# MOTION SHEET

CITY COUNCIL *of* SALT LAKE CITY

**TO:**   City Council Members

**FROM:**   Kira Luke
Policy Analyst

**DATE:**   September 1, 2020

**RE:**   **MOTION SHEET** – Joint resolution approving and adopting the Digital Equity Policy of Salt Lake City

## MOTION 1 – ADOPT
I move that the Council adopt a joint resolution approving and adopting the Digital Equity Policy of Salt Lake City.

## MOTION 2 – NOT ADOPT
I move that the Council not adopt the proposed resolution and proceed to the next agenda item.

# COUNCIL STAFF REPORT

CITY COUNCIL *of* SALT LAKE CITY

**TO:** City Council Members

**FROM:** Kira Luke
Budget & Policy Analyst

**DATE:** August 18, 2020
**RE: Salt Lake City Digital Equity Policy**

## ISSUE AT-A-GLANCE

The Administration is recommending adoption of a **Digital Equity Policy** to guide the City's investments and policymaking toward improving digital literacy and technology access for all residents. The proposal is rooted in the premise that Salt Lake City's residents lack equal access to internet, computers, up-to-date hardware/software, or the training to maximize use of them, and the belief that government plays a role in ensuring equal access. According to 2018 American Community Survey data, 13.3% of households in Salt Lake City do not have internet access, and 5.4% have no computer. The impact of this digital divide is underscored during the global pandemic, as many social programs and services have gone primarily virtual.

The proposal arrives at a time when the City is critically examining equity in all aspects of how communities are served. At the time of publication, the Administration is developing the scope of a request for proposal (RFP), to conduct a Citywide **equity study** to identify equity disparities throughout Salt Lake City and develop recommendations to remedy them. The Council approved $100,000 for the study in Budget Amendment 4 of Fiscal Year 20.

The proposed **Digital Equity Policy** focuses on the values, decision-making framework, and strategies the City can support to confront imbalances specifically relating to digital equity. While this guiding policy does not contain specific projects or proposals, it establishes a baseline of the City's values and goals for future equity-driven initiatives relating to digital access. This is comparable to a Master Plan, which enacts no wholesale changes as a standalone document, but provides a foundation to guide to ordinance amendments, zoning, and City investments.  The Policy directly refers to Plan Salt Lake, a vision document adopted in 2015, as an aligning framework (Administrative Transmittal, Page 7). Although Plan Salt Lake doesn't specifically call out the need for *digital* equity, Equity is one of the guiding principles.

The policy draws upon national digital equity standards provided by the National Digital Inclusion Alliance (NDIA)  and affirms the following five components as essential in a digitally-equitable society (Administrative Transmittal, page 8).

> 1) Affordable, robust broadband internet service;
>
> 2) Internet-enabled devices that meet the needs of the user;
>
> 3) Access to digital literacy training;

4) Quality technical support; and

5) Applications and online content designed to enable and encourage self-sufficiency, participation and collaboration.

Adoption of the policy would signal an intent to support programs and partnerships that would advance these goals in Salt Lake City. Funding and more specific requests are anticipated in order to enact specific goals, such as anticipated needs assessments and any resulting programs that are proposed in the needs assessment process.

## POLICY QUESTIONS

1) **Does this cover it?** The Council may wish to discuss, does the language of the policy encompass the Council's values relating to Digital Equity?
2) **What are we going to do with it?**
   a) The Council may wish to ask the Administration for an update on any projects currently planned relating to this framework.
   b) Does the Council wish to discuss related projects or initiatives they would like to see pursued?
3) **Do we need more information to act upon this policy?** At the time of the policy's initiation in 2018, a previous draft had contemplated conducting one or more needs assessments of existing access within the City. This may now be encompassed in the aforementioned **Equity Study**. The Council may wish to discuss whether they would like formal briefings on the results of any assessments related to digital equity within the City.
4) **Will it cost anything?** Does the Council want to discuss any potential financial investments that may be needed in order to fulfill the policy's vision?
   a) In the Fiscal Year 2020-21 budget discussions, the Council designated $1.67 million for investments in underserved neighborhoods.
5) **Who is with us?**
   a) **Partnerships:** The Council may wish to ask whether the Administration has considered pursuing an arrangement or agreement with any partners who would share goals, information, and/or resources in this effort. For example, previous conversations with internet/telecommunication providers were hoped to be an avenue to pursue the City's digital equity goals. The school district, library, and other organizations have faced the effects of digital divides, especially during the pandemic. An agreement could be patterned after an Interlocal Cooperation Agreement with entities working toward shared sustainability goals.
   b) **Franchise and Master License Agreements:** The Council occasionally enters into 10-year agreements with Telecommunications Providers to provide City rights-of-way access. The Council may wish to ask the Administration, will the City's standard agreement template be altered to include consideration of the City's digital equity goals?
6) **What comes next?** In the midst of the pandemic and discussion about racial equity, the Council and Administration could discuss how findings in this process (either through the **Equity Study**, potential partnerships, community conversations, etc.) can help inform other efforts to eliminate systemic racism. The importance of connecting with communities across digital, geographic, racial, economic divides could have valuable overlap for how public engagement, infrastructure investment, and development projects move forward in the City. If this holistic approach is desirable, the Council may wish to have a discussion about the other budget resources that would be needed.

## ADDITIONAL & BACKGROUND INFORMATION

The Digital Equity Policy builds upon research conducted locally, by Utah Communities Connect, and nationally, by the National Digital Inclusion Alliance (NDIA). Utah Communities Connect is a volunteer alliance focused on digital inequity in Utah, with stakeholders from the public, private, and non-profit sectors. NDIA is "a unified voice for home broadband access, public broadband access, personal devices and local technology training and support programs" (www.digitalinclusion.org).

**Engagement:** The Administration used several engagement strategies in the process of drafting and revising the Digital Equity Policy, and included an engagement summary in page 21 of the transmittal. This process included academic and professional stakeholders and community partners, as well as the City's Human Rights Commission in April 2019.

# CITY COUNCIL TRANSMITTAL

lisa shaffer (Jul 29, 2020 15:26 MDT)

Lisa Shaffer, Chief Administrative Officer

**Date Received:** July 28, 2020

**Date sent to Council:** July 29, 2020

**TO:**      Salt Lake City Council
            Chris Wharton, Chair

**DATE: July 28, 2020**

**FROM:**    Lorna Vogt, Director, Department of Public Services

**SUBJECT:**    Salt Lake City Digital Equity Policy

**STAFF CONTACT:**        Nole Walkingshaw, Deputy Director Public Services,
                     Administrative Services, nole.walkingshaw@slcgov.com

**COUNCIL SPONSOR:**    N/A

**DOCUMENT TYPE:**    Policy

**RECOMMENDATION:**    Policy Review and Adoption by the City Council

**BUDGET IMPACT:**    None

**BACKGROUND/DISCUSSION:**

Salt Lake City aims to be a thriving city of opportunity for all residents by promoting policies and investments in resources that serve to establish greater equity, empowerment, and resilience in our community. In our current digital era, the achievement of these principles is heavily impacted by individuals' access to and ability to use modern information and communications technologies. American society is profoundly shaped by technology, affecting our personal communications, professional preparedness, civic engagement, healthcare, education, entertainment, and more.

A nationwide divide has emerged between the digital haves and have-nots: those who possess the skills not only to *use* digital tools (including the internet) effectively, but also to *adapt* to their continual and fast-paced evolution, are far better able to access and participate in their communities than those who are digitally illiterate. This digital divide exists globally and became very apparent with the onset of COVID-19 and the required social restrictions.

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Page 1 of 7

Unabated, digital inequities pose a threat to the resilience and long-term success of Salt Lake City. It is essential that city government prioritizes this issue and takes an active role in increasing digital equity through public policy.

The attached digital equity policy issues a vision statement for a more digitally equitable city, as well as guiding principles for policy implementation and community partnership development. With this policy in hand, Salt Lake City will be positioned to take concrete steps to increase digital equity in all local communities as modern information and communication technologies continue to rapidly evolve and influence society.

**PUBLIC PROCESS:**

**October 26, 2018** - Mayor Biskupski initiated development of a formal policy for digital equity.

**November 6, 2018** – Co-leadership of a digital equity public engagement event with the Utah Communities Connect digital equity alliance at Google Fiber in Trolley Square. Attendees represented digital equity practitioners, community leaders, and broadband and IT service providers. Attendees were invited to submit recommendations for initial development of a digital equity policy. Mayor Biskupski gave remarks about the importance of digital equity.

**January 3, 2019 –** Meeting with Dr. Joy Pierce, an academic and leader focused on digital equity, who provided key feedback on the draft policy.

**January 16, 2019** – Digital equity event hosted by the Public Services Department Youth & Family Division at the Sorenson Campus in Glendale, in partnership with Utah Communities Connect. Attendees represented digital equity practitioners, community leaders, and broadband and IT service providers. Feedback for the draft digital equity policy was provided in a World Café-style discussion.

**February 5, 2019** – Nole Walkingshaw and Anna Hirt presented the draft policy to the Salt Lake City Human Rights Commission

**March 5, 2019** – The Salt Lake City Human Rights Commission unanimously agreed to formally recommend the attached digital equity policy for adoption.

**May 18, 2020** – A round table meeting with city staff and community program managers discussed the policy and efforts, needs, and actions to take during the COVID-19 restrictions.

**ATTACHMENTS:**
- Resolution
- Draft Salt Lake City Digital Equity Policy
- Policy initiation packet signed by Mayor Jackie Biskupski on October 26, 2018
- Engagement summary and comments collected at the January 16, 2019 digital equity event hosted in collaboration with Utah Communities Connect
- Recommendation letter from Human Rights Commission

**ATTACHMENT**
Resolution

RESOLUTION NO. _____ OF 2020

Joint resolution approving and adopting the Digital
Equity Policy of Salt Lake City

WHEREAS, Salt Lake City envisions digital equity and inclusion, where every resident has opportunities to easily, safely, affordably, and reliably access and use information and communication technologies in the ways that best serve their individual needs; and

WHEREAS, digital equity encompasses not only equal access to the internet, but also the widespread accessibility of current, innovative hardware and software; relevant content and services; and trainings to develop digital literacy skills necessary for the effective use of information and communication technologies. Access to these equipment, information, and education opportunities should be equitably available in all Salt Lake City neighborhoods, and adaptive to residents' diverse needs, skills, identities, languages, disabilities and abilities, life stages, and experiences; and

WHEREAS, a digital equity policy should ensure inclusive access to technology, allowing all residents to fully engage in today's digital society; and

WHEREAS, the Salt Lake City Council and Mayor of Salt Lake City desire to jointly approve and adopt a formal digital equity policy for Salt Lake City;

NOW, THEREFORE, BE IT RESOLVED, that the Salt Lake City Council and Mayor of Salt Lake City hereby approve and adopt the Digital Equity Policy of Salt Lake City, Utah attached to this resolution.

Passed and adopted this _____ day of _____, 2020.


_____          _____
*Erin J. Mendenhall*                                *Chris Warton, Chair*
*Salt Lake City Mayor*                              *Salt Lake City Council Member, District Six*


ATTEST AND COUNTERSIGN:                             ATTEST AND COUNTERSIGN:


_____                   _____
CITY RECORDER                                       CITY RECORDER


[Signatures Continue on Following Page]

_____
*James Rogers,*
*Salt Lake City Council Member, District One*

_____
*Andrew Johnston, Vice Chair*
*Salt Lake City Council Member, District Two*

_____
*Ana Valdemoros*
*Salt Lake City Council Member, District Four*

_____
*Darin Mano*
*Salt Lake City Council Member, District Five*

_____
*Dan Dugan*
*Salt Lake City Council Member, District Five*

_____
*Amy Fowler*
*Salt Lake City Council Member, District Seven*

Approved As To Form
Salt Lake City Attorney's Office

*Boyd Ferguson*
_____
Boyd Ferguson, Senior City Attorney

HB_ATTY-#76476-v1-Joint_resolution_approving_digital_equity_policy

**ATTACHMENT**
Draft Salt Lake City Digital Equity Policy

# DIGITAL EQUITY POLICY

## Vision: Digital Equity for All

Salt Lake City envisions digital equity and inclusion, where every resident has opportunities to easily, safely, affordably, and reliably access and use information and communication technologies in the ways that best serve their individual needs. In a digitally equitable Salt Lake City, communities will be connected – not divided – by technology.

Digital equity encompasses not only equal access to the internet, but also the widespread accessibility of current, innovative hardware and software; relevant content and services; and trainings to develop digital literacy skills necessary for the effective use of information and communication technologies. Access to these equipment, information, and education opportunities should be equitably available in all Salt Lake City neighborhoods, and adaptive to residents' diverse needs, skills, identities, languages, disabilities and abilities, life stages, and experiences. Without digital equity, full participation in nearly every aspect of American society – including employment, education, health, and civic engagement and democracy – is compromised along with the ability to access essential services.

Salt Lake City's digital equity policy ensures inclusive access to technology, allowing all residents to fully engage in today's digital society. This policy is directly in line with the City's mission statement for social equity, education, economic opportunity, and community resilience. The policy also aligns with Plan Salt Lake, a twenty-five-year assessment, plan, and decision-making framework for the city's future that was formally adopted in 2015. By working to promote digital equity and community connectivity citywide, Salt Lake City is preparing all residents, communities, and social groups to grow, develop, and thrive in tandem with the city and region's projected growth.

## Statement of Purpose

The Salt Lake City digital equity policy will serve communities and individual residents in Salt Lake City by assessing current access to information and communication technologies throughout Salt Lake City and within key demographics, geographic areas, and social groups; assessing, creating, promoting, and spreading digital literacy tools and education initiatives; and identifying community leaders in all industries who may help to narrow the digital divide in Salt Lake City and promote the City's vision for a more equitable digital landscape.

# Definitions

**Digital Equity:** Providing reasonable resources to ensure that all individuals and communities, including the most disadvantaged, have access to and use of information and communication technologies. This includes five elements:

1) Affordable, robust broadband internet service;
2) Internet-enabled devices that meet the needs of the user;
3) Access to digital literacy training;
4) Quality technical support; and
5) Applications and online content designed to enable and encourage self-sufficiency, participation and collaboration.

Digital equity work must evolve as technology advances and communities change. Digital equity requires intentional strategies and investments to reduce and eliminate historical, institutional and structural barriers to access and use technology. (Definition modeled after the National Digital Inclusion Alliance (NDIA) definition)

# Guiding Principles for Digital Equity Policymaking and Partnership Development

Groups who center their work on the following guiding principles of Salt Lake City's first formal digital equity policy will be essential partners in implementation by carrying out policy objectives in communities. Tasks related to each focus area are also listed below, and their completion will necessarily be a collaborative effort between Salt Lake City government and community partners.

- Leadership: Maintaining a current inventory of local actors who are involved with the issue of digital equity. Networking and building relationships with these stakeholders.
- Research and assessment: Gathering and analyzing data on information and communication technology access in Salt Lake City and the region
- Device access: Assessment of the types of information and communication technology devices used in Salt Lake City, and access to key hardware and software across city demographics
- Internet access: Data for the presence and strength of internet connectivity in Salt Lake City with comparison to the surrounding region and national averages
- Digital literacy training: Capacity, reach, accessibility, and quality of education about digital tools available to residents
- Safety: Information and education opportunities made widely available to residents – especially members of vulnerable communities - about staying safe on the internet, including: using public computers, sharing personal information online, protecting against identity theft, and recognizing scams or other criminal activities

# Goals: Targeted Action Strategies

As Salt Lake City develops a formal digital equity policy, the following strategies must be incorporated into policymaking:

1. **Connect the Three Pillars: Relevant Content & Services, Hardware, Digital Literacy**

   ● Increase usage and understanding of digital and communications technology
   ● Address potential barriers to digital inclusion
   ● Address the need for digital literacy training
   ● Address the need for access via reliable and affordable devices
   ● Address the need for language & disability accommodations
   ● Develop relevancy and advocacy campaigns within specific communities and populations

2. **Engage and Include the Community**

   ● Ongoing stakeholder engagement
   ● Local government involvement and leadership
   ● Develop an interactive community dashboard or website to access information from the community and city government

3. **Build Digital Equity and Community**

   Collaboration with partners, city leaders, community members, and organizations such as: nonprofits, entrepreneurs, education, public safety, libraries, and healthcare to ensure access and foster opportunities for all citizens to be fully engaged in a digital society.

   ● Multi-sector partnerships for implementation of digital equity strategies
   ● Develop funding to support digital equity programs

**ATTACHMENT**
Policy Initiation Packet

# MEMORANDUM

### PUBLIC SERVICES ADMINISTRATION

To:         Mayor Jackie Biskupski

From:       Nole Walkingshaw

Date:       September 28, 2018

Re:         Addressing Salt Lake City's Digital Divide

Salt Lake City serves to be "A Thriving City of Opportunity for Everyone", by promoting policies and investments in resources which serve to establish greater equity, empowerment and resilience in our community.

Salt Lake City was one of 34 American cities chosen to explore the possibility of establishing an ultra-high-speed Google Fiber broadband network. In preparing Google's required checklist and response materials, Salt Lake City staff recognized the city's lack of an adequate digital inclusion plan or strategy and the need to establish one in preparation for the next generation of broadband services. To date, staff from Public Services, Youth and Family Services, and the Mayor's Policy Advisors for Education and Human Rights have worked to develop a base understanding of digital inclusion issues and Salt Lake City's digital divide. But, now it is time to take that understanding and begin developing formal city policy and strategies to address the digital divide in our community.

Other major American cities (most notably, Portland, Seattle, Austin, and Kansas City) have done significant work on digital inclusion, providing a wealth of information and subject experts for Salt Lake City research. One of the better publications reviewed is *Building Digital Communities; A Framework for Action*[1], prepared in partnership between the University of Washington's Institute of Museum and Library Services and the International City/County Management Association (ICMA). Using this report, Salt Lake City staff have established a framework for a community-wide strategy. This begins with the development of a City policy outlining the vision, purpose and goals of Salt Lake City. Following the adoption of this policy an RFP and a request for funding for the development of a digital equity strategic plan may be made.

### What is digital inclusion, and why does it matter?

Digital Inclusion: The activities necessary to ensure that all individuals and communities, including the most disadvantaged, have access to and use of Information and Communications Technology (ICTs). This includes five elements: 1) affordable, robust broadband internet service; 2) internet-enabled devices that meet the needs of the user; 3) access to digital literacy training; 4) quality technical support; and 5) applications and online content designed to enable and encourage self-sufficiency, participation and collaboration. Digital inclusion must evolve as technology advances. Digital inclusion requires intentional strategies and investments to reduce and

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[1] https://digital.lib.washington.edu/researchworks/bitstream/handle/1773/19676/TASCHA_BuildingDigit alCommunities_Framework.pdf?sequence=1

eliminate historical, institutional and structural barriers to access and use technology. (Definition provided by the National Digital Inclusion Alliance, NDIA)

Digital Equity: A condition in which all individuals and communities have the information technology capacity needed for full participation in our society, democracy and economy. Digital equity is necessary for civic and cultural participation, employment, lifelong learning and access to essential services (Definition provided by the National Digital Inclusion Alliance, NDIA)

Digital exclusion may occur based on geography, age, socioeconomic status, language barriers, or a combination of these and many other factors. The cost of digital exclusion is great. Without access, full participation in nearly every aspect of American society — from economic success and educational achievement, to positive health outcomes and civic engagement — is compromised.

What does digital inclusion mean for people in a community? Simply stated, it means that:
- All members understand the benefits of advanced information and communication technologies.
- All members have equitable and affordable access to high-speed Internet-connected devices and online content.
- All members can take advantage of the educational, economic, and social opportunities available using current information and communication technologies.

## Framework for Community-wide planning
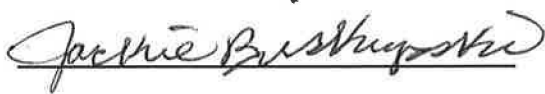
Plan Salt Lake sets a citywide vision, including the established decision-making framework for future government planning. A digital inclusion policy/strategy would be considered an element plan built upon Plan Salt Lake.

A digital inclusion strategy compliments Plan Salt Lake and supports the City's framework for social equity, education, economic empowerment, and community resilience.

## Initiation Request

Staff request the initiation of a formal policy or strategy for digital inclusion in Salt Lake City. As new information and communications technology develops, resources for project management, plan development, administration and implementation need to be identified. Forging City partnerships with broadband service providers, public health services, community groups, non-profit organizations, state and local governments, and educators will be essential to establishing community goals for an equitable and resilient digital landscape in Salt Lake City.

*Concurrence to initiate the Plan Salt Lake element strategy as noted above.*

*Jackie Biskupski*         October 26, 2018

**Jackie Biskupski, Mayor**        **Date**

**ATTACHMENTS:**

Pubic Engagement and Policy Adoption Strategy

Draft Digital Inclusion Strategy

# Engagement Planning Worksheet

Used in conjunction with the Civic Engagement Guide, this worksheet is designed to help you plan the public outreach for a project from its inception through completion.

| | |
|---|---|
| **Project Name:** Addressing Salt Lake City's Digital Divide. | **Department or Division:** Mayor, Public Services, Youth and Family Services |
| **Project Manager:** Nole Walkingshaw | **Phone:** 801-535-7128 <br><br> **Email:** nole.walkingshaw@slcgov.com |

**Contacts/Team:** Kim Thomas, Angela Doan, Moana Uluave-Hafoka, Nole Walkingshaw

**Brief Description of Project:** Development of formal policy addressing the digital divide in Salt Lake City.

**Project Timeline:** The project team will initiate the project with the Mayor in October 2018. On November 6, 2018 the project will be presented at the Utah Connected Communities (UCC) members meeting. UCC is a collection of broadband providers, librarians, public agencies, non-profits etc. all with a focus and resources aimed to address the digital divide in our community. Following the activities at the UCC members meeting, a second draft of the policy will be presented for broader public feedback, presentations of a draft/final draft will be made to the Human Right Commission for a board recommendation, and a final draft will be prepared. The final draft will be forwarded the City Council with a recommendation from the Mayor. This process adopts the policy formally as an addendum to the City's general plan, called Plan Salt Lake.

As a follow-up to this policy adoption there is a need to develop a more in-depth strategic plan which will help formulate specific strategies, identify necessary resources, and guide community investment. The adopted policy will help inform the development of an RFP for support in this effort. Additional financial resources may be needed and as such consideration in the 2020 city budget or future budget amendments may be needed.

**What type of project is this?** *(check all that apply)*

CIP      Ordinance      **Policy** X      Master Plan      **Element Plan** X      Other:_____

**What is the goal of this project?** Development of a digital inclusion policy which establishes: Vision, Guiding Principles, Definitions and Metrics for Salt Lake City.

**Why has this project been proposed at this time?** Salt Lake City serves to be "A Thriving City of Opportunity for Everyone", by promoting policies and investments in resources which serve to establish greater equity, empowerment and resilience in our community. The digital divide is present in our community and there are resources coming together to address the issue. The UCC formation brings the services community together to begin having real conversations about our community's need and strategies to support them. It is essential that Salt Lake City has a well-defined digital inclusion policy so that these agencies and community resources can leverage them to make smart community investments.

**Who has signed-off/approved this project?**
Mayor Biskupski

**Does a decision need to be made? If so, who makes the final decision?** Yes. The Mayor will initiate the policy, the Human Rights Commission will develop a formal community recommendation to the Mayor, the Mayor will prepare a final draft and recommendations and the City Council may adopt the policy as an addendum or element plan associated with Salt Lake City's general plan, Plan Salt Lake.

(Elected Officials, Administration, Boards/Commissions, Work Groups, Ad-hoc Committees)

**Does this project have a legal requirement to engage the public?**
No but the Project Team will follow best engagement practices as noted in the Salt Lake City Public Engagement Guide.

**Budget, if any, for engagement:** None

## ENGAGEMENT PLAN

**Key Issues:**
Bridging the Digital Divide this is defined and addressed by the concepts and strategies included; Digital Inclusion, Digital Equity and Digital Exclusion

**Key Messages:**
What does digital inclusion mean for people in a community? Simply stated, it means that:
- All members understand the benefits of advanced information and communication technologies.
- All members have equitable and affordable access to high-speed Internet-connected devices and online content.
- All members can take advantage of the educational, economic, and social opportunities available using current information and communication technologies.

**When does outreach need to happen?** (timeline)
- October 2018, Initiation
- November 2018, UCC event **Outreach**
- November-January 2019, Broader Public **Outreach**
- February 2019, Human Right Commission meetings to develop formal board recommendation **Outreach**
- March-April 2019, Mayors Recommendation of final Policy prepared for Transmittal
- 2019, City Council public hearings and adoption processes. **Outreach**

**Who needs to be informed?** (Stakeholders/advocates/opponents)
- We have developed a list of community stakeholders who participate in the Digital Inclusion space. Over 160 groups so far and this list is being shared and refined with the UCC.
- Internal Stakeholders; Mayor, City Council, PS, Y&F
- Community Councils
- UCC https://utahcc.org/
- No known opponents

**Which levels of engagement are needed?** (See Matrix: *check all that apply*)
Inform X          Consult X          Collaborate X

**What engagement methods will be used?** (expand on how you are going to use inform, consult, collaborate)

Collaborate: The UCC Event and partners will utilize collaborative techniques via the activities being developed for the event
Inform: Community outreach via social media and community councils will help inform the public of the developing policy
Consult: We will consult with the Human Rights Commission on the policy and request a formal recommendation

**What is the desired outcome for successful engagement?**
A community influenced policy draft

**Is this a single engagement event or will there be multi engagement projects needed?**
Multiple

**Have you considered ADA needs as a part of your engagement plan?**
Yes

**What is your outreach number goal?**
NA

**Are you planning a Qualtics topic?**
Not sure digital engagement (survey) will be all that helpful. TBD later

**\*\*AFTER ACTION REPORT MUST BE COMPLETED POST PROJECT ENGAGEMENT\*\***

# <u>Salt Lake City Digital Inclusion Policy</u>
## *Draft*

### Vision: Digital Equity for all

Salt Lake City envisions digital inclusion, where every resident has opportunities to access and use information and communication technologies. Digital inclusion encompasses not only access to the Internet, but also the availability of hardware and software, relevant content and services, and training for the digital literacy skills required for the effective use of information and communication technologies. Without access, full participation in nearly every aspect of American society from economic success and education achievement, to positive health outcomes and civic engagement is compromised.

### Purpose: Guiding Principle

The purpose is to ensure access and foster opportunities for all citizens to be fully engaged in a digital society to serve as a guiding principle aligned with Plan Salt Lake. Salt Lake City will support opportunities and the relevancy to participate in a digital era as it is essential to the City's framework for social equity, education, economic opportunities and community resilience.

### Definitions:

Digital Inclusion: The activities necessary to ensure that all individuals and communities, including the most disadvantaged, have access to and use of ICTs. This includes five elements: 1) affordable, robust broadband internet service; 2) internet-enabled devices that meet the needs of the user; 3) access to digital literacy training; 4) quality technical support; and 5) applications and online content designed to enable and encourage self-sufficiency, participation and collaboration. Digital inclusion must evolve as technology advances. Digital inclusion requires intentional strategies and investments to reduce and eliminate historical, institutional and structural barriers to access and use technology. (Definition provided by the National Digital Inclusion Alliance, NDIA)

Digital Equity: A condition in which all individuals and communities have the information technology capacity needed for full participation in our society, democracy and economy. Digital equity is necessary for civic and cultural participation, employment, lifelong learning and access to essential services (Definition provided by the National Digital Inclusion Alliance, NDIA)

### Goals: Targeted Action Strategies

1. **Connect the three Pillars: Relevant Content & Services, Hardware, Digital Literacy**

   - Increase usage and understanding of digital and communications technology
   - Address potential barriers to digital inclusion
   - Address the need for digital literacy training
   - Address the need for access via reliable and affordable devices
   - Address the need for language & disability accommodations

- Develop relevancy and advocacy campaigns within specific communities and populations

## 2. Engage and Include the Community

- Ongoing stakeholder engagement
- Local government involvement and leadership
- Develop an interactive community dashboard or website to access information from the community and city government

## 3. Build Digital Equity and Community

We will accomplish this by working with partners, city leaders, community members, and organizations such as: nonprofits, entrepreneurs, education, public safety, and health care to ensure access and foster opportunities for all citizens to be fully engaged in a digital society.

- Multi-sector partnerships for implementation of DI strategies
- Develop funding to support programs

**Metrics** *(Need to refine and develop relevant metrics based upon community input)*

## 1. Hardware and Software
*Metric 1.* Hardware and Software index
*Metric 2.* ? % of SLC School District students qualify to receive free school lunch
*Metric 3.* Inventory of community assets and low to moderate home connected to high speed internet
*Baseline 1.* According to Utah Broadband Project Survey, existing demand is high and broadband access and speed are generally good (2014)
*Baseline 2.* 49.8% students qualify (Utah State Department of Workforce Services, Utah Intergenerational Welfare Reform Commission Annual Report, 2014)
*Baseline 3.* Map of community assets created in 2014 with 35 locations on file, but data on SLC currently not available and is not participating in Federal initiative of Connect Home

## 2. Relevant content and services
*Metric 1.* ? % of individuals accessing online services for jobs, banking, school, and etc.
*Metric 2.* ? % of people following city's social media and participating city's online tools
*Baseline 1.* 23.1% of respondents along the Wasatch Front Region rated their computer skills at zero (Utah Broadband Project, 2014)
*Baseline 2.* Not available yet

## 3. Digital literacy skills
*Metric 1.* Survey SLC digital literacy skills

*Metric 2.* Number of people currently employed in computer and mathematical occupations.

*Baseline 1.* Not available yet

*Baseline 2.* 36,460 people in the Salt Lake area are employed in computer and mathematical occupations and is projected to increase to 48,170 by 2022 (Department of Workforce Services Utah Occupational Report, 2015)

**ATTACHMENT**
UCC Report 2019

January 2019 Digital Equity World Café

Discussion Results

# Digital Equity World Café  Summary January 2019

- **8** Tables
- **60** Attendees
- **88** Recorded Comments
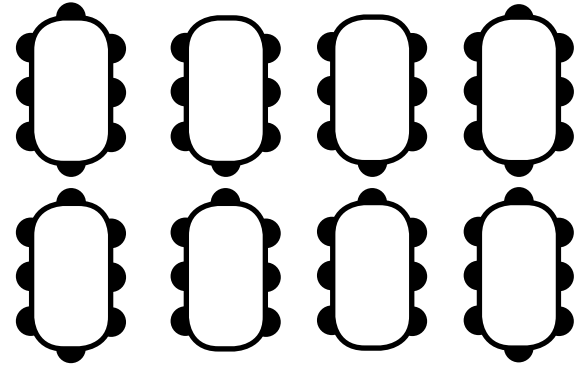
## Comment Based On Topics
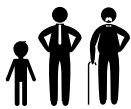
**Age Groups (29)**
Different needs for students, adults, and seniors.

**Affordable Devices (22)**
Create ways for everyone to access a device.

**Language Services (15)**
Support for ESL residents and those who want to learn a different language.

**Public Wi-Fi (16)**
Safe and secure networks for the community.

**Space (6)**
Computer labs and other public areas to teach and learn skills.

**Basic Skills (5)**
Baseline knowledge that every citizen should have.

**Full-time Employee (5)**
A position that focuses on digital equity.

**Donations (4)**
Facilitating a way to get donated devices into new hands.

**Participating Organizations:**

Neighborhood House, Pioneer Park Coalition, Boys & Girls Club of Greater Salt Lake, Utopia Fiber, Digital Respons-Ability, Salt Lake County Library, Sorenson Unity Center, Google Fiber, Community Writing Center, Guadalupe Schools, Housing Authority of Salt Lake City, International Rescue Committee SLC, University of Utah, Utah Division of Arts And Museums, Salt Lake Community College, Salt Lake City Public Library, Microsoft, Salt Lake City Corporation, MIB Partners, Spy Hop Productions, Salt Lake County Health Department, Shelter the Homeless, AT&T, Devpoint Labs, Utah Education and Telehealth Network, Governor's Office of Economic Development, Zayo Group, Utah State Library, Refugee Immigrant Center at The Asian Association of Utah, Intuitive IT Solutions, Utah Center for Civic Improvement, and the Utah Non Profit Housing Corporation.

| 5 | In which industry is your organization? | |
| --- | --- | --- |
| | 59 out of 64 people answered this question | |
| 37.3% | Government | 22 responses |
| 23.7% | Non-Profit | 14 responses |
| 20.3% | Education | 12 responses |
| 8.5% | Other | 5 responses |
| 5.1% | Broadband Service Provider | 3 responses |
| 5.1% | Private Sector | 3 responses |

**What:**

World Café: A meeting process featuring a series of simultaneous conversations in response to predetermined questions. Participants change tables during the process and focus on identifying common ground in response to each question. Discussion comments were recorded by participants on butcher paper on each table as well as a real-time text-to-respond software called Poll Everywhere.

**Where:**

Sorenson Unity Center, Black Box Theater.

**When:**

January 16th, 2019.

**Why:**

To inform the creation of Salt Lake City's first digital equity policy.

## General Comment Summary:

A common theme that was brought up in the discussion was "technology deserts," referring to areas of Salt Lake City that do not have quality signal coverage. Signal quality on the west side of the city is identified as not as good as the east side and public access to technology is not as prevalent.

To address this issue, a lot of comments focused on offering public Wi-Fi hotspots throughout the city, in a safe, secure, and comfortable manner. Safety was defined in two respects, physically safe for individual and virtually safe so that residents could connect without personal data being vulnerable. Device charging stations were common suggestions for these areas.

Three distinct age groups were brought up when discussing digital literacy; students, adults, and seniors. For students, the recurring ideas shared were offering more computer and education opportunities in and out of school, resources for doing homework digitally for those who do not have home access and making digital technology learning fun through games and entertainment. To achieve this, some suggested tapping into the industry knowledge and tech workforce of the Silicon Slopes.

For adults, basic digital literacy skills, language services, and finding employment opportunities was the focus. With most job applications requiring online access, those who are not digitally literate are at a significant disadvantage.

For seniors, providing education on how to navigate the new digital landscape was a common theme. Practical things like how to pay utility bills, access city services, and other things that used to be done in person or over the phone need to be taught to those who are not familiar with using the internet. A topic that was brought up that would be relevant for all age groups was how to "stay safe" online, how to spot phishing attempts and how not to fall victim to malware.

Facilitating a way for people to donate old, working devices that could be given to those who do not have means to purchase their own, if they complete a basic digital literacy course was brought up during the access discussions. This would help ensure that those who received donated devices would get the most out of the technology.

Teaching digital skills on cheaper devices that still have a full range of functionality, like iPads and Chromebooks was a solution to some of the high costs associated with becoming connected.

Anticipating change, to keep the policy from being 'dated 'was another common theme. New technologies, such as 5G, should be considered when looking at the future of connectivity in Salt Lake City.
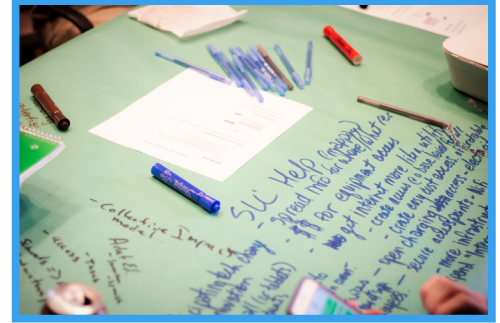
After hearing the stories at your table, do you think any of the lessons learned should be incor... into the city's digital equity policy?

Visual settings
Activate
Show results
Lock
Clear results
Fullscreen

ⓘPoll is full and no longer accepting responses

"Knowing HOW to sift through content for correct information"   "Age & culture"   "Education"   "Access to a printer"   "Assistance for seniors"

"Employers need to consider access to info or opportunity for digital training."   "Age appropriate approach to learning"   "Acces...

"City should be a lead for the effort to rally with"   "City policy should assure the dmae quality of wireless signal/service accross the city."   "Free internet!"

"Sorenson Unity Center is the City's only open access computer lab. There are other service centers with access to WiFi."

"Need to do a demographic study on access and services to locate digital deserts."   "Keeping pace with the exponential growth of technology"

"Basic skills + digital"   "A lot of places require faxes."   "Access to multiple drvices"   "Connect disparate experiences"

"Language access to online info."

"Digital equity goes beyond access. It must include education and opportunities for self expression and contributions to civic discourse."

Next
Previous

Poll Everywhere

Leadership

UTAH COMMUNITIES CONNECT

6

**NEIGHBORHOOD HOUSE**
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INDUSTRY: INVOLVEMENT:

**PIONEER PARK COALITION**
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INDUSTRY: INVOLVEMENT:

**BOYS & GIRLS CLUB OF GREATER SALT LAKE (LIED CLUB)**
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INDUSTRY: INVOLVEMENT:

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INDUSTRY: INVOLVEMENT:

**HOUSING AUTHORITY OF SALT LAKE CITY**
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INDUSTRY: INVOLVEMENT:

**HOUSING AUTHORITY OF THE COUNTY OF SALT LAKE**
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**INTERNATIONAL RESCUE COMMITTEE SLC**
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
**UTAH DIVISION OF ARTS AND MUSEUMS**
CONTACT: Emily Johnson (emilyjohnson@utah.gov)
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**SALT LAKE COMMUNITY COLLEGE**
CONTACT: Clint Gardner (clint.gardner@slcc.edu)
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
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**MICROSOFT**
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**SPY HOP PRODUCTIONS**
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INDUSTRY: INVOLVEMENT:

**SALT LAKE COUNTY HEALTH DEPARTMENT**
CONTACT: Raul Garcia (rgarcia@slco.org)
INDUSTRY: INVOLVEMENT:

**SHELTER THE HOMELESS**
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INDUSTRY: INVOLVEMENT:

**AT&T**
CONTACT: Tara (tara.thue@att.com)
INDUSTRY: INVOLVEMENT:

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INDUSTRY: INVOLVEMENT:

**UTAH EDUCATION AND TELEHEALTH NETWORK**
CONTACT: Kelleigh Cole (kcole@uen.org)
INDUSTRY: INVOLVEMENT:

**GOVERNOR'S OFFICE OF ECONOMIC DEVELOPMENT**
CONTACT: Rebecca Dilg (rdilg@utah.gov)
INDUSTRY: INVOLVEMENT:

**ZAYO GROUP, LLC**
CONTACT: Stacey Dutt (stacey.dutt@zayo.com)
INDUSTRY: INVOLVEMENT:

**UTAH STATE LIBRARY**
CONTACT: Chaundra Johnson (crjohns@utah.gov)
INDUSTRY: INVOLVEMENT:

**REFUGEE IMMIGRANT CENTER AT THE ASIAN ASSOCIATION OF UTAH**
CONTACT: Amie Rosenberg (amierosenberg@gmail.com)
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**INTUITIVE IT SOLUTIONS**
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
**UTAH CENTER FOR CIVIC IMPROVEMENT**
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INDUSTRY: INVOLVEMENT:

# Participating Organizations

# Discussion Comments

**(Blue Sheet #1)**

"Technology Deserts"

"Navigation, Access Different Devices, Digital Media upload/attach"

"Policy:

- Multiple Devices
- Economic barriers (subsidies internet essentials)
- Free WiFi hotspots, education
- Video format – languages"

"DL

v. media literacy –message why? --------------------- Evaluate

Civic Engagement – purpose, nuts/bolts, keyboards vs. cellphones"

**(White Sheet #1)**

"Why can't I get a call on the west side?"

"Assume the same quality of wireless signal/ service across the city."

"Access is not the same as Literacy."

"I am still not digitally literate and I think I will never be."

"Different places have different access systems."

"N.D.IA = (Digital Inclusion)

STAFF:

I.D – RESOURCES –(SILICON SLOPE)

     -Partnerships – SLC

     - utility: Susan Cranford

         Public Access

➔ SPOTS ➔

E – Students/kids – success

E - *jobs UCC

E- Community"

"NDIA.ORG National Digital Inclusion Alliance"

"-CHARGE PROVIDERS FEE TO FUND POSITIONS PUBLIC/PRIVATE PART.

    -POLICY SHOULD INCLUDE FUNDED POSITION W/ END USER FOCUS

      -BENCHMAKERS, LEARN FROM USERS

-HOUSING DEV MUST HAVE ACCESS

-BE COMMITED LONG TERM (WILL TAKE TIME)

-WHO HELPS THE CITY

-SILICON SLOPES PARTNERS (RECIPRICATE BENEFIT)

    -ACCESS, FUNDING, DEVICES,

-ID RESOURCES

-CAN'T JUST TELL COMPANIES TO SOLVE. POLICY NEEDS TO HAVE PAR

-CAN YOU TREAT LIKE UTILITY?

-HOW DO WE DEFINE ACCESS WHERE IS ACCESS"

"- Donate Devices

- Increase Education,

- Apply for jobs

- Call Resources for more info

- Partnering with organization to get access to devices/internet

- Classes for Adults to learn different language

- Compatibility with All Devices

- Increase access to internet or hotspots

      -Teach basic skills"

<span style="color:red">" – City Funded Positions Dig. Equity</span>

<span style="color:red">      -Silicon Slopes Partnerships Policy</span>

<span style="color:red">      -Create Unity Policy</span>

<span style="color:red">Communication Access points as part of a scoring for Redevelopment + HUD + Tax Credit, Housing Funding.</span>

<span style="color:red">Collective impact process.</span>

<span style="color:red">Identify City Council Liaison"</span>

**(Orange Sheet #1)**

"City information Fair

      -booth… Library

Highlight where to access

-Free WiFi

-Resources available"


"Level Connectivity?

Phone, laptop desktop, tablet"

"Dedicated -> Research -> funding -> Assessment

   -   Can we explain how our objective affects other agencies? Co-relations"

<span style="color:red">"*Network</span>

<span style="color:red">Who are all the players? In gov./ non-profit</span>

<span style="color:red">What about basics?"</span>

"ACCESS

- app idea: info (data dump) on resources & how to use -> overlay w/ 211 -> Collab with U. MIS

- increased participation, staff, and space, & hours/schedule

- referrals to other resources.. but transportation is hard.

- expanding to parents and kids.

- Where is access?? -> ranking (not all) map access =)

- 211 tracking: access help. -> sharing referral data.

- pub/private collab important.

- Marketing call"

<span style="color:red">"Synergistic Technology"</span>

**(Yellow Sheet #1)**

"Impact fees for internet providers

<u>Literacy</u>

- Holistic uses
- Public/Private collaboration
- Teacher dev.
- PRIVACY in policy (value)
    - o Ability to know & control what you're sharing.
- Net neutrality stance?
- Funded position needed."

"Define security protocol for public WiFi

<u>Leadership</u>

- Many org specialized

- What are the needs of the community and how do we show these?

- Impact fees for Digital Equity investments.

- As we move to Internet Services and cell and cell revenue goes down?

- Identify difference between Policy and Strategic Plan Action.

- Net Neutrality

- Procurement Policy

      - Digital Accessibility

- Public Facility – Public WiFi required."

"Policy should include funded position!

SHARED Responsibilities

      Education

      Employment

      Entertainment

It's Everyone's Job -> City could be A LEAD CONVENER

- Digital divides/inequities
- Parents regulating / censoring tech use
- All family members
- Educating parents of students on interfaces
- Address tech anxiety fear with digital literacy
- Language barriers

Digital Access:

- Access to a printer *
- Fax for social services and healthcare
- Peripheral device
- Homework
    o Access in the home US. Public computer labs

- <span style="color:red">Using same platforms in Public labs as in schools</span>
- <span style="color:red">Internet Speed."</span>

**(Green Sheet #1)**

- Anticipating tech change & innovation
- iPad for all (or tablets)
    - students
- Business outreach to support dig eq. in comm
- Poss $ for devices
- Insists on internet supp.
- For all employees
- SLC Help (Mapping)
- Spread info for where/what res
- $$ for equipment access
- Get internet more like a utility
    - Create access @ a base level for all.
    - Create easy cost access. affordable
- Open charging access – electricity
- Secure access points – WiFi
    - More infrastructure
- Expand "Internet Essentials" programs."

"Marketing – advertise available resources"

" - Collective Impact Model

- Adult Ed. - Sorenson - Spanish
    - Taxes
    - Access
- Schools -> Access
    - *What are the programs?*
- Digital Connectivity "deserts" – Subscription - (Demographics) Affordability.
- Sites for Youth Programs – Could we expand access? Is Sorenson only computer lab managed by City? – Lots of kids doing homework.
- Lessons from the stories we heard
- Homework '21st Century Learning Centers'."

**(Green Sheet #2)**

- SLC ensure cellular services is better on the Westside.
- SLC share info/resources from other entities
- WiFi hotspots listed on Google Maps
- SLC facilitate computer donations from companies to people who complete a computer training course.
- SLC Publicize existing computer training courses/ maybe funding
- Need more UX staff at the City
- UX liaisons between agencies
- SLC can provide recommendations (and demonstrate) best practices ie a how-to-video for every service. Portal ie job application site.

Public Policy

Make available computer literacy/education classes

1. School age
2. Adult
3. Senior centers

Government center provide access to public, whether libraries available or not.

eg. a) Business Resource Center

       Senior Center

       Public Schools

       Strategically placed

Teach Scalable

1- Typing first

Support access – Power for cellphone- make websites mobile friendly. Provide more Chromebooks, iPads

Public Policy

Make equitable –provide paper notices (mailed) along with digital. Don't make assumptions everyone has access."

"There should be a phone number so people can talk to a person. Forms & resources need to be places that aren't online.

- Digital education needs to be a component of getting people connected. One- off classes are not as effective Needs to have a curriculum component
- Allocate funds for this education
- Social media =/= digital literacy
- Download speed expectations need to be included.
- What is the City's / everyone's responsibility to communicate non-digitally vs. providing resources to increase digital know-how?"

"Access- hardware & software

True digital access – can connect themselves

Digital literacy – depends on needs"

- Where are the community spaces that need digital access beyond libraries, resources centers, parks, coffee shops?
- Cell phones more universal than many other tools
    - Access to power & WiFi important
    - Mobile – friendly websites
- How to have computers or WiFi be like payphones & 411
    - More access to Chromebooks

- "Google Maps 'Explore' option for free WiFi!'
- List resources that are available at other community organizations.
- Secure charging stations for all devices (Apple, Android)
- SLC can: Disseminate info on education opportunity.
- Use accessible User Experience.
- Access to secure internet
- Tutorials or help lines should be provided for solely digital resources & systems.
- The policy needs action.
- Access to secure computer internet

- Program to donate devices (United Way Provo)
    - Tax incentive for people who donate devices.
- Education is key
    - It needs to be accessible education.

- "Definition of 'connectivity & Internet'
- Talk to an actual person, physical location to go to
- Access?
- Class – 6 months to basic literacy."

- What can your org do to improve equitable digital access in SLC

    - Dig Access Assets
    - Strategic Placement
    - Public charging stations
    - WiFi Hotspots

**(Yellow Sheet #2)**

- "Funding for translation devices
- GOALS:
    - Access for school age kids
    - Basic training
- Adults: connect to "online travel"
- Mostly age – related disabilities
- Hardship assistance funding"

- "Social media literacy needed.
- Literacy across devices / platforms
- Digital etiquette
- Digital lit
    - Privacy
    - Password
    - Net neutrality

Digital Access Query

- US Library has grants for tech purchase
- IRC – tech mentor – w/ families, workshops & digital & citizenship & stem program, integrated services to create content.
- Devices are from community or partners.
- SLC Youth programs
    - Each site has children comp lab
    - Could expand for adults/community
        - No staff or a budget.
    - Education – after school – dig lit skills to kids
    - SL County Lib – computer use/printers/scanners.
        - Free WiFi
        - Educ – STEM program; comp classes for adults.
        - Databases & online learning.
- Sorenson Ctr.
    - Computer Lab
    - Improve by getting $$ to support
    - Spyhop – digital creation & product develop."

- <u>Leadership</u>
- Referrals between Sorenson & Neighborhood House
- FUNDING
- Public Service Campaign
- Cultural competency & language resources.
- Language translation devices (ear pieces)
- Net Neutrality Statement
- "Students:
- Gap w/ knowledge of subject matter vs. computer skills
- Even communicating w/ seasonal park employees highlights digital equity challenge.
- Age is a factor
    - 3 yo's using technology – wow!
    - Helping parents use iPhones – more complicated than it seems
    - Language barrier
    - Balance of security & access
- * Funding for translation earpieces/ devices *"

- "Representation of cliff
    - Groups in imagery
    - Don't just have all job apps be online/require computer to apply
    - Don't make all HR trainings skew online
    - Computer training including work schedule
    - Language access to online info

- What about language translation devices
- Cultural Competence (for seniors) training provider for the city -> translation services.
- $ the City could be a pass through agency for funds for programs
- Employees need to a consider equal opportunity for training.

## (Blue Sheet #2)

- "Include in City's Policies
    - Education -> about specific tools -> what is tech for <u>you</u>?
    - Connect disparate experiences
        - diff. needs, backgrounds, desires
    - best practices – cultural, socioeconomic, education, age
    - first intro. to tech. standardized testing vs. exploration
    - general literacy skills+
    - play! -> digital alternatives -> familiarity"

- "Providing infrastructure that supports access.
- Identify areas missing."

- "Dig. Lit Stories:
    - Software for school
    - Mac programs – college –email – Facebook
    - Several iterations over time (age & new technologies) new applications
    - Public Computer labs for elementary students to do homework
        - Access to computer in home

- o Type-to-learn 3<sup>rd</sup> grade
- o 'Aha': send info on a platform that is accessible to more folks
- o Found it as a tool to access information
  - ▪ Older sibling teaching coding
    - • Logic of technology
    - • Willing to play w/tech
    - • Flexibility of tech and how it is used
    - • Social media."


- Digital play & learning
- Full time access – WiFi & devices to facilitate learning & play
- Understanding how people interact differently. How made useable.
- Age appropriate approach to learning & use
- Relationship between physical & digital identities
- Cultural considerations


- "$197.00 –Chromebook
- ID. Theft
- Content producer
  - o Internet- equity of Reception
  - o VPN connection. Risk -> safety. Malware
  - o GOALS of City."


- "Access to Access
  - o Email
  - o Verifications
  - o Security around Public access
  - o Infrastructure Standards
  - o Chromebooks
- Access
  - o Let people know where they can go for access
  - o Inform people about programs like Community Connect (Comcast)

- o Capacity of a phone v. computer or other devices
- o Provo digital literacy classes
  - PCs for people – literacy training w/ equipment
- o Is there a standard for equipment?
- o TV – video learning, YouTube, Roku, Apple TV, Chromecast
- o Broadband minimums: FCC definition min.
- o Content producer * value
- o Convent consumer
- o Internet as a utility
- o Ubiquitous access
- o More hotspots
- o Public WiFi and Cybercrime
- o How do we deal with that risks of public access?

**(*Poll Everywhere*: Results for: After hearing the stories at your table, do you think any of the lessons learned should be incorporated into the city's digital equity policy?)**

"City policy should assure the dmae quality of wireless signal/service accross the city."

"Connect disparate experiences"

"Economic barriers - Provide Subsidies"

"City should be a lead for the effort to rally with"

"Consideration of wholistic usage"

"Policy ideas: should include funded positions, this is a shared responsibility between public and private, elements of education employment and entertainment"

"Age appropriate approach to learning"

"Why can't we get calls on the west side?"

"Access to multiple drvices"

"Language access to online info."

"Basic skills + digital"

"Employers need to consider access to info or opportunity for digital training."

"Age & culture"

"Digital equity goes beyond access. It must include education and opportunities for self expression and contributions to civic discourse."

"Education"

"Play"

"Accessibility"

"Need to do a demographic study on access and services to locate digital deserts."

"Knowing HOW to sift through content for correct information"

"Keeping pace with the exponential growth of technology"

"A lot of places require faxes."

"Assistance for seniors"

"Access to a printer"

"Sorenson Unity Center is the City's only open access computer lab. There are other service centers with access to WiFi."

"Free internet!"


**(*Poll Everywhere*: What can you and your organization do to improve equitable digital access in Salt Lake City?)**

"Raise digital literacy awareness"

"Classes for adults to learn different languages"

"Need to map WHERE access is and rank it's quality and type"

"Access to printers"

"Every organization. Works on a different systemic level. Individual, family, school, community. Access and education varies."

"More access to chrome books/ tools"

"Expanding training and education to parents and kids"

"Partnering with organization to get access to devices / internet"

"Expand free WiFi and computer lab access"

"Referrals to other resources can be hard with limited transportation"

"What is the role beyond the wall of the school?"

"Expand existing programming to more age groups"

"Addressing digital access deserts"

"Call in resources in addition to websites"

"Increased participation's staff space and schedule time for existing programs"

"Champion access as a utility - a right. Internet doesn't get turned off the minute the bill isn't paid."

"Informing people about places they can go and programs they can participate in."

"Public WiFi"

"Grant use for tech purchase"

"Public charging stations"

"Increase education opportunities"

"App idea to centralize resources and how to use them"

"Flexible document formats/ mobile friendly"

"Donate devices"

"Make sure access systems are safe and secure"

**ATTACHMENT**

Recommendation letter from Human Rights Commission

April 2, 2019

Mayor Jacqueline M. Biskupski
451 South State Street, Room 306
Salt Lake City, Utah 84114

RE: Formal Letter of Support for the Digital Equity Policy

Dear Mayor Biskupski and Salt Lake City Council Members,

On Tuesday, March 5th Anna Hirt and Nole Walkingshaw of Salt Lake City's Department of Public Services met to present and discuss with the members of the Human Rights Commission the engagement summary for the development of the first Digital Equity Policy for Salt Lake City. In coordination with Utah Communities Connect, the Public Services Department hosted an event first of the year to gather insight from community leaders about the development of a digital equity policy for Salt Lake City.

The Human Rights Commission also reviewed the personal stories of some of the community members from the Digital Equity Event hosted by the Utah Communities Connect digital alliance at Google Fiber at Trolley Square last fall. The Human Rights Commission found the quantitative information provided at the Digital Equity World Café coupled with the qualitative information from the Digital Equity Event present a compelling case for a Digital Equity Policy where communities will be connected – not divided – by technology.

After discussion, dialogue, and deliberation with a few edits and revisions the Human Rights Commission whole heartedly supports and endorses the Digital Equity Policy from the Department of Public Services.

Thank you in advance for your consideration of this letter.

Sincerely,

Commissioner Jason Wessel, District 1

Commissioner Angela Tuiaki, District 2

Commissioner Rebecca Chavez-Houck, District 3

Commissioner Wisam Khudhair, District 4

Commissioner Nicole Salazar-Hall, District 5

Commissioner Kimberlyn Mains, District 6

Commissioner Shauna Doumbia, District 7

Commissioner Luna Banuri, At-Large

# Digital Equity Policy - Council Transmittal

Final Audit Report                                    2020-07-29

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