenient and direct access to constituents, and generate interest and conversations among constituents to further ACP awareness.

Grant awards are expected to be announced on or before March 10, 2023. The funding must be expended within two years.

Directive #3: Expand and/or enter into new agreements with the County’s existing broadband and/or carrier agreements for public access and use.	
Directive	Status
a. Instruct and authorize ISD to negotiate agreements with assistance from County Counsel and input from the CEO, with internet service providers and telecommunication companies and if the proposed agreement can be shown by ISD to be in the County’s best interest, return to the Board for approval to execute new agreements or amend existing agreements.	Ongoing

3(a) Negotiate Agreements with Internet Service Providers

ISD continues to receive interest from regional internet service providers and telecommunication companies willing to work with the County of Los Angeles to enhance broadband infrastructure. However, for business reasons, they have decided not to participate in the competitive solicitation process per Directive 4(b). These companies have presented fiber and wireless solutions to deliver low-cost, high-speed internet services to underserved communities ranging from no capital investments from the

County to network lease options. As of the date of this report, ISD has not received written proposals from any company or negotiated agreements.

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high-speed, quality service.	
Directive	Status
a. Authorize ISD to amend its agreement, as needed, with the contractor that assisted in the development of its report to the Board in response to Item 45G of the August 31, 2021, Agenda to perform additional analysis for the options identified in the aforementioned report and provide program development services for future solicitations.	Completed
b. Instruct ISD to administer a competitive solicitation to acquire a Managed Service Provider to coordinate and manage the implementation of the Community Broadband Network. The scope of work should include, but not be limited to, project management, infrastructure design, system integrations, performance requirements, equipment testing and maintenance, administration of resources, and customer support services.	Completed

4(b) Solicitation for Managed Service Provider(s)

As reported in the Quarterly Progress Report dated November 10, 2022, the Board authorized ISD to award and execute master agreements with 9 pre-qualified companies: ICCN, Insight, Kajeet, Smartwave, NetSync, AT&T, T-Mobile, Motorola, and Deloitte Consulting, LLP.⁶ Each agreement is for an initial 5-year term, with five 1-year extension options, for a maximum total term of 10 years. Additionally, the Board authorized ISD to execute master agreements with new vendors as they become qualified.

The qualification process is open ended such that vendors can submit statements of qualifications at any time through September 13, 2027. Should any additional vendor submit a response to the RFSQ, the company will be subject to the RFSQ requirements and evaluation process to determine whether or not it will be recommended for pre-qualification. This process is not an indication or assurance that any pre-qualified company will be selected as a Managed Service Provider.

ISD has received additional responses to the RFSQ, which are currently being evaluated for prequalification.

⁶ Los Angeles Board of Supervisors, [Adopted Board Letter: Request for Approval to Award and Execute Community Broadband Network Services Master Agreements, September 13, 2022](#)

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high-speed, quality service.	
Directive	Status
c. Instruct ISD to administer a competitive solicitation and negotiate agreements for public-private partnerships to construct and configure the Community Broadband Network.	In Progress

4(c) Solicitation for Public-Private Partnerships

On January 24, 2023, ISD released a competitive work order solicitation for Community Broadband Network demonstration pilot areas in East Los Angeles/Boyle Heights and South Los Angeles.⁷ A work order solicitation for the San Fernando Valley is planned for release in February 2023. These three pilot locations can be viewed on the County’s Delete The Divide website: <https://www.deletethedivide.org/cbn-projects/>.

A demonstration pilot area is being formalized for Southeast Los Angeles. The County has signed a Memorandum of Understanding (MOU) with the cities of Bell, Cudahy, Maywood, and South Gate. The MOU is an agreement to deploy our competitive advantages (including assets and operations) to bring new public connectivity infrastructure to communities and achieve alignment on projects and funding opportunities. The cities of Bell Gardens, Huntington Park and Lynwood are currently assessing the opportunity to participate in the demonstration pilot.

Prospective locations are being evaluated for a demonstration pilot in unincorporated areas in North Los Angeles County in collaboration with the Community Coalition of the Antelope Valley and support from the respective town councils.

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high-speed, quality service.	
Directive	Status
d. Instruct CEO, in consultation with ISD and [Department of Public Works], to identify funding from Federal, State and/or County sources to support a five (5) year proof of concept model for a Community Broadband Network. Under the coordination of ISD, this pilot will utilize public-private partnerships and a Managed Service Provider for the deployment of a fully functional network of Citizen Broadband Radio Service and/or millimeter wave technologies to deliver reliable high-speed internet service to 12,500 households in digital divide target areas.	In Progress

⁷ [Community Broadband Network Services - Work Order Solicitation #ITS-110602-WOS-1](#)

4(d) Funding for Community Broadband Network

ISD's Quarterly Progress Report dated August 11, 2022 included a review of available funding from the Infrastructure Investment and Jobs Act and State of California. The major grants of interest to the County of Los Angeles are competitive with varying filling periods and criteria. As new grant opportunities become available, the County will need to be efficient in its administrative review and approval processes to ensure the timely submission of grant applications. The County will also need dedicated program staff to oversee grant applications, project deployment and grant management compliance.

According to the U.S. Census Bureau's American Community Survey, more than 415,000 households lack internet service in Los Angeles County. Based on this data, ISD developed an interactive map that illustrates the census tracts where the highest percentages of these households are located.⁸

Recently, the Federal Communications Commission (FCC) and California Public Utilities Commission (CPUC) published separate maps of proposed grant funding priorities for broadband infrastructure projects. Based on the current priority criteria, Los Angeles County will be extremely disadvantaged in competing for our fair share of available funds. It was anticipated that Los Angeles County would be well positioned to receive tens of millions of dollars. Now, the majority of cities and communities that are adversely impacted by the digital divide may not be eligible for these grant funding opportunities.

Federal National Broadband Map

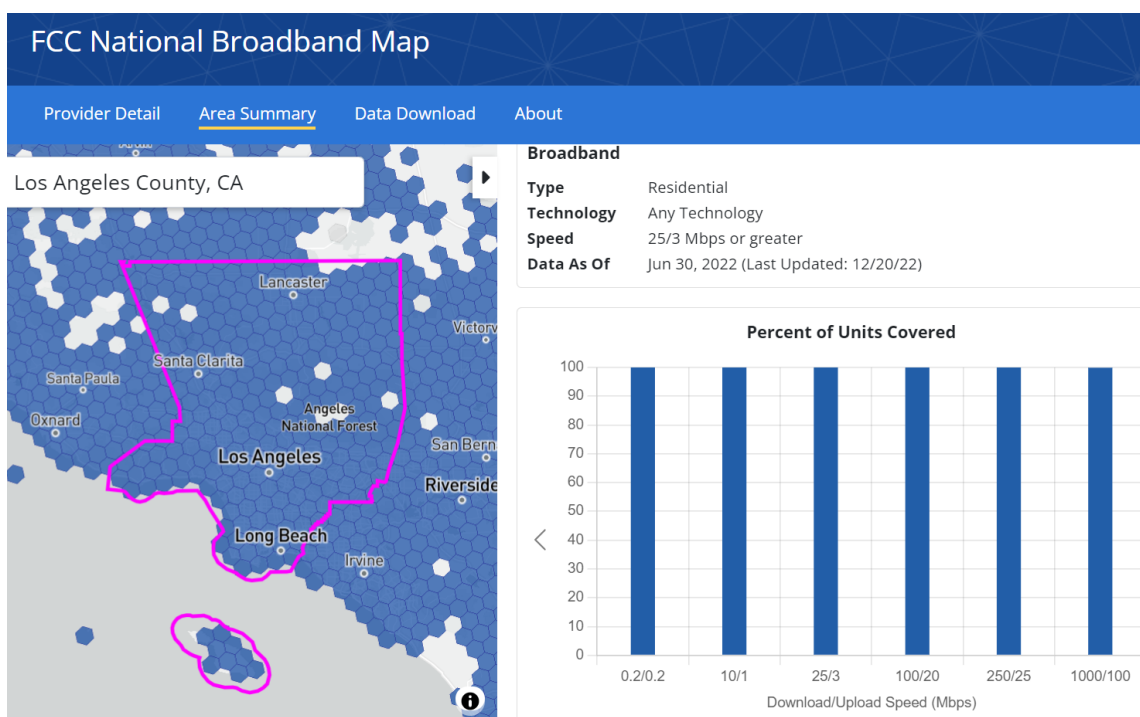
On November 18, 2022, the FCC released the *pre-production draft* of its new National Broadband Map.⁹ The map displays where internet services are available and not available across the United States. This map is based on data reported by Internet Service Providers to the FCC.

The National Broadband Map will be used to allocate \$42 billion in federal funds to states and territories to help expand access to affordable high-speed internet. The Bipartisan Infrastructure Law requires the National Telecommunications and Information Agency (NTIA) to use this map to allocate federal funding for the Broadband Equity, Access and Deployment (BEAD) Program. The BEAD program is a competitive grant process that will distribute funds based on a preference for unserved and underserved locations. Generally, unserved locations have no broadband service at all or broadband service offering speeds below 25 Mbps downstream/3 Mbps upstream. Underserved locations are areas that lack broadband service offering speeds of 100 Mbps downstream/20 Mbps upstream. The BEAD program may give additional consideration to other factors.

⁸ [Los Angeles County Digital Divide Map](#)

⁹ [FCC National Broadband Map \(Los Angeles County\)](#)

The representations on the current map suggest that adequate internet services are available in **97%** of Los Angeles County, which has eligibility implications for BEAD grants.



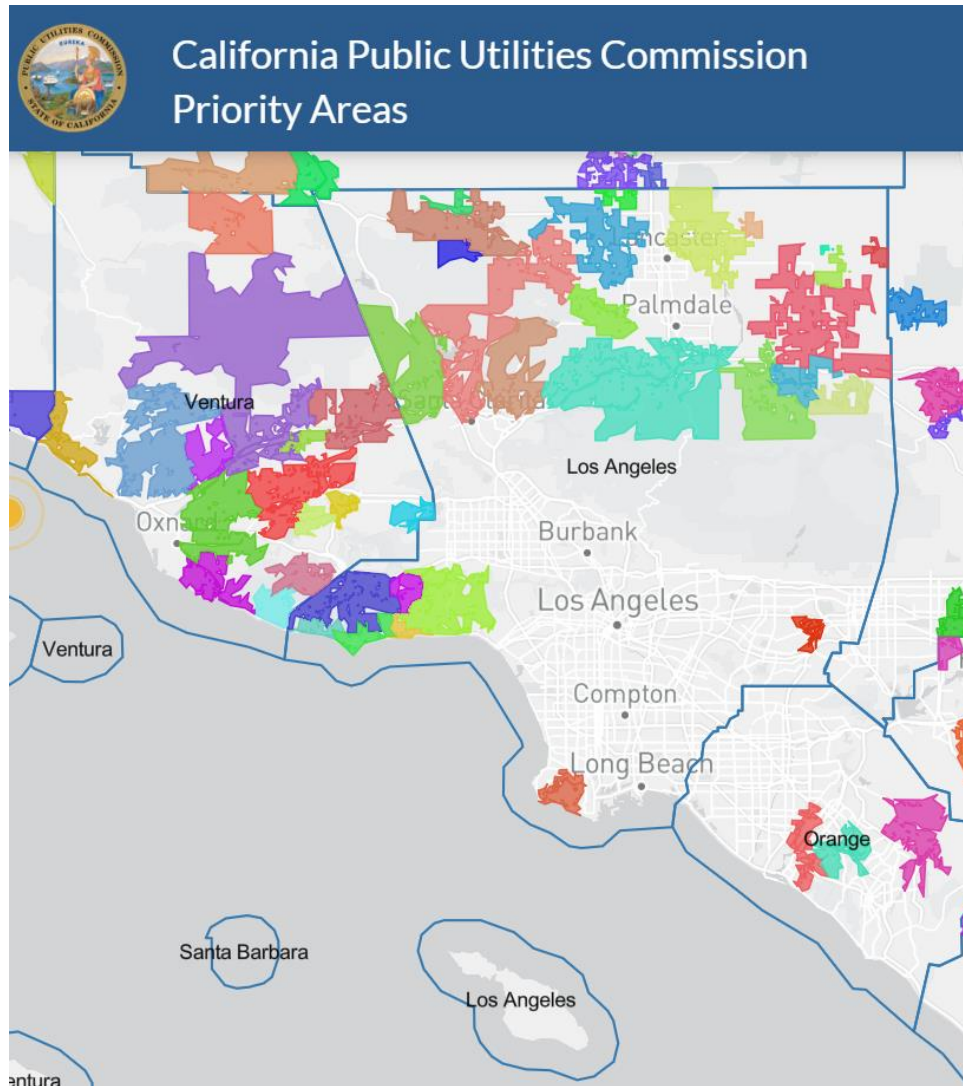
California Last-Mile Priority Areas

The CPUC administers the Federal Funding Account that provides \$2 billion in grants for last-mile broadband infrastructure projects. On January 3, 2023, the CPUC published maps for priority areas to fund projects that connect unserved and underserved Californians with high-speed broadband service. The CPUC defines an unserved location as lacking access to reliable broadband speeds of at least 25 megabits per second (Mbps) downstream/3 Mbps upstream. The CPUC has not yet adopted a definition of an underserved location for the Federal Funding Account.

The Priority Areas Public Map is to be used by grant applicants to plan last-mile broadband grant proposals.¹⁰ The map uses different colors to identify areas eligible to apply, but otherwise do not represent anything specific. In Los Angeles County, priority areas include most of North County, mountainous terrain, and some cities (such as Malibu, Calabasas, Rolling Hills, Rancho Palos Verdes, and Walnut). The vast majority of the County are not considered priority areas, including most low-income, high-density communities impacted by the digital divide (areas without colors on the map below). Communities that will not be eligible for these infrastructure grants include historically underserved communities in South Los Angeles, East Los Angeles, Southeast Los Angeles, San Fernando Valley, San Gabriel Valley, and the South Bay. Also excluded

¹⁰ [CPUC Map of Priority Areas](#)

are Santa Catalina Island and underserved communities in the cities of Lancaster and Palmdale.



Board Actions

On January 24, 2023, the Board approved a motion to send 5-signature letters to federal and State officials expressing concern about their current priority areas for broadband infrastructure grants, which neglect most of the historically underserved communities in Los Angeles County that are adversely impacted by the digital divide. The motion also instructs the CEO Legislative Affairs and Intergovernmental Relations Branch to work with ISD to advocate in support of State and federal legislation and regulations that provide funding for the development and expansion of broadband infrastructure and reliable, affordable networks to bridge the digital divide by increasing access to high-speed internet.

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high-speed, quality service.	
Directive	Status
e. Delegate authority to the CEO to hire a consultant to conduct a financial and technical feasibility study for a County-administered municipal broadband service. The study should assess capital costs and consumer pricing models that will enable reliable high-speed internet access for households in digital divide target areas. The study should also consider existing County assets and licensing agreements as well as the utilization of public and private fiber optic and wireless network infrastructures that can be included in the County-administered strategy.	In Progress

4(e) Feasibility Study for County-Administered Broadband Service

The CEO has selected Magellan Advisors to conduct a feasibility study for County-administered municipal broadband services in the 8 communities of need as identified using the County’s Equity Tool:

Community	Total households	Households w/o Internet	Households w/o computer	SVI	JENI	JESI	COVID impact
Unincorporated East LA	30,723	8,488 27.6%	4,277 13.9%	High-Highest	Moderate - Highest	Low - Highest	High-Highest
Los Angeles - Westlake	22,662	7,244 32.0%	2,498 11.0%	Moderate - Highest	Moderate - Highest	Moderate - Highest	Moderate - Highest
Los Angeles - Pico Union	12,515	3,835 30.6%	1,355 10.8%	Highest	Low - High	Low - High	Highest
City of Long Beach	11,259	3,196 28.4%	1,409 12.5%	Highest	Moderate - Highest	High - Highest	Highest
Los Angeles - Panorama City	15,191	3,142 20.7%	1,960 12.9%	High	High	Lowest	High
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Los Angeles - Crenshaw	5,570	1,501 26.9%	613 11.0%	Low - Highest	Low - Highest	Low - Highest	Low - Highest
City of Lancaster	4,248	1,457 34.3%	1,187 27.9%	High	Highest	Highest	High

Note:

SVI - Social Vulnerability Index based on 15 census variables grouped in four themes; socioeconomic status, household composition, minority status and language, housing and transportation.

JENI - Justice Equity Need Index used to assess areas most negatively impacted by criminalization and detention-first policies.

JESI - Justice Equity Service Index used to identify needs for justice-related community-based supports and services in low to highest service areas to inform where to shift investments and capacity-building supports towards equity and justice.

Magellan is completing a market analysis that includes an assessment of the needs of each of the 8 communities – from both a residential and small and at home business perspective, and a gap analysis to delineate well-served, underserved and unserved areas within each of the 8 designated communities, which will identify indicated areas that have a need for broadband but currently lack the necessary infrastructure or market competition. This market analysis is planned to be completed by the end of March 2023.

Concurrently, Magellan is developing an asset inventory of the current publicly and privately owned broadband assets in the public right-of-way, including conduit, fiber, antennas, poles, towers, abandoned facilities, active facilities, and other infrastructure to determine their usefulness for expanding broadband within the region. This asset inventory will be used to develop a high-level design for broadband services in each of the 8 communities. Information from the Market Analysis, Asset Inventory and High-Level Design will be utilized to evaluate various service models for deploying broadband services, as each has different funding requirements, rates of return and risk profiles.

Director of Digital Equity

On September 13, 2022, the Board approved a motion titled “Deepening the County’s Commitment to Equitable Deployment of Enhanced Regional Broadband Infrastructure – Establishing an Intergovernmental Broadband Coordinating Committee”.¹¹ This motion is an instruction to establish an Intergovernmental Broadband Coordinating Committee (IBCC) and hire a new Director of Digital Equity as the convener of the IBCC.

The motion included a directive that the ISD Director and Director of Digital Equity report back in 30 days on an equitable process to ensure that pilot broadband infrastructure projects are introduced in each Supervisorial District. Additionally, the report was to include a plan to identify and expand resources available to the County for rural broadband in unserved communities by leveraging funding at the Federal and State level being released under the Bipartisan Infrastructure Law. The Director of Digital Equity position could not be filled in time for the 30-day report back, so ISD was given approval to proceed with the report. The report was submitted to the Board on November 8, 2022.¹²

ISD has obtained an executive search firm to recruit the Director of Digital Equity. In January 2023, the firm began contacting local and regional stakeholders for inputs on recruitment, including each Board office and representatives from community service organizations, advocacy groups, broadband consortia, and Council of Governments in Los Angeles County. The official recruitment will begin in late February 2023.

¹¹ [Los Angeles County Board of Supervisors, Statement of Proceedings for the Regular Meeting, September 13, 2022](#)

¹² [ISD Report Back on Supporting Digital Equity Throughout the County, November 8, 2022](#)



County of Los Angeles
INTERNAL SERVICES DEPARTMENT

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SELWYN HOLLINS
Director

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May 11, 2023

To: Supervisor Janice Hahn, Chair
Supervisor Hilda L. Solis
Supervisor Holly J. Mitchell
Supervisor Lindsey Horvath
Supervisor Kathryn Barger

From: Selwyn Hollins 
Director

QUARTERLY UPDATE – INVESTMENTS TO ACCELERATE DIGITAL EQUITY

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Attached for your review is the sixth quarterly update.

If you have any questions, please contact me at (323) 267-2101.

SH:sh

Attachment

c: Executive Office, Board of Supervisors
Chief Executive Office
County Counsel
Department of Public Works
Department of Economic Development

**COUNTY OF LOS ANGELES
INTERNAL SERVICES DEPARTMENT
INVESTMENTS TO ACCELERATE DIGITAL EQUITY**

**QUARTERLY PROGRESS REPORT
May 2023**

On November 16, 2021, the Board of Supervisors (Board) approved a motion to invest in immediate and longer-term efforts to provide affordable and reliable high-speed internet services to underserved communities impacted by the digital divide.¹ As directed in the motion, the Internal Services Department (ISD) is providing quarterly progress reports.

Report History

ISD has submitted five previous progress reports, which can be accessed via the following hyperlinks:

[1st Quarterly Progress Report \(February 7, 2022\)](#)

[2nd Quarterly Progress Report \(May 13, 2022\)](#)

[3rd Quarterly Progress Report \(August 11, 2022\)](#)

[4th Quarterly Progress Report \(November 10, 2022\)](#)

[5th Quarterly Progress Report \(February 10, 2023\)](#)

Current Updates

Directive #1: Establish the County's lead department.	
Directive	Status
a. Designate the Internal Services Department (ISD) as the lead department responsible for ensuring the County's efforts on all community broadband infrastructure and residential service initiatives to close the Digital Divide are coordinated and aligned under the County's Digital Divide Action Team, which is comprised of representatives from all County Departments and the Chief Executive Officer's Chief Information Office (CIO).	Completed

¹ Los Angeles County Board of Supervisors, [Statement of Proceedings for the Regular Meeting, November 16, 2021](#)

Directive #2: Conduct a Countywide campaign on financial subsidy programs.	
Directive	Status
a. Instruct the Chief Executive Office (CEO), in consultation with ISD, to identify funding for a countywide promotional campaign to inform and educate constituents about financial subsidy programs that will assist with the costs of computers and internet service.	Completed
b. Instruct ISD through the Delete The Divide initiative to coordinate the countywide promotional campaign and subsidy programs, specifically the Federal Emergency Broadband Benefit. Additionally, the campaign should encourage the participation of all County Departments and, as appropriate, collaborations with internet service providers, telecommunication companies, school districts, regional consortia, community-based organizations, non-profits, and ethnic and hyper-local media. Outreach must be conducted in the County’s multiple threshold languages.	Completed <i>Phase 1: EBB promotion</i> Ongoing <i>Phase 2: ACP Promotion</i>

2(b) Phase 2 Promotional Campaign: Affordable Connectivity Program (ACP)

On March 10, 2023, ISD was awarded a grant in the amount of \$700,000 from the ACP Outreach Grant Program administered by the Federal Communications Commission (FCC). In total, \$60 million in grants were awarded to 177 government agencies and community organizations throughout the nation. ISD was among only 15 entities that received grant amounts ranging from \$700,000 to \$750,000, the highest range of individual grant awards. This funding will help to expand the countywide ACP promotional campaign with in-person assistance at County libraries, community events, and large-scale enrollment events at major iconic venues.

Directive #3: Expand and/or enter into new agreements with the County’s existing broadband and/or carrier agreements for public access and use.	
Directive	Status
a. Instruct and authorize ISD to negotiate agreements with assistance from County Counsel and input from the CEO, with internet service providers and telecommunication companies and if the proposed agreement can be shown by ISD to be in the County’s best interest, return to the Board for approval to execute new agreements or amend existing agreements.	Ongoing

3(a) Negotiate Agreements with Internet Service Providers

ISD continues to receive interest from regional internet service providers and telecommunication companies willing to work with the County of Los Angeles to enhance broadband infrastructure. However, for business reasons, they have decided not to participate in the competitive solicitation process per Directive 4(b). These companies have presented fiber and wireless solutions to deliver low-cost, high-speed internet services to underserved communities ranging from no capital investments from the County to network lease options. As of the date of this report, ISD has not received written proposals from any company or negotiated agreements.

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high-speed, quality service.	
Directive	Status
a. Authorize ISD to amend its agreement, as needed, with the contractor that assisted in the development of its report to the Board in response to Item 45G of the August 31, 2021, Agenda to perform additional analysis for the options identified in the aforementioned report and provide program development services for future solicitations.	Completed
b. Instruct ISD to administer a competitive solicitation to acquire a Managed Service Provider to coordinate and manage the implementation of the Community Broadband Network. The scope of work should include, but not be limited to, project management, infrastructure design, system integrations, performance requirements, equipment testing and maintenance, administration of resources, and customer support services.	Completed

4(b) Solicitation for Managed Service Provider(s)

On March 21, 2022, a Request for Statement of Qualifications (RFSQ) was released to establish a shortlist of companies deemed qualified to deliver Community Wireless Networks. The solicitation required that respondents be able to provide high-speed, high quality broadband internet service to each subscriber residence using wireless technology, fiber or a combination of both.

On July 13, 2022, ISD released an addendum to the Request for Statement of Qualifications (RFSQ) clarifying that proposals for fiber-specific solutions are accepted and will be fairly considered. Additionally, references to “Community Wireless Networks” were changed to “Community Broadband Networks”. Notification of the addendum was widely distributed to registered vendors, industry sources, and via social media.

On September 13, 2022, the Board authorized ISD to award and execute Master Agreements with 9 pre-qualified companies.² The Board also authorized ISD to execute Master Agreements with new vendors as they become qualified. Two additional companies were pre-qualified and signed Master Agreements in April 2023.

The 11 pre-qualified companies with signed Master Agreements include:

<u>Company</u>	<u>Effective</u>
AT&T	September 2022
Deloitte Consulting, LLP	September 2022
ICCN	September 2022
Insight	September 2022
Motorola	September 2022
NetSync	September 2022
Kajeet	September 2022
Smartwave	September 2022
T-Mobile	September 2022
Charter Communications	April 2023
WeLink	April 2023

The qualification process is open ended such that vendors can submit statements of qualifications at any time through September 13, 2027. Should any additional vendor submit a response to the RFSQ, the company will be subject to the RFSQ requirements and evaluation process to determine whether or not it will be recommended for pre-qualification. This process is not an indication or assurance that any pre-qualified company will be selected as a Managed Service Provider.

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high-speed, quality service.	
Directive	Status
c. Instruct ISD to administer a competitive solicitation and negotiate agreements for public-private partnerships to construct and configure the Community Broadband Network.	In Progress

² Los Angeles County Board of Supervisors, [Adopted Board Letter: Request for Approval to Award and Execute Community Broadband Network Services Master Agreements, September 13, 2022](#)

4(c) Solicitation for Public-Private Partnerships

The County intends to enter public-private partnerships to deliver Community Broadband Network (CBN) demonstration projects within each of the 5 Supervisorial Districts. These projects will provide free and low-cost reliable high-speed internet in underserved communities impacted by digital divide. Projects are planned for East Los Angeles/Boyle Heights, South Los Angeles, San Fernando Valley, Southeast Los Angeles, and the Antelope Valley.

Service Requirements

The FCC recommends that broadband data transmissions achieve a minimum download speed of 25 megabits per second (Mbps) and upload speed of 3 Mbps (referred to as 25/3 Mbps). These recommended speeds are based on running one activity at a time, yet there are many situations that demand higher speed capacities. For example, when multiple users or devices are accessing the internet simultaneously for web browsing, streaming video, file downloads, video conferencing, and gaming. This is common in many households, particularly multigenerational living arrangements and households with multiple students who need to participate in remote learning at the same time.

All County CBN demonstration projects will require internet access speeds higher than the minimum recommended by the FCC. This is being done in consideration of potential household data capacity needs and to align with Federal and State grant funding guidelines. The private partner must ensure that each household receives internet service with a minimum download speed of 100 Mbps and upload speed of 20 Mbps (100/20 Mbps), with the ability to scale to symmetrical download and upload speeds of 100 Mbps (100/100 Mbps). Consistent with industry standards, network connectivity should be available 90 percent of the time at 95 percent of the residences in the defined service area. Additionally, there shall be no caps or limits on the data consumed by subscribers.

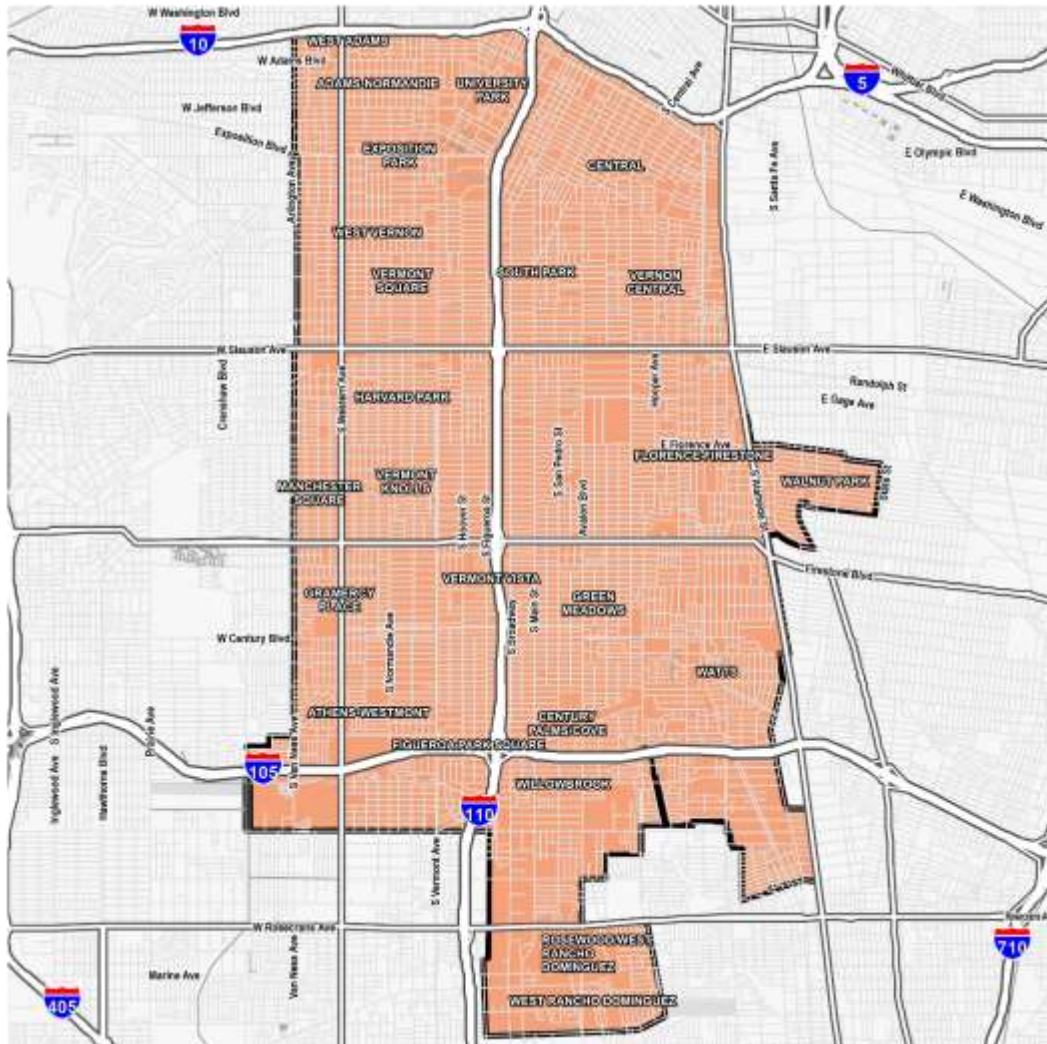
The private partner must also implement multilingual community outreach programs and advertising to help engage residents from various cultural backgrounds. This includes all of Los Angeles County's threshold languages: English, Arabic, Armenian, Chinese (oral: Mandarin and Cantonese; written: Simplified and Traditional), Farsi, Hindi, Japanese, Khmer/Cambodian, Korean, Russian, Spanish, Tagalog, Thai, and Vietnamese. Another expectation of the selected vendor is to have plans for encouraging participation among households that have residents with disabilities, as well as senior citizens who may experience challenges with computer usage and internet service access.

As part of the CBN demonstration projects, the Managed Service Provider will have access to certain vertical assets owned by the County, City of Los Angeles, and Los Angeles County Office of Education (and associated 80 school districts) for placement of equipment to deliver broadband service. These assets include administrative buildings, public housing, libraries, schools, streetlight poles, and microwave and wireless towers. Such access and placement will be subject to applicable laws, regulations, infrastructure suitability and availability, and other factors at the County's sole discretion.

South Los Angeles – 43.67 Square Miles

Total Households – 190,878 (includes estimated 43,917 households with no internet)

Median Household Income - \$41,131



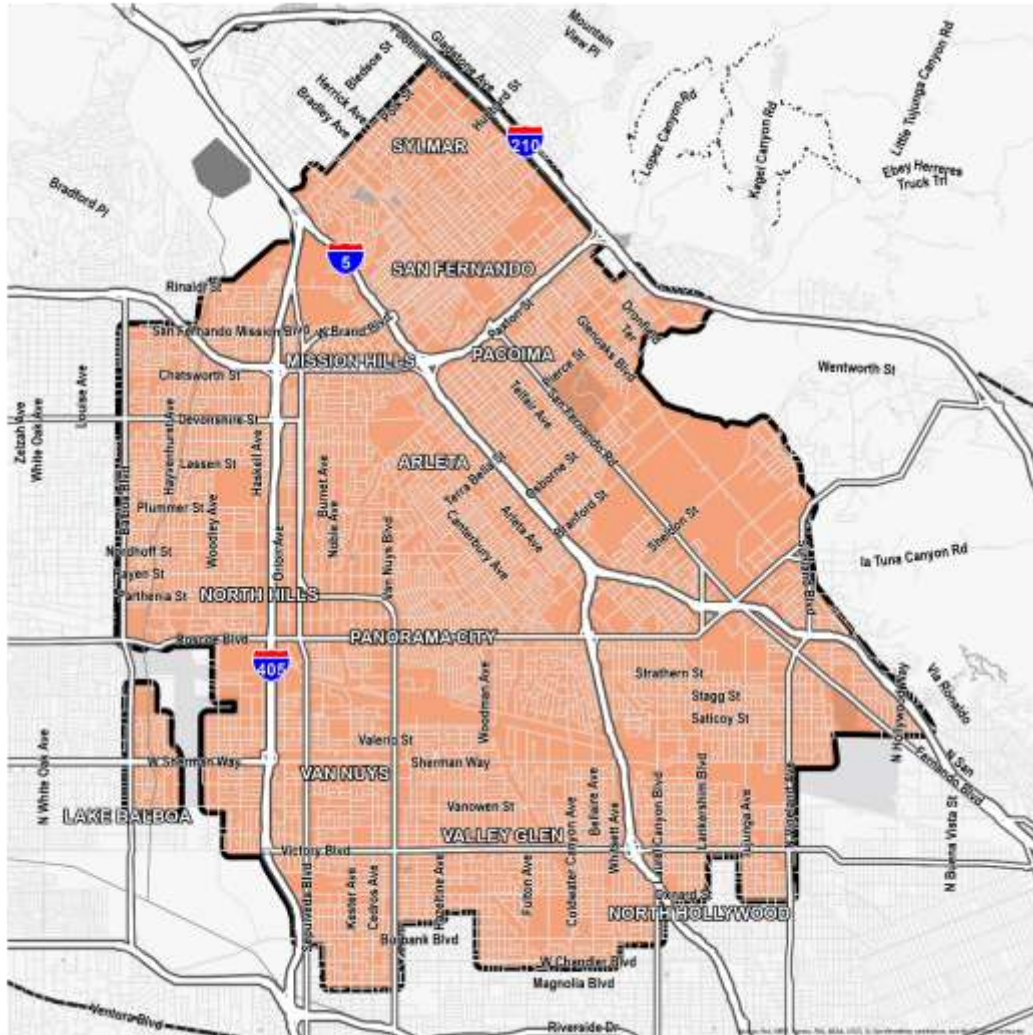
On April 27, 2023, ISD released a work order solicitation for the CBN demonstration project in San Fernando Valley. This project is coordinated with MOUs between the County of Los Angeles, City of Los Angeles, City of San Fernando, and Los Angeles County Office of Education. Only pre-qualified companies with a signed Master Agreement are eligible to submit a proposal for this project. This includes the existing 11 pre-qualified vendors and any additional vendors that are pre-qualified by the proposal deadline. Proposals are due by July 27, 2023.

The CBN demonstration project area is illustrated below:

San Fernando Valley – 59.25 Square Miles

Total Households – 186,275 (includes estimated 58,212 households with no internet)

Median Household Income - \$55,970



A CBN work order solicitation is being formalized for Southeast Los Angeles and will include five contiguous cities: Bell, Cudahy, Lynwood, Maywood, and South Gate. All of these cities have agreed to sign a MOU with the County. The solicitation is planned for release in May 2023.

Prospective locations continue to be assessed for a demonstration pilot in North Los Angeles County in collaboration with the City of Palmdale, City of Lancaster, and Community Coalition of the Antelope Valley. These entities are currently administering independent studies on broadband deployment strategies. ISD has provided data to support their efforts and will continue to work with them to ensure that any potential CBN demonstration project aligns with their longer-term objectives.

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high-speed, quality service.	
Directive	Status
d. Instruct CEO, in consultation with ISD and [Department of Public Works], to identify funding from Federal, State and/or County sources to support a five (5) year proof of concept model for a Community Broadband Network. Under the coordination of ISD, this pilot will utilize public-private partnerships and a Managed Service Provider for the deployment of a fully functional network of Citizen Broadband Radio Service and/or millimeter wave technologies to deliver reliable high-speed internet service to 12,500 households in digital divide target areas.	In Progress

4(d) Funding for Community Broadband Network

On November 18, 2022, the FCC published the National Broadband Map that will be used to allocate federal funding from the \$42.5 billion Broadband Equity, Access and Deployment Program. This program is a competitive grant process that will distribute funds based on a preference for unserved and underserved locations. Generally, unserved locations have no broadband service at all or broadband speeds below 25 Mbps downstream/3 Mbps upstream. Underserved locations are areas that lack broadband service offering speeds of 100 Mbps downstream/20 Mbps upstream. The representations on the current FCC map suggests that adequate internet services are available in 97% of Los Angeles County, which has significant eligibility implications for grant applications.

The California Public Utilities Commission (CPUC) administers the Federal Funding Account that provides \$2 billion in grants for last-mile broadband infrastructure projects. On January 3, 2023, the CPUC published maps that identified priority areas to fund projects. Similar to the FCC map, the CPUC maps neglected the vast majority of Los Angeles County, including historically underserved communities in South Los Angeles, East Los Angeles, Southeast Los Angeles, San Fernando Valley, San Gabriel Valley, and the South Bay. Also neglected were Santa Catalina Island and underserved communities in the cities of Lancaster and Palmdale.

County Actions

On January 24, 2023, the Board approved a motion to send 5-signature letters to federal and State officials expressing concern about their current priority areas for broadband infrastructure grants.³ The motion also instructed the CEO Legislative Affairs and Intergovernmental Relations Branch to work with ISD to advocate in support of State and

³ Los Angeles County Board of Supervisors, [Motion - Concern Over Broadband Infrastructure Grants Bypassing Los Angeles County](#)

federal legislation and regulations that provide funding for the development and expansion of broadband infrastructure and reliable, affordable networks to bridge the digital divide by increasing access to high-speed internet. The 5-signature letters were sent to the CPUC and FCC on January 26, 2023.⁴

On March 6, 2023, ISD launched a 3-week public awareness campaign for residents to submit feedback to the FCC and CPUC regarding maps that identify priority areas for broadband infrastructure investments. English and Spanish versions of the awareness message were aired on local television and radio stations as well as social media. The English version was also aired on television in Sacramento and San Francisco.

Hyperlinks: [Awareness Campaign Video](#) / [LA Unscripted Interview \(KTLA 5\)](#)

In response to collective concerns expressed by the Board of Supervisors, local and regional advocacy groups, and residents across the state, the CPUC released a revised version of the Federal Funding Account Public Map on April 7, 2023. The new map removed priority area designations, updated underlying data to better reflect unserved locations, and added additional socio-economic and disadvantage indicator layers. This is an important revision because the map will determine eligibility for competitive grants and the revised map is now more inclusive of historically underserved communities throughout Los Angeles County.

Proposed Rulemaking

On April 10, 2023, ISD submitted comments to the CPUC for consideration in its proposed rulemaking on competitive grants administered under the \$42.5 billion Broadband Equity, Access, and Deployment Program.⁵ The comments provided detailed recommendations on several items to ensure equitable funding allocations. In preparing these comments, ISD consulted with the CEO – Legislative Affairs and Intergovernmental Relations, CEO - County Chief Information Officer, and County Counsel.

On May 1, 2023, ISD submitted comments to the National Telecommunications and Information Administration (NTIA) in response to a Request for Comments on implementation of the Digital Equity Act of 2021. The Digital Equity Act is part of the Infrastructure Investment and Jobs Act, which includes \$60 million for state planning grants, \$1.44 billion for state digital equity capacity grants to implement state digital equity plans, and \$1.25 billion for competitive digital equity grants. The NTIA seeks broad input from all interested stakeholders, particularly on the capacity grant and competitive grant programs. The stated purpose of soliciting comments is to improve the number and quality of ideas to be considered in developing the Notices of Funding Opportunity for these grant programs. In responding to the NTIA's questions, ISD included recommendations on program eligibility requirements, prioritization, and metrics, as well as examples of the County's digital equity initiatives that should be specifically eligible in

⁴ Los Angeles County Board of Supervisors, [5-Signature Letters to CPUC and FCC](#)

⁵ CPUC Rulemaking for Broadband Equity, Access, and Deployment Program, [Comments filed by County of Los Angeles, April 10, 2023](#)

for grant funding. In preparing these comments, ISD consulted with the County’s Department of Economic Opportunity, Department of Public Works, CEO – Legislative Affairs and Intergovernmental Relations, and CEO - Chief Information Officer.

Funding for Digital Equity Initiatives

The following is a summary of current funding allocations for digital equity initiatives administered by ISD:

Funding Source	Project	Amount	Expiration
American Rescue Plan Act	Community Broadband Network Demonstration Projects	\$56,000,000	December 2026
American Rescue Plan Act	Delete The Divide Initiative	\$12,050,000	December 2026
California Advanced Services Fund Adoption Account Digital Literacy Grant	Digital Navigator Program	\$3,375,700	April 2025
County of Los Angeles	Countywide ACP Promotion Campaign	\$3,000,000	June 2023
ACP Outreach Grant Program	Countywide ACP Promotion Campaign	\$700,000	April 2025
Local Agency Technical Assistance Grant	Pre-construction Technical Support for Community Broadband Networks in South and East Los Angeles	\$320,000	September 2024
Total		\$75,445,700	

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high-speed, quality service.	
Directive	Status
e. Delegate authority to the CEO to hire a consultant to conduct a financial and technical feasibility study for a County-administered municipal broadband service. The study should assess capital costs and consumer pricing models that will enable reliable high-speed internet access for households in digital divide target areas. The study should also consider existing County assets and licensing agreements as well as the utilization of public and private fiber optic and wireless network infrastructures that can be included in the County-administered strategy.	In Progress

4(e) Feasibility Study for County-Administered Broadband Service

The CEO reports that Magellan Advisors has been selected to conduct a feasibility study for County-administered municipal broadband services in the eight communities of need as identified using the County's Equity Tool. Magellan has completed the broadband market analysis of the 71 census tracts within the eight communities and is completing an asset inventory of the current publicly and privately owned broadband assets to determine their usefulness for expanding broadband within the region. This asset inventory will be used to develop a high-level design for broadband services in each of the eight communities. Information from the market analysis, asset inventory and high-level design will be used to evaluate various service models for deploying broadband services, as each has different funding requirements, rates of return and risk profiles.

The CEO projects that the feasibility study, comprised of a pro forma financial projection and broadband feasibility analysis for County-administered broadband services, will be completed by the next quarterly progress report.

Additional Updates

CPUC Grant Award

On April 27, 2023, the CPUC awarded several grants from the California Advanced Services Fund (CASF) Broadband Adoption Account. ISD was the recipient of a grant totaling \$3,375,700 to establish a Digital Navigators Program. Digital Navigators are a community-centered approach to improving broadband adoption and digital literacy. The navigators will be trusted guides and skilled support technicians trained to help families connect to and confidently use the internet, find affordable devices, and apply for subsidies to offset the costs for internet services and computer devices. They will also assist with related training or tutoring and serve a critical role in the successful deployment of the County's CBN demonstration projects.

Director of Digital Equity

In September 2022, the Board approved a motion titled "Deepening the County's Commitment to Equitable Deployment of Enhanced Regional Broadband Infrastructure – Establishing an Intergovernmental Broadband Coordinating Committee".⁶ This motion is an instruction to establish an Intergovernmental Broadband Coordinating Committee (IBCC) and hire a new Director of Digital Equity as the convener of the IBCC.

ISD obtained an executive search firm to recruit the Director of Digital Equity. In January 2023, the firm began contacting local and regional stakeholders for inputs on recruitment, including each Board office and representatives from community service organizations, advocacy groups, broadband consortia, and Council of Governments in Los Angeles

⁶ Los Angeles County Board of Supervisors, [Statement of Proceedings for the Regular Meeting, September 13, 2022](#)

County. The official recruitment began in February 2023 and selection interviews were held in April 2023. A conditional job offer has been accepted by the highest ranked candidate. The final review process is in progress and an appointment to the position is anticipated in June 2023.

Delete The Divide Internship Program

In September 2022, ISD began hiring local residents for the Delete The Divide Internship Program. As of the date of this report, more than 80 interns have been hired. Proactive efforts are underway to employ as many as 200 interns by Summer 2023.

The internship positions start at \$18.99 per hour with flexible work schedules of 25 hours per week for up to two years. Applicants must be age 16 or older and reside in Los Angeles County within an underserved community impacted by the digital divide. Eligibility does not require any prior work experience or educational achievement, however the majority of the existing interns have earned a college degree or are currently enrolled in post-secondary education.

ISD provides interns with hands-on technical work experience and opportunities to participate in various professional Information Technology (IT) certificate programs. Individuals with professional IT certificates have significant advantages as job candidates and higher earning potential than non-certified professionals in the technology sector. The interns also participate in mentoring, specialized training, professional networking, conferences, and corporate tours. Additionally, interns regularly support constituents by providing information to residents and small businesses at community outreach events.

In December 2022, the State of California Division of Apprenticeship Standards approved the Delete The Divide internship as a pre-apprenticeship program. This designation facilitates the ability of interns to further their professional growth with registered IT apprenticeships nationwide as well as qualify for entry-level positions in the technology industry.

Digital Assistants at County Libraries

In April 2023, ISD partnered with the County Library to support digital equity and inclusion in underserved communities where 20% or more of the households lack internet service. Delete The Divide interns are currently assigned to 20 County libraries. Their responsibilities are to assist constituents and small businesses with computer needs, including information about the ACP, obtaining free or low-cost computer equipment, digital literacy training, online safety, and basic troubleshooting. All interns wear a Delete The Divide polo shirt and identification badge, and are equipped with a laptop, headset, and reference materials.

The initial hours of intern support are limited, but the goal is to hire more interns to ensure that digital assistance is available during all library business hours throughout the week. The library locations are as follows:

County Library	Address	City	Zip Code	SD*
Baldwin Park	4181 Baldwin Park Blvd.	Baldwin Park	91706	1
East LA	4837 E 3rd St.	Los Angeles	90022	1
El Camino	4264 E. Whittier Blvd.	Los Angeles	90023	1
South El Monte	1430 North Central Ave.	South El Monte	91733	1
Sunkist	840 N. Puente Ave.	La Puente	91746	1
AC Bilbrew	150 E. El Segundo Blvd.	Los Angeles	90061	2
East Rancho Dominguez	4420 E. Rose St.	East Rancho Dominguez	90221	2
Florence	7307 S. Compton Ave.	Los Angeles	90001	2
View Park Bebe Moore Campbell	3854 W. 54th St.	Los Angeles	90043	2
Willowbrook	11737 Wilmington Ave.	Los Angeles	90059	2
Woodcrest	1340 W. 106th St.	Los Angeles	90044	2
San Fernando	217 N. Maclay Ave.	San Fernando	91340	3
Bell Gardens	7110 S. Garfield Ave.	Bell Gardens	90201	4
Huntington Park	6518 Miles Ave.	Huntington Park	90255	4
Leland R. Weaver	4035 Tweedy Blvd.	South Gate	90280	4
Norwalk	12350 Imperial Hwy.	Norwalk	90650	4
Pico Rivera	9001 Mines Ave.	Pico Rivera	90660	4
Duarte	1301 Buena Vista St.	Duarte	91010	5
Lake Los Angeles	16921 E. Avenue O., #A	Palmdale	93591	5
Lancaster	601 W. Lancaster Blvd.	Lancaster	93534	5

* Supervisorial District



County of Los Angeles
INTERNAL SERVICES DEPARTMENT

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Los Angeles, California 90063

SELWYN HOLLINS
Director

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August 9, 2023

To: Supervisor Janice Hahn, Chair
Supervisor Hilda L. Solis
Supervisor Holly J. Mitchell
Supervisor Lindsey Horvath
Supervisor Kathryn Barger

From: Selwyn Hollins 
Director

QUARTERLY UPDATE – INVESTMENTS TO ACCELERATE DIGITAL EQUITY

On November 16, 2021, the Board of Supervisors (Board) approved a motion to invest in immediate- and longer-term efforts to facilitate affordable and reliable high-speed internet services to underserved communities impacted by the digital divide (Board Agenda Item 19). The motion designated the Internal Services Department (ISD) as the lead department responsible for coordinating the County's efforts on all community broadband infrastructure and residential service initiatives to close the digital divide. The motion also included several directives and instructed the ISD Director to report back to the Board with quarterly progress updates.

Attached for your review is the seventh quarterly update.

If you have any questions, please contact me at (323) 267-2101.

SH:sh

Attachment

c: Executive Office, Board of Supervisors
Chief Executive Office
County Counsel
Department of Public Works

**COUNTY OF LOS ANGELES
INTERNAL SERVICES DEPARTMENT
INVESTMENTS TO ACCELERATE DIGITAL EQUITY**

**QUARTERLY PROGRESS REPORT
August 2023**

On November 16, 2021, the Board of Supervisors (Board) approved a motion to invest in immediate and longer-term efforts to provide affordable and reliable high-speed internet services to underserved communities impacted by the digital divide.¹ As directed in the motion, the Internal Services Department (ISD) is providing quarterly progress reports.

Report History

ISD has submitted six previous progress reports, which can be accessed via the following hyperlinks:

[1st Quarterly Progress Report \(February 7, 2022\)](#)

[2nd Quarterly Progress Report \(May 13, 2022\)](#)

[3rd Quarterly Progress Report \(August 11, 2022\)](#)

[4th Quarterly Progress Report \(November 10, 2022\)](#)

[5th Quarterly Progress Report \(February 10, 2023\)](#)

[6th Quarterly Progress Report \(May 11, 2023\)](#)

Current Updates

Directive #1: Establish the County’s lead department.	
Directive	Status
a. Designate the Internal Services Department (ISD) as the lead department responsible for ensuring the County’s efforts on all community broadband infrastructure and residential service initiatives to close the Digital Divide are coordinated and aligned under the County’s Digital Divide Action Team, which is comprised of representatives from all County Departments and the Chief Executive Officer’s Chief Information Office (CIO).	Completed

¹ Los Angeles County Board of Supervisors, [Statement of Proceedings for the Regular Meeting, November 16, 2021](#)

Directive #2: Conduct a Countywide campaign on financial subsidy programs.	
Directive	Status
a. Instruct the Chief Executive Office (CEO), in consultation with ISD, to identify funding for a countywide promotional campaign to inform and educate constituents about financial subsidy programs that will assist with the costs of computers and internet service.	Completed
b. Instruct ISD through the Delete The Divide initiative to coordinate the countywide promotional campaign and subsidy programs, specifically the Federal Emergency Broadband Benefit. Additionally, the campaign should encourage the participation of all County Departments and, as appropriate, collaborations with internet service providers, telecommunication companies, school districts, regional consortia, community-based organizations, non-profits, and ethnic and hyper-local media. Outreach must be conducted in the County’s multiple threshold languages.	Completed <i>Phase 1: EBB promotion</i> Ongoing <i>Phase 2: ACP Promotion</i>

2(b) Phase 2 Promotional Campaign: Affordable Connectivity Program (ACP)

ACP Update

The ACP is a \$14 billion federal subsidy program launched on December 31, 2021. It provides qualifying households with a monthly subsidy of up to \$30 for broadband internet service and a one-time subsidy of up to \$100 for the purchase of a computer, laptop or tablet. Eligible households on Tribal lands can receive a monthly broadband discount of up to of \$75. It is estimated that 1.6 million households are eligible for the ACP in Los Angeles County.

At the Board’s direction, ISD has administered a countywide promotional campaign to increase awareness and enrollments in the ACP. Previous quarterly reports have discussed campaign activities and metrics, and ISD regularly promotes the ACP through social media, community outreach events, and the support of other County departments and partner organizations. As of July 2023, more than 723,000 households throughout the County were enrolled in the ACP.²

Los Angeles County has the highest enrollment count among all counties in the nation, notably twice as many enrollments as the county with the second highest count.³ Los Angeles County also has higher enrollment numbers than 43 states. Still, there are

² California Broadband for All: [ACP Enrollment Tracker](#)

³ Universal Service Administrative Co.: [ACP Enrollment and Claims Tracker](#)

approximately 900,000 households within the County that have yet to enroll. On August 1, 2023, ISD expanded promotional outreach efforts by assigning Digital Assistants at 32 County libraries to provide daily in-person assistance with ACP enrollments.

The ACP subsidy is available until the funds are exhausted, which is projected to occur by mid-2024. Digital equity stakeholders across the United States have raised concerns about the potential socioeconomic impacts to unserved and underserved communities should the subsidy be discontinued. In consultation with CEO-Legislative Affairs and County Counsel, ISD has supported advocacy favoring extension of the ACP.

Lifeline Programs

The Universal Lifeline Telephone Service has two programs that offer subsidies to low-income California residents for monthly telephone service, broadband internet service, or bundled voice-broadband packages: 1) the federal Lifeline program and 2) the California LifeLine Program.

The federal Lifeline program provides eligible households up to \$9.25 per month for qualifying broadband or bundled services and up to \$5.25 for monthly voice services. Subscribers may receive the discount on either a wireline or a wireless services, but the benefit cannot be applied to both services at the same time. Up to an additional \$25 per month is available to eligible subscribers living on Tribal lands.

The California LifeLine Program is a state program that provides up to \$17.90 per month for home phone and cell phone services to qualified households. Only one discount per household is allowed, except for teletypewriter users and for Deaf and Disabled Telecommunications Program participants. Each household must choose to get the discount either on a home phone or on a cell phone, but not on both. Households cannot get the discount from multiple phone companies.

On June 8, 2023, the California Public Utilities Commission (CPUC) approved two pilot programs for the California LifeLine Program to advance broadband affordability and access in underserved communities. The two-year pilots will enable wireline and wireless broadband service providers to combine the California LifeLine and ACP subsidies. Pilot participants may access up to \$57.15 (ACP \$30 + federal Lifeline \$9.25 + California LifeLine \$17.90) and up to \$127.15 on Tribal lands of combined federal and state support for standalone broadband service or bundled broadband and voice service plans. The CPUC intends for these pilots to test whether the California LifeLine can leverage federal programs to support new types of services, increase program participation, and offer higher-quality services than would otherwise have been possible. The pilot lengths will be either two years from or when ACP funding ends, whichever is sooner.

ISD has initiated efforts to include the California LifeLine Program pilots in the countywide promotional campaign.

Directive #3: Expand and/or enter into new agreements with the County's existing broadband and/or carrier agreements for public access and use.	
Directive	Status
a. Instruct and authorize ISD to negotiate agreements with assistance from County Counsel and input from the CEO, with internet service providers and telecommunication companies and if the proposed agreement can be shown by ISD to be in the County's best interest, return to the Board for approval to execute new agreements or amend existing agreements.	Ongoing

3(a) Negotiate Agreements with Internet Service Providers

ISD continues to receive interest from regional internet service providers and telecommunication companies willing to work with the County of Los Angeles to enhance broadband infrastructure. However, for business reasons, they have decided not to participate in the competitive solicitation process per Directive 4(b). These companies have presented fiber and wireless solutions to deliver low-cost, high-speed internet services to underserved communities ranging from no capital investments from the County to network lease options. As of the date of this report, ISD has not received written proposals from any company or negotiated agreements.

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high-speed, quality service.	
Directive	Status
a. Authorize ISD to amend its agreement, as needed, with the contractor that assisted in the development of its report to the Board in response to Item 45G of the August 31, 2021, Agenda to perform additional analysis for the options identified in the aforementioned report and provide program development services for future solicitations.	Completed
b. Instruct ISD to administer a competitive solicitation to acquire a Managed Service Provider to coordinate and manage the implementation of the Community Broadband Network. The scope of work should include, but not be limited to, project management, infrastructure design, system integrations, performance requirements, equipment testing and maintenance, administration of resources, and customer support services.	Completed

4(b) Solicitation for Managed Service Provider(s)

Since March 21, 2022, ISD has administered a Request for Statement of Qualifications (RFSQ) to establish a shortlist of companies deemed qualified to deliver Community Broadband Network (CBN) demonstration projects. The solicitation requires that respondents be able to provide high-speed, high quality broadband internet service to each subscriber residence using wireless technology, fiber or a combination of both. Only pre-qualified companies that sign a Master Agreement with the County are eligible to submit proposals for CBN work order solicitations.

The RFSQ process is open-ended such that vendors can submit statements of qualifications at any time through September 13, 2027. Any vendor that submits a response to the RFSQ will be subject to the same requirements and evaluation process to determine whether or not it will be recommended for pre-qualification. This process is not an indication or assurance that any pre-qualified company will be selected as a Managed Service Provider.

Currently, there are 11 pre-qualified companies with signed Master Agreements:

<u>Company</u>	<u>Effective</u>
AT&T	September 2022
Deloitte Consulting, LLP	September 2022
ICCN	September 2022
Insight	September 2022
Motorola	September 2022
NetSync	September 2022
Kajeet	September 2022
Smartwave	September 2022
T-Mobile	September 2022
Charter Communications	April 2023
WeLink	April 2023

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high-speed, quality service.	
Directive	Status
c. Instruct ISD to administer a competitive solicitation and negotiate agreements for public-private partnerships to construct and configure the Community Broadband Network.	In Progress

4(c) Solicitation for Public-Private Partnerships

The County intends to enter public-private partnerships for Managed Service Providers to deliver CBN demonstration projects within each of the 5 Supervisorial Districts. These projects will provide free and low-cost reliable high-speed internet in underserved communities impacted by digital divide. Projects are planned for East Los Angeles/Boyle Heights, South Los Angeles, San Fernando Valley, Southeast Los Angeles, and the Antelope Valley.

As part of the CBN project, the Managed Service Provider will have access to certain vertical assets owned by the County of Los Angeles and its municipal partners for placement of equipment to deploy broadband service. These assets include administrative buildings, public housing, libraries, schools, streetlight poles, and microwave and wireless towers. Such access and placement will be subject to applicable laws, regulations, infrastructure suitability and availability, and other factors at the County's sole discretion.

A competitive work order solicitation process is being used to evaluate proposals submitted by pre-qualified companies seeking to deliver a CBN project. The evaluation will result in a recommendation to the Board of Supervisors to award an agreement to the highest ranked proposer.

Work order solicitations are currently being administered for four project areas:

<u>Project Area</u>	<u>Work Order Released</u>	<u>Proposal Deadline</u>	<u>Submissions Received</u>	<u>Complete Evaluations</u>
East Los Angeles/ Boyle Heights	January 24, 2023	April 21, 2023	6	July 2023
South Los Angeles	January 24, 2023	April 21, 2023	5	July 2023
San Fernando Valley	April 27, 2023	July 27, 2023	3	October 2023
Southeast Los Angeles	June 21, 2023	September 14, 2023	Pending	December 2023

Prospective locations continue to be assessed for a demonstration pilot in the Antelope Valley in collaboration with the City of Palmdale, City of Lancaster, and Community Coalition of the Antelope Valley. These entities are currently administering independent studies on broadband deployment strategies. ISD has provided data to support their efforts and will continue to work with them to ensure that any potential CBN demonstration project aligns with their longer-term objectives.

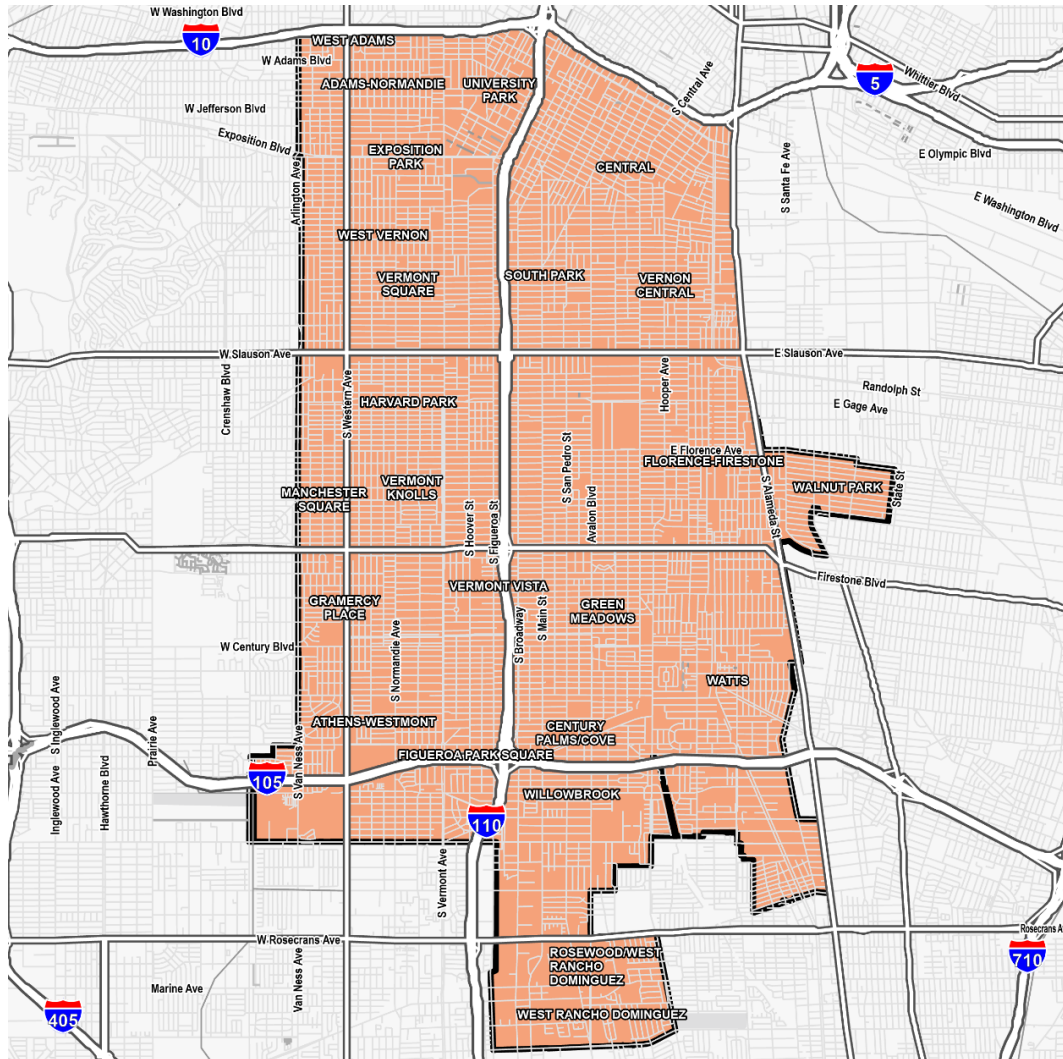
East Los Angeles/Boyle Heights

In July 2023, the work order solicitation and evaluation process were completed for East Los Angeles/Boyle Heights. In September 2023, ISD will seek Board approval to award an agreement to the highest ranked proposer.

Project Area – 43.67 Square Miles

Total Households – 190,878 (includes estimated 43,917 households with no internet)

Median Household Income - \$41,131

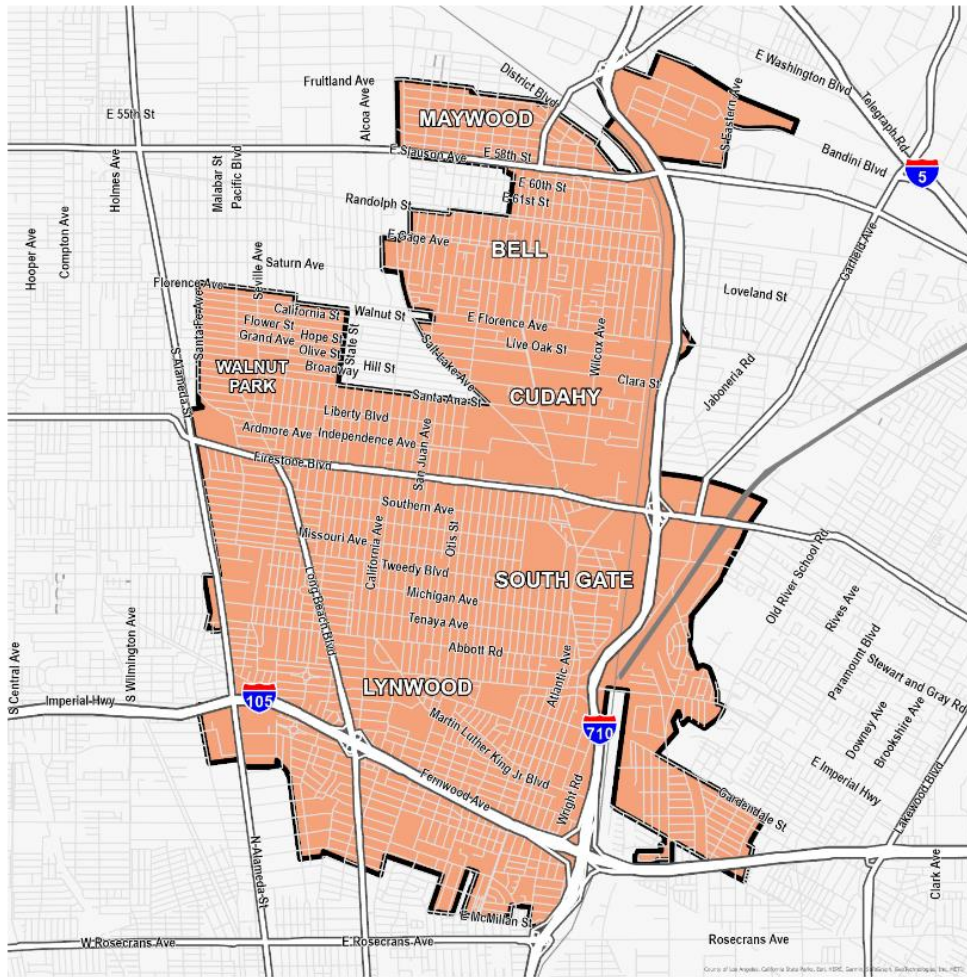


San Fernando Valley

On April 27, 2023, ISD released a work order solicitation for a CBN project in the San Fernando Valley. Only the 11 pre-qualified companies with a signed Master Agreement were eligible to submit a proposal. Proposals were due by July 27, 2023, at 2:00 p.m. (Pacific Time). Three pre-qualified companies submitted a response by the deadline. The evaluation and selection process are targeted for completion in October 2023.

This project is coordinated with MOUs between the County of Los Angeles, City of Los Angeles, City of San Fernando, and Los Angeles County Office of Education.

Project Area – 17.97 Square Miles
 60,998 Total Households (includes estimated 23,114 households with no internet)
 Median Household Income - \$49,938



Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high-speed, quality service.

Directive	Status
d. Instruct CEO, in consultation with ISD and [Department of Public Works], to identify funding from Federal, State and/or County sources to support a five (5) year proof of concept model for a Community Broadband Network. Under the coordination of ISD, this pilot will utilize public-private partnerships and a Managed Service Provider for the deployment of a fully functional network of Citizen Broadband Radio Service and/or millimeter wave technologies to deliver reliable high-speed internet service to 12,500 households in digital divide target areas.	In Progress

4(d) Funding for Community Broadband Network

California Public Utilities Commission

On June 30, 2023, the CPUC Federal Funding Account (FFA) began accepting applications for last-mile broadband infrastructure projects to connect unserved Californians with high-speed broadband services. The FFA was established by Senate Bill 156 and will provide \$2 billion in competitive grants for last-mile projects. An updated interactive [FFA Public Map](#) illustrates locations eligible for funding, which has incorporated feedback from recent challenges throughout the State. Additionally, the [FFA Scoring Rubric](#) identifies the points that will be awarded for competitive grant proposals. ISD intends to submit a proposal for the County's Community Broadband Network project plan. The application filing deadline is September 29, 2023.

Infrastructure Investment and Jobs Act (IIJA)

On November 15, 2021, President Joe Biden signed into law the \$1.2 trillion Infrastructure Investment and Jobs Act (IIJA). The law appropriates \$65 billion for broadband improvements, affordability, and adoption, including \$42.45 billion in grant funding for planning, expansion, and adoption of high-speed internet. The primary purpose is to build internet infrastructure across the nation, create more low-cost internet service options, and address digital equity and inclusion needs in underserved communities. The funding will be administered through federal and state agencies, and mostly through grants that will sunset within a specified number of years or sooner if available funds are expended.

On June 26, 2023, President Biden announced the \$42.45 billion of IIJA allocations to states, territories, and District of Columbia for the Broadband Equity, Access, and Deployment (BEAD) Program. The purpose of BEAD is to support states and territories with broadband planning and deployment. The funds can also be used for broadband data collection and mapping; promoting broadband adoption, including the provision of affordable internet-connected devices; providing Wi-Fi or reduced cost internet access to multi-family housing units; and for other uses that the National Telecommunications and Information Administration (NTIA) determines are necessary to facilitate the goals of the program. Each state received at least \$100 million and can distribute funds through competitive grant programs. The remainder of the funds were allocated based on a formula that considers the number of locations in each state or territory unserved by broadband and the number of high-cost unserved locations.

The \$42.45 billion was allocated to each state based on the [FCC National Broadband Map](#). California will be receiving \$1,864,136,508.93. It is anticipated that sometime in 2024 the State will announce competitive sub-grant opportunities related to this funding allocation. Although the State's sub-grant eligibility requirements have not been published, the County should be well-positioned to compete for funding awards.

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high-speed, quality service.	
Directive	Status
e. Delegate authority to the CEO to hire a consultant to conduct a financial and technical feasibility study for a County-administered municipal broadband service. The study should assess capital costs and consumer pricing models that will enable reliable high-speed internet access for households in digital divide target areas. The study should also consider existing County assets and licensing agreements as well as the utilization of public and private fiber optic and wireless network infrastructures that can be included in the County-administered strategy.	In Progress

4(e) Feasibility Study for County-Administered Broadband Service

The Chief Executive Office reports that Magellan Advisors (Magellan) has been selected to conduct a feasibility study for County-administered municipal broadband services in the eight communities of need as identified using the County’s Equity Tool. Magellan has completed the broadband market analysis of the 71 census tracts within the eight communities and an asset inventory of the current publicly and privately owned broadband assets to determine their usefulness for expanding broadband within the region. Information from the market analysis, asset inventory and high-level design will be used to evaluate various service models for deploying broadband services, as each has different funding requirements, rates of return and risk profiles by the end of August 2023. The feasibility study comprised of a pro forma financial projection and broadband feasibility analysis for County-administered broadband services will be submitted in the next quarterly report.

Additional Updates

Director of Digital Equity

In September 2022, the Board approved a motion titled “Deepening the County’s Commitment to Equitable Deployment of Enhanced Regional Broadband Infrastructure – Establishing an Intergovernmental Broadband Coordinating Committee”.⁴ This motion is an instruction to establish an Intergovernmental Broadband Coordinating Committee (IBCC) and hire a new Director of Digital Equity as the convener of the IBCC.

⁴ Los Angeles County Board of Supervisors, [Statement of Proceedings for the Regular Meeting, September 13, 2022](#)

On July 31, 2023, Rebecca Kauma was onboarded as the Director of Digital Equity. She was selected after an extremely competitive, nationwide search process administered by an executive search firm, which included the engagement of regional stakeholders. Most recently she served as the first Digital Equity and Inclusion Officer with the City of Long Beach in California, where she amassed a list of impressive accomplishments and industry awards. Additionally, she has taken active committee roles with the National Digital Inclusion Alliance.

Tech Empowerment Day

On October 4, 2023, ISD will host the 2nd Annual Tech Empowerment Day at the Los Angeles Memorial Coliseum. This a free special event for middle and high school students in underserved communities to expand their awareness and knowledge about modern technologies. With the support of public and private sector organizations, students engage in hands-on interactive experiences at activity stations, technology demonstrations, information booths, and learn about career pathways in technology. Additionally, school administrators and educators have opportunities to network with participating organizations and discuss potential collaborations on academic enrichment opportunities. This is a private event for schools and invited guests only, and requires advance registration. The event is not open to the general public. Last year more than 3,200 students participated in the event and this year's attendance is expected to grow to 6,000 students.



County of Los Angeles
INTERNAL SERVICES DEPARTMENT

1100 North Eastern Avenue
Los Angeles, California 90063

SELWYN HOLLINS
Director

Speed. Reliability. Value.

Telephone: (323) 267-2101
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November 8, 2023

To: Supervisor Janice Hahn, Chair
Supervisor Hilda L. Solis
Supervisor Holly J. Mitchell
Supervisor Lindsey P. Horvath
Supervisor Kathryn Barger

From: Selwyn Hollins 
Director

QUARTERLY UPDATE – INVESTMENTS TO ACCELERATE DIGITAL EQUITY

On November 16, 2021, the Board of Supervisors (Board) approved a motion to invest in immediate- and longer-term efforts to facilitate affordable and reliable high-speed internet services to underserved communities impacted by the digital divide (Board Agenda Item 19). The motion designated the Internal Services Department (ISD) as the lead department responsible for coordinating the County's efforts on all community broadband infrastructure and residential service initiatives to close the digital divide. The motion also included several directives and instructed the ISD Director to report back to the Board with quarterly progress updates.

Attached for your review is the eight quarterly update.

If you have any questions, please contact me at (323) 267-2101.

SH:sh

Attachment

c: Executive Office, Board of Supervisors
Chief Executive Office
County Counsel
Department of Public Works

**COUNTY OF LOS ANGELES
INTERNAL SERVICES DEPARTMENT
INVESTMENTS TO ACCELERATE DIGITAL EQUITY**

**QUARTERLY PROGRESS REPORT
November 2023**

On November 16, 2021, the Board of Supervisors (Board) approved a motion to invest in immediate and longer-term efforts to provide affordable and reliable high-speed internet services to underserved communities impacted by the digital divide.¹ As directed in the motion, the Internal Services Department (ISD) is providing quarterly progress reports.

Report History

ISD has submitted six previous progress reports, which can be accessed via the following hyperlinks:

[1st Quarterly Progress Report \(February 7, 2022\)](#)

[2nd Quarterly Progress Report \(May 13, 2022\)](#)

[3rd Quarterly Progress Report \(August 11, 2022\)](#)

[4th Quarterly Progress Report \(November 10, 2022\)](#)

[5th Quarterly Progress Report \(February 10, 2023\)](#)

[6th Quarterly Progress Report \(May 11, 2023\)](#)

[7th Quarterly Progress Report \(August 9, 2023\)](#)

Current Updates

Directive #1: Establish the County's lead department.	
Directive	Status
a. Designate the Internal Services Department (ISD) as the lead department responsible for ensuring the County's efforts on all community broadband infrastructure and residential service initiatives to close the Digital Divide are coordinated and aligned under the County's Digital Divide Action Team, which is comprised of representatives from all County Departments and the Chief Executive Officer's Chief Information Office (CIO).	Completed

¹ Los Angeles County Board of Supervisors, [Statement of Proceedings for the Regular Meeting, November 16, 2021](#)

Directive #2: Conduct a Countywide campaign on financial subsidy programs.	
Directive	Status
a. Instruct the Chief Executive Office (CEO), in consultation with ISD, to identify funding for a countywide promotional campaign to inform and educate constituents about financial subsidy programs that will assist with the costs of computers and internet service.	Completed
b. Instruct ISD through the Delete The Divide initiative to coordinate the countywide promotional campaign and subsidy programs, specifically the Federal Emergency Broadband Benefit. Additionally, the campaign should encourage the participation of all County Departments and, as appropriate, collaborations with internet service providers, telecommunication companies, school districts, regional consortia, community-based organizations, non-profits, and ethnic and hyper-local media. Outreach must be conducted in the County’s multiple threshold languages.	Completed <i>Phase 1: EBB promotion</i> Ongoing <i>Phase 2: ACP Promotion</i>

2(b) Phase 2 Promotional Campaign: Affordable Connectivity Program

On May 12, 2021, the Federal Communications Commission (FCC) launched the Emergency Broadband Benefit (EBB) Program to help families and households struggling to afford internet service during the COVID-19 pandemic. The \$3.2 billion program provided qualifying households with a monthly subsidy up to \$50 for broadband service and a one-time subsidy up to \$100 for the purchase of a computer, laptop or tablet. Eligible households on Tribal lands could receive a total monthly discount of up to \$75.

On December 31, 2021, the EBB was replaced by the \$14 billion Affordable Connectivity Program (ACP). The monthly broadband benefit was reduced from \$50 to \$30, the subsidy for households on Tribal lands remained at \$75, and the \$100 one-time subsidy for a computer device was continued. Additionally, the income eligibility was raised from 135% to 200% of the Federal Poverty Line and a few more qualifying criteria were added. These changes doubled the estimated number of qualifying households in Los Angeles County from 822,000 to 1.65 million.

At the Board’s direction, ISD administers a countywide promotional campaign to increase awareness and enrollments in the ACP. The campaign includes promotions through social media, community outreach events, and collaborations with County departments and community partners.

In April 2023, ISD enhanced ACP outreach efforts by involving its Delete The Divide technology interns. The interns designed and implemented new digital marketing collateral and printed materials to promote the ACP. Interns are also assigned as Digital

Assistants at various county facilities located within or in close proximity to underserved communities impacted by the digital divide. They help constituents with technology-related issues as well as in-person assistance with ACP information and enrollments. Digital Assistants are currently assigned to 42 County libraries, 5 senior centers, and 1 community service center. More than 2,300 constituents have received in-person assistance this year from Digital Assistants at these County sites.

The recent enhancements to ACP outreach have contributed to a significant increase in public awareness and the third quarter of 2023 experienced the highest monthly average of new enrollments in a quarterly tracking period:

<u>2022 Monthly Average</u>	<u>2023 Monthly Average</u>
1st Quarter January – March 31,249.33 enrollments/month	1st Quarter January – March 26,112.67 enrollments/month
2nd Quarter April – June 28,377.67 enrollments/month	2nd Quarter April – June 24,439.33 enrollments/month
3rd Quarter July – September 13,754.33 enrollments/month	3rd Quarter July – September 34,210.00 enrollments/month
4th Quarter October - December 10,180 enrollments/month	

According to federal reports, 859,046 households in Los Angeles County were enrolled in the ACP program as of September 30, 2023.² This reflects a 504,389 increase since the inception of ACP in December 2021 (354,657 previous enrollments were transitioned from the EBB to ACP). Los Angeles County continues to have the highest enrollment count among all counties in the nation and more enrollments than 44 states.

The ACP subsidy is available until the funds are exhausted, which is projected to occur by mid-2024. In consultation with CEO-Legislative Affairs and County Counsel, ISD has supported advocacy favoring extension of the ACP.

On October 25, 2023, President Joe Biden announced plans to request \$6 billion to continue ACP funding through December 2024. This budget request is subject to approval by Congress.

² <https://www.usac.org/about/affordable-connectivity-program/acp-enrollment-and-claims-tracker/>

Directive #3: Expand and/or enter into new agreements with the County’s existing broadband and/or carrier agreements for public access and use.	
Directive	Status
a. Instruct and authorize ISD to negotiate agreements with assistance from County Counsel and input from the CEO, with internet service providers and telecommunication companies and if the proposed agreement can be shown by ISD to be in the County’s best interest, return to the Board for approval to execute new agreements or amend existing agreements.	Ongoing

3(a) Negotiate Agreements with Internet Service Providers

ISD continues to receive interest from regional internet service providers and telecommunication companies willing to work with the County of Los Angeles to enhance broadband infrastructure. However, for business reasons, they have decided not to participate in the competitive solicitation process per Directive 4(b). These companies have presented fiber and wireless solutions to deliver low-cost, high-speed internet services to underserved communities ranging from no capital investments from the County to network lease options. As of the date of this report, ISD has not received written proposals from any company or negotiated agreements.

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high-speed, quality service.	
Directive	Status
a. Authorize ISD to amend its agreement, as needed, with the contractor that assisted in the development of its report to the Board in response to Item 45G of the August 31, 2021, Agenda to perform additional analysis for the options identified in the aforementioned report and provide program development services for future solicitations.	Completed
b. Instruct ISD to administer a competitive solicitation to acquire a Managed Service Provider to coordinate and manage the implementation of the Community Broadband Network. The scope of work should include, but not be limited to, project management, infrastructure design, system integrations, performance requirements, equipment testing and maintenance, administration of resources, and customer support services.	Completed

4(b) Solicitation for Managed Service Provider(s)

Since March 21, 2022, ISD has administered a Request for Statement of Qualifications (RFSQ) to establish a shortlist of companies deemed qualified to deliver Community Broadband Network (CBN) projects. The solicitation requires that respondents be able to provide high-speed, high quality broadband internet service to each subscriber residence using wireless technology, fiber or a combination of both. Only pre-qualified companies that sign a Master Agreement with the County are eligible to submit proposals for CBN work order solicitations.

Currently, there are 11 pre-qualified companies with signed Master Agreements:

<u>Company</u>	<u>Effective</u>
AT&T	September 2022
Deloitte Consulting, LLP	September 2022
ICCN	September 2022
Insight	September 2022
Motorola	September 2022
NetSync	September 2022
Kajeet	September 2022
Smartwave	September 2022
T-Mobile	September 2022
Charter Communications	April 2023
WeLink	April 2023

The RFSQ process is open-ended such that vendors can submit statements of qualifications at any time through September 13, 2027. Any vendor that submits a response to the RFSQ will be subject to the same requirements and evaluation process to determine whether or not it will be recommended for pre-qualification. This process is not an indication or assurance that any pre-qualified company will be selected as a Managed Service Provider.

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high-speed, quality service.	
Directive	Status
c. Instruct ISD to administer a competitive solicitation and negotiate agreements for public-private partnerships to construct and configure the Community Broadband Network.	In Progress

4(c) Solicitation for Public-Private Partnerships

The County intends to enter public-private partnerships for Managed Service Providers to deliver CBN projects within each of the 5 Supervisorial Districts. These projects will provide free and low-cost reliable high-speed internet in underserved communities impacted by digital divide. Projects are currently planned for four communities: East Los Angeles/Boyle Heights, South Los Angeles, San Fernando Valley, and Southeast Los Angeles.

A CBN project for the Antelope Valley is under consideration, yet there are proactive broadband efforts being developed by local leaders and organizations. Primarily, the Antelope Valley Broadband Cooperative is finalizing a broadband fiber strategy to serve residents in unincorporated areas of the Antelope Valley. Their efforts are supported by the City of Palmdale, City of Lancaster, and Community Coalition of the Antelope Valley. ISD will continue to communicate with all parties to ensure that any potential CBN project aligns with their longer-term objectives.

The following is a summary of the competitive work order solicitations for the four CBN project areas in progress:

<u>Location</u>	<u>Work Order Released</u>	<u>Proposal Deadline</u>	<u>Responses Received</u>	<u>Complete Evaluation</u>	<u>Start Contract Negotiations</u>	<u>Execute Contract (Approx.)</u>
East Los Angeles/ Boyle Heights	Jan. 24, 2023	Apr. 21, 2023	6	Jul. 2023	Aug. 2023	Dec. 2023
South Los Angeles	Jan. 24, 2023	Apr. 21, 2023	5	Jul. 2023	Aug. 2023	Dec. 2023
San Fernando Valley	Apr. 27, 2023	Jul. 27, 2023	3	Oct. 2023	Nov. 2023	Feb. 2023
Southeast Los Angeles	Jun. 21, 2023	Sep. 14, 2023	3	Dec. 2023	Jan. 2023	Apr. 2023

Information about the CBN projects is available for public access on the Delete The Divide website: <https://www.deletethedivide.org/cbn-projects/>. The website includes a dynamic mapping feature allowing users to input an address to determine if the location is within the project coverage area.

Below are illustrations of each project area:

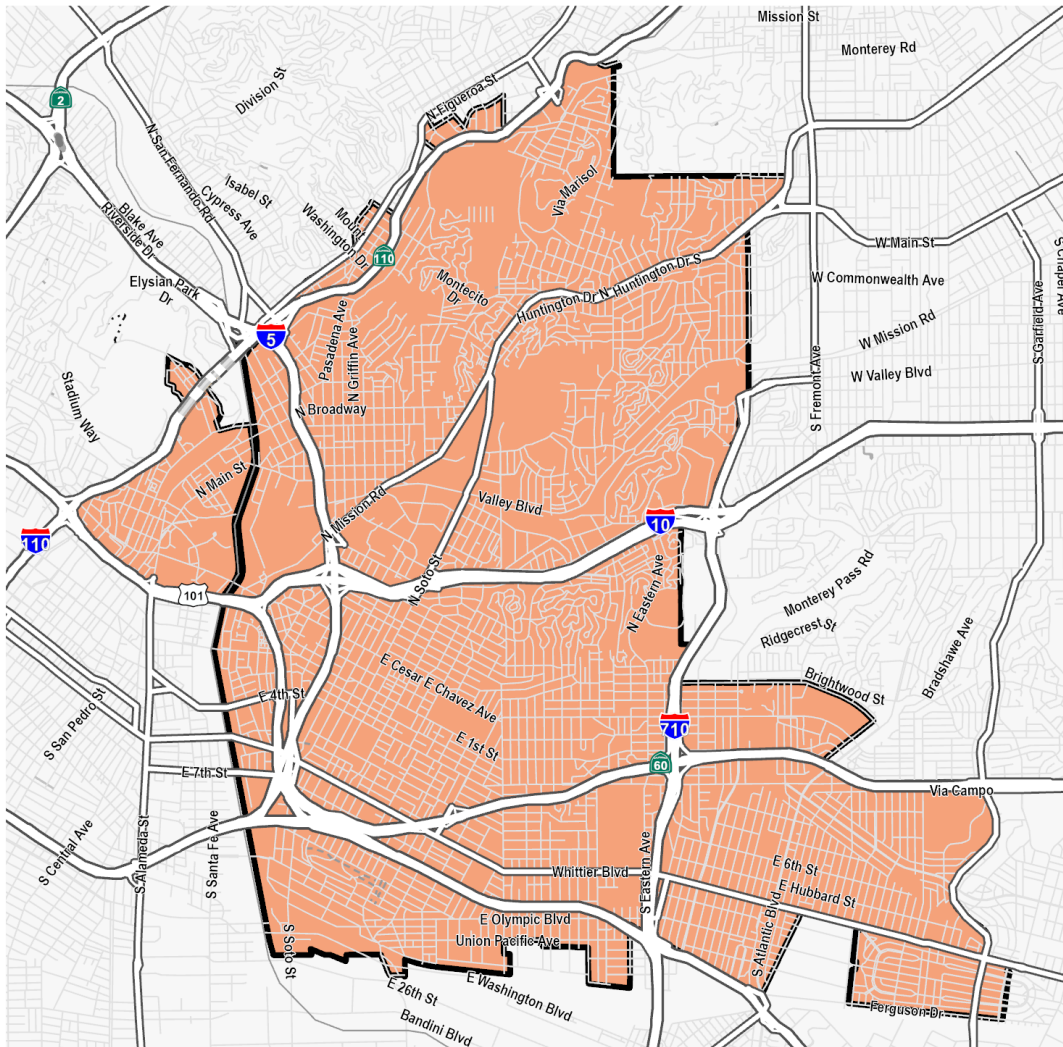
East Los Angeles/Boyle Heights

The East Los Angeles/Boyle Heights project is coordinated with a Memorandum of Understanding (MOU) between the County of Los Angeles, City of Los Angeles, and Los Angeles County Office of Education.

Project Area – 25.52 Square Miles

Total Households – 90,650 (includes estimated 20,617 households with no internet)

Median Household Income - \$46,659



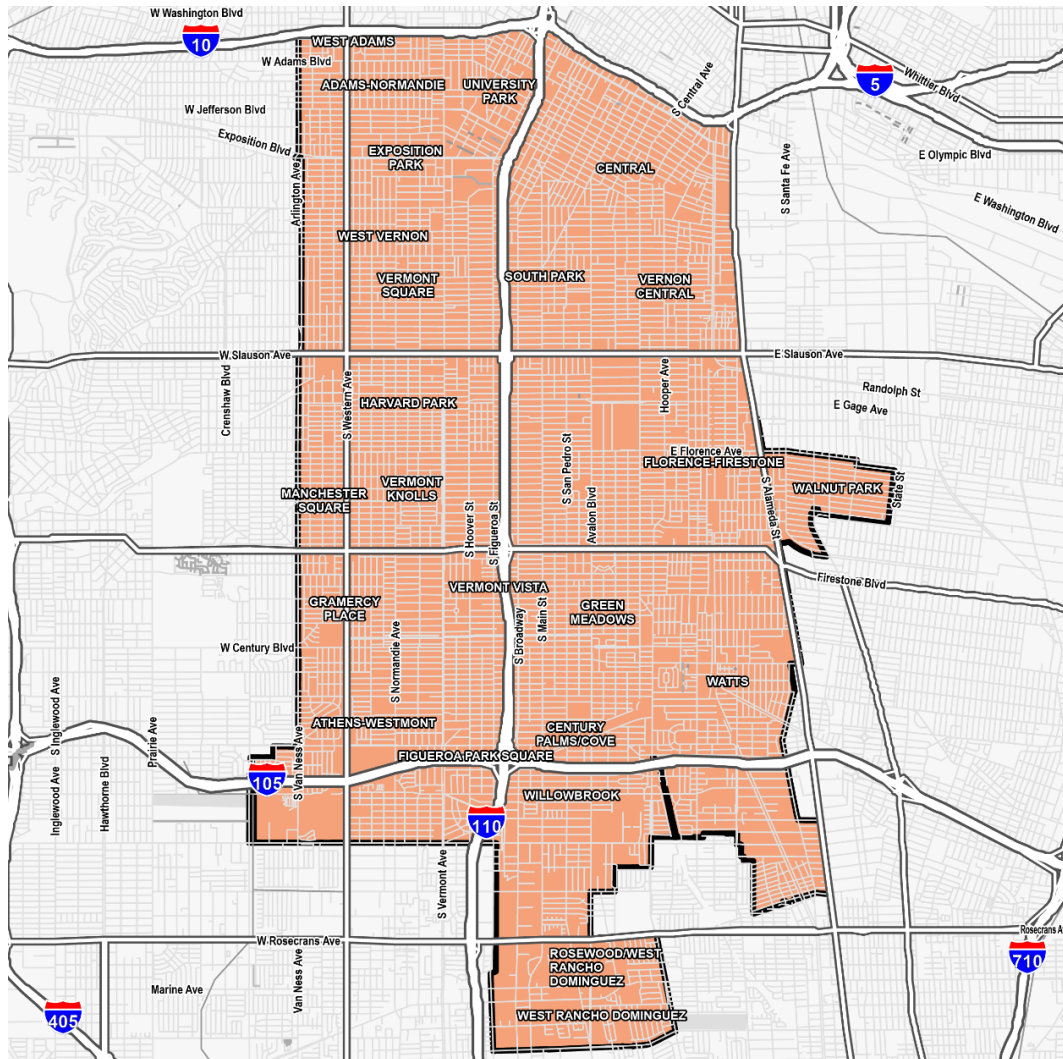
South Los Angeles

The South Los Angeles project is coordinated with a MOU between the County of Los Angeles, City of Los Angeles, and Los Angeles County Office of Education.

Project Area – 43.67 Square Miles

Total Households – 190,878 (includes estimated 43,917 households with no internet)

Median Household Income - \$41,131



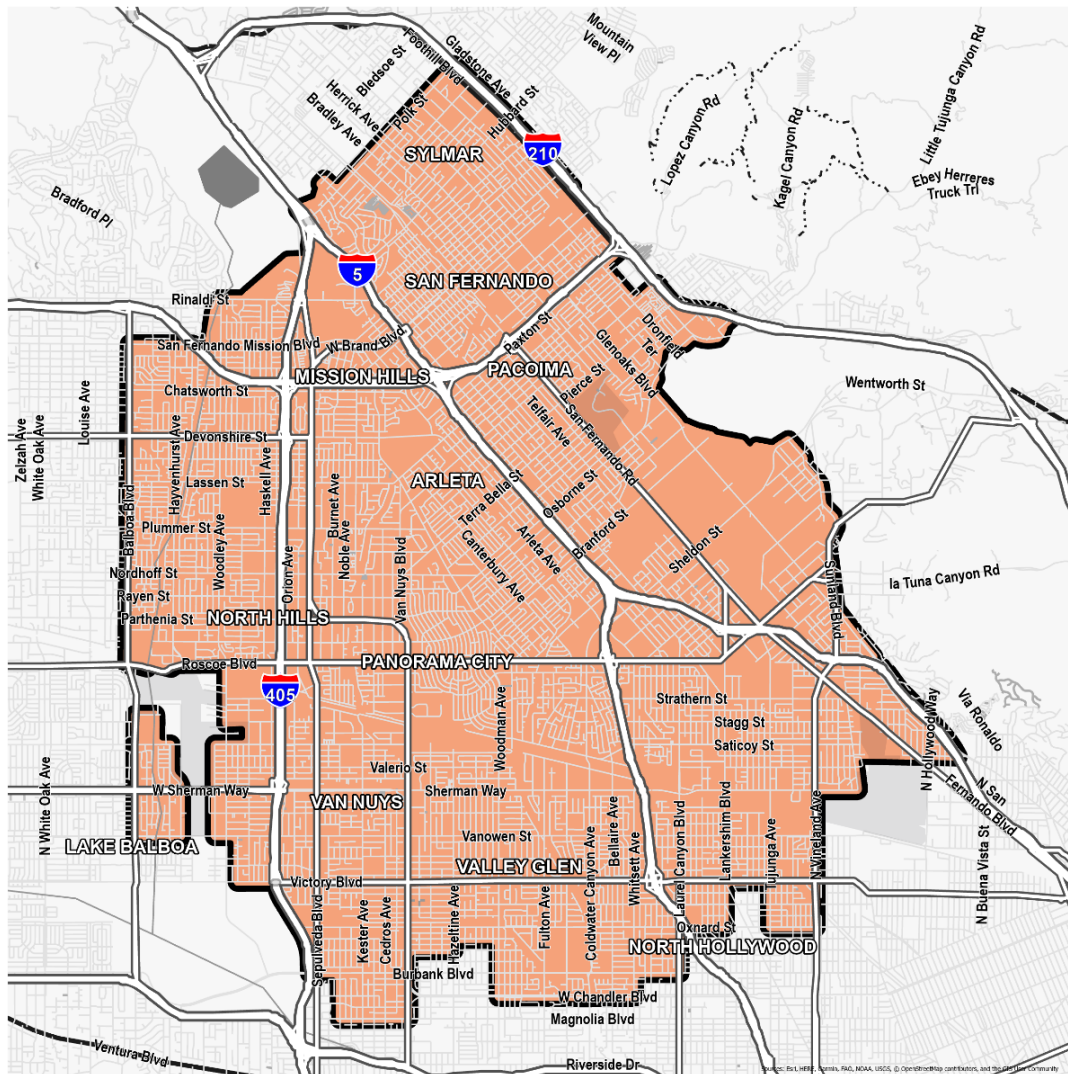
San Fernando Valley

The San Fernando Valley project is coordinated with MOUs between the County of Los Angeles, City of Los Angeles, City of San Fernando, and Los Angeles County Office of Education.

Project Area – 59.25 Square Miles

Total Households – 186,275 (includes estimated 58,212 households with no internet)

Median Household Income - \$55,970



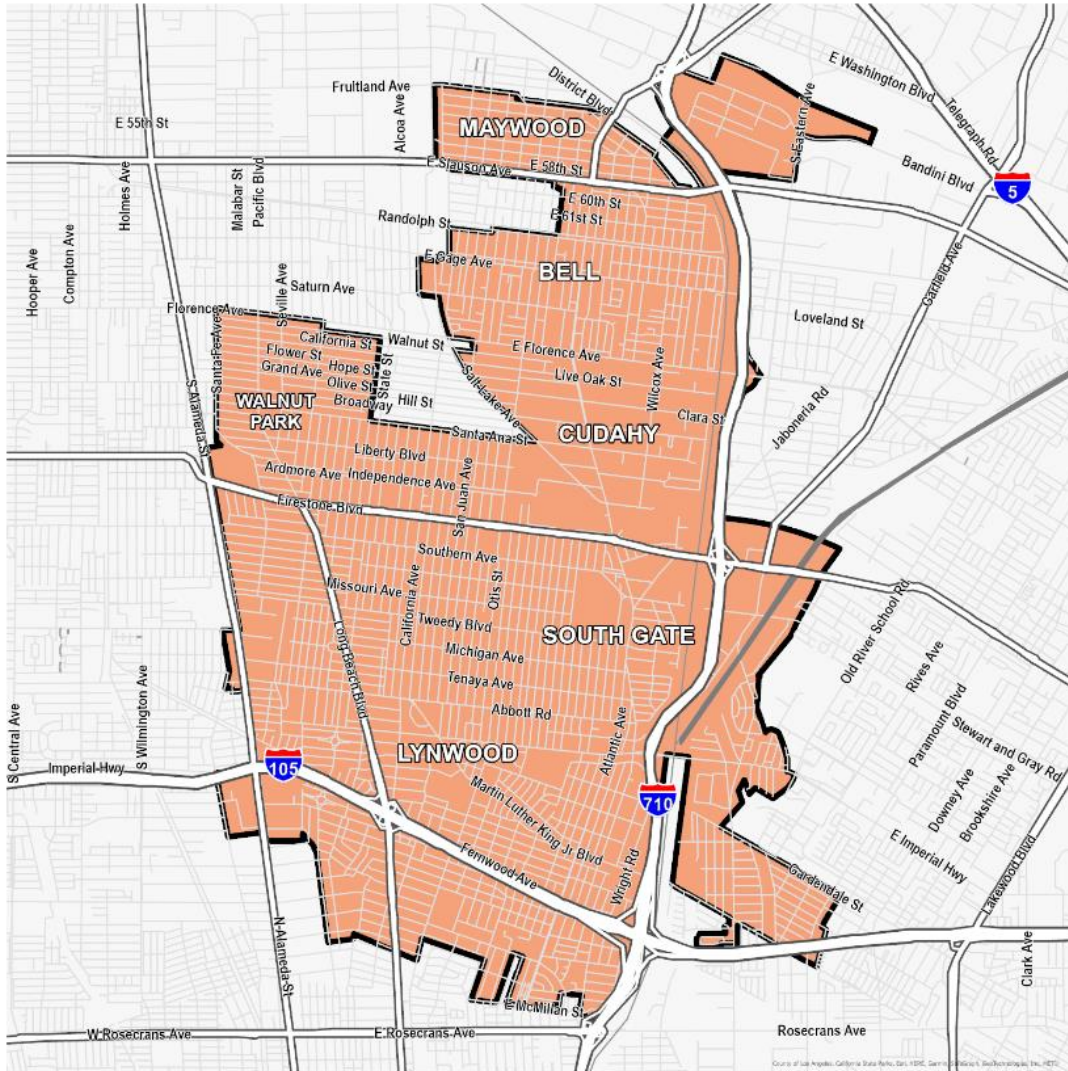
Southeast Los Angeles

The Southeast Los Angeles project is coordinated with MOUs between the County of Los Angeles and 5 cities: Bell, Cudahy, Lynwood, Maywood, and South Gate.

Project Area – 17.97 Square Miles

60,998 Total Households (includes estimated 23,114 households with no internet)

Median Household Income - \$49,938



Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high-speed, quality service.	
Directive	Status
d. Instruct CEO, in consultation with ISD and [Department of Public Works], to identify funding from Federal, State and/or County sources to support a five (5) year proof of concept model for a Community Broadband Network. Under the coordination of ISD, this pilot will utilize public-private partnerships and a Managed Service Provider for the deployment of a fully functional network of Citizen Broadband Radio Service and/or millimeter wave technologies to deliver reliable high-speed internet service to 12,500 households in digital divide target areas.	In Progress

4(d) Funding for Community Broadband Network

The California Public Utilities Commission (CPUC) is administering the Federal Funding Account (FFA), which will provide \$2 billion in competitive grants for last-mile broadband infrastructure projects to connect unserved Californians with high-speed broadband services. The first round of grant opportunities was announced on June 30, 2023, with an application deadline of September 29, 2023. The CPUC received 483 applications totaling \$4.6 billion from 63 unique entities throughout the State. Grant awards are expected to be announced by Spring 2024.

The CPUC has reported that the \$2 billion will be divided evenly between rural and urban counties; \$1 billion for 27 rural counties and \$1 billion for 31 urban counties. Each county will receive an allocation based on the number of its unserved residents. The CPUC defines an unserved area as lacking access to a wireline connection capable of reliably delivering minimum speeds of 25 megabits per second (Mbps) download and 3 Mbps upload.

The 27 rural counties have a total unserved population of 159,601 households. The apportionment formula is:

$$\text{County Allocation} = \$5 \text{ million} + \$5,419.76554 \text{ per unserved resident}$$

The 31 urban counties have a total unserved population of 515,127 households. The apportionment formula is:

$$\text{County Allocation} = \$5 \text{ million} + \$1,640.37218 \text{ per unserved resident}$$

Los Angeles County is designated as an urban county with an unserved population of 60,752 households. The FFA allocated amount for the County is \$104,655,890.68.

ISD submitted an FFA grant application for the CBN project plans covering East Los Angeles/Boyle Heights, South Los Angeles, San Fernando Valley, and Southeast Los Angeles. The application requests \$35.1 million, which will be added to the \$50 million in ARPA funding that the Board has committed to implementing CBN projects.

The following is a list of all grant applications for projects in Los Angeles County. The requested funding totals to \$289,712,940.10, which exceeds the FFA allocation of \$104,655,890.68 for Los Angeles County:

<u>Applicant</u>	<u>Project Title</u>	<u>Funding Request</u>
1. AT&T	Los Angeles – 1	\$8,979,987.00
2. AT&T	Los Angeles – 1A	\$10,783,758.00
3. AT&T	Los Angeles – 1B	\$10,933,104.00
4. AT&T	Los Angeles – PSA	\$1,372,624.00
5. AT&T	Los Angeles – XX	\$2,224,330.00
6. AT&T	Los Angeles/Ventura – PSA	\$429,711.00
7. AV Broadband Cooperative	Antelope Valley Broadband Project	\$45,000,000.00
8. AVX Networks	Digital Equity for Avalon, Catalina Island, and Surrounding Waterways	\$35,591,843.63
9. City of Carson	Carson CityNet Phase 1	\$8,198,220.00
10. County of Los Angeles, ISD	Los Angeles County Community Broadband Networks	\$35,100,000.00
11. Gateway Cities COG	Governments Last Mile Broadband Project	\$78,234,967.47
12. Plenary Broadband Infrastructure Crenshaw LLC (PBIC LLC)	Destination Crenshaw Digital Equity Zone	\$25,000,000.00
13. Spectrum Pacific West, LLC	Los Angeles County Project 8	\$2,505,443.00
14. City of Huntington Park	Huntington Park	\$25,358,952.00
Total		\$289,712,940.10

The Antelope Valley Broadband Cooperative submitted an application proposing broadband services in unincorporated areas in the Antelope Valley. The cities of Palmdale and Lancaster did not submit FFA grant applications, but provided support letters for the Cooperative’s proposal.

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high-speed, quality service.	
Directive	Status
e. Delegate authority to the CEO to hire a consultant to conduct a financial and technical feasibility study for a County-administered municipal broadband service. The study should assess capital costs and consumer pricing models that will enable reliable high-speed internet access for households in digital divide target areas. The study should also consider existing County assets and licensing agreements as well as the utilization of public and private fiber optic and wireless network infrastructures that can be included in the County-administered strategy.	In Progress

4(e) Feasibility Study for County-Administered Broadband Service

The CEO has completed a feasibility study for County-administered municipal broadband services in the 8 representative communities of need as identified using the County’s Equity Tool. The feasibility study included the broadband market analysis of the 71 census tracts within the 8 representative communities and an asset inventory of the current publicly and privately owned broadband assets to determine their usefulness for expanding broadband services within the region. Information from the market analysis, asset inventory and high-level design was used to evaluate various service models for deploying broadband services, as each has different funding requirements, estimated operating costs and rate of return. The CEO plans to submit the Feasibility Study in its quarterly report in November 2023.

Additional Updates

Director of Digital Equity

In September 2022, the Board approved a motion titled “Deepening the County’s Commitment to Equitable Deployment of Enhanced Regional Broadband Infrastructure – Establishing an Intergovernmental Broadband Coordinating Committee”.³ This motion is an instruction to establish an Intergovernmental Broadband Coordinating Committee (IBCC) and hire a new Director of Digital Equity as the convener of the IBCC.

On July 31, 2023, Rebecca Kauma was onboarded as the Director of Digital Equity. Since her start date, she has proactively outreached to local and regional stakeholders to provide information about the formation of the IBCC and to obtain their inputs. Numerous

³ Los Angeles County Board of Supervisors, [Statement of Proceedings for the Regular Meeting, September 13, 2022](#)

meetings have been held with government agencies, municipalities, and community partners. Additionally, she has met with national organizations as well as various federal and state representatives that are leading broadband digital equity initiatives.

Per direction of the Board motion, Ms. Kauma will be submitting a 120-day report back to the Board on the structure and duties of the IBCC by November 28, 2023.

Digital Discrimination Policy

Under the Bipartisan Infrastructure Act, the FCC is required to take steps to ensure that all Americans have equal access to broadband services without discrimination. The [FCC Task Force to Prevent Digital Discrimination](#) was initiated in February 2022 to focus on creating rules and policies to combat digital discrimination and to promote equal access to broadband throughout the U.S.

On October 24, 2023, the FCC Chairperson announced that the new proposed rules will be voted on by the full Commission at its Open Commission Meeting on November 15, 2023. If these rules are adopted, the FCC could protect consumers by:

- Directly addressing companies' policies and practices if they differentially impact consumers' access to broadband internet access service or are intended to do so;
- Apply these protections to ensure communities see equitable broadband deployment, network upgrades, and maintenance;
- Investigate possible instances of discrimination of broadband access, work to solve and – when necessary – penalize companies for failing to meet the obligations defined in the rules;
- Review consumer complaints of digital discrimination through an improved consumer complaint portal;
- Help protect both current and prospective subscribers to a broadband internet service.



County of Los Angeles
INTERNAL SERVICES DEPARTMENT

1100 North Eastern Avenue
Los Angeles, California 90063


SELWYN HOLLINS
Director

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Telephone: (323) 267-2101
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February 8, 2024

To: Supervisor Lindsey P. Horvath, Chair
Supervisor Hilda L. Solis
Supervisor Holly J. Mitchell
Supervisor Janice Hahn
Supervisor Kathryn Barger

From: Selwyn Hollins 
Director

QUARTERLY UPDATE – INVESTMENTS TO ACCELERATE DIGITAL EQUITY

On November 16, 2021, the Board of Supervisors (Board) approved a motion to invest in immediate- and longer-term efforts to facilitate affordable and reliable high-speed internet services to underserved communities impacted by the digital divide (Board Agenda Item 19). The motion designated the Internal Services Department (ISD) as the lead department responsible for coordinating the County's efforts on all community broadband infrastructure and residential service initiatives to close the digital divide. The motion also included several directives and instructed the ISD Director to report back to the Board with quarterly progress updates.

Attached for your review is the ninth quarterly update.

If you have any questions, please contact me at (323) 267-2101.

SH:sh

Attachment

c: Executive Office, Board of Supervisors
Chief Executive Office
County Counsel
Department of Public Works

**COUNTY OF LOS ANGELES
INTERNAL SERVICES DEPARTMENT
INVESTMENTS TO ACCELERATE DIGITAL EQUITY**

**QUARTERLY PROGRESS REPORT
February 2024**

On November 16, 2021, the Board of Supervisors (Board) approved a motion to invest in immediate and longer-term efforts to provide affordable and reliable high-speed internet services to underserved communities impacted by the digital divide.¹ As directed in the motion, the Internal Services Department (ISD) is providing quarterly progress reports.

Report History

ISD has submitted eighth previous progress reports, which can be accessed via the following hyperlinks:

[1st Quarterly Progress Report \(February 7, 2022\)](#)

[2nd Quarterly Progress Report \(May 13, 2022\)](#)

[3rd Quarterly Progress Report \(August 11, 2022\)](#)

[4th Quarterly Progress Report \(November 10, 2022\)](#)

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[6th Quarterly Progress Report \(May 11, 2023\)](#)

[7th Quarterly Progress Report \(August 9, 2023\)](#)

[8th Quarterly Progress Report \(November 8, 2023\)](#)

Current Updates

Directive #1: Establish the County’s lead department.	
Directive	Status
a. Designate the Internal Services Department (ISD) as the lead department responsible for ensuring the County’s efforts on all community broadband infrastructure and residential service initiatives to close the Digital Divide are coordinated and aligned under the County’s Digital Divide Action Team, which is comprised of representatives from all County Departments and the Chief Executive Officer’s Chief Information Office (CIO).	Completed

¹ Los Angeles County Board of Supervisors, [Statement of Proceedings for the Regular Meeting, November 16, 2021](#)

Directive #2: Conduct a Countywide campaign on financial subsidy programs.	
Directive	Status
a. Instruct the Chief Executive Office (CEO), in consultation with ISD, to identify funding for a countywide promotional campaign to inform and educate constituents about financial subsidy programs that will assist with the costs of computers and internet service.	Completed
b. Instruct ISD through the Delete The Divide initiative to coordinate the countywide promotional campaign and subsidy programs, specifically the Federal Emergency Broadband Benefit. Additionally, the campaign should encourage the participation of all County Departments and, as appropriate, collaborations with internet service providers, telecommunication companies, school districts, regional consortia, community-based organizations, non-profits, and ethnic and hyper-local media. Outreach must be conducted in the County’s multiple threshold languages.	Completed <i>Phase 1: EBB promotion</i> Ongoing <i>Phase 2: ACP Promotion</i>

2(b) Phase 2 Promotional Campaign: Affordable Connectivity Program

On January 11, 2024, the Federal Communications Commission (FCC) issued notice that funding for the Affordable Connectivity Program (ACP) is projected to run out in April 2024, unless Congress appropriates additional funding.² Consequently, the FCC began taking steps to wind-down the ACP program, including:³

- No new ACP enrollments will be accepted after February 7, 2024.
- Households enrolled in ACP by February 7, 2024 will continue to receive program benefits until the funding ends.
- After funds deplete, households will no longer receive ACP subsidies.
- Internet service providers are required to send three written notices to their ACP households beginning in January 2024.
- If Congress approves more funding for the ACP, the FCC will provide further guidance and instructions on how the ACP will proceed.

² FCC Chairwoman Jessica Rosenworcel, [Letter to Congress, January 8, 2024](#)

³ [ACP Wind-Down Frequently Asked Questions](#)

The FCC requires that internet service providers notify subscribers that the program is ending, impact on their bill, date when the last bill will include the ACP benefit, and the opportunity to change their service or opt-out of continuing service. Additionally, the Universal Service Administrative Company as the FCC’s program administrator will provide notification to enrolled households.

According to federal reports, 912,434 households in Los Angeles County were enrolled in the ACP program as of November 2023.⁴ This reflects a 557,777 increase since the inception of ACP in December 2021 (354,657 previous enrollments were transitioned from the EBB to ACP). Los Angeles County continues to have the highest enrollment count among all counties in the nation and more enrollments than 44 states.

On October 25, 2023, President Joe Biden announced plans to request \$6 billion to continue ACP funding through December 2024. This budget request is subject to approval by Congress. On November 21, 2023, the Los Angeles County Board of Supervisors sent a letter to Congress in support of President Biden’s proposal.⁵

Directive #3: Expand and/or enter into new agreements with the County’s existing broadband and/or carrier agreements for public access and use.	
Directive	Status
a. Instruct and authorize ISD to negotiate agreements with assistance from County Counsel and input from the CEO, with internet service providers and telecommunication companies and if the proposed agreement can be shown by ISD to be in the County’s best interest, return to the Board for approval to execute new agreements or amend existing agreements.	Ongoing

3(a) Negotiate Agreements with Internet Service Providers

ISD continues to receive interest from regional internet service providers and telecommunication companies willing to work with the County of Los Angeles to enhance broadband infrastructure. However, for business reasons, they have decided not to participate in the competitive solicitation process per Directive 4(b). These companies have presented fiber and wireless solutions to deliver low-cost, high-speed internet services to underserved communities ranging from no capital investments from the County to network lease options. As of the date of this report, ISD has not received written proposals from any company or negotiated agreements.

⁴ Universal Service Administrative Co., [ACP Enrollment and Claims Tracker](#)

⁵ Los Angeles County Board of Supervisors, [Letter to Congress, November 21, 2023](#)

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high-speed, quality service.	
Directive	Status
a. Authorize ISD to amend its agreement, as needed, with the contractor that assisted in the development of its report to the Board in response to Item 45G of the August 31, 2021, Agenda to perform additional analysis for the options identified in the aforementioned report and provide program development services for future solicitations.	Completed
b. Instruct ISD to administer a competitive solicitation to acquire a Managed Service Provider to coordinate and manage the implementation of the Community Broadband Network. The scope of work should include, but not be limited to, project management, infrastructure design, system integrations, performance requirements, equipment testing and maintenance, administration of resources, and customer support services.	Completed

4(b) Solicitation for Managed Service Provider(s)

Since March 21, 2022, ISD has administered a Request for Statement of Qualifications (RFSQ) to establish a shortlist of companies deemed qualified to deliver Community Broadband Network (CBN) projects. The solicitation requires that respondents be able to provide high-speed, high quality broadband internet service to each subscriber residence using wireless technology, fiber or a combination of both. Only pre-qualified companies that sign a Master Agreement with the County are eligible to submit proposals for CBN work order solicitations.

Currently, there are 11 pre-qualified companies with signed Master Agreements: AT&T, Deloitte Consulting LLP, ICCN, Insight, Motorola, NetSync, Kajeet, Smartwave, T-Mobile, Charter Communications, and WeLink.

The RFSQ process is open-ended such that vendors can submit statements of qualifications at any time through September 13, 2027. Any vendor that submits a response to the RFSQ will be subject to the same requirements and evaluation process to determine whether or not it will be recommended for pre-qualification. This process is not an indication or assurance that any pre-qualified company will be selected as a Managed Service Provider.

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high-speed, quality service.	
Directive	Status
c. Instruct ISD to administer a competitive solicitation and negotiate agreements for public-private partnerships to construct and configure the Community Broadband Network.	In Progress

4(c) Solicitation for Public-Private Partnerships

The County intends to enter public-private partnerships for Managed Service Providers to deliver CBN projects within each of the five Supervisorial Districts. These projects will provide free and low-cost reliable high-speed internet in underserved communities where 20 percent or more of the households lack home internet service. The following is an update on each project area:

East Los Angeles/Boyle Heights

On January 24, 2023, ISD released a work order solicitation for a CBN project in East Los Angeles/Boyle Heights. Six pre-qualified companies submitted a proposal by the filing deadline on April 21, 2023. In August 2023, the evaluation committee completed review of the proposals and determined the highest ranked proposer. ISD subsequently initiated the statement of work and contract negotiation process with the selected proposer. Final contract award is expected to be executed in February 2024. CBN construction will begin upon contract execution and residential internet subscription services are anticipated to start in Fall 2024.

The CBN project area covers 25.52 square miles. Approximately 90,650 households are within this project area. An estimated 20,617 of these households have no home internet service. The annual median household income is \$46,659.

South Los Angeles

On January 24, 2023, ISD released a work order solicitation for a CBN project in South Los Angeles. Five pre-qualified companies submitted a proposal by the filing deadline on April 21, 2023. In August 2023, the evaluation committee completed review of the proposals and determined the highest ranked proposer. ISD subsequently initiated the statement of work and contract negotiation process with the selected proposer. Final contract award is expected to be executed in February 2024. Construction will begin upon contract execution and residential internet subscription services are anticipated to start in Fall 2024.

The CBN project area covers 43.67 square miles. Approximately 190,878 households are within this project area. An estimated 43,917 of these households have no home internet service. The annual median household income is \$41,131.

Both of the above-mentioned CBN projects are coordinated with a Memorandum of Understanding (MOU) between the County of Los Angeles, City of Los Angeles, and Los Angeles County Office of Education. Information about these projects is available for public access on the Delete The Divide website: www.deletethedivide.org. The website includes a dynamic mapping feature allowing users to input a street address to determine if the location is within the project coverage area.

Southeast Los Angeles

On June 21, 2023, ISD released a work order solicitation for a CBN project in Southeast Los Angeles. Two pre-qualified companies submitted a proposal by the filing deadline on September 14, 2023. In December 2023, the evaluation committee completed review of the proposals and determined the highest ranked proposer. ISD subsequently initiated the statement of work and contract negotiation process. Final contract award is expected to be executed in May 2024.

The CBN project area covers 19.97 square miles. Approximately 60,998 households are within this project area. An estimated 23,114 of these households have no home internet service. The annual median household income is \$49,938.

This project is coordinated with MOUs between the County and five cities: Bell, Cudahy, Lynwood, Maywood, and South Gate.

San Fernando Valley

On April 27, 2023, ISD released the work order solicitation for a CBN project in the San Fernando Valley. Two pre-qualified companies submitted a proposal by the filing deadline on July 27, 2023. In December 2023, the evaluation committee completed review of the proposals. A final determination is expected by the end of February 2024.

The CBN project area covers 59.25 square miles. Approximately 186,275 households are within this project area. An estimated 58,212 of these households have no home internet service. The annual median household income is \$55,970.

This project is coordinated with MOUs between the County, City of Los Angeles, and City of San Fernando.

Antelope Valley

A CBN project for the Antelope Valley is under consideration, yet there are proactive broadband efforts being developed by local leaders and organizations. Primarily, the Antelope Valley Broadband Cooperative is finalizing a broadband fiber strategy to serve residents in unincorporated areas of the Antelope Valley. Their efforts are supported by the City of Palmdale, City of Lancaster, and Community Coalition of the Antelope Valley.

ISD will continue to communicate with all parties to ensure that any potential CBN project aligns with their longer-term objectives.

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high-speed, quality service.	
Directive	Status
d. Instruct CEO, in consultation with ISD and [Department of Public Works], to identify funding from Federal, State and/or County sources to support a five (5) year proof of concept model for a Community Broadband Network. Under the coordination of ISD, this pilot will utilize public-private partnerships and a Managed Service Provider for the deployment of a fully functional network of Citizen Broadband Radio Service and/or millimeter wave technologies to deliver reliable high-speed internet service to 12,500 households in digital divide target areas.	In Progress

4(d) Funding Sources

The Infrastructure Investment and Jobs Act (IIJA) provides \$42.45 billion under the Broadband Equity, Access, and Deployment (BEAD) Program. In addition to BEAD, the IIJA included funding for a Digital Equity Capacity Grant program that will award \$1.44 billion over five fiscal years to states, territories, and Tribal entities for the purpose of implementing their State Digital Equity Plans. All plans are subject to review and acceptance by the National Telecommunications and Information Administration.

On December 12, 2023, the California Department of Technology (CDT) released its draft State Digital Equity Plan and provided a 45-day period for written public comments.⁶ The Plan is designed to achieve three major goals:

- Goal 1: All Californians have high-performance broadband available at home, schools, libraries, and businesses.
- Goal 2: All Californians have access to affordable broadband and necessary devices.
- Goal 3: All Californians can access training and support to enable digital inclusion.

On January 17, 2024, ISD hosted a virtual workshop with regional partners and agencies to obtain input for preparing public comments on behalf of stakeholder organizations in Los Angeles County. The workshop included remarks from the lead CDT Deputy Director and was facilitated by ISD’s Director of Digital Equity. More than 70 stakeholders attended

⁶ California Department of Technology, [State Digital Equity Plan](#)

representing over 40 organizations, including local municipalities, Councils of Government, community-based organizations, and academic institutions. The workshop generated valuable insights from the collective expertise, ideas, and recommendations from the various participants.

On January 24, 2024, ISD filed public comments provided by 22 stakeholder organizations in Los Angeles County. The organizations included:

<u>Organization Name</u>	<u>Organization Type</u>
California Emerging Technology Fund	Digital equity non-profit
California State University, Dominguez Hills	Higher education institution
City of Alhambra	Local government entity
City of Arcadia	Local government entity
City of Claremont	Local government entity
City of Culver City	Local government entity
City of El Monte	Local government entity
City of Long Beach	Local government entity
City of Los Angeles, Department of Aging	Local government entity
City of Los Angeles, Department on Disability	Local government entity
City of Maywood	Local government entity
City of Palmdale	Local government entity
City of Pico Rivera	Local government entity
City of Rosemead	Local government entity
Community Clinic Association of Los Angeles County	Healthcare non-profit
Housing Authority of the City of Los Angeles	Housing authority
Human-I-T	Digital equity non-profit
Los Angeles County Office of Education	County-related agency
Los Angeles Public Library	Public library
San Gabriel Valley Council of Governments	Council of government
Southeast Community Development Corporation	Community-based organization
Southern California Association of Governments	Council of government

All of the above-mentioned stakeholders and workshop participants reserved the right to also file public comments separate from County submission.

The CDT will consider the feedback from all public comments in preparing a final State Digital Equity Plan.

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high-speed, quality service.	
Directive	Status
e. Delegate authority to the CEO to hire a consultant to conduct a financial and technical feasibility study for a County-administered municipal broadband service. The study should assess capital costs and consumer pricing models that will enable reliable high-speed internet access for households in digital divide target areas. The study should also consider existing County assets and licensing agreements as well as the utilization of public and private fiber optic and wireless network infrastructures that can be included in the County-administered strategy.	In Progress

4(e) Feasibility Study for County-Administered Broadband Service

The CEO has completed a feasibility study for County-administered municipal broadband services. The report is titled Broadband Feasibility Study Summary Report and was submitted to the Board of Supervisors on November 28, 2023.⁷ This report can be accessed via the County’s public website under Board Correspondence (hyperlink in footnotes below).

Additional Updates

Intergovernmental Broadband Coordinating Committee

On November 28, 2023, ISD’s Director of Digital Equity submitting a 120-day report back to the Board on the structure and duties of the Intergovernmental Broadband Coordinating Committee (IBCC).⁸ The report addressed directives to include:

- 1) Recommendations for a legal framework to establish the IBCC that encourages participation from all stakeholders, including but not limited to, advocacy, technology, and economic development; and

⁷ County of Los Angeles, Chief Executive Office, [Broadband Feasibility Study](#)

⁸ Internal Services Department, [120-Day Report Back on Intergovernmental Broadband Coordinating Committee, November 28, 2023](#)

- 2) A proposed membership model for jurisdictions to participate in the IBCC, with membership being drawn from Councils of Governments, incorporated cities, and unincorporated communities without limit in the County. County of Los Angeles

Laptop Giveaways

The Delete The Divide Initiative is administered by ISD and has distributed more than 2,600 free laptops to constituents in need throughout Los Angeles County. Recipients have included low-income families, students, transitional age youth, seniors, veterans, people experiencing homelessness, and persons with disabilities. A constituent must complete a needs assessment form and only one free laptop is provided per household. In special cases, laptops have been given to established community-based organizations in underserved communities that host computer centers for local residents to obtain training, apply for jobs online, and access public support services. Approximately 5,200 additional laptops will be purchased and distributed this calendar year with funding from the American Rescue Plan Act. Another 3,000 laptop giveaways are planned for next year.



County of Los Angeles
INTERNAL SERVICES DEPARTMENT

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Los Angeles, California 90063

MICHAEL OWH
Director

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May 13, 2024

To: Supervisor Lindsey P. Horvath, Chair
Supervisor Hilda L. Solis
Supervisor Holly J. Mitchell
Supervisor Janice Hahn
Supervisor Kathryn Barger

From: Michael Owh 
Director

QUARTERLY UPDATE – INVESTMENTS TO ACCELERATE DIGITAL EQUITY

On November 16, 2021, the Board of Supervisors (Board) approved a motion to invest in immediate- and longer-term efforts to facilitate affordable and reliable high-speed internet services to underserved communities impacted by the digital divide (Board Agenda Item 19). The motion designated the Internal Services Department (ISD) as the lead department responsible for coordinating the County's efforts on all community broadband infrastructure and residential service initiatives to close the digital divide. The motion also included several directives and instructed the ISD Director to report back to the Board with quarterly progress updates.

Attached for your review is the tenth quarterly update. As ISD moves into implementation for the Community Broadband Networks, this will be the final regular quarterly report. ISD will continue to provide quarterly reports related to the Intergovernmental Broadband Coordinating Committee.

If you have any questions, please contact me at (323) 267-2101.

MO:mo

Attachment

c: Executive Office, Board of Supervisors
Chief Executive Office
County Counsel
Department of Public Works

**COUNTY OF LOS ANGELES
INTERNAL SERVICES DEPARTMENT
INVESTMENTS TO ACCELERATE DIGITAL EQUITY**

**QUARTERLY PROGRESS REPORT
February 2024**

On November 16, 2021, the Board of Supervisors (Board) approved a motion to invest in immediate and longer-term efforts to provide affordable and reliable high-speed internet services to underserved communities impacted by the digital divide.¹ As directed in the motion, the Internal Services Department (ISD) is providing quarterly progress reports.

Report History

ISD has submitted seven previous progress reports, which can be accessed via the following hyperlinks:

[1st Quarterly Progress Report \(February 7, 2022\)](#)

[2nd Quarterly Progress Report \(May 13, 2022\)](#)

[3rd Quarterly Progress Report \(August 11, 2022\)](#)

[4th Quarterly Progress Report \(November 10, 2022\)](#)

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[7th Quarterly Progress Report \(August 9, 2023\)](#)

[8th Quarterly Progress Report \(November 8, 2023\)](#)

[9th Quarterly Progress Report \(February 8, 2024\)](#)

Current Updates

Directive #1: Establish the County’s lead department.	
Directive	Status
a. Designate the Internal Services Department (ISD) as the lead department responsible for ensuring the County’s efforts on all community broadband infrastructure and residential service initiatives to close the Digital Divide are coordinated and aligned under the County’s Digital Divide Action Team, which is	Completed

¹ Los Angeles County Board of Supervisors, [Statement of Proceedings for the Regular Meeting, November 16, 2021](#)

comprised of representatives from all County Departments and the Chief Executive Officer's Chief Information Office (CIO).	
----------------------------------------------------------------------------------------------------------------------------	--

Directive #2: Conduct a Countywide campaign on financial subsidy programs.	
Directive	Status
a. Instruct the Chief Executive Office (CEO), in consultation with ISD, to identify funding for a countywide promotional campaign to inform and educate constituents about financial subsidy programs that will assist with the costs of computers and internet service.	Completed
b. Instruct ISD through the Delete The Divide initiative to coordinate the countywide promotional campaign and subsidy programs, specifically the Federal Emergency Broadband Benefit. Additionally, the campaign should encourage the participation of all County Departments and, as appropriate, collaborations with internet service providers, telecommunication companies, school districts, regional consortia, community-based organizations, non-profits, and ethnic and hyper-local media. Outreach must be conducted in the County's multiple threshold languages.	Completed <i>Phase 1: EBB promotion</i> Ongoing <i>Phase 2: ACP Promotion</i>

2(b) Phase 2 Promotional Campaign: Affordable Connectivity Program

On January 11, 2024, the Federal Communications Commission (FCC) issued notice that funding for the Affordable Connectivity Program (ACP) was projected to run out in April 2024, unless Congress appropriates additional funding.² As Congress has not provided additional funding at the time of this report, ACP households may receive a partial ACP discount from their internet company in May 2024. Consequently, the FCC began taking steps to wind-down the ACP program, including:³

- No new ACP enrollments will be accepted after February 7, 2024.
- Households enrolled in ACP prior to February 7, 2024, will continue to receive program benefits until the funding ends.
- After funds expire, households will no longer receive ACP subsidies.
- Internet service providers are required to send three written notices to their ACP households beginning in January 2024.

² FCC Chairwoman Jessica Rosenworcel, [Letter to Congress, January 8, 2024](#)

³ [ACP Wind-Down Frequently Asked Questions](#)

- If Congress approves more funding for the ACP, the FCC will provide further guidance and instructions on how the ACP will proceed.

The FCC requires that internet service providers notify subscribers that the program is ending, impact on their bill, date when the last bill will include the ACP benefit, and the opportunity to change their service or opt-out of continuing service. Additionally, the Universal Service Administrative Company as the FCC’s program administrator will provide notification to enrolled households.

On January 10, 2024, bicameral and bipartisan legislation, the Affordable Connectivity Program Extension Act of 2024, was introduced in the form of H.R. 6929⁴ and S. 3565⁵ to appropriate \$7 billion in additional funding. As of this report, these bills remain in each chamber’s respective Appropriations Committees.

According to federal reports, 983,778 households in Los Angeles County were enrolled in the ACP program as of the last reporting on February 8, 2024.⁶ This reflects a 629,121 increase since the inception of ACP in December 2021 (354,657 previous enrollments were transitioned from the EBB to ACP). Los Angeles County continues to have the highest enrollment count among all counties in the nation and more enrollments than 45 states.

Directive #3: Expand and/or enter into new agreements with the County’s existing broadband and/or carrier agreements for public access and use.	
Directive	Status
a. Instruct and authorize ISD to negotiate agreements with assistance from County Counsel and input from the CEO, with internet service providers and telecommunication companies and if the proposed agreement can be shown by ISD to be in the County’s best interest, return to the Board for approval to execute new agreements or amend existing agreements.	Ongoing

3(a) Negotiate Agreements with Internet Service Providers

ISD continues to receive interest from regional internet service providers and telecommunication companies willing to work with the County of Los Angeles to enhance broadband infrastructure. However, for business reasons, they have decided not to participate in the competitive solicitation process per Directive 4(b). These companies

⁴ Library of Congress, [H.R.6929 - 118th Congress \(2023-2024\): Affordable Connectivity Program Extension Act of 2024](#)

⁵ Library of Congress, [S.3565 - 118th Congress \(2023-2024\): Affordable Connectivity Program Extension Act of 2024](#)

⁶ Universal Service Administrative Co., [ACP Enrollment and Claims Tracker](#)

have presented fiber and wireless solutions to deliver low-cost, high-speed internet services to underserved communities ranging from no capital investments from the County to network lease options. As of the date of this report, ISD has not received formal proposals from any company or negotiated agreements.

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high-speed, quality service.	
Directive	Status
a. Authorize ISD to amend its agreement, as needed, with the contractor that assisted in the development of its report to the Board in response to Item 45G of the August 31, 2021, Agenda to perform additional analysis for the options identified in the aforementioned report and provide program development services for future solicitations.	Completed
b. Instruct ISD to administer a competitive solicitation to acquire a Managed Service Provider to coordinate and manage the implementation of the Community Broadband Network. The scope of work should include, but not be limited to, project management, infrastructure design, system integrations, performance requirements, equipment testing and maintenance, administration of resources, and customer support services.	Completed

4(b) Solicitation for Managed Service Provider(s)

Since March 21, 2022, ISD has administered a Request for Statement of Qualifications (RFSQ) to establish a shortlist of companies deemed qualified to deliver Community Broadband Network (CBN) projects. The solicitation requires that respondents be able to provide high-speed, high quality broadband internet service to each subscriber residence using wireless technology, fiber or a combination of both. Only pre-qualified companies that sign a Master Agreement with the County are eligible to submit proposals for CBN work order solicitations.

Currently, there are 11 pre-qualified companies with signed Master Agreements: AT&T, Deloitte Consulting LLP, ICCN, Insight, Motorola, NetSync, Kajeet, Smartwave, T-Mobile, Charter Communications, and WeLink.

The RFSQ process is open-ended such that vendors can submit statements of qualifications at any time through September 13, 2027. Any vendor that submits a response to the RFSQ will be subject to the same requirements and evaluation process to determine whether or not it will be recommended for pre-qualification. This process is not an indication or assurance that any pre-qualified company will be selected as a Managed Service Provider.

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high-speed, quality service.	
Directive	Status
c. Instruct ISD to administer a competitive solicitation and negotiate agreements for public-private partnerships to construct and configure the Community Broadband Network.	In Progress

4(c) Solicitation for Public-Private Partnerships

The County intends to enter public-private partnerships for Managed Service Providers to deliver CBN projects within each of the five Supervisorial Districts. These projects will provide free and low-cost reliable high-speed internet in underserved communities where 20 percent or more of the households lack home internet service. The following is an update since the last report:

East Los Angeles/Boyle Heights

On April 25, 2024, ISD executed Community Broadband Network Services Work Order CBN-1 with WeLink Communications, Inc. (WeLink) to deploy and operate the CBN project in East Los Angeles/Boyle Heights. WeLink was the highest ranked pre-qualified proposer for this project area from the Work Order Solicitation released on January 24, 2023.

This CBN project area covers 25.52 square miles. Approximately 90,650 households are within this project area. An estimated 20,617 of these households have no home internet service. The annual median household income is \$46,659. The service area will include all or portions of East Los Angeles, Boyle Heights, Lincoln Heights, Montecito Heights, and El Sereno.

South Los Angeles

On April 25, 2024, ISD executed Community Broadband Network Services Work Order CBN-2 with WeLink to deploy and operate the CBN project in South Los Angeles. WeLink was the highest ranked pre-qualified proposer for this project area from the Work Order Solicitation released on January 24, 2023.

This CBN project area covers 43.67 square miles. Approximately 190,878 households are within this project area. An estimated 43,917 of these households have no home internet service. The annual median household income is \$41,131. The service area will include all or portions of Adams-Normandie, University Park, Historic South-Central, Exposition Park, Vermont Square, South Park, Central-Alameda, Chesterfield Square, Harvard Park, Vermont-Slauson, Florence, Florence-Firestone, Manchester Square,

Vermont Knolls, Gramercy Park, Westmont, Vermont Vista, Broadway-Manchester, Green Meadows, Watts, Athens, Willowbrook, and West Rancho Dominguez in Supervisorial District 2; and Walnut Park in Supervisorial District 4.

For both projects, WeLink is contracted to construct and then operate retail broadband internet service that meets the solicited requirements, including the offering of a low-cost plan to qualifying households, delivery of minimum broadband speeds to individual households, operation of the service with high reliability, and requirement to provide multilingual support and outreach.

WeLink will be offering a low-cost plan for \$25 per month for 500 Mbps download and 500 Mbps upload (500/500) internet service for qualifying households. This plan will multiple household members to use high-bandwidth applications at the same time without compromises. At the subscribers' option, they may upgrade to a low cost plan that doubles the base speed for \$35 per month (1000/1000) or quadruples the speed for \$45 per month (2000/2000). These prices are before any applicable affordability subsidies, such as the Affordable Connectivity Program (ACP) or a successor program if additional funding for ACP is not allocated.

WeLink will also offer residential market rate plans that do not require qualification and that begin at \$65 for 500/500. The company will offer a small business plan for qualifying local small businesses at \$100 per month for 2000/2000 service. Under the contract, WeLink's plan pricing cannot increase during the initial terms of the Work Orders, which are through September 13, 2027.

Information about these projects is available for public access on the Delete The Divide website: www.deletethedivide.org. The website includes a dynamic mapping feature allowing users to input a street address to determine if the location is within the project coverage area.

Construction for both projects is expected to begin in Summer 2024, with internet service rolling out beginning in Fall 2024. The infrastructure build-out is expected to be completed by the end of 2025. Major funding is provided by the American Rescue Plan Act. Also, funding for this project has been provided in part through a grant for Local Agency Technical Assistance from a program administered by the California Public Utilities Commission (CPUC).

ISD continues to explore options and to monitor developments in the other CBN areas under consideration, including the San Fernando Valley, Southeast Los Angeles, and the Antelope Valley. The Department is also awaiting the CPUC's decisions on pending regional grant applications for the SB156-created Federal Funding Account Last Mile broadband grant program. These decisions are expected by June 2024.

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high-speed, quality service.	
Directive	Status
d. Instruct CEO, in consultation with ISD and [Department of Public Works], to identify funding from Federal, State and/or County sources to support a five (5) year proof of concept model for a Community Broadband Network. Under the coordination of ISD, this pilot will utilize public-private partnerships and a Managed Service Provider for the deployment of a fully functional network of Citizen Broadband Radio Service and/or millimeter wave technologies to deliver reliable high-speed internet service to 12,500 households in digital divide target areas.	In Progress

4(d) Funding Sources

On March 29, 2024, the National Telecommunications and Information Administration (NTIA) released the Notice of Funding Opportunity (NOFO) and Application Guidance for the State Digital Equity Capacity Grant Program.⁷ The State Digital Equity Capacity Grant Program is a \$1.44 billion formula grant program for States, U.S. territories, and tribal governments. It will fund an annual grant program for five years in support of digital equity projects and the implementation of statewide digital equity plans (SDEP). The California Department of Technology (CDT) received a tentative allocation of \$70.2 million to implement the California SDEP from the NTIA. Political subdivisions, agencies, or instrumentalities of the State, foundations, corporations, institutions, associations, and community anchor institutions that are non-for-profit and not are schools may be eligible entities for subgrant opportunities. CDT plans to distribute those funds through grant opportunities in Spring 2025 to implement key strategies from the California SDEP. Through the Countywide Intergovernmental Broadband Coordinating Committee (IBCC), the Director of Digital Equity is collaborating and partnering with IBCC members to apply and secure Federal and State digital equity grant program funding opportunities including this one.

Directive #4: Provide options for internet solutions, including cost estimates and timeline, that meet the digital needs of our most vulnerable residents: affordability, sustainability, and connectivity to high-speed, quality service.	
Directive	Status
e. Delegate authority to the CEO to hire a consultant to conduct a	Completed ⁸

⁷ [State Digital Equity Capacity Grant Program](#)

⁸ County of Los Angeles, Chief Executive Office, [Broadband Feasibility Study](#)

<p>financial and technical feasibility study for a County-administered municipal broadband service. The study should assess capital costs and consumer pricing models that will enable reliable high-speed internet access for households in digital divide target areas. The study should also consider existing County assets and licensing agreements as well as the utilization of public and private fiber optic and wireless network infrastructures that can be included in the County-administered strategy.</p>	
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Additional Updates

Laptop Giveaways

The [Delete The Divide Initiative](#) is administered by ISD and has distributed more than 3,100 free laptops to constituents in need throughout Los Angeles County. Recipients have included low-income families, students, transitional age youth, seniors, veterans, people experiencing homelessness, and persons with disabilities. A constituent must complete a needs assessment form and only one free laptop is provided per household. In special cases, laptops have been given to established community-based organizations in underserved communities that host computer centers for local residents to obtain training, apply for jobs online, and access public support services. 1,500 laptops have been purchased this fiscal year with funding from the American Rescue Plan Act, and an additional 6,000 laptops will be purchased and distributed next fiscal year with ARPA funding.

Digital Literacy

The Delete The Divide Initiative recently launched Learn Basic Tech (LBT), a digital literacy education program, made possible by a grant from the Federal Communications Commission. LBT is an initiative to increase knowledge and exposure to technology and provide the skills necessary to navigate a world where everything from education to healthcare is done through digital portals. Participants will learn how to leverage technology to make their daily lives easier, how to navigate technology safely, and simple use of augmented reality/artificial intelligence.

LBT consists of in-person, classroom and online learning. With a goal of educating at least 7,500 Los Angeles County residents, LBT is partnering with community colleges, private partners, and Community Based Organizations to reach the communities that are most in need of these skills.

Intergovernmental Broadband Coordinating Committee (IBCC) First Quarterly Report

Overview

On September 13, 2022, the County Board directed the Director of Digital Equity to establish the IBCC and guided the scope and goals of the IBCC including, but not limited to, proposing member jurisdictions and stakeholder engagement. The IBCC was first convened in March 2024 and is a regional collective body of more than 60 multidisciplinary stakeholder organizations and community members collaborating to pursue, secure, and implement Federal and State grant program funding to address the digital divide in all of Los Angeles County through County-led intergovernmental and cross-sector regional coordination. The IBCC uplifts a unified regional voice and a shared responsibility for action to advance digital equity and inclusion by providing ongoing resources and support for its members including but not limited to aligning efforts to coordinate and merge Federal and State grant funding opportunities, information and knowledge sharing, networking, technical assistance, and training opportunities. The Director of Digital Equity is serving as the backbone convener of the IBCC. See the current IBCC membership roster below. The Director of Digital Equity is in the process of collaborating with IBCC members to recruit community members to serve as community ambassadors on the IBCC. The work of the IBCC is guided by the IBCC Charter, which was created by the Director of Digital Equity based on input from subject-matter experts and stakeholder interviews.

Stakeholder Organization Name	Type of Organization
1. Advancio	Technology company
2. Alliance for a Better Community	Community-based organization
3. California Emerging Technology Fund	Digital equity non-profit organization
4. California State University, Dominguez Hills	Higher education institution
5. California State University, Northridge	Higher education institution
6. City of Arcadia	Local government entity
7. City of Artesia	Local government entity
8. City of Bell	Local government entity
9. City of Bell Gardens	Local government entity
10. City of Burbank	Local government entity
11. City of Carson	Local government entity
12. City of Claremont	Local government entity
13. City of Culver City	Local government entity

14. City of Downey	Local government entity
15. City of Duarte	Local government entity
16. City of El Monte	Local government entity
17. City of Inglewood	Local government entity
18. City of Lancaster	Local government entity
19. City of Long Beach	Local government entity
20. City of Los Angeles	Local government entity
21. City of Lynwood	Local government entity
22. City of Maywood	Local government entity
23. City of Monterey Park	Local government entity
24. City of Palmdale	Local government entity
25. City of Paramount	Local government entity
26. City of Pasadena	Local government entity
27. City of Pico Rivera	Local government entity
28. City of Pomona	Local government entity
29. City of Rosemead	Local government entity
30. City of San Fernando	Local government entity
31. City of San Gabriel	Local government entity
32. City of Santa Monica	Local government entity
33. City of Signal Hill	Local government entity
34. City of South El Monte	Local government entity
35. City of Walnut	Local government entity
36. City of West Hollywood	Local government entity
37. Community Clinic Association of LA County	Healthcare non-profit organization
38. Destination Crenshaw	Community-based organization
39. Digital Equity LA	Digital equity coalition
40. Easterseals Southern California	Non-profit organization
41. Employ California	Economic and workforce development organization
42. EveryoneOn	Digital equity non-profit organization
43. Fiber Up My Neighborhood	Advocacy organization
44. Gateway Cities Council of Governments	Council of government
45. Human-I-T	Digital equity non-profit organization
46. Los Angeles County Regional Planning	County department
47. Los Angeles County Development	County-related agency

Authority	
48. Los Angeles County Library	County department
49. Los Angeles County Metropolitan Transportation Authority	County-related agency
50. Los Angeles County Office of Education	County-related agency
51. Los Angeles Digital Equity Action League	Regional broadband consortium
52. Lynwood Unified School District	K-12 education institution
53. PATH	Non-profit organization
54. San Gabriel Valley Council of Governments	Council of government
55. South Bay Cities Council of Governments	Council of government
56. South Bay Workforce Investment Board	Economic and workforce development organization
57. Southeast Community Development Corporation	Community-based organization
58. Southern California Association of Governments	Council of government
59. Southern California Library Cooperative	Joint powers authority
60. United Ways California	Non-profit organization
61. Valley Economic Alliance	Economic and workforce development organization

County Operations Cluster Meeting and Presentation

On March 27, 2024, the Director of Digital Equity presented at the County Operations Cluster Meeting (Meeting) and provided an update on the IBCC and its Charter. Following the presentation, the Director of Digital Equity received unanimous praise, support, and approval from the County Board of Supervisors Deputies. Several stakeholder organizations attended the Meeting in person and virtually to show support for the adoption and approval of the IBCC and its Charter. These stakeholder organizations included the following entities below.

- City of Palmdale
- EveryoneOn
- Human-I-T
- San Gabriel Valley Council of Governments

Key next steps include presenting the IBCC Charter to the IBCC voting members for adoption.

IBCC Kickoff and Orientation Meeting

The Director of Digital Equity organized, planned, and implemented a virtual IBCC Kickoff and Orientation Meeting (Meeting) on April 9, 2024. The purpose of this Meeting was to share more information regarding the IBCC, its Charter, and what all new and incoming members can expect during the 2024 calendar year and subsequent years about key activities within the general membership, steering committee, and working group convenings and meetings. More than 80 individuals attended the Meeting.

IBCC General Membership Meeting and Training

The Director of Digital Equity organized, planned, and implemented the virtual IBCC General Membership Meeting and Training (Meeting) on April 23, 2024. Two trainings were provided during this Meeting. The Digital Inclusion 101 Training learning objective was to increase the knowledge and understanding of key digital equity and inclusion basics, concepts, foundations, and principles for members. Additionally, the Countywide Collaborative Grant Applications and Proposals Strategy Training learning objective was to increase the knowledge and understanding of the County's approach, best practices, resources, and tools for pursuing, securing, and implementing Federal and State digital equity grant funding opportunities for members. More than 90 individuals attended the Meeting. Subsequent Meetings occur every other month and focus on broadband internet and digital equity-related training topics. Members can propose additional training topics and presenters to the Director of Digital Equity via email.

IBCC Working Group Meetings

The Director of Digital Equity is in the process of organizing, planning, and implementing the IBCC Working Group Meetings that will kick off in May 2024. Members of the IBCC Working Groups represent a small action group with similar interests where they work collaboratively on specific Federal and State grant program projects, strategies, and tasks within a given timeframe. There are six (6) standing IBCC Working Groups and one (1) Adhoc IBCC Working Group that convene monthly and receive technical assistance for pursuing, securing, and implementing Federal and State broadband and digital equity grant program funding opportunities. See the various IBCC Working Groups below. In May 2024, the IBCC Working Groups will co-create the grant program foundations.

- Regional Community Partners Working Group
- East Los Angeles and San Gabriel Valley Subregion Working Group
- South Bay Subregion Working Group
- Southeast Los Angeles Subregion Working Group
- South Los Angeles Subregion Working Group
- North and West Los Angeles Subregion Working Group
- Regional Broadband Infrastructure Working Group (Adhoc)

IBCC Broadband Equity, Access, and Deployment (BEAD) Program Regional Challenge Process Workshops

The Director of Digital Equity is co-hosting two Workshops in collaboration with the California Community Foundation (CCF) Digital Equity LA Initiative (DELA) and the Los Angeles Digital Equity Action League (LA DEAL) on Tuesday, May 14 and Tuesday, May 21 for the Broadband Equity, Access, and Deployment (BEAD) Program Challenge Process. For context, the BEAD Program provides \$42.45 billion nationwide to expand high-speed internet access by funding planning, infrastructure deployment, and adoption programs across the country. The California Public Utilities Commission (CPUC) was allocated approximately \$1.86 billion in grant program funding from the Federal government. The purpose of these Workshops is to encourage and prepare local government entities and non-profit organizations to review the FCC National Broadband Map and submit proof through a challenge process to update the service status (e.g., from unserved to underserved, from served to unserved, etc.) of any individual location or group of locations once the statewide Challenge Process has begun. Members of the IBCC will be encouraged to attend and participate in one of the Workshops and submit challenges to the CPUC. The goal is to ensure that more locations throughout Los Angeles County become eligible to apply, receive, and deploy BEAD Program funding.

IBCC Steering Committee Meetings

The Director of Digital Equity is in the process of organizing, planning, and implementing the IBCC Steering Committee Meetings that will launch in June 2024 upon selecting and hiring a third-party facilitator through the County's competitive Request for Proposals (RFP) process. Members of the IBCC Steering Committee represent a small diverse group of stakeholder organizations who serve as the advisory leadership team for the IBCC by providing strategic guidance, leadership, and oversight to help align and champion committee efforts with community-centered efforts. The IBCC Steering Committee convenes monthly where members engage in a strategic planning process that defines the IBCC's direction and strategy. This includes co-creating strategic planning tiers and co-sharing their respective IBCC Working Group's key activities, tasks, and updates.

IBCC Performance Outputs and Indicators for Success Reporting

Meeting Performance

Meeting Type	Meeting Frequency	Meeting Format	Meeting Length of Time
Kickoff and Orientation Meeting	Once	Virtual	2 hours (120 minutes)
General Membership Meeting	Every other month	Virtual	2 hours (120 minutes)

Membership Performance | IBCC Kickoff and Orientation Meeting (April 9, 2024)

Please note that some stakeholder organizations listed below are not official members of the IBCC.

Stakeholder Organization Name	Type of Organization	Number of Individuals from that Organization
Advancio	Technology company	1
Alliance for a Better Community	Community-based organization	1
California Emerging Technology Fund	Digital equity non-profit organization	1
California State University, Dominguez Hills	Higher education institution	6
City of Arcadia	Local government entity	1
City of Artesia	Local government entity	1
City of Bell	Local government entity	2
City of Bell Gardens	Local government entity	3
City of Burbank	Local government entity	1
City of Carson	Local government entity	2
City of Cerritos	Local government entity	1
City of Downey	Local government entity	1
City of Duarte	Local government entity	1
City of El Monte	Local government entity	1
City of Long Beach	Local government entity	1
City of Los Angeles	Local government entity	3
City of Maywood	Local government entity	2
City of Palmdale	Local government entity	3
City of Pasadena	Local government entity	1
City of Rosemead	Local government entity	2
City of San Fernando	Local government entity	1
City of San Gabriel	Local government entity	1
City of Signal Hill	Local government entity	1
County of Los Angeles Internal Services	County department	8
County of Los Angeles Justice, Care and Opportunities	County department	1
County of Los Angeles Regional Planning	County department	2

Investments to Accelerate Digital Equity

Digital Equity LA	Digital equity coalition	1
East LA Community Corporation	Economic and workforce development organization	2
Easterseals Southern California	Non-profit organization	2
Employ California	Economic and workforce development organization	1
EveryoneOn	Digital equity non-profit organization	1
Harbor-UCLA Medical Center	Healthcare organization	1
Human-I-T	Digital equity non-profit organization	3
Los Angeles County Development Authority	County-related agency	2
Los Angeles County Metropolitan Transportation Authority	County-related agency	1
Los Angeles County Office of Education	County-related agency	1
Los Angeles Digital Equity Action League	Regional broadband consortium	4
Lynwood Unified School District	K-12 education institution	2
PATH	Non-profit organization	1
San Gabriel Valley Council of Governments	Council of government	3
South Bay Cities Council of Governments	Council of government	2
South Bay Workforce Investment Board	Economic and workforce development organization	2
Southeast Community Development Corporation	Community-based organization	1
Southern California Association of Governments	Council of government	3
Southern California Library Cooperative	Joint powers authority	1
The Utility Reform Network	Non-profit organization	1
United Ways of California	Non-profit organization	1
Total		85 individuals

Membership Performance | IBCC General Membership Meeting and Training (April 23, 2024)

Please note that some stakeholder organizations listed below are not official members of the IBCC.

Stakeholder Organization Name	Type of Organization	Number of Individuals from that Organization
Advancio	Technology company	1
Alliance for a Better Community	Community-based organization	1
California Black Women's Collective	Non-profit organization	1
California Emerging Technology Fund	Digital equity non-profit organization	2
California State University, Dominguez Hills	Higher education institution	6
Carlson Consulting	For profit entity	1
City of Alhambra	Local government entity	1
City of Arcadia	Local government entity	1
City of Artesia	Local government entity	1
City of Bell	Local government entity	2
City of Bell Gardens	Local government entity	2
City of Burbank	Local government entity	2
City of Carson	Local government entity	2
City of Claremont	Local government entity	2
City of Culver City	Local government entity	1
City of Downey	Local government entity	1
City of Duarte	Local government entity	2
City of El Monte	Local government entity	1
City of Inglewood	Local government entity	1
City of La Puente	Local government entity	1
City of Lancaster	Local government entity	1
City of Long Beach	Local government entity	1
City of Los Angeles	Local government entity	2
City of Lynwood	Local government entity	1
City of Maywood	Local government entity	1
City of Monterey Park	Local government entity	1
City of Palmdale	Local government entity	2
City of Pico Rivera	Local government entity	1
City of Pomona	Local government entity	1
City of Rosemead	Local government entity	1
City of San Gabriel	Local government entity	1

Investments to Accelerate Digital Equity

City of Santa Monica	Local government entity	1
City of Signal Hill	Local government entity	1
City of South El Monte	Local government entity	1
City of Walnut	Local government entity	1
City of West Hollywood	Local government entity	1
County of Los Angeles Aging and Disabilities	County department	1
County of Los Angeles Internal Services	County department	7
County of Los Angeles Public Health	County department	1
County of Los Angeles Regional Planning	County department	1
Destination Crenshaw	Community-based organization	1
Digital Equity LA	Digital equity coalition	2
Easterseals Southern California	Non-profit organization	1
Fiber Up My Neighborhood	Advocacy organization	1
Front Porch Center for Innovation and Wellbeing	Non-profit organization	1
Global Urban Strategies, Inc	For profit entity	2
Human-I-T	Digital equity non-profit organization	1
Los Angeles County Development Authority	County-related agency	2
Los Angeles County Metropolitan Transportation Authority	County-related agency	1
Los Angeles County Office of Education	County-related agency	2
Los Angeles Digital Equity Action League	Regional broadband consortium	2
Los Angeles Public Library	Public library	2
Lynwood Unified School District	K-12 education institution	1
Mexican American Opportunity Foundation	Community-based organization	1
National Digital Inclusion Alliance	Digital equity non-profit organization	2
PATH	Non-profit organization	1
San Gabriel Valley Council of Governments	Council of government	1
South Bay Cities Council of Governments	Council of government	3
South Bay Workforce Investment Board	Economic and workforce development organization	1
Southeast Community Development Corporation	Community-based organization	1

Investments to Accelerate Digital Equity

Southern California Association of Governments	Council of government	1
United Ways of California	Non-profit organization	1
Two individuals whose stakeholder organization names were unidentifiable		2
Total		93 individuals