Austin Digital Inclusion Strategic Plan Update

Activation and Implementation

Telecommunications & Regulatory Affairs - Digital Inclusion Team
digital.inclusion@austintexas.gov
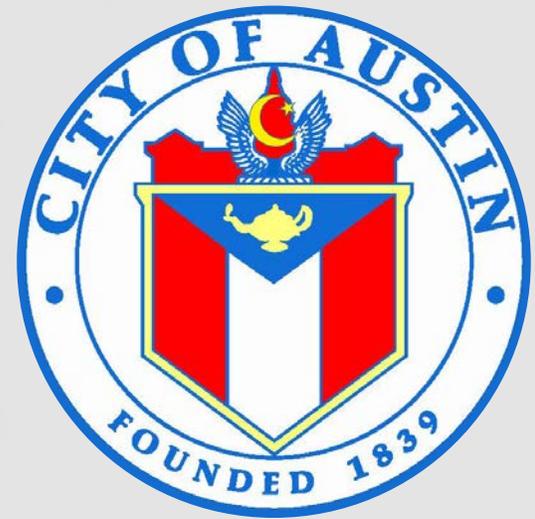
Strategic Plan Implementation Update

Innovation
Research Findings

Connect 4.1
Innovation Project

Engage 4.2
Engagement & Outreach Strategy

Research Findings

User Research

- **Improving Our Communication**
  - Clearer understanding of Digital Inclusion Program Goals
  - Providing Relevancy & Advocacy Campaigns to Service Providers

- **Neutral Platform of Communication**
  - Limited communication and understanding between the digital literacy programs
  - City to lead in developing a monthly working group composed of service providers, private industry to understand shared goals and challenges facing organizations
  - Recommend solutions to empower providers to better utilize their services and understand community

Engage 4.2 - Engagement & Outreach Strategy
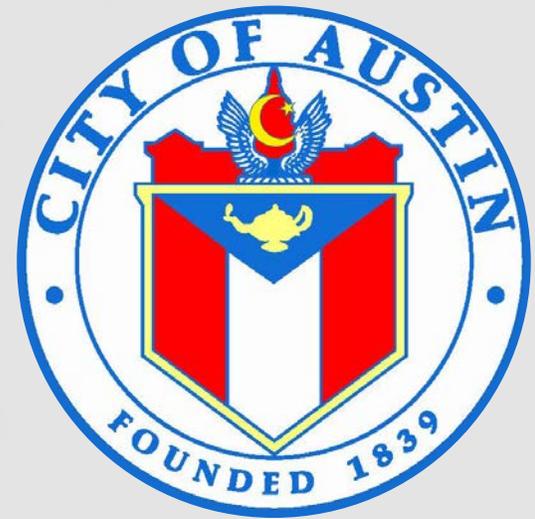
Gigabit Meet-Up

Contact

- austintexas.gov/digitalinclusion
- @COADigInclusion
- digital.inclusion@austintexas.gov

- John Speirs, Program Coordinator
  - John.speirs@austintexas.gov

- Sharla Chamberlain, Program Specialist
  - Sharla.chamberlain@austintexas.gov

- Kirby Aull, Community Engagement Associate
  - Kirby.aull@austintexas.gov