COLLABORATING FOR A DIGITAL AUSTIN: INTRODUCTION

Austin Community Technology & Telecommunications Commission

April 9, 2014

Overview & Goals

Resolution No. recently approved a vision for Digital Inclusion Strategic Plan effort:

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.

Digital Inclusion Strategic Plan guided by the outcomes of the Austin Digital Assessment to:

1. *Set goals*
2. *Inventory resources*
3. *Identify opportunities to enhance program and delivery service*
4. *Develop a roadmap to reach the adopted goals*

Digital Inclusion Strategic Plan: Genesis

Engage & Inform

Increasingly, digital engagement is a requirement to fully participate in many elements of society including education, health care, civic engagement, job opportunities and social connections.

- *Access to digital resources including relevancy to users lives.*

Strategy & Plan

The City can leverage assets, such as fiber networks, to deploy/support community digital inclusion programs and services in the most needed communities in partnership with other agencies, nonprofits, and the private sector.

- *Engage private & public providers to ensure equitable access to networks.*

Implementation & Sustain

Austin has several city and community resources that help to achieve a vision of digital inclusion, including support by the City of Austin through the Grant for Technology Opportunities (GTOPS), the newly created Innovation Office, and partnerships with local non-profits.

- *Provides for coordination and collaboration including development of standardized metrics.*

Austin Connects: Inventory Resources and Enhance Program & Service Delivery

Inventory Resources

- Geospatial map of public computer labs and digital literacy training resources
- Maintain filtering functionality to identify programs that meet specific needs
  - Geography (search by zip code)
  - Cost (e.g., free, low-cost/sliding scale)
  - Target Clientele (e.g., youth, people with disabilities, elderly)
  - Program Category (e.g., public computer lab, workforce training, after-school programs)
  - Languages served

Enhance Program & Service Delivery

- Establish system and plan for regular inventory updates as new programs and capabilities are developed
- Identify public Wi-Fi locations
- Feature refurbishing or low-cost hardware services
- Potentially include Community Connections recipients
- Collaborate with providers on mapping efforts

Community Inventory Resources & Mapping

Austin Connects

Community Technology Education and Resources

Google

Resource Map

Filter Results

Cost: <Any>

Target clientele: <Any>

Category: <Any>

Languages served: <Any>

Child care: Childcare available

Documents: Documents required

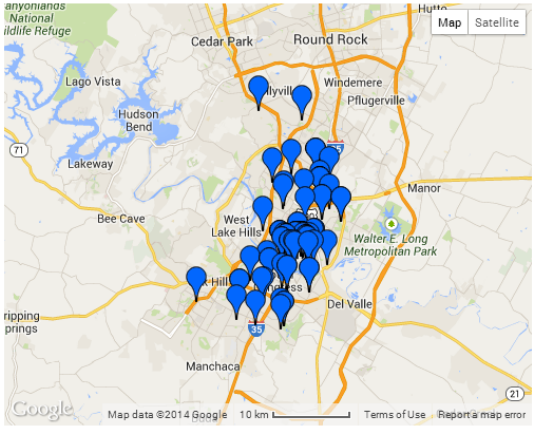
Assistive technology: Assistive technology available

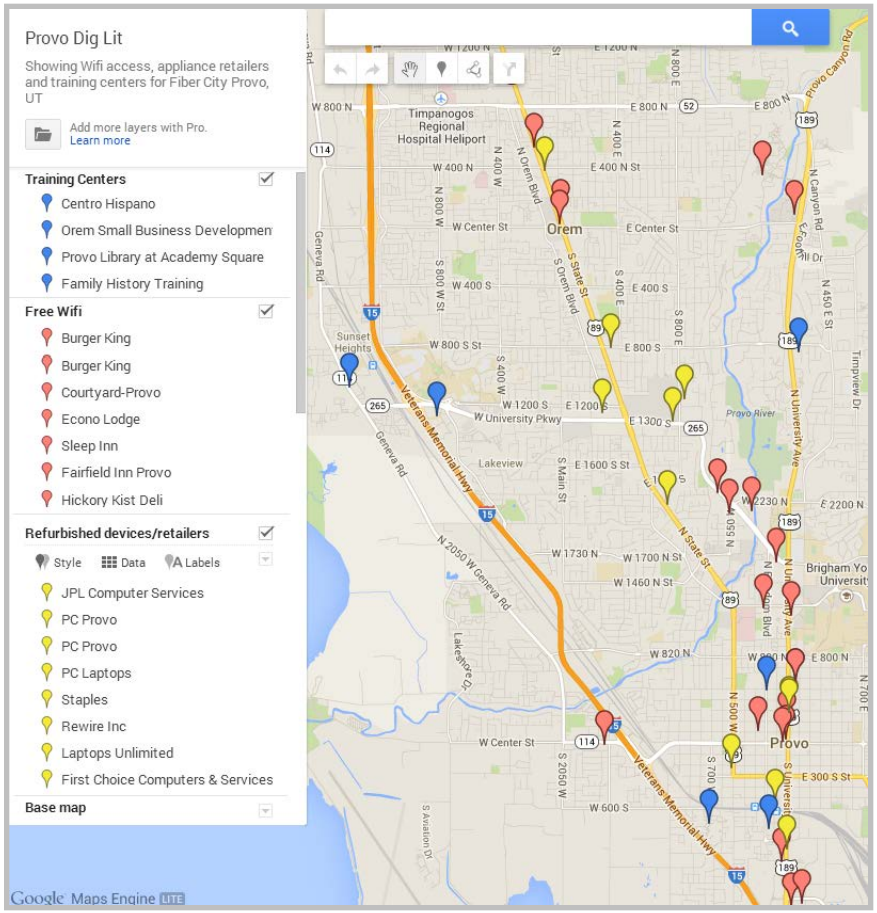
Near public transportation: Within 1 block; Within 5 blocks; More than 5 blocks

Zip:

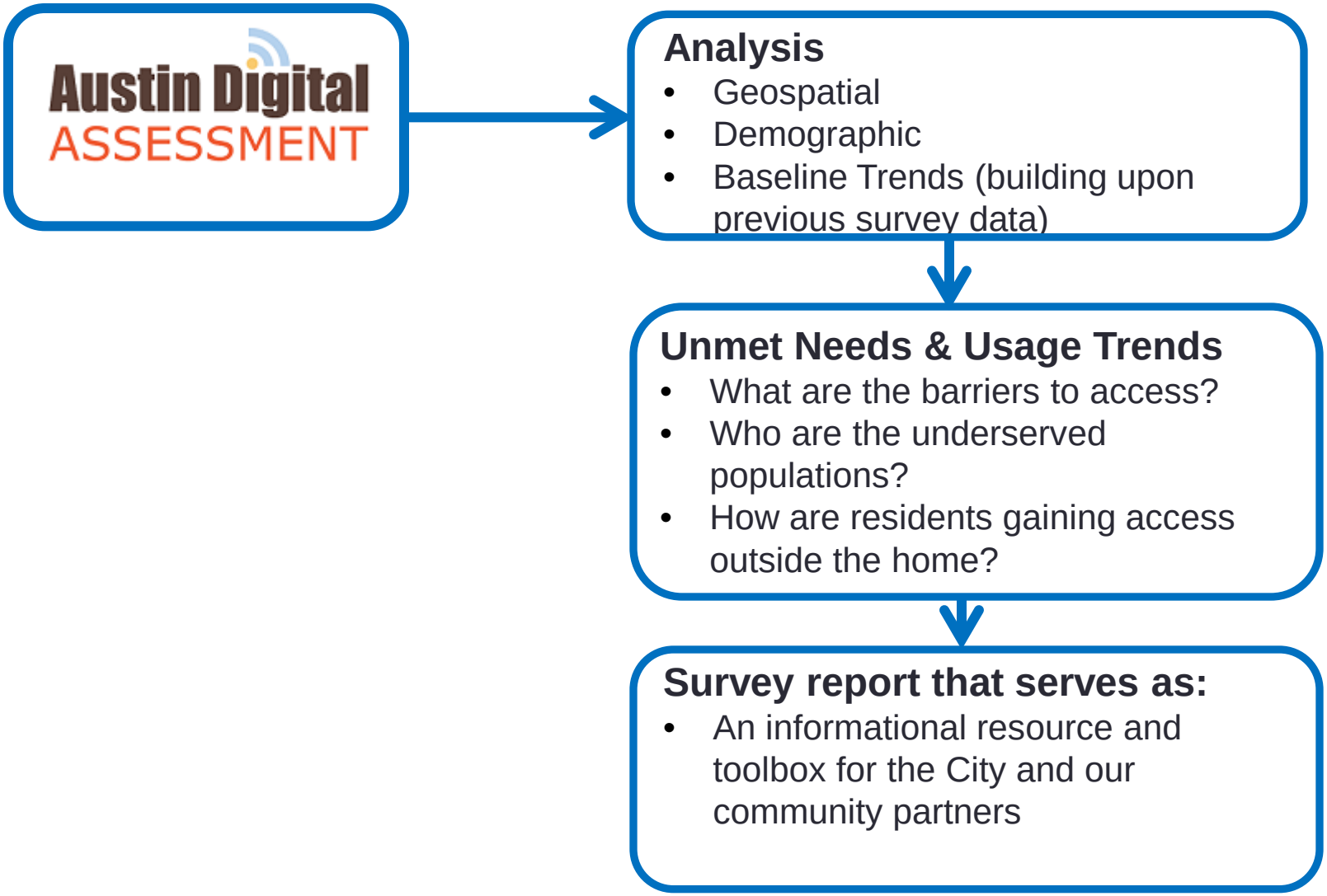
Show Results

Program	Provider (location)
GED, Adult Basic Education and Job Readiness Training	Ascend Center for Learning (Ascend Center for Learning)
Bilingual (English/Spanish) Basic Computer Classes	Austin Free-Net (DeWitty Center IBM Training Lab)
Computer Basics Classes	Austin Free-Net (Ventana del Soul)
Computer Basics Clinics and Classes	Austin Free-Net (DeWitty Center IBM Training Lab)
Computer Basics Clinics and Classes	Austin Free-Net (Blackland Neighborhood Center)
Computer Basics Clinics and Classes	Austin Free-Net (St. John's Neighborhood Center)
Computer Basics Clinics and Classes	Austin Free-Net (Trinity Center)





Austin Digital Assessment: Opportunities to Enhance Program & Service Delivery



Digital Inclusion Steering Committee: Convening Stakeholders

Steering Committee Goals

1) Refine principles and goals

2) Direct engagement with relevant stakeholders

3) Develop Strategies created by Austin Digital Assessment Data, Unmet Needs & Usage Trends

Public Entities & Local Government Organizations including Public Education (Public facilities, open labs, strategic direction, public funds)

- *Tech & Telecom Commission:* Appointee, alternate; *Community Development Commission:* Appointee, alternate *Communications & Emergency Management, GAATN:* Appointee, alternate
- *Library:* COA Library, Appointee, alternate; *AISD:* Appointee, alternate
- *Public Health:* Appointee, alternate, *Central Health*: Appointee, alternate

Community-based organizations (Non-profit, Digital literacy, access to training and devices, relationships with underserved communities)

- *Community Advancement Network:* Appointee, alternate; *St. Edward's University:* Appointee, alternate

Innovation

- *COA Innovation Officer*

Business Community (Entrepreneurs, Innovative ideas, public-private partnerships, private sector funding, social entrepreneurship)

- *COA Economic Development Department:* Appointee, alternate

Residents (Neighborhood Associations, Relationships with residents and in-depth insights into diverse populations)

- Community Representative: Appointee, alternate

TARA responsible for coordinating Steering Committee and Strategic Plan

Adoption of Principles & Goals

Principles	Goals
Internet Connectivity	Ensure all residents have access to reliable and consistent internet connection
Hardware Availability	Ensure all residents have affordable and dependable devices
Digital Literacy Training	Ensure underserved residents have access to public training enabling them to participate & engage in the community around them
Local & Diversity-Focused Content	Ensure public resources deliver relevant content to meet the unique needs of residents and community partners
Sustainability	Ensure ongoing, collaborative and coordinated service delivery will continue to meet the needs of the community

Commission Direction

- Reaffirm currently appointed Austin Digital Assessment members and ensure goal to serve Digital Inclusion Strategic Steering Process.
- Provide feedback and ratify Digital Inclusion Process and Framework
- Make an appointment to the Steering Committee (to first convene by end of April, 2014)
- *Imagine Austin*: Digital Inclusion Integration

Timeline

- Presentation to Emerging Technology & Telecommunications Committee of Council on April 23, 2014 with Steering Committee Update
- Digital Inclusion Strategic Plan to be delivered to Austin City Council: October 23, 2014

Austin Digital ASSESSMENT