Digital Inclusion
City of Austin

APRIL 2017 COMMUNITY ENGAGEMENT	**The Digital Empowerment Community of Austin**

The Digital Empowerment Community of Austin

On Friday February 24th at the Southeast Health & Wellness Clinic, the Digital Empowerment Community of Austin met with the following goals:

- DECA Working Group Updates
  - TechHire Working Group: Coordinate with TechHire: Workforce Development Initiative
  - Client Survey Working Group: Develop a Standardized Client Survey
  - Curriculum Standards Working Group: Create Digital Literacy Standards
  - Train-the-Trainer Working Group: Offer Train the Trainer Skills-based workshops
- Updates from Community Partners on Community Initiatives, Projects and Initiatives
- City of Austin 2017 Digital Inclusion Program Workplan Introduction and Co-Creation Workshop

Next Steps:

- TechHire Working Group: Next meeting scheduled for April 6th
- Client Survey Working Group: Next meeting being scheduled for March 30th
- Curriculum Standards Working Group: March 28th
- Train the Trainer Working Group: Next meeting will be scheduled for either April 6th or 13th
- All working groups are likely to meet a second time in April, date TBD
- The next full DECA meeting will be scheduled for April 21st, and will feature updates from the community

Website Management

- The 2015 PIO audit of the TARA website was fully resolved in March
- This month, the Digital Inclusion web pages will be further edited for clarity and relevance
- The Community Connections dataset was updated with the latest data
- The DECA web page will be further built out
- Continue to support exploration of new Open Data Opportunities with TARA Program staff Improve and regularly update the City's Digital Inclusion (austintexas.gov/digital inclusion), DECA community website(s) (digitalatx.org) to enhance open data opportunities, storytelling and resource availability.

Private Sector Engagement

- Key Challenge: How might engage with local technology companies to develop networking and learning opportunities?
- Council Member Houston has taken an interest in seeing the City do more to facilitate public/private partnerships, and Dr. Washington has asked us to convene a roundtable discussion in mid-April to begin that conversation.

	• Staff has developed a list of over 30 companies to invite to a convening proposed for April 28th at City Hall, this would be a roundtable discussion and learning opportunity for technology company leadership.
CONTRACT AND AGREEMENT MONITORING	**GTOPs 2016 Quarterly Reporting** • GTOPs 2016 3rd quarter reports are due April 15th, and will be reviewed for compliance by end of month. **Austin Free-Net/ Public Access Training** • TARA staff pending with Building Services to coordinate another building tenant/facility operations meeting to address ongoing security, safety and operational issues. • DeWitty Center Wi-Fi project commenced on 12/1 with funding allocated from Google Fiber Community Connections COA Facility Holding Account (CTM Infrastructure Budget). Project is underway and delayed due to further network evaluation. • Facilitating and Convening an ongoing AFN Performance Working Group Meeting to enhance, bolster and address performance monitoring and reporting o Next meeting topics, dates (Next meeting scheduled Wednesday, 4-05-2017) o Identification of source data o Revisit Key Factors (variables impacting our data) o Analyze each factor for 1) the source data impacted, 2) how do we mitigate, 3) how do we track, and 4) possible causes and prevention o Map each AFN/Austin performance metric to data sources o Discuss possible replacements for Yusadge as a performance data source **Request for Proposal for Public Access and Training Contract** • Staff working to generate a robust Request for Proposals (RFP) process for the community technology access lab management and digital literacy skills training contract to better align with current community needs and Digital Inclusion Strategic Plan priorities. • Staff has developed an online form for input to serve the future contract to be considered by management during contract negotiations. • COA Staff Design Team working to develop Scope of Work serving RFP o The RFP is expected to release **mid-April 2017** with one **(1)** pre-proposer meeting scheduled after the request for proposals open. o The RFP is expected to be open for qualified vendors to submit proposals for a period of approximately four **(4) weeks**. o The current funding level for the contract is $197,774 per year. **GTOPs 2017 Process** • The award recommendations are pending City Manager designee final approval. • Digital Inclusion staff convened a training session for the continuity of operations with the TARA Financial Operations team to facilitate contract setup, accounts payable including online grant management functions and process. • Digital Inclusion working to schedule an April (TBD) kick-off meeting/workshop for GTOPs 2017 awardees.

	Digital Inclusion Contract Monitoring
	• FY15 GTOPs Closeouts (Reporting Only) Reviews Underway to be Completed by mid-March 2017 • FY15 GTOPs Annual Report Underway – Expected Publication by close of Spring 2017
	Community Connections

	• Staff will be generating a design brief by COB March 31st serving the Engagement Strategy for the Community Connections Program.
	• Goal to convene a workshop for the following organizations by end of May, as these sites are live and connected:
	    o City Hall
	    o Long Center for Performing Arts
	    o Texas Civil Rights Project
	    o One Texas Center
	    o Ann Richards School (AISD)
	    o Travis High School (AISD)
	    o YWCA of Greater Austin
	    o ZACH Theater
	    o Twin Oaks Library
	    o River City Youth
	• The engagement goals are to support scanning and clarifying of annual reporting guideposts including:
	    o The organizations above will serve as the prototype and exploration model for future connected facilities.
	    o The reporting will support both quantitative (output) based measures including usage and qualitative (outcome) measures including impact through case studies, etc.
	    o The engagement will reiterate guideposts generated from prior learnings, including guidelines recommended by Google Fiber.
	• COA staff provided assurance that the Community Connections map and dataset are up to date, prior versions of the dataset were deleted (with associated metadata to support one dataset being available to the public).

DIGITAL INCLUSION GOVERNANCE	**Support the Community Technology & Telecommunications Commission (CTTC) to encourage effective and strategic governance.**

	• Developed process for the generation of an informational one pager on current Digital Inclusion activities (this administrative document represents that update with sensitive information removed for transmittal to CTTC)
	• Meeting scheduled for April 12th
	    o Election of Officers at the first regular meeting after April 1, 2017. Terms of office shall be one year, beginning May 1st and ending April 30th
	    o Presentation by Permitting Office on Small Cell, Fiber, Cable, and Wireless Deployment (TBD)
	    o Presentation by CTM's Stephen Elkins on CTM and their Digital Strategy (TBD)
	    o Digital Inclusion Initiatives & Google Fiber Connected Facilities (written report)

Open Governance Efforts

- In short, it's a commitment the City made as part of our [membership in the Open Government Partnership](#) to bring together open government and "smart cities" projects to share knowledge, connect with experts, and access tools and guidance to navigate challenges and achieve results. Everyone at the City owns open gov—we want to bring these projects together into a more connected portfolio and community of practice. [More background on this project is available here.](#)
- We recently presented [initial research insights](#) to the Open Government Operating Board on how we might help projects address challenges and solve problems. The findings highlighted the need for more user-friendly guidance and tools (distinct from policy that dictates what projects must do or not do), as well as more staff-to-staff collaboration across departments. This is the first of a series of monthly updates that we will share with everyone we've engaged on the project.

Interdepartmental Coordination

- Continue to support and participate in the COA Staff Community Engagement working group (Continuing participation)
  - COA Digital Inclusion Program Manager serving on Community Engagement Working Group of Council Strategic Outcomes Roadmap
- Continue to support and participate in the Open Governance Operating board (Continuing participation)
- Contract Management working group participation (COA Digital Inclusion staff continuing participation)

Records Management/Standard Operating Procedures

- TARA Staff continues to incrementally implement records management principles into the Digital Inclusion records inventory (both electronic and paper)
- TARA Staff has developed Standard Operating Procedures for Website, Program and Financial Processes.

VISTA Service/Capacity Building/Human Capital

- Current Digital Inclusion VISTA, William-Swinton Ginsberg end of service wraps up on April 21st. There will be a gap in service to provide capacity-building activities until June at the earliest.

RESEARCH AND EVALUATION	**2017 Residential Technology Survey** Conduct a Residential Technology Survey in fall 2017 to identify priority technology adoption, usage and access segments. • Confirmed survey goals and intent (February) • Compared peer city technology surveys (February) • Finalize the survey methodologies between UT and the City (March) • Launch the agreement by the end of March Staff has met twice with a survey design team on exploring data collection methodology and survey design. Digital Inclusion staff has been working with Austin Public Health (APH) to encumber the needed $50,000 via an Interdepartmental memo.

	311 Resident Complaints Process to Address Telecommunications Utility Construction/Infrastructure Work in City ROW • TARA Staff continues to address complaints to validate the resident contact was followed-up with, communicated to the appropriate telecommunications provider. • TARA will serve as the "closing" department for telecommunications complaints. • Process on hold pending transition of duties due to upcoming retirement of TARA Administrative Specialist
MAY 2017 COMMUNITY ENGAGEMENT	**DECA (Digital Empowerment Community of Austin)** DECA Working Groups will be meeting centered around the following objectives: 1. Develop a Standardized Client Survey 2. Coordinate with TechHire: Workforce Development Initiative 3. Develop Digital Literacy Standards 4. Offer Train the Trainer Skills-based Workshops In May these working groups will be continuing the exploration of each topic area using co-creation methodology. By May, working groups should be developing final instruments and creating deliverables.
CONTRACT AND AGREEMENT MONITORING	**Request for Proposal for Public Access and Training Contract** • Proposals Due: 05/09/17 1 month advertisement period • Evaluation team will begin reviewing the proposals submitted **GTOPs 2017 Process** • Digital Inclusion working to schedule GTOPs 2017 awardees lightening pitch presentations at the May DECA meeting. • Begin contract setup for awardees including program form development, budget development and terms and conditions review **Community Connections** Goal to convene a workshop for the following organizations by end of May, as these sites are live and connected: 1. City Hall 2. Long Center for Performing Arts 3. Texas Civil Rights Project 4. One Texas Center 5. Ann Richards School (AISD) 6. Travis High School (AISD) 7. YWCA of Greater Austin 8. ZACH Theater 9. Twin Oaks Library 10. River City Youth • The organizations above will serve as the prototype and exploration model for future connected facilities.

	• The reporting will support both quantitative (output) based measures including usage and qualitative (outcome) measures including impact through case studies, etc. • The engagement will reiterate guideposts generated from prior learnings, including guidelines recommended by Google Fiber.

DIGITAL INCLUSION GOVERNANCE	**Convene and engage the Digital Inclusion Steering Committee to monitor, evaluate and provide recommendations for implementation.**
	• Convene Steering Committee to review current Digital Inclusion activities (May)
	
	Community Technology & Telecommunications Commission
	
	• Meeting scheduled for May 10th
	   o Work Plan Retreat / Regular Meeting
	   o Terms for newly elected officers start (May 1, 2017 to April 30, 2018)
	   o Innovation Office is proposed to assist in facilitating workplan

RESEARCH AND EVALUATION	**2017 Residential Technology Survey** Conduct a Residential Technology Survey in fall 2017 to identify priority technology adoption, usage and access segments. • Finalize the survey instrument/questionnaire (Mid-March) • Implement survey (March-May) Develop Qualitative personas (March-May)
JUNE 2017 **COMMUNITY ENGAGEMENT**	**Community Engagement** • Proposed start for youth summer intern: develop personas, a persona is a written representation of our program's intended users or beneficiaries - this supports Financial Advocacy/Digital Inclusion engagement & outreach initiatives.
CONTRACT AGREEMENT AND MONITORING	**Request for Proposal for Public Access and Training Contract** • RCA Information Due to Buyer: 06/01/17 1 week+ after evaluation **GTOPs 2017 Process** Continue contract setup for awardees including program form development, budget development and terms and conditions review

DIGITAL INCLUSION GOVERNANCE	**Community Technology & Telecommunications Commission**
	• Meeting scheduled for June 14th
	o Proposed TARA Department FY 18 Budget Recommendations.
	o Digital Inclusion Staff will generate transmittal written (memorandum/report of activities)
	VISTA Recruitment/Summer Intern
	• Proposed start month for next VISTA member
	o A youth summer intern will also begin service to develop out personas serving client outcomes for Digital Inclusion services.
RESEARCH AND EVALUATION	**2017 Residential Technology Survey** Conduct a Residential Technology Survey in fall 2017 to identify priority technology adoption, usage and access segments. • Implement survey (March-May dependent on funding) Develop Qualitative personas (May/June 2017 with Summer Intern Support)

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