CITY OF LOS ANGELES
CALIFORNIA

ANTONIO R. VILLARAIGOSA
MAYOR

October 14, 2008   REF: EXE-356-08

Honorable Members of the City Council
c/o Office of the City Clerk
City Hall, Room 395
Los Angeles, CA 90012

ATTENTION: Information Technology and General Services Committee

Subject: **DIGITAL INCLUSION STRATEGY FOR THE CITY OF LOS ANGELES
(COUNCIL FILE # 07-3367)**

Honorable Members:

At the November 20, 2007 meeting of the Information Technology and General Services
Committee, the Information Technology Agency (ITA) and the Chief Legislative Analyst
(CLA) were instructed to report on the development of a digital inclusion strategy for the
City, including information on digital inclusion models used in other cities (CF#07-3367
Cardenas / Perry). The Committee also requested a summary of the current City
department programs that provide access to broadband or equipment and training
related to computers and technology.

In response to the Council Motion, ITA, with assistance from the Office of Chief
Legislative Analyst (CLA) contacted City Departments named in the motion to identify
technology programs and facilities through which Los Angeles residents have access to
computers and the Internet. Additionally, ITA reviewed digital inclusion programs in
other municipalities in the U.S and internationally. A detailed summary of both City of
Los Angeles and programs in other jurisdictions is included as Attachment A.

DISCUSSION

Digital inclusion generally refers to programs and/or policies that incorporate the use of
information technologies into community programs in order to promote computer literacy
and improve the community members' quality of life. In addition to the general use of
information technologies, digital inclusion efforts are intended to provide the benefit of
the Internet and related web-based technology to a targeted group of the population,

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such as people who are disadvantaged due to education, age, disabilities, income or ethnicity[1]. Successful digital inclusion programs include the following elements:

- access to computers and related hardware;
- technical support;
- training in the use of computers and software applications;
- access to broadband Internet services;
- relevant on-line content and services; and
- communication campaign to promote awareness.

Having a computer at home is considered by many to be one of the key indicators of technology adoption. An analysis recently conducted as part of the City of Los Angeles' "LA WiFi"[2] wireless broadband network feasibility study showed that the percentage of households with a computer in the home is 62% in the Los Angeles area. This is below the national average of 73%. The LA WiFi study also found that there are low uptake rates for Internet access in the Los Angeles area relative to the national average. The percentage of Los Angeles households with Internet access is 57.7%,[3] which is below the national average of 69% reported as part a 2007 Home Broadband Adoption study conduced by the Pew Research Center.[4]

Additionally, subjective data collected through stakeholder outreach and analysis conducted as part of the LA WiFi feasibility study showed that Los Angeles faces many barriers to technology adoption such as low computer ownership, unaffordable Internet services, lack of technical support and culturally-relevant / language-appropriate web content. Addressing these barriers was ranked as high importance by Los Angeles' communities, businesses and educators. Those who participated in the focus groups and meetings believed Los Angeles has many resources and dedicated organizations that can play a key role in creating a culture where technology becomes part of everyday life for residents who do not use it today. These findings appear to point to the need for ongoing digital inclusion programs in Los Angeles.

CITY OF LOS ANGELES DIGITAL INCLUSION PROGRAMS

The City of Los Angeles, through various departments, currently administers a wide range of digital inclusion programs and services. The descriptions of digital inclusion programs provided below, and in Attachment A, are based on information obtained during interviews with various City Departments. While no strict standard was applied in defining digital inclusion for the purpose of collecting and compiling these descriptions,

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[1] Based on definitions from http://en.wikipedia.org/wiki/Digital_inclusion, and http://dictionary.zdnet.com/definition/digital+inclusion.html
[2] LA WiFi Iniative: www.lawifi.lacity.org
[3] Source: Scarborough Research, April, 2007 Survey of the Los Angeles Designated Market Area (DMA)
[4] Source: Pew Internet & American Life Project, "2007 Home Broadband Adoption."

staff included programs and services that generally provide the basic elements of digital inclusion, e.g. computer/Internet access and technology training. Programs include:

- Los Angeles Public Library – provides access to Internet connected computers and Free Wi-Fi at all 72 LAPL locations.
- Community Redevelopment Agency – operates a free public access Wi-Fi district in Pershing Square and the historic core area of downtown.
- Information Technology Agency – operates a free public access Wi-Fi hot spot at the Marvin Braude Constituent Services Center in Van Nuys.
- Community Development Department – provides access to Internet connected computers and training in basic computer skills for job seekers.
- Department of Recreation and Parks – provides computer and Intent access at 62 locations. Computer training is provided at 46 of those sites.
- Department of Aging – provides computer training for seniors at key facilities.
- Commission for Children, Youth and Their Families – coordinates efforts intended to improve the quality of life for children, youth, and their families.
- Department on Disability - advises City departments on various options for providing reasonable accommodations to ensure equal access to its programs, services, and activities, including computers and related services.

DIGITAL INCLUSION PROGRAMS IN OTHER JURISDICTIONS

As instructed by City Council, staff also reviewed digital inclusion programs and models in other municipalities in the U.S and internationally. Program descriptions included here are based on general Internet research, information provided by subject matter experts, and sources such as the on-line Digital Inclusion Forum. A more detailed summary of programs in other jurisdictions is included as Attachment A. Digital inclusion programs in other jurisdictions tended to reflect local needs and requirements and usually included a number of stakeholders and partner organizations. Models used in other jurisdictions tended to be organized using one of three basic models:

- Non-profit Administered – a non-profit organization is created with a specific charter to develop and deliver programs that provide technology training and/or access to computers and the Internet. Typically, these organizations operate through a mix of funding sources and are actively engaged in grant seeking and fundraising.
- Public Partnership with Non-Profit Organizations and Private Stakeholders – Municipalities partnering with various non-profit organizations and private stakeholders that share a common interest in improving access to technology and Internet resources. In addition to direct funding, contributions from partners include in-kind support such as facilities and broadband Internet access.
- Public Programs – Municipalities that administer digital inclusion programs directly, or provide direct funding support to entities that operate programs and deliver services to constituents.

SUMMARY

The following observations are provided to help summarize the information collected by staff relative to digital inclusion programs:

- Digital inclusion programs aim to improve computer and/or technology literacy and/or access for a targeted beneficiary group, such as senior citizens, disabled, disadvantaged youth, unemployed, immigrants, etc.

- Many cities, including Los Angeles, implement their programs on an ad-hoc and project-by-project approach.

- Most programs tend to focus on access to technology infrastructure, such as affordable computers and broadband Internet access.

- Successful programs combine six (6) elements of digital inclusion, as sub-programs:

    1. Access to computers and related hardware;
    2. Technical support;
    3. Computer and software application training;
    4. Access to affordable broadband Internet service;
    5. Relevant online services and content development; and
    6. Communication campaign to promote awareness.

- Sustainability is a major issue with small and large programs due to rapid technology advances and variable and/or limited program funding resources.

- In looking at programs in other municipalities, Libraries consistently stand out as a primary delivery/access point for digital inclusion activities to the community at large.

- There is no single, "one-size-fits-all" approach or model for implementing successful local or regional digital inclusion programs and/or strategies.

- Within the City of Los Angeles, digital inclusion programs tended to be widely distributed throughout various City departments.

- Many digital inclusion programs within the City were developed as an extension of that department's service, e.g. public access computers so constituents can utilize web-based services provided by that department.

- There is very little promotion of digital inclusion programs. Services are not

publicized as a digital inclusion or even technology literacy programs.
- Collecting information about digital inclusion programs was a challenge because no single department or individual was responsible for digital inclusion programs.

RECOMMENDED NEXT STEPS
The following suggestions are intended to support the process of developing a comprehensive citywide digital inclusion program and strategy. Please note that these suggestions are provided with the caveat that resources required to implement these next steps may be negatively impacted by unanticipated budget constraints.

1. Establish a special committee or panel tasked to coordinate existing digital inclusion programs provided by the City and external partners to leverage existing resources more effectively. Activities may include, but not be limited to:
   A. addressing issues faced by City departments today in sustaining existing digital inclusion programs and services; and
   B. building collaborative partnerships with private and non-profit organizations with the goal of expanding existing digital inclusion programs and services.

2. Assign the City's Information Technology Policy Committee (ITPC) with participation by City IT managers and chaired by ITA, to evaluate the potential for establishing a coordinated program to obtain recycled computers for distribution to the City's community technology centers and non-profit community based organizations that provide digital inclusion services.

3. Create a City of Los Angeles web site to serve as a resource directory of digital inclusion services and programs that are provided by the City.

I trust that the information provided herein will provide a foundation for the development of a comprehensive digital inclusion strategy for the City of Los Angels. Please contact me or Mr. Mark Wolf, Executive Officer, at (213) 978-3311, should you have any questions or require additional information.

Respectfully submitted,

Randi Levin
General Manger

Attachment

cc: Honorable Tony Cardenas, Chair, ITGS
        Honorable Bernard C. Parks, ITGS
        Honorable Herb J. Wesson, Jr., ITGS
        Adam Lid, Office of the City Clerk
        Mark Wolf, Executive Officer, ITA
        Maryam Abbassi, ITA

ATTACHMENT A

The Information Technology Agency conducted an assessment of existing computer technologies centers provided by City departments. ITA contacted and received written information from the Public Library, Recreation and Parks Department, Department of Aging, and Community Development Department. ITA also met with a couple of departments to further discuss their digital divide programs.

ITA also conducted a research of other cities' digital divide programs nation-wide and international. We began with a list of recommended cities provided by our consultant. Our department also utilized information from the Digital Inclusion Forum that oversees the development of programs nationally. Furthermore, additional research was conducted from newspaper articles. It should be noted that the summaries of digital inclusion programs in other Cities are presented here as examples of the various operational models for administering digital inclusion programs, and should not be considered exhaustive. Program descriptions are based on information available from public Internet sites.

CURRENT CITY OF LOS ANGELES DIGITAL INCLUSION PROGRAMS

At the direction of the Information Technology and General Services Committee, the Information Technology Agency (ITA) and the Chief Legislative Analyst (CLA) have compiled the following summary of digital inclusion programs, listed by administrating department, that provide access to broadband or equipment and training related to computers and technology. We note that additional digital inclusion related programs administered by the City may exist, but are not included here because information was not available to staff at the time that this report was being compiled.

Community Development Department (CDD) - The CDD offers economic, social and employment opportunities for individuals, families and neighborhoods in need through access to computers and the Internet. CDD partners with agencies and service providers throughout Los Angeles to offer these programs. Partners include the Los Angeles Unified School District, L.A. Community College District, Universities, L.A. County Office of Education, LA County Probation Department, L.A. Department of Children & Family Services, Workforce Investment Board, and State Employment Development Department. Currently CDD has 5 grant and special funded community programs that provide young adults, high risk individuals, adults, and the homeless with computers and/or access to computers and the Internet. Additionally, CDD provides computer training in basic skills necessary to obtain employment. CDD has about 40 community centers throughout the City with a total of about 1,400 computers. Additionally, CDD has a Workforce Mobile Unit that is available to provide employment services to the community during job fairs and other community events. CDD's mobile unit is equipped with 10 laptop computers, Internet access, and printers that are used by jobseekers to access online labor market information or to update and e-mail

resumes to potential employers. These programs are public, grant, and volunteer funded.

CDD estimates that about 125,000 individuals utilize their programs annually. Rapid changes in technology is a major challenge faced by CDD and lack of funding for a computer refresh plan has resulted in their inability to upgrade computers in the majority of the centers which, in turn, limits their ability to incorporate newer software technology into their programs.

Commission for Children, Youth and Their Families - The Commission serves as a focal point within the City to coordinate the City's efforts to serve children, youth and their families, enhance various programs of City Departments, make policy recommendations to the Mayor and City Council, which may be digital inclusion related.

Community Redevelopment Agency (CRA) - The Los Angeles Community Redevelopment Agency (CRA) and the Recreation and Parks Department (RAP) launched the Wi-Fi District in April 2005. JoVoGo Communications (formally known as Verge Wireless Networks) was contracted by CRA to install, operate, and support the users of the wireless network. The free wireless network serves mobile users in the park area with broadband Internet access leveraging content from ExperienceLA[5] to promote culture tourism for the City, the neighborhood, and Downtown LA.

Department Of Aging (DOA) - The DOA's mission is to improve the quality of life, independence, health and dignity of the City's older population by managing community based senior programs that are comprehensive, coordinated and accessible, and to advocate for the needs of older citizens. The DOA's partners include the LAUSD, USC, UCLA, Cal State L.A., Alzheimer Association, and Volunteer Match. As part of their mission, the DOA provides computer training that enables seniors to obtain information that will assist them to be more independent. DOA provides an estimate of 139 computers that provide senior citizens with access to the Internet. In addition, DOA has 20 computers connected to the Internet in 13 senior hotels and 12 computers in one senior Internet café. The DOA has 19 community programs, including OASIS, a non-profit organization formed by a public-private partnership that serves members age 50+ at multiple locations in Los Angeles. These activities are funded through a variety of sources including public funds, grants, and volunteer support.

Department on Disability (DOD) – The Department on Disability is responsible for proposing, developing and implementing policies, programs, services, and activities that will improve the quality of life for persons with disabilities; and guiding City departments in the area of compliance with accessibility laws. With regard to digital inclusion, the Department on Disability advises City departments on various options for providing

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[5] ExperienceLA is a partnership of public and private sponsors and over 2,000 actively contributing arts and cultural organizations providing Los Angeles residents and visitors with a free public service and online resource about art and cultural attractions in the greater Los Angeles area and includes maps, itineraries, and public transit information.

reasonable accommodations to ensure equal access to its programs, services, and activities, including computers and related services.

Department of Recreation and Parks - The Recreation and Park's mission is to enrich the lives of the citizens of Los Angeles by providing safe, welcoming parks and recreation facilities and affordable, diverse recreation and human services activities for people of all ages to play, learn, contemplate, build community and be good stewards of our environment. The Recreation and Parks Department provides children, teens, seniors, and members of the community with the opportunity to advance their computer knowledge and skills to enrich their lives and our communities by offering computer training labs and with access to computers and Internet. The Department has about 68 facilities of which 62 facilities provide the community with computers and Internet access. The community can also obtain computer training in about 46 Recreation and Park facilities. Additionally, the Department is in the process of installing internet services in about 7 more facilities.

Information Technology Agency (ITA) - ITA installed and operates a wireless network that provides anyone with a Wi-Fi enabled device with free Wi-Fi Internet access in and around the Van Nuys Civic Center. These activities are publicly funded.

Los Angeles Public Library (LAPL) - The library's 72 branches have approximate 2,300 public computers that provide free access to the Internet. Free wireless internet access (Wi-Fi) is also provided in all 72 libraries for patrons that bring their own laptop computers. Last year the public utilized LAPL's Web-based resources over 112 million times, and the library computers were used more than 5.8 million hours. In an effort to provide equal access to electronic resources, the LAPL offers free computer classes designed for every age, from children to seniors. These activities are public and grant funded.

DIGITAL INCLUSION PROGRAMS IN OTHER CITIES

The ITGS Committee instructed the ITA and the CLA to report on digital inclusion strategies and models in other Cities. The following information is based on discussions with several other municipalities regarding their digital inclusion activities as well as descriptions published on the program's web site. The selected digital inclusion programs listed below generally fall into one of three categories: Non-Profit Managed; Public Private Partnership; and Public Funded.

ALBUQUERQUE, NM
Wi-Fi in Albuquerque - In 2004, the City of Albuquerque started offering wireless access around the city, allowing residents and visitors open access the Internet. The program has since expanded to other locations. Wi-Fi Service also is included on some ABQ Ride buses.

      Model: Public Funded
      Funding: Public

Estimated Cost/Budget: Unknown
Service: Public in general
Source: http://digitalinclusionforum.com/
Website: http://www.cabq.gov/wifi/

ATLANTA, GEORGIA
Atlanta Workforce Development Agency (AWDA) - AWDA offers Beehive-Atlanta which is a multi-lingual Web portal that provides career tools to economically-disadvantaged families. AWDA partnered with BeehiveATL.org and Enterprise Community Partners, Inc. to utilize AWDA's Cyber Bus to tour low-income neighborhoods. The Cyber Bus is outfitted with state-of-the-art computers and wireless internet access. Residents access online job announcements and E-file their taxes for free on the Cyber Bus using Beehive's tax-filing tool. AWDA has a partnership with Beehive, One Economy, AARP, Atlanta Housing Authority (AHA), Atlanta Job Corps, Atlanta Public Schools, Atlanta Technical College, Center for Working Families, City of Atlanta Weed & Seed, Enterprise Community Partners, Gate City Child Care, GA Department of Human Resources, GA Department of Labor, GA Department of Vocational Rehabilitation, Jewish Family & Career Services, Seedco, Earn Benefits, Youth Empowerment Services, and ARAMARK.

Model: Public and Non-profit 501(c) Partnership
Funding: Non-profits volunteer and in-kind donations.
Estimated Cost/Budget: Unknown
Service: Public in general
Source: www.atlantaworkforce.org

AUSTIN, TEXAS
Austin Free-Net (AFN) - Austin Free-Net is a non-profit organization that works in partnership with nonprofits, community-based organizations, the City of Austin, academic, business, and other sectors to make possible public access to computers and the Internet throughout Greater Austin. Austin Free-Net's first project was placing public computers in the 21 Austin public libraries with the help of a grant from the Texas State Library. In April 2006, the libraries had about 350 public computers online on most days. Free-Net was also steadily adding community computer labs in low-income neighborhoods in partnership with various community organizations and city facilities with the help of grants from the Department of Commerce, the Department of Education, the Telecom Infrastructure Fund, and various private and corporate foundations. Volunteer, In-kind Donations, AFN Friends provide a commitment of $20/year (individual) or $50/month (corporate) provides valuable ongoing support, Adopt-a-Site, Launch a New Site and become a "Founding Sponsor" with a one-time $20,000 donation to cover set-up and one-year operating costs for a brand-new lab, and Employee Payroll Deductions. The program averages 70,000 user sessions per month. In March 2006, the City in partnership with the World Congress on Information Technology and Cisco Systems launched this project to provide high-speed, outdoor Internet wireless access to limited areas in downtown, East Austin and Zilker Park. The

wireless mesh provides a wireless testing environment to improve areas of education, economic development, delivery of City services and information and outdoor access to the Internet.

Model: <u>Public Partnership with Non-Profit Organizations and Private Stakeholders</u>
Funding: Non-profits volunteer and in-kind donations.
Estimated Cost/Budget: Unknown
Service: Public in general
Source: www.digitalelpaso.com/faqs.htm

BOSTON, MASSACHUSETTS
<u>Boston Digital Bridge Foundation</u>- Over 4000 students and 150 teachers have received high-tech skills training through courses offered by TechBoston. TechBoston Academy (TBA) is a Boston Public Schools pilot high school that opened in September 2002 designed to integrate technology throughout the curriculum. The program also provides technology training and computer equipment to underserved communities. When a student graduates, their family can purchase a new computer, printer and Internet access for approximately $21 per month through a special Bank of America guaranteed loan program (no interest and no down payment).

Model: <u>Public Partnership with Non-Profit Organizations and Private Stakeholders</u>
Funding: Private donations
Estimated Cost/Budget: Unknown
Service: Primarily schools. They serve underserved communities as well.
Source: www.cityofboston.gov/bra/digitalbridge/programs.html

CHICAGO, ILLINOIS
<u>Chicago "WIZ"</u>- Wireless Internet Zones have been deployed throughout the Chicago Public Library system's 79 locations to deliver free Wireless LAN (WLAN) services to Chicago residents, library personnel, and mobile City workers. The City is in the process of recruiting committed civic leaders to organize and launch the Partnership for a Digital Chicago, a new nonprofit entity, housed at the Chicago Community Trust and led by corporate, philanthropic, City, community and technology industry representatives. The City recommends that the Partnership should create the Digital Excellence Trust, a donor-advised fund at the Chicago Community Trust. It should solicit corporate and philanthropic support for the Campaign, Partnership operations and the demonstration communities and play a leading role in developing and deploying financial programs and resources.

Model: <u>Public Partnership with Non-Profit Organizations and Private Stakeholders</u>)
Funding: Will seek donations and grants.
Estimated Cost/Budget: Unknown
Service: Public in general
Source:http://egov.cityofchicago.org/webportal/COCWebPortal/COC_EDITORIAL/DigitalDivide.pdf

CLEVELAND, OHIO

Cleveland Digital Vision- A non-profit organization to provide household computer ownership and network access, neighborhood technology training, support and leadership, a community-wide standard for basic computer literacy, and educating more city residents to take advantage of new opportunities in tech-driven sectors, as they develop in our region. Cleveland Digital Vision received financial support of the George Gund Foundation, the Adelphia/Cleveland City Council Neighborhood Technology Fund, the Cleveland Foundation, grassroots.org, and the Cleveland United Labor Agency.

The organization operates with a budget of $50,000 from grants by the Adelphia/Cleveland City Council Neighborhood Technology Fund and income from program activities and membership dues. They receive substantial in-kind support from Cleveland's United Labor Agency.

    Model: Public Partnership with Non-Profit Organizations and Private Stakeholders
    Funding: Grants
    Estimated Cost/Budget: Unknown
    Service: Public in general
    Source: www.clevelanddigitalvision.org/dvprogram.pdf

MIAMI, FLORIDA

Elevate Miami- City of Miami provides free training and computer access to Miami residents, using recycled computers. Other programs includes: Senior PC Offer, Free Office Accounting Express 2007, Free OfficeLive Web Hosting, Discount DSL from AT&T, Per Scholas, and Dell discount purchase program. Twenty seven City of Miami Parks eParks are equipped with 264 computers; two senior centers; eSenior are equipped with computers (currently 142 seniors attending training); Education Compact creates a curriculum for all sixth graders and If students meet the expectations of the program, they earn a computer.

    Model: Public Partnership with Non-Profit Organizations and Private Stakeholders
    Funding: Partnership with Partners Communities Connect Network (CCN) is a statewide coalition of public & private organizations working on digital inclusion technology opportunities.
    Estimated Cost/Budget: Unknown
    Service: Public in general
    Source: http://elevatemiami.com/elevatemiami/pages/default.asp

CITY OF MILWAUKEE, WISCONSIN

Milwaukee Digital Inclusion Project (MDIP)- wireless project was in place for a six square mile segment of the city. The vendor will expand to the entire city within 18 months of the initiation of the project. The system will include a set of free websites available at no cost to all residents. The Wi-Fi vendor will garner a nominal amount of money to apply towards the development of the MDIP. City is discussing a provision of

low-cost hardware and software to eligible residents. The selected partner(s) will provide technical assistance and training to residents. City of Milwaukee Department of Administration, One Economy Corporation, AT&T, through its "Access All" initiative, Neighborhood community centers, One Economy wants to build a Beehive web site for Milwaukee at a cost.

A non-profit account is being established to accept donations and grants for digital inclusion. As of March 5, 2007, this has been achieved through the creation of an MOU with the Milwaukee Economic Development Corporation (MEDC), "for accounting and fund management services for the digital inclusion Initiative of the City of Milwaukee." Create a governance mechanism (board) to oversee use of the funds. Develop materials to go to local foundations and companies to solicit funding. AT&T's "Access All" grant to One Economy Corp. is providing 500 free DSL accounts for two years. A total of 500 families will receive equipment and services. The University of Wisconsin-Milwaukee, Milwaukee Public Schools and Milwaukee Area Technical College plan to lease a dozen channels of educational broadband to Kirkland, Wash.-based Clearwire Corp. Each institution will get $4.2 million up-front and monthly payments of $55,000 that increase annually, for a total estimated payout of about $36 million each over three decades. The money will used for digital divide.

> Model: <u>Public Partnership with Non-Profit Organizations and Private Stakeholders</u>
> Funding: Public-private funding
> Estimated Cost/Budget: Unknown
> Service: Public in general
> Source: www.city.milwaukee.gov/digitalmilwaukee

MINNEAPOLIS, MINNESOTA

<u>Wireless Minneapolis</u>- Free limited-time Wi-Fi service is available in some public locations. A free "walled garden" level of wireless service will be available to people throughout the city. Designated community technology centers will receive free wireless access. The City partnered with an ISP provider who will own the network. The ISP will build and operate a 60-square-mile broadband wireless network. The ISP will provide a "digital inclusion fund" of $500,000 and five percent of the network's net profits to a digital inclusion fund (expected to receive $11 million over the 10-year term of the contract). The City committed to $1.25 million dollars in annual usage of wireless services as an anchor tenant of the network. The monthly cost of broadband access represents a savings over the City's current Internet costs and a cost effective option for increased connectivity for the City's mobile workforce and electronic systems.

> Model: <u>Public Partnership with Non-Profit Organizations and Private Stakeholders</u>
> Funding: ISP funding
> Estimated Cost/Budget: Unknown
> Service: General Public
> Source: www.ci.minneapolis.mn.us/wirelessminneapolis/index.asp

PHILADELPHIA, PENNSYLVANIA

Wireless Philadelphia- The well publicized Philadelphia Wi-Fi network includes a digital inclusion program that would potentially be impacted by Earthlink's decision to discontinue municipal Wi-Fi operations. However, the Wi-Fi network was acquired by a group of private investors that have indicated their intent to provide some form of free Wi-Fi service to the public. Wireless Philadelphia, a non-profit organization formed to manage the digital inclusion program, has received funds from more than 30 sources and is working in partnership with more than 30 community partners to identify qualifying households and provide services to families based upon achievement of benchmarks. More than 600 families have broadband access to employment, education, health and other opportunities and several hundred more are expected to receive computers and broadband accounts this fiscal year.

> Model: Public Partnership with Non-Profit Organizations and Private Stakeholders
> Funding: Public funds, community grants and private grants
> Estimated Cost/Budget: $1.5 million
> Service: Public in general
> Source: wirelessphiladelphia.org/gg_testimony_city_council_121107.pdf

RIVERSIDE, CALIFORNIA

SmartRiverside Wireless Network Service- The Parks, Recreation, and Community Service Department is offering free computer training to the community. Residents with an annual household income of less than $45,000 may qualify for a free community computer. MetroFi-Free will be a free services with advertising intended for general usage. Smart Riverside provides PC purchase and loan program for low-income students, a PC refurbishing program and training program for low-income families, a discounted PC and loan offer for new PCs, and an extensive community resources directory. Microsoft Corporation awarded a $50,000 grant.

> Model: Public Partnership with Non-Profit Organizations and Private Stakeholders
> Funding: Microsoft Corporation awarded a grant.
> Estimated Cost/Budget: Unknown
> Service: Public in general
> Source: www.smartriverside.com/wireless

SAN DIEGO, CALIFORNIA

San Diego Region- (1) San Diego Regional Technology Alliance (RTA) is a private 501(c)3 corporation, supported by private sector partnerships, grants and program revenues. This public-private partnership is to assist San Diego's high tech industries through technical assistance, workforce development and research. (2) San Diego Science and Technology Commission is a business and government executives advising the Mayor and City council on policy and issues affecting the technology industry and to ensure region continue to attract and foster growth and investment. The City of San Diego has offered interest-free loans for employees to purchase computers; supports community technology centers and programs through Community

Development Block Grant funds; and has partnered with the Technology Training Foundation of America to host successful computer recycling events.

Model: Public Partnership with Non-Profit Organizations and Private Stakeholders
Funding: Public-private funding
Estimated Cost/Budget: Unknown
Service: Public in general
Source: www.sandiego.gov/science-tech/pdf/ddrevisited.pdf

SAN FRANCISCO, CALIFORNIA
San Francisco Tech Connect- Provides free and affordable wireless internet access, computer ownership and basic training programs, digital safety and responsibility resources, accessible solutions to enable people with disabilities, seniors and those who need some form of accommodation, enhanced digital literacy programs, and multi-language internet content and online services. California Integrated Waste Management Board (CIWMB) awarded the Department of Telecommunications and Information Services, City and County of San Francisco a $49,900 grant over two years to establish a citywide refurbished PC initiative with its nonprofit partners Goodwill Industries, StreetTech and SF Connect. Tech Connect also includes a PC purchase program for working families which offers eligible low-income working families the opportunity to buy a new discounted Dell computer for a low monthly cost with a loan from a credit union.

Model: Public Funded
Funding: Public
Estimated Cost/Budget: Unknown
Service: Public in general
Source: www.sfgov.org/site/tech_connect_index.asp?id=47976

Free the Net - A Silicon Valley startup company called Meraki Networks, Inc. has received funds from venture capitalists, and will spend approximately $5 million to provide free Wi-Fi in San Francisco, one neighborhood at a time. Meraki is providing free Wi-Fi in two affordable housing communities and plans to install service in dozens of similar communities in the coming months.

Model: Private
Funding: Private
Estimated Cost/Budget: Approximately $5 million.
Service: Public in general – Focus on affordable housing with City Partnership
Source: http://meraki.com/about/freethenet/
SF Chronicle, 1/4/08 -Mountain View's Meraki Proposes Free Wi-Fi Network for SF

SEATTLE, WASHINGTON

Community Technology- Seattle Free Wi-Fi Pilot Project service Columbia City, the University District and four downtown parks (Occidental, Freeway, Steinbueck and Westlake). Free Wi-Fi is also provided at Seattle Public libraries and the Seattle Center House. The City provides a directory of more than 160 sites in Seattle, King County and surrounding areas that offer computer access and training. The City also provides free hosting of websites to all community organizations and maintains internet terminals in 14 locations across the city. A Bill Wright Technology Matching Fund provides grants where the community's contribution of volunteer labor, materials, and professional services, or cash will be "matched" by cash from the Technology Matching Fund. The fund seeks to fund projects that reach technology underserved communities to increase technology literacy, provide residents with access to computers, the internet and other information technology, increase residents' use of technology for civic engagement and democratic participation. The City of Seattle financed the hardware for the project. The Department of Information Technology manages the system and ongoing service and utility costs are funded by the neighborhood business districts and sponsors. Seattle's IT Director and Chief Technology Officer indicated that because the City of Seattle is already rich in Wi-Fi connectivity and mindful of heavy population growth projections over the next 40 years, the City is putting fiber at the center of its planning and released an RFI for a fiber-to-the-home network.

Model: Public Funded
Funding: Provides funds to non-profit organizations
Estimated Cost/Budget: Unknown
Service: Public in general
Source: www.seattle.gov/html/citizen/wifi.htm
Other source: http://digitalinclusionforum.com/

WINSTON-SALEM, NORTH CAROLINA

WinstonNet Digital Inclusion- Community Network 25 miles of fiber optic cable connecting 40 community computer labs that support 350+ internet connected computers and over 1,500 email accounts. Non-profit organization operates the system but does not own the network. Grants from: U.S. Department of Education, Microsoft Unlimited Potential Grant, Cisco, Wachovia Bank, Sara Lee, and Blue Cross/Blue Shield.

Model: Public Partnership with Non-Profit Organizations and Private Stakeholders
Estimated Cost/Budget: Unknown
Service: Public in general
Source: www.winstonnet.org/index.html

INTERNATIONAL DIGITAL INCLUSION MODELS

Taipei, Taiwan - Taiwan's government will invest a total of $124 million (US) over the next four years. The project will give 24,000 free computers to schoolchildren from low-income families. It will also set up digital centers to meet local needs. Taiwan's digital opportunities were rated seventh best in the world in 2007, up from 10th in 2006 (World Information Society Report 2007 by the International Communication Union under the United Nations.)

> Model: Public Funded
> Funding: Government funded
> Estimated Cost/Budget: Unknown
> Service: Public in general
> Source: Radio Taiwan International, "Cabinet to invest NT$4 billion to bridge digital divide" (1/3/08).
> http://english.rti.org.tw/Content/GetSingleNews.aspx?ContentID=50169

Hong Kong - A public-private partnership that is owned operated and maintained by 20/20 Communications who partnered with Siemens Communications Group, CenturyTel Inc, and BelAir Networks Inc. to deploy the county-wide network. More than 1,000 hotspots in 120 different housing estates operate as part of a project organized by the Housing Authority. The project covers about 80 percent of the public rental housing estates in Hong Kong.

> Model: Public-Private
> Funding: Public-private
> Estimated Cost/Budget: Unknown
> Service: Housing
> Source: The Standard, "HKBN gives free wireless to public housing" (1/22/08).
> http://www.thestandard.com.hk/news_detail.asp?we_cat=2&art_id=60460&sid=1721 4362&con_type=1&d_