



Community Technology Access Lab Management Services

John Speirs, Telecom & Regulatory Affairs

What's Inside

Principles

Program

Community Technology in Austin

Request for Proposals



The Program

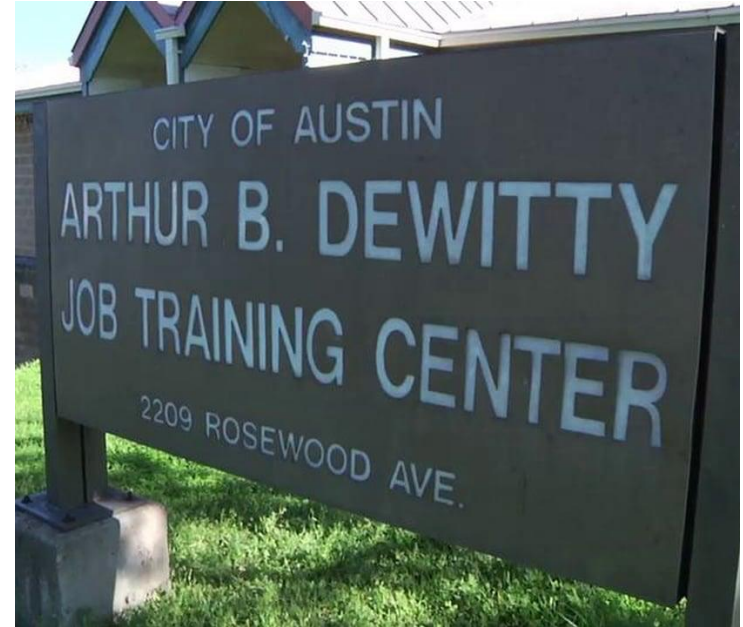
Digital Inclusion in Austin

Digital Inclusion Vision

The City of Austin Vision is for every Austin resident to be fully engaged in digital society, accessing and using digital and communications technology.

Digital Inclusion Goals

- Increase internet usage
- **Reduce barriers to digital access**
- Support digital literacy training
- Promote access to technology devices
- Promote accommodations for non-english speakers and persons with disabilities
- Develop relevant digital inclusion programming and advocate for continued community support



Access To Technology

The Intent

City's objective that all of its citizens have access to technology and online information and services through public access sites.

Service offered by the City

The current contract is rendered by Austin Free-Net

Public Access Labs & Digital Literacy Training

- Just under \$200,000 annual contract
- Maintains 32 public access computer labs throughout the City
- Provides free digital literacy training services

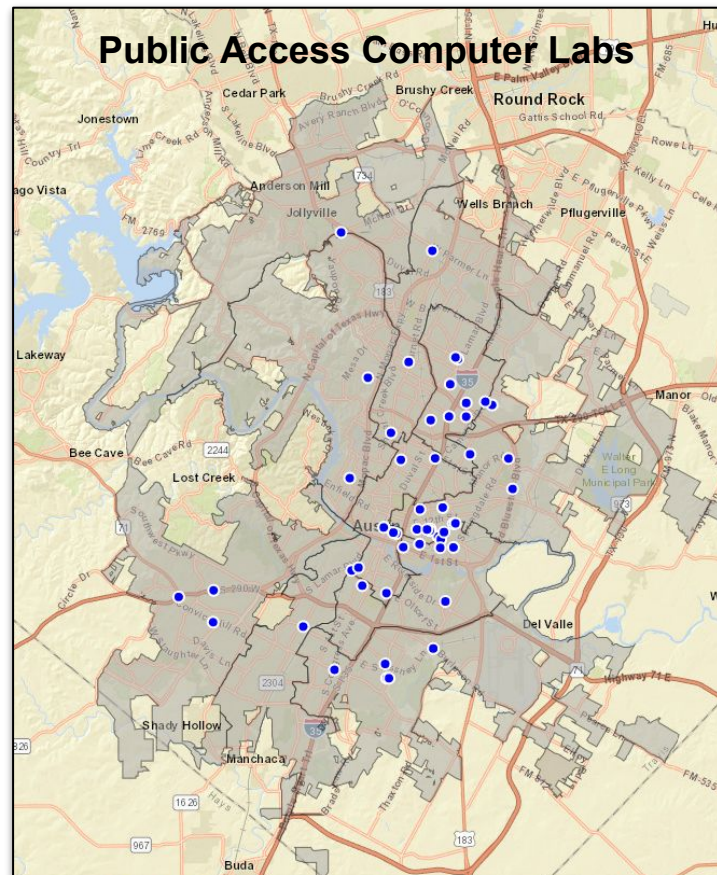
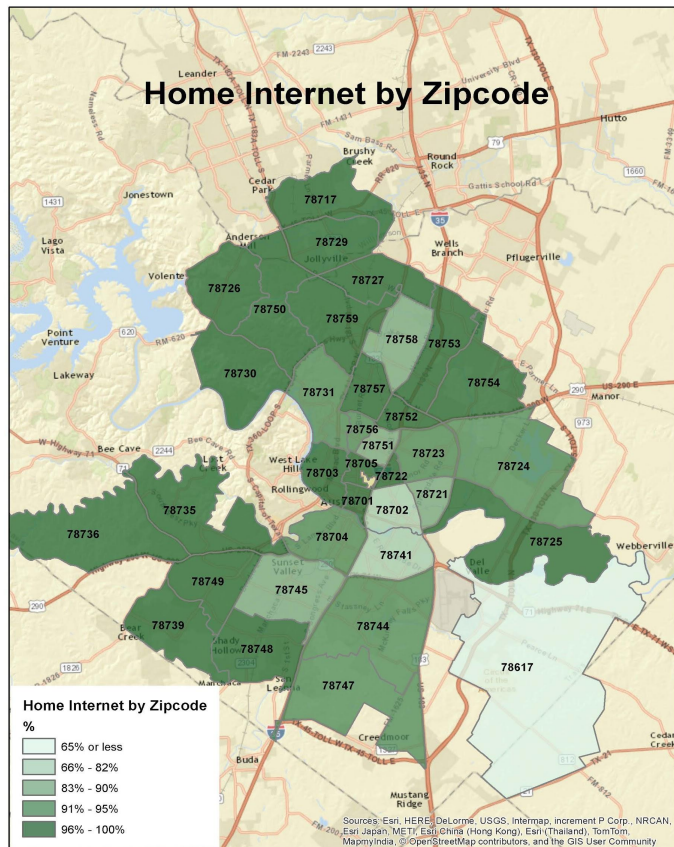


The 1997 Austin Chronicle Readers Poll for Best of Austin deemed Austin Free Net at Austin Public Libraries as the "Best Public Place to Surf". The article stated "the brilliant, valiant efforts of Sue Beckwith and crew made this a banner year for public access to the ether despite the free speech controversy incited by the Library's use of Cyber Patrol. (Photo credit: Minh Carrico from Austin Chronicle)



Community Technology in Austin

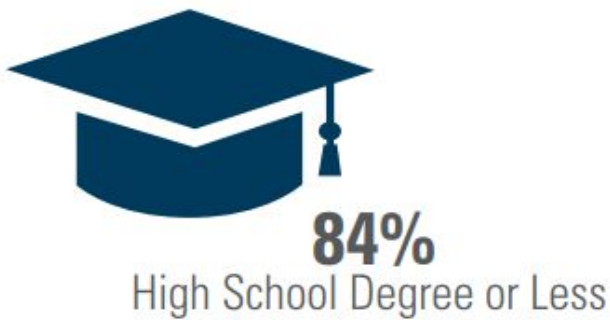
Community Technology in Austin



Digital Inclusion In Austin



Who are the nonusers?



Why do they not use the internet?





Request for Proposals

Intent

This contract will manage the City of Austin public access computer and technology labs at community facilities and the delivery of digital literacy skills training services.

- Manage the Community Technology Access Lab (“CTAL”) facilities and computer equipment to enable residents connectivity to the internet and devices;
- Train residents on credentialed digital literacy skills (“DLS”) necessary to participate in a digital society;
- Support the City’s Digital Empowerment Community of Austin (DECA) to convene, facilitate and develop open source guidelines, processes and tools.



The Digital Inclusion Program has served over **7,685** clients since 2015

The City of Austin has provided free public access computing and digital literacy skills training since 1995, initially through the Austin Public Libraries with training on basic digital skills to navigate the City’s website launched in 1994 to ensure that every Austin resident had equitable access to City information and services.

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Community Technology Access Lab Management Services

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