



Digital Equity Program

City of Tacoma | Information Technology

Government Performance and Finance Committee

8/21/2018

ITEM #



OVERVIEW



- Refine vision for Digital Equity
- Review City of Tacoma activities to date
- Review alternative models
- Enable staff to design an effective program

BACKGROUND



- Digital Equity is an ongoing City Council Priority
- Current initiative comprises a set of one time projects
 - Customer survey and focus groups
 - Technology device diversion
 - Internet access referral portal
 - Improved ability to deliver public WiFi
- Existing commitments are complete or on track

3

ISSUES



- Shared definition of Digital Equity
- Breadth of program delivery options
- Program management

4

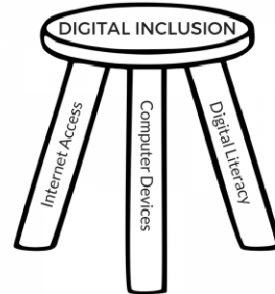
Defining Digital Equity



- What is Digital Equity?

- For the individual:

- Connection
 - Devices
 - Skills and Literacy



- For the provider:

- Applications, content and support accessible to all constituencies

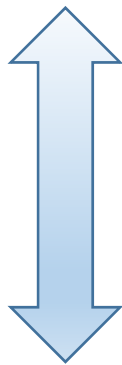
5

Delivery Options



A Spectrum:

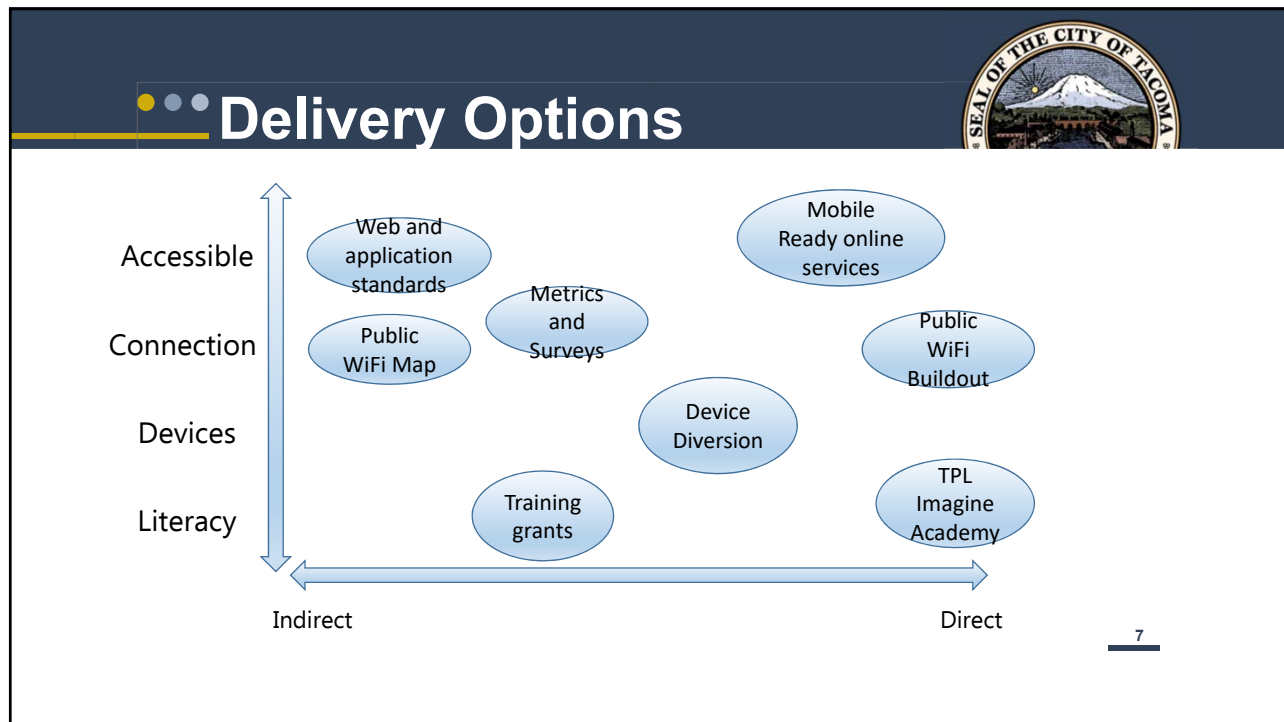
Indirect



Direct

- Values and decision making
- Policy
- Regulation
- Grants
- Partnerships
- Direct Services

6



Notable Examples

- [Tacoma Public Schools / TAF Partnership](#)
- [Riverside](#) / [Pittsburgh](#) Partnerships
- [Tacoma Public Library eResources](#)
- [Seattle Tech Matching Grant Program](#)
- [Chattanooga Enterprise Center](#)

8

Next Steps



- Provide feedback to ensure this framework supports council objectives
- Reference this framework when evaluating new and existing digital equity initiatives