

Statewide Broadband Summit



FINAL REPORT

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CONVENER

New Mexico State Library's Fast Forward New Mexico project

FUNDER

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New Mexico First

P. O. Box 56549

Albuquerque, New Mexico 87187

Phone: 505-241-4813

Website: www.nmfirst.org

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CONTENTS

EXECUTIVE SUMMARY	4
Summit Participation	4
Summit Process	4
Summit Background Report.....	4
Recommendation Summary	4
PURPOSE OF THE SUMMIT	6
About New Mexico State Library	6
About New Mexico First.....	6
RECOMMENDATIONS.....	7
NEW MEXICO STATE LIBRARY STAFF.....	13
NEW MEXICO FIRST STAFF.....	13
SUMMIT LEADERSHIP TEAM.....	13
SUMMIT SPEAKERS	13
SUMMIT PARTICIPANTS	14

EXECUTIVE SUMMARY

After reviewing the challenges to ensuring internet broadband access to all throughout the state, New Mexicans are calling for a range of reforms. These proposed reforms were developed during the *Statewide Broadband Summit*, held August 3, 2012 in Albuquerque. The summit produced a platform of 18 recommendations, of which 14 garnered support from at least 80% of the participants.

Summit participants requested coordinated digital literacy training statewide, an infrastructure strategy and financial resources for deployment that is critical for economic development, equitable access to digital educational resources, an empowered regional structure to achieve broadband service involving the private and public sectors, a coordinating entity and shared infrastructure to advance healthcare related technology, and regional network solutions to satisfy needs of under-served communities and provide culturally relevant content.

Summit Participation

With approximately 150 attendees, the event included people from all corners of the state. Participants came from urban, rural, and tribal communities – and they included librarians, educators, technology providers, advocates, business people, as well as public and government officials.

Summit Process

The event opened with guest speakers including Devon Skeele, New Mexico State Library and Gar Clarke, New Mexico Department of Information Technology. A panel of experts in digital literacy, economic development, education, governance, health and tribal issues provided a context for the policy issues that would be important for the

deliberations that followed. Participants then divided into small groups, during which they identified the barriers and immediate next steps needed to help ensure internet broadband access throughout New Mexico. They prioritized those issues into 18 discreet recommendations. Finally, all participants reviewed and refined the work of the other groups.

Summit Background Report

Prior to the summit, all registrants received the *Statewide Broadband Summit* background report which provided key information on the challenges the state faces in providing fast, reliable broadband services to residents and the policy issues involved. It is available at www.nmfirst.org.

Recommendation Summary

The list below offers a high-level summary. Additional details on each recommendation are provided in the complete report that follows.

DIGITAL LITERACY

- Promote value of digital literacy.
- Provide comprehensive training statewide.
- Coordinate approach to resource and service deployment.

ECONOMIC DEVELOPMENT

- Develop public awareness and political action.
- Develop financial resources for deployment.
- Establish a task force to develop an infrastructure strategy.

EDUCATION

- Increase access to educational resources.
- Coordinate equitable access for broadband resources.
- Pass legislation for open-access statewide network.

GOVERNANCE

- Establish diverse regional groups to achieve services through public/private involvement.
- Create a baseline assessment as a basis for implementing strategies.
- Create an empowered, collaborative structure to promote broadband development.

HEALTH

- Pursue shared infrastructure services.
- Establish and fund coordinating entity for advancement of telehealth and health information technology.
- Reimburse for telehealth and health information technology services.

TRIBAL

- Develop regional network solution models.
- Gain buy-in from tribal decision makers.
- Build and maintain a digital, cultural library.

PURPOSE OF THE SUMMIT

In today's society, internet connectivity is becoming as fundamental a utility as water, electricity, and phone service. We face challenges in providing affordable and reliable broadband access and ensuring New Mexicans have strong skills to effectively use such technology. The *Statewide Broadband Summit* provided participants the opportunity to share ideas about the state's broadband future. The summit produced a platform of recommendations regarding digital literacy, economic development, education, health, governance, and tribal issues.

During this one-day summit, participants explored the state's challenges to ensuring all New Mexicans have access to the internet, and that broadband is used effectively to grow our economy and meet community needs. They identified several key recommendations that needed to be addressed. Some of these needs might be addressed through more coordinated public and private sector response, others by the education community, and others by local action and advocacy.

The summit's recommendations will contribute to a statewide strategic plan that is scheduled for completion in late 2013 as part of the [New Mexico Broadband Program](#). The program is funded by the National Telecommunications and Information Administration and implemented by the NM Department of Information Technology to define broadband availability and enhance adoption within New Mexico. Additionally, recommendations will go to policymakers and other leaders in broadband initiatives throughout the state.

About New Mexico State Library

The **New Mexico State Library** is committed to providing leadership that promotes effective library services and access to information to all residents of

New Mexico. The library provides services that support public libraries as well as delivers direct services to rural populations, state agencies, the visually impaired and physically disabled, and students and residents conducting research. Using state and federal financial aid, library consulting services, technical and informational support, training, and professional development, the library encourages local library service. The library holds state and federal documents with information about government and government programs, Southwest resources, and collections of materials of special interest.

The *Statewide Broadband Summit* was convened by the New Mexico State Library, as part of its Fast Forward New Mexico (FFNM) project. FFNM has provided two levels of digital literacy training at 20 libraries in communities around the state. In addition to the basic level skills, such as setting up an e-mail account, a second level of training covers small business information. Public libraries are important community anchors for broadband, providing "access to all" and assistance to searchers. The FFNM project is funded by a grant from the U.S. Department of Commerce.

About New Mexico First

New Mexico First engages people in important issues facing their state or community. Co-founded in 1986 by Senators Jeff Bingaman and Pete Domenici (retired), the public policy organization offers unique town halls and forums that bring together people from all walks of life to develop their best ideas for policymakers and the public. New Mexico First also produces nonpartisan public policy reports on critical issues facing the state. These reports – on topics like education, healthcare, the economy, and energy – are available at www.nmfirst.org.

RECOMMENDATIONS

The following recommendations were developed by participants in specific tracks of their choice. The entire summit considered all proposals and weighed in on level of support, level of impact, and level of difficulty. The recommendations are listed in order of support level within each track. *Some of the recommendations are similar and may be combined by the NM State Library and the NM Department of Information Technology.*

TOPIC	DIGITAL LITERACY	SUMMIT GROUP ASSESSMENT
REC 1: Value of Digital Literacy	<p>ACTION: Promote the value of digital literacy in order to motivate individuals in the community to obtain digital literacy skills.</p> <p>STRATEGIES:</p> <ol style="list-style-type: none"> 1. Secure partnerships to support access to digital literacy learning resources. 2. Improve coordination and communication between groups (e.g., nonprofits, community colleges, adult education, and internet service providers) providing digital literacy services. 3. Create a coordinated digital literacy awareness and advocacy campaign to encourage self-efficacy for digital tools and address concerns about perceived risks of internet access. 	<p>93% overall support 47% high impact 60% moderate difficulty</p>
REC 2: Statewide Digital Literacy Training	<p>ACTION: Establish a statewide program to provide comprehensive digital literacy training to strengthen and support digital literacy.</p> <p>STRATEGIES:</p> <ol style="list-style-type: none"> 1. Develop a statewide, comprehensive, coordinated digital literacy training model that includes training resources, personnel, advocacy, marketing and outreach, and an online portal to provide access to training materials, schedules, training providers, etc. 2. Secure funding through federal and state grants, and develop a business plan to obtain and sustain funding through a variety of public and private sources. 3. Develop a digital literacy task force to act as an advisory body that will develop a training plan, set policy and standards (including curriculum standards), and coordinate use of public and private resources. 	<p>90% overall support 46% high impact 52% moderate difficulty</p>
REC 3: Digital Literacy Deployment	<p>ACTION: Develop a coordinated approach to deployment of digital literacy resources and services including training, internet service providers, libraries, anchor institutions, equipment providers, and online materials in order to maximize internet use.</p> <p>STRATEGIES:</p> <ol style="list-style-type: none"> 1. Establish community hubs (e.g., public libraries, community centers, senior centers, etc.) for the identification and deployment of statewide and local digital literacy resources. 2. Improve public access through flexible hours for digital literacy support, individual home delivery, and mobile delivery of digital learning services. 	<p>86% overall support 44% moderate impact 44% moderate difficulty</p>

TOPIC	ECONOMIC DEVELOPMENT	SUMMIT GROUP ASSESSMENT
REC 4: Public Awareness & Political Consensus	<p>ACTION: Develop public awareness of the necessity of broadband for economic development and consensus to drive political action.</p> <p>STRATEGIES:</p> <ol style="list-style-type: none"> 1. Implement a mass media campaign to explain the necessity of broadband for community economic vitality and sustainability and promote wider digital literacy to the public. 2. Mobilize partnerships, including school systems, Chambers of Commerce, business organizations, economic development agencies, libraries, etc. in education campaigns. 	<p>92% overall support 59% high impact 49% moderate difficulty</p>
REC 5: Financial Resources	<p>ACTION: Develop financial resources for broadband deployment.</p> <p>STRATEGIES:</p> <ol style="list-style-type: none"> 1. Identify, gather, and share information on existing in-state public and private financial resources for broadband deployment and review financial mechanisms used to fund other infrastructure developments. 2. Identify financing gaps. 3. Develop additional funding solutions to address these gaps, which may include new legislation. 	<p>92% overall support 52% high impact 47% moderate difficulty</p>
REC 6: Broadband Strategy and Roadmap	<p>ACTION: Charge the governor to establish a task force to develop a strategy and roadmap for broadband infrastructure that is critical for economic development.</p> <p>STRATEGIES:</p> <ol style="list-style-type: none"> 1. The task force should consist of the seven regional planning Councils of Government, New Mexico Economic Development Department, New Mexico Department of Information Technology, public and private sector organizations, and service providers. 2. Gain commitment of the legislature to champion the plan. 3. Ensure the effort is statewide and is a user-driven plan. 4. Review existing plans and maps first. 	<p>85% overall support 60% high impact 42% moderate difficulty</p>

TOPIC	EDUCATION	SUMMIT GROUP ASSESSMENT
REC 7: Education Resource Access	<p>ACTION: Increase access to innovative, digital, educational resources.</p> <p>STRATEGIES:</p> <ol style="list-style-type: none"> 1. Provide educational technology training to meet community needs, build college and career-readiness, and increase awareness of community digital resources. 2. Identify and remove barriers to academic success through use of digital resources, including access to appropriate social media and learning platforms. 3. Prioritize and create open-access (i.e., free of charge and readily accessible), digital, educational resources such as e-books, curricula, new media, and instructional platforms. 4. Establish an open repository to deliver digital instructional materials. 	<p>94% overall support 58% high impact 46% moderate difficulty</p>
REC 8: Equitable Access	<p>ACTION: Coordinate broadband resources as a common good for all New Mexico citizens and communities, with equitable access for all.</p> <p>STRATEGIES:</p> <ol style="list-style-type: none"> 1. Design and implement strategic communications for the governor, legislature, and public. 2. Establish a statewide digital literacy program for the citizens. 3. Establish a statewide Pre K- 20 digital education plan that includes infrastructure build-out and use. 	<p>93% overall support 57% high impact 46% high difficulty</p>
REC 9: Open-access Network	<p>ACTION: Pass legislation to develop an open-access statewide network.</p> <p>STRATEGIES:</p> <ol style="list-style-type: none"> 1. Earmark a portion of Public School Facilities Authority dollars for technology infrastructure. 2. Create policies/laws that require State of New Mexico projects, technologies, and resources that demonstrate alignment. 3. Establish a statewide coordinating entity to interconnect broadband projects throughout the state (e.g., state, municipal, and private sector projects and/or networks). 	<p>61% overall support 58% high impact 77% high difficulty</p>

TOPIC	GOVERNANCE	SUMMIT GROUP ASSESSMENT
REC 10: Regional Public/Private Involvement	<p>ACTION: Establish and empower diverse regional groups (e.g., Council of Governments) to achieve appropriate broadband services through integrated, collaborative, public and private sector involvement.</p> <p>STRATEGIES:</p> <ol style="list-style-type: none"> 1. Conduct an end-user needs assessment to help inform all entities, including stakeholders. 2. Evaluate broadband supply and demand in the region. 3. Reach out to all available broadband providers that can provide services to the region. 	<p>93% overall support 60% high impact 49% moderate difficulty</p>
REC 11: Baseline Assessment	<p>ACTION: Create a baseline assessment to understand current statewide governance, policies, laws, technologies, applications, and business models as a basis for implementing future technical, economic, and social strategies.</p> <p>STRATEGIES:</p> <ol style="list-style-type: none"> 1. Conduct a technical assessment of the network enterprise infrastructure. 2. Identify the economic options available to assure the investment climate achieves policy goals of a ubiquitous, wide-spread, affordable network with a sustainable business/economic model. 3. Conduct a social assessment to ensure quality of life through education, healthcare, business, and all the ways life is improved by broadband. 	<p>75% overall support 42% moderate impact 43% high difficulty</p>
REC 12: Collaborative Structure	<p>ACTION: Create an empowered, overarching, collaborative structure to promote development of broadband services throughout New Mexico.</p> <p>STRATEGIES:</p> <ol style="list-style-type: none"> 1. Assess, evaluate, and integrate the political/government (i.e., federal, state, local) roles, responsibilities, policies, law, broadband plans, regulation, and directives. 2. Identify funding opportunities. 3. Streamline the bureaucratic process to promote business development. 	<p>65% overall support 42% moderate impact 63% high difficulty</p>

TOPIC	HEALTH	SUMMIT GROUP ASSESSMENT
REC 13: Shared Services	<p>ACTION: Pursue shared infrastructure technology services and eliminate duplicative services statewide.</p> <p>STRATEGIES:</p> <ol style="list-style-type: none"> 1. Establish interoperability as a standard for telehealth and health information technology applications. 2. Provide incentives for increased access to telehealth services; make benefits of sharing services clear to payers and providers. 3. Develop and maintain an inventory of current telehealth and health information technology and services available in New Mexico. 	<p>85% overall support 49% high impact 47% high difficulty</p>
REC 14: Coordinating Entity	<p>ACTION: Establish and fund a diverse, inclusive, statewide, coordinating entity for the advancement of telehealth and health information technology.</p> <p>STRATEGIES:</p> <ol style="list-style-type: none"> 1. Focus on tracking current federal funds and possibilities for attracting additional federal dollars as well as leveraging additional resources. 2. Create a strategic plan for legislative buy-in. 3. Obtain governmental recognition of coordinating entity. 	<p>81% overall support 47% high impact 48% high difficulty</p>
REC 15: Reimburse Services	<p>ACTION: Reimburse for telehealth and health information technology services.</p> <p>STRATEGIES:</p> <ol style="list-style-type: none"> 1. Convene a group to identify telehealth opportunities and reimbursement priorities. 2. Reduce requirements on consumer end of telehealth sessions and advocate allowing telehealth sessions in the home. 3. Require participation of healthcare providers in health information technology. 4. Pass a comprehensive law requiring reimbursement for telehealth and health information technology. 	<p>61% overall support 45% high impact 51% high difficulty</p>

TOPIC	TRIBAL	SUMMIT GROUP ASSESSMENT
REC 16: Regional Solutions	<p>ACTION: Develop regional network solution models to satisfy the broadband needs of under-served communities.</p> <p>STRATEGIES:</p> <ol style="list-style-type: none"> 1. Consolidate tribal purchasing power in developing the business case for regional networks (e.g., collective demand for telecommunication services, outsourcing network management, etc.). 2. Institute a tribal regulatory framework to establish a market model that best serves and protects tribal interests (i.e., end-user choice). 3. Develop capacity of tribal members to manage and sustain the network (e.g., scholarships, on-the-job training, internships, etc.). 	<p>93% overall support 69% high impact 57% high difficulty</p>
REC 17: Tribal Leader Support	<p>ACTION: Gain buy-in from tribal decision makers to support tribal broadband.</p> <p>STRATEGIES:</p> <ol style="list-style-type: none"> 1. Create a marketing plan that will gain commitment from tribal leaders/elders to support building tribal broadband access. 2. Use tribal youth to influence and maintain tribal leader/elder support on this issue. 3. Develop a plan that demonstrates sustainability of the system using the talent of tribal members. 	<p>88% overall support 53% high impact 51% moderate difficulty</p>
REC 18: Digital Cultural Library	<p>ACTION: Build and maintain a digital, cultural library that can be specific to each tribe.</p> <p>STRATEGIES:</p> <ol style="list-style-type: none"> 1. Promote collaboration between tribal community members (e.g., tribal government, medicine people, and members) and academic organizations (e.g., tribal colleges, universities) to determine guidance, governance, stewardship, and content for each tribe's cultural library. 2. Identify how to fund the project (e.g., private foundations, federal grants, public/private partnerships, state government appropriation, tribal resources, etc.). 3. Create a collective community effort to gather the cultural information for the digital library (e.g., pictures, stories, songs, traditional medicine and cooking, etc.) making decisions regarding relevancy keeping the next 50-100 years in mind. 	<p>84% overall support 42% high impact 52% moderate difficulty</p>

NEW MEXICO STATE LIBRARY STAFF

Devon Skeele
State Librarian

Joy Poole
Deputy State Librarian

Jean Whitehorse
Outreach Dine College

NEW MEXICO FIRST STAFF

Heather Balas
President and Executive Director

Charlotte Pollard
Deputy Director

Gina Maes
Event and Operations Manager

Melanie Sanchez Eastwood
Communications and Outreach Director

SUMMIT LEADERSHIP TEAM

Philip Crump
Robin Lackey
Jessica Lawrence
Gina Maes
David Mayerson
Ed Moreno

Kathleen Oweegon
Charlotte Pollard
David River
Melanie Sanchez Eastwood
Donna Smith
Ray Terhorst
Pilar Vaile

SUMMIT SPEAKERS

Devon Skeele, New Mexico State Library

Gar Clarke, New Mexico Department of Information Technology

Dale Alverson, MD, UNM Health Sciences Center Library and Informatics Center and Center for Telehealth and Cybermedicine Research

Joe Garcia, Councilman, Ohkay Owingeh Pueblo

Eva Artschwager, University of New Mexico-Los Alamos

Brian Harris, Office of New Mexico Attorney General

Kurt Steinhaus, Los Alamos National Laboratory

SUMMIT PARTICIPANTS

Darryl Ackley
*NM Department of
 Information Technology*
 Santa Fe

Rodolfo Acosta-Perez
*Community Action Agency of
 Southern New Mexico*
 Doña Ana

Dale Alverson
University of New Mexico
 Bernalillo

Peter Ambs
City of Albuquerque
 Bernalillo

Loretta Armenta
CenturyLink
 Bernalillo

Tim Armor
*North Central NM Economic
 Development District*
 Santa Fe

Eva Artschwager
*University of New Mexico-Los
 Alamos*
 Los Alamos

Bill Atkinson
OptumHealth New Mexico
 Bernalillo

Rusita Avila
Media Literacy Project
 Bernalillo

Leo Baca
CenturyLink
 Bernalillo

Terri Nikole Baca
Innovate and Educate
 Santa Fe

John Badal
*Sacred Wind
 Communications, Inc.*
 Bernalillo

Chandra Bales
*University of New Mexico
 Earth Data Analysis Center*
 Bernalillo

Cara Balestrieri
We Interpret
 Bernalillo

Shirley Baros
*University of New Mexico
 Earth Data Analysis Center*
 Bernalillo

Misty Billy
*Navajo Nation Department
 of Dine Education*
 McKinley

Christine Boerner
*NM Legislative Finance
 Committee*
 Santa Fe

Terri Boulanger
NM Technet
 Bernalillo

Malcolm Bowekaty
Pueblo of Laguna
 Cibola

Daniel Brashear
Plateau
 Curry

Barbara Brazil
*NM Economic Development
 Department*
 Santa Fe

John Brown
CityLink Fiber Holdings, Inc.
 Bernalillo

Terry Brunner
USDA Rural Development
 Bernalillo

Hannah Byun
*University of New Mexico
 Center for Telehealth*
 Bernalillo

Sarah Cady Cady
We Interpret
 Bernalillo

Ken Carter
CityLink Telecommunications
 Bernalillo

Jaye Chissoe
Pueblo of Laguna
 Cibola

John Christopher
Comcast
 Doña Ana

Steve Cimelli
Preferred Business Solutions
 Santa Fe

Gar Clarke
*NM Department of
 Information Technology*
 Santa Fe

Ellen Cline

Davis Innovations, Inc.
Santa Fe

Clarence Culbert

Global Technology Solutions, LLC
Sandoval

Marcie Davis

Davis Innovations, Inc.
Santa Fe

Ray Dean

Carrizozo Works, Inc.
Lincoln

Dr. Denise Dion

*University of New Mexico
Center for Telehealth*
Bernalillo

Dora Dominguez

*NM Economic Development
Department*
Santa Fe

Alan Downer

*Navajo Nation Historic
Preservation Department*
McKinley

Alan Downer

*Navajo Nation Historic
Preservation Department*
McKinley

Patrick Duarn

*Office of Congressman Ben R.
Lujan*
Sandoval

Rosalind Elliott

*New Mexico Community
Foundation*
Santa Fe

Godfrey Enjady

*Mescalero Apache Telecom
Inc.*
Otero

Charlie Ferrell

NM Exchange Carrier Group
Otero

Dierdre Firth

City of Albuquerque
Bernalillo

John Francis

*Western New Mexico
Telephone*
Grant

Steve Fuhlendorf

*Kit Carson Electric
Cooperative, Inc.*
Taos

Tony Gallegos

*Sangre de Cristo Community
Health Partnership*
Santa Fe

Victoria Garcia

Victoria B. Garcia, LLC
Bernalillo

Joe Garcia

Misty Lake
Rio Arriba

Lisa Garcia Brassell

*Crestino Telecommunications
Solutions*
Bernalillo

LeClaire Gayton

Mescalero Apache Telecom
McKinley

Reza Ghadimi

University of New Mexico
Sandoval

Eric Ghahate

*North Central NM Economic
Development District*
Santa Fe

Cesar Gomez

*Community Action Agency of
Southern New Mexico*
Doña Ana

Nathan Gomme

*State of NM Commission for
Deaf & Hard of Hearing*
Bernalillo

Eugene Gonzales

San Miguel County
San Miguel

Carmen Gonzales

The Education Center
Santa Fe

Steve Gonzales

*NM Economic Development
Department*
Santa Fe

Gilbert Gonzales

University of New Mexico
Sandoval

Laura Gonzales

Los Alamos County
Los Alamos

Jane Greene

Sierra County Computer Lab
Sierra

Dennie Gum

Arthur Johnson Memorial
Colfax

Corina Gutierrez

*NM Commission for Deaf &
Hard of Hearing*
Bernalillo

Alana Hake

*Law Firm
Bernalillo*

Heaven Handley

*University of New Mexico
Bernalillo*

Robert Hassell

*Freeport-McMoRan Copper &
Gold
Grant*

Barbara Hermann

*Moriarty-Edgewood Schools
Torrance*

Esteban Hidalgo

*Presbyterian Med. Services
Santa Fe*

Bruce Hill

*USDA Forest Service
Santa Fe*

Vinton Hooee

*Pueblo of Zuni
McKinley*

Mike Inglis

*Earth Data Analysis Center
Bernalillo*

Glory Johnson

*Luna County
Luna*

Chris Jones

*Tularosa Basin Telephone
Otero*

JP Jones

Bernalillo

Darshana Kanabar

*NM Department of
Information Technology
Santa Fe*

Bill Keck

*Southwestern Wireless
Chaves*

Collins Key

*Southwestern Wireless
Chaves*

Debby Knotts

*University of New Mexico
Bernalillo*

Janice Kowemy

*Laguna Public Library
Cibola*

Dale Laman

*Peñasco Valley
Telecommunications
Eddy*

Richard Lowenberg

*1st-Mile Institute
Santa Fe*

Gina Maes

*We interpret
Bernalillo*

Analee Maestas

*La Promesa Early Learning
Charter School
Bernalillo*

Joe Martinez

*Health Action NM
Bernalillo*

Kathy Massengale

*UNM-Los Alamos
Los Alamos*

Maria Mercado

NMSU-Doña Ana

Margaret Migliorati

*UNM Center for Telehealth
Bernalillo*

Tom Miles

Bernalillo

Victoria Minnick

*Thomas Branigan Memorial
Library
Doña Ana*

Jeff Mitchell

*University of New Mexico
Bernalillo*

Reuben Montes

*USDA Santa Fe National
Forest
Santa Fe*

Terry Mullins

*Peñasco Valley
Telecommunications
Eddy*

Ed Murphy

*B2B CFO, LLC
Doña Ana*

Cynthia Nava

*New Mexico Senate
Doña Ana*

Brent Nelson

*Navajo Nation Department
of Dine Education
McKinley*

Norbert Nez

*Navajo Nation Community
Development
McKinley*

Margaret Noel

*Thomas Branigan Memorial
Library
Doña Ana*

Susan Oberlander

Santa Fe

Dean Obermeyer

Los Alamos Public Schools
Los Alamos

Damian Olivas

*Community Action Agency of
Southern New Mexico*
Doña Ana

Mary Ortega

*NM Department of
Information Technology*
Santa Fe

Louis Ottaro

Agave Broadband
Santa Fe

Alex Padilla

Santa Fe Business Incubator
Santa Fe

James Perry

Telecon Business
San Juan

Kevin Pohl

Moriarty Community Library
Torrance

Joy Poole

New Mexico State Library
Santa Fe

Eric Renz-Whitmore

NM Technology Council
Bernalillo

Charles Ring

Town of Edgewood
Santa Fe

Mike Ripperger

NM PRC
Santa Fe

Adrian Rodriguez

UNM Center for Telehealth
Bernalillo

Paul Romero

Rio Rancho Public Schools
Sandoval

Giovanna Rossi

Collective Action Strategies
Bernalillo

Tom Ryan

Innovate and Educate
Bernalillo

Michelle Schneider

Santa Fe

Duncan Sill

*North Central NM Economic
Development District*
Santa Fe

Devon Skeele

New Mexico State Library
Santa Fe

Stephne Smith

Sandoval

Roy Soto

RLR Resources
Sandoval

Judith Spehar

Taos

Brian Tagaban

Navajo Nation
McKinley

Juan Torres

*NM Economic Development
Department*
Santa Fe

John Ussery

Ussery LLC
Rio Arriba

Dolores Varela Phillips

*Northern Socorro Historical
Neighborhood Association*
Socorro

Andrew Vigil

USDA
Rio Arriba

Samantha Villa

Carlsbad Public Library
Eddy

Cynthia Waite

Moriarty Community Library
Torrance

Bill Waldman

*Office of U.S. Senator Tom
Udall*
Bernalillo

Dawn Weatherston

Bernalillo

Dan Wenz

*University of New Mexico
Schools of Medicine*
Bernalillo

Jean Whitehorse

New Mexico State Library
McKinley

Kris Witte

Public Services Alliance
Doña Ana

Laurel Wyckoff

New Mexico PBS
Bernalillo