



Digital Inclusion

City of Austin



Office of Telecommunications & Regulatory Affairs

The City of Austin vision includes every Austin resident having an opportunity to be fully engaged in digital society, accessing and using digital and communications technology.

The City has a long history of supporting front-line programs that help residents overcome barriers to digital inclusion like cost, accessibility, and relevancy.

Understanding the needs of residents and communities related to digital access and literacy is a top priority for the City of Austin.



The City conducted a residential technology usage survey in partnership with UT-Austin, and similar research will occur every three years to track progress over time.

The 2014 study found that **55,000 Austinites** do not use the Internet at all. **Two in three Internet non-users are working age**, and most have only a high school education or less.

The Grant for Technology Opportunities Program (GTOPs) began in 2001 and has provided and been a match to **more than \$6.5 million** for community programs.



The City also provides financial and staff support to Austin Free-Net, a nonprofit with more than 100 computer stations available for **public access and free training** throughout Austin.



The City partnered with Google Fiber for Community Connections and selected 100 social good locations to receive a free gigabit Internet connection that will **spark social innovation**.



The nonprofit and public facilities selected for Community Connections **represent diverse community needs** including arts & culture, education & workforce, public entities, and social, health & well-being.

The Digital Inclusion Strategy was adopted by Austin City Council in Fall 2014 and serves as a **roadmap for addressing access and adoption** of digital technology in Austin.



The foundation of the plan is an evolving set of **Taking Action: Initiatives** centered on objectives for overcoming challenges across five action categories: Connect, Engage, Include, Integrate, and Coordinate.

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