

BOARD/COMMISSION RECOMMENDATION

AUSTIN COMMUNITY TECHNOLOGY AND TELECOMMUNICATIONS COMMISSION

RECOMMENDATION NUMBER: 20130612-008

BUDGET RECOMMENDATION

WHEREAS, the City of Austin uses the Internet to deliver valuable information and services to its residents, wants to ensure residents have the means and skills to access these resources, and wants to use the best technologies available to serve its residents; and

WHEREAS, residents need to have the means and skills to utilize information and communication technology (ICT) resources to be best equipped to fully participate civically, socially and economically in their community, and;

WHEREAS, historically the City of Austin entered into franchise agreements with video cable providers, and would perform a technology ascertainment survey to obtain information needed to develop and support those agreements, and;

WHEREAS, the technology ascertainment survey that was performed as part of the cable franchise process also provided valuable information on the means and skills local residents had for ICT prevalent at the time, and;

WHEREAS, past technology ascertainment surveys provided crucial information that helped launch programs such as Austin Free-Net and the City of Austin Community Technology Initiative, and;

WHEREAS, in 2005 the State of Texas gave the Texas PUC authority to issue state-wide video operating certificates, and since that time the City of Austin has not issued or renewed any video franchises, nor has it engaged in a related technology ascertainment survey, and;

WHEREAS, the last time the City of Austin performed a technology ascertainment survey was in 1995 as part of the Time Warner Cable franchise renewal process, and;

WHEREAS, in 2010 the City of Austin conducted a residential technology survey of Internet users and non-users to collect demographic and use information, which served as basis for a research report entitled "The Austin Internet and Global Citizens Project", and;

WHEREAS, the data from the 2010 residential technology survey has proven to be valuable, and has been used by both the City of Austin and local non-profit organizations to tailor ICT services to address areas and issues of highest need, and to avoid service redundancy, and;

WHEREAS, due to changes in technology, the information in the report can be considered valid only for a limited amount of time, and the benefits dissipate with time,

BE IT RESOLVED BY THE COMMUNITY TECHNOLOGY AND TELECOMMUNICATIONS COMMISSION:

That the City of Austin should periodically engage in a residential technology survey to develop a profile of the information and communication technology means, skills, and needs in the community; the survey should be revised and administered at three year intervals; and the survey results should provide the following information on Austin residents:

- Types of access used for prevalent and emerging ICT
- Locations of and frequency of access to prevalent and emerging ICT, as well as unmet needs for access
- Skill levels for prevalent and emerging ICT
- Prevalence of ICT use for various civic, social, and economic functions
- Methods used by more and less advantaged Austin residents for access to information in areas such as city services, jobs, educational opportunities, and health
- Barriers to use and reasons for non-use
- Allow for comparative evaluation with other ICT studies, both those performed by other organizations as well as prior versions of the residential technology survey
- Other items that may benefit local community technology initiatives

Date of Approval: June 12, 2013

Record of Vote: Unanimously approved by the Austin Community Technology and Telecommunications Commission on a 6-0 vote.

ATTEST:



**Jane Reina, Staff Liaison
Telecommunications and Regulatory Affairs
City of Austin**