



MID-OHIO REGIONAL  
**MORPC**  
PLANNING COMMISSION

111 Liberty Street, Suite 100  
Columbus, Ohio 43215  
morpc.org

T. 614. 228.2663  
TTY. 1.800.750.0750  
info@morpc.org

**NOTICE OF A MEETING**  
**SMART REGION TASK FORCE**  
MID-OHIO REGIONAL PLANNING COMMISSION  
111 LIBERTY STREET, SUITE 100, COLUMBUS, OHIO 43215  
SCIOTO CONFERENCE ROOM

**November 12, 2019, 2:00 pm – 3:30 am**

**AGENDA**

1. **Welcome** – *Dana McDaniel, Chair*
2. **Smart Region Updates** – *Aaron Schill, MORPC*
3. **Work on Deliverables**
  - a. Smart Region Playbook
  - b. Smart Region Resource Guide
4. **2020 Meeting Schedule**
5. **Other Business**
6. **Adjourn** – *Dana McDaniel, Chair*

Please notify Lynn Kaufman at 614-233-4189 or LKaufman@morpc.org to confirm your attendance for this meeting or if you require special assistance.

**The next Smart Region Task Force meeting is  
TBD**

111 Liberty Street, Suite 100, Columbus, Ohio 43215

**PARKING AND TRANSIT:** When parking in MORPC's parking lot, please be sure to park in a MORPC visitor space or in a space marked with a yellow "M". Handicapped parking is available at the side of MORPC's building.

MORPC is accessible by CBUS. The closest bus stop to MORPC is S. Front Street & W. Blenkner St. Buses that accommodate this stop are the Number 61 - Grove City, the Number 5 - West 5th Ave. /Refugee, and the Number 8 - Karl/S. High/Parsons. One electric vehicle charging station is available for MORPC guests.

**William Murdock, AICP**  
*Executive Director*

**Rory McGuinness**  
*Chair*

**Karen J. Angelou**  
*Vice Chair*

**Erik J. Janas**  
*Secretary*



Mid-Ohio Regional Planning Commission  
111 Liberty Street  
Columbus, Ohio 43215

Smart Region Task Force  
Meeting Notes

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September 13, 2019  
9:00 am

Members Present

Paul Benedetti, Logan County  
Commissioner  
Andrew Bremer, ODOT  
Rocky Kambo, City of Powell

Chair Dana McDaniel, City of Dublin  
Kelly Scocco, City of Columbus Public  
Service

Public Present

Preeti Choudhary, AECOM

Treeta Sekela, FHWA

MORPC Staff Present

Nick Gill	Lynn Kaufman	Aaron Schill	Nathaniel Vogt
Hwashik Jang	William Murdock	Bevan Schneck	

**Meeting Called to Order at 9:00 am by Chair Dana McDaniel.**

**Welcome**

Task Force Members, public attendees, and staff introduced themselves.

**Smart Region Updates**

Smart Streets Policy

Aaron Schill presented an overview of the work of the Smart Region Task Force at the August 22 DriveOhio Alliance Meeting. He specifically discussed the Smart Streets Policy, which MORPC hopes to share with partners throughout the state. He also noted that the City of Dublin and the City of New Albany are working on adopting their own versions of the Smart Streets Policy.

Paving the Way

Paving the Way is the road construction and lane closure notification system for Central Ohio. In 2017 MORPC took over administration of Paving the Way from the City of Columbus, and in 2018 MORPC began the effort to redesign the system to make it more efficient and more effective in terms of information communicated.

The updated system will provide more options and more detailed information for the traveling public by integrating with third party applications, such as Waze, Google Maps, and the multimodal trip planning application. With the new system both municipal staff and contractors/consultants can enter, update, and maintain information that drives the life of a project. The public can receive electronic notifications about those updates in real time.

In addition, the Paving the Way system will no longer be strictly the City of Columbus and a few nearby suburbs – the system can now be extended to the entire region and every community in the region.

MORPC will host five training sessions for local governments and for contractors in late September / early October.

#### EsriUrban

MORPC has been evaluating smart city and scenario planning software platforms -- most recently Esri Urban. The scenario planning software is a 3D model for mapping a city or region. Along with the mapping, there would be scenario planning and analysis capabilities, allowing users to see how changes to policy, land use codes, zoning codes, or development projects may change the urban environment.

Esri would build the 3D base canvas, provide some assistance, and train staff to update and maintain the system. Esri will also build one project to start as a pilot to familiarize MORPC staff.

MORPC will host a workshop on October 9 for local governments and partners interested in this platform. The cost to get started is very reasonable, and the platform is something that MORPC feels is worth considering for use on a regional level.

#### SmartColumbus Operating System

Aaron is working with a group evaluating the long-term sustainability options and the business model for what the SmartColumbus Operating System could be after the SmartColumbus grant period ends. MORPC has agreed to convene a group to explore public use cases that could be addressed by the SmartColumbus Operating System. Local agencies will convene soon to discuss those use cases.

#### **Ohio Framework for CV/AV Infrastructure** – Preeti Choudhary, AECOM

The Ohio Framework for CV/AV Infrastructure is first of its kind in the United States, and is DriveOhio's first initiative to coordinate statewide CV/AV technology deployments and to ensure they are interoperable. The Framework is intended to be a set of materials for Ohio agencies and cities to use to help them with their own planning and deployment efforts. Using these materials should provide a start in their own systems engineering analyses their first CV/AV projects.

DriveOhio and AECOM recently held ten Regional Stakeholder Workshops with Ohio agencies to inform the work and to explain the systems engineering process. End users shared their needs and identified local priorities and the challenges for specific regions. Two of the most discussed needs were traffic signal timing/optimization and multi-agency coordination. Statewide CV/AV architecture is in development to meet these needs, with some applications currently being deployed, some applications nearly ready (may be deployed on a small scale), and others have been developed, but are not yet put in practice. Those are ones that that require further development.

### Developing Statewide CV/AV Architecture

DriveOhio and AECOM provided training to representatives from agencies around the state for the incorporation of the CV/AV architecture into their existing regional architectures.

### Developing the Concept of Operations

The concept of operations describes what the system should do (what CV/AV applications should provide) and what kind of support systems must be in place to allow those applications to work. Following are examples of the 109 applications being provided with the Framework materials:

- Curve Speed Warning
- End of Ramp Deceleration Warning (ERDW)
- Reduced Speed Zone Warning/Lane Closure
- Pedestrian in Signalized Crosswalk Warning
- Red Light Violation Warning
- SPaT MAP Display Signal Timing
- Wrong Way Entry (WWE)
- Speed Limit Warning
- Spot Weather Impact Warning
- Restricted Lane Warnings
- Oversize Vehicle Warning
- Stop Sign Violation Warning
- Stop Sign Gap Assist

Using the Framework requirements for local projects will ensure consistency and interoperability across projects.

DriveOhio and AECOM are looking for opportunities to share work and efforts with other states, as everyone is moving forward, but at a slow pace. It may be helpful if states and agencies join forces.

### **Work on Deliverables**

#### Smart Region Playbook

The Smart Region Playbook is the deliverable intended to guide MORPC's ongoing work once the Smart Region Task Force ends. Staff hopes to capture all the ideas and recommendations that have been expressed since the Task Force was formed, and to align those ideas and recommendations with MORPC's existing work. One way to accomplish this is to ensure that smart cities or smart region considerations are part of every planning project that MORPC is involved in. Staff will review MORPC's Project Charter Template to ensure that it calls for the consideration in the planning process for any future projects.

#### Smart Region Resource Guide

The Smart Region Resource Guide is intended to be a tool for local governments and members to help guide them in applying some of these smart city technologies. The goal is to address four broad topics, and to provide sufficient data that would be usable and applicable for implementation.

#### Suggestions for inclusion in the Smart Region Resource Guide:

- A glossary of terms.
- A quick primer on what "smart" is, specific to local governments in the region
- Diagrams
- Infographics
- A regional prioritization of applications or technologies
- A way to begin -- a list of things necessary to start the process.

- A way to help onboard new communities and to help them access what DriveOhio is doing
- Identification of a specific common problem to be solved – a safety or operational issue relevant to different types of communities
- The financial implications – are there resources to pay for this?
- The role specific elected officials will have in making implementation successful
- An explanation of the goals
- A step-by-step outline of the process
- Formatting the document to make it easy to reference terms and to navigate
- Directions to implement from a process perspective
- One or two best practices, which would ideally be local, including successes and challenges
- A conceptual idea of how to move this through the bureaucracy of a community
- A reference to contact DriveOhio for a deeper level of detail regarding certain technologies or strategies.

Staff will create an outline and format for the Smart Region Resource Guide and present that to the Task Force at a later meeting.

#### **Other Business**

**Adjourned at 10:34 am by Chair Dana McDaniel.**

# Smart Region Playbook

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## Background

MORPC convened a Smart Region Task Force to focus on advancing and leveraging “smart mobility” and data-enabled infrastructure initiatives – including Smart Columbus, the US 33 Smart Mobility Corridor, and the Intelligent Communities Forum – to provide benefits and foster innovation throughout Central Ohio. The task force brought together local leaders from the public sector and technical experts to define what it means for Central Ohio to be a “Smart Region” and work to encourage and empower all communities in the region to advance proven approaches and best practices within their planning activities and infrastructure investment.

This Smart Region Playbook is one of three primary deliverables of the task force. It sets forth a shared definition and vision of a “smart region” and a set of goals and recommendations to make progress toward achieving that vision. The other deliverables are a Smart Streets Policy to ensure MORPC’s infrastructure investments are aligned with advancing a Smart Region and a Smart Region Resource Guide to help local agencies implement their vision of a smart community and successfully participate in advancing a Smart Region.

## Definition of Smart Region

A Smart Region collaborates across communities to leverage emerging technologies and data to provide services more effectively and improve the quality of life of all residents.

## Vision for a Smart Region

To be a connected, inclusive, prosperous and resilient region, effectively providing services to support a high quality of life.

## Purpose of the Playbook

This playbook will guide MORPC, local governments, and other stakeholders in executing the mission and vision of the Smart Region Task Force. It serves as a robust guideline for MORPC’s own work and recommends policies, strategies and actions to be considered for incorporation into MORPC’s existing and future efforts, allowing the Task Force’s recommendations to permeate the agency’s work. In order to realize the vision, the playbook includes recommendations that extend beyond MORPC’s purview, into the activities of local governments, other public agencies, advocacy groups, as well as private sector partners such as utility companies.

## Smart Region Goals

These are goals for the region to achieve to progress toward the Vision for a Smart Region. Some of these may inform recommendations to MORPC’s work below, but many of these will require several actors working together.

- **Connectivity:** Infrastructure systems throughout Central Ohio will be connected across jurisdictions to a regional information system to maximize their potential and provide seamless public services.

- Digital Inclusion: Everyone in Central Ohio will have the access and ability to utilize broadband and the services and resources available through the internet.
- Data: Central Ohio will collect, share and analyze data to understand its current condition, improve and optimize its functions, and anticipate future needs and opportunities.
- Innovation and Resiliency: Central Ohio will build the capacity to work collaboratively to be a leader in understanding, implementing and leveraging new technologies as they emerge and to adapt its digital infrastructure.
- Quality of Life: Smart Region objectives will be pursued for the purpose of promoting prosperity and improving the quality of life of Central Ohio's residents in some aspect, such as enhancing their mobility, safety, health, education, engagement, social capital, productivity, or equity.

## Recommendations

This section contains the recommendations of the Smart Region Task Force to be pursued by MORPC's staff and committees in order to achieve the Smart Region Goals and Vision. In addition to a brief statement describing the recommendation, each recommendation also identifies a likely owner responsible for implementation, possible partners and collaborators, prioritization, and a way to evaluate or track progress.

The recommendations are grouped into five broad categories of MORPC's activities.

## Collaboration

- Monitor funding opportunities for connections to Smart Region initiatives and reach out to potential sponsors/applicants. Offer advice and assistance in preparing responses/applications when it is compatible with existing services offered by MORPC.
  - Owner: MORPC Economic Development & Infrastructure Officer
  - Partners & Collaborators: Director of Government Affairs, Membership Services Officer, Regional Policy Roundtable
  - Timeframe: Short
  - Level of Effort: Low
  - Evaluation/Tracking: Ongoing; number of responses to opportunities, number of applications for which assistance is provided, number and amount of awards received
- Review the smart initiatives of various agencies as they are announced and perform periodic checks for common themes, potential conflicts, opportunities to collaborate, and overlapping responsibilities. Prepare comments and provide connections to the owners of complementary initiatives.
  - Owner: MORPC Transportation & Infrastructure Development
  - Partners & Collaborators: Regional Data Advisory Committee
  - Timeframe: Medium
  - Level of Effort: Low
  - Evaluation/Tracking: Ongoing; track the number of initiatives reviewed.



- Gather points of contact from regional council staffs, disseminate relevant information, meet annually or as needed to build an alliance around Smart Regions among regional councils within Ohio and nationally.
  - Owner: MORPC Transportation/MORPC Data & Mapping
  - Partners & Collaborators: Ohio Association of Regional Councils, National Association of Regional Councils
  - Timeframe: Medium
  - Level of Effort: Medium
  - Evaluation/Tracking: contact list available, organizational meeting

## Education & Outreach

- Incorporate Smart Region goals and objectives into MORPC's insight2050 Technical Assistance Program (TAP). The program provides staff assistance to certain MORPC members for sustainable transportation and community development plans related to the findings of insight2050 Scenario Results report. This could be accomplished in a variety of ways, such as intentionally including emerging technology applications, broadband connectivity, digital inclusion, data collection and analysis, etc., in project scopes and deliverables.
  - Owner: MORPC Planning & Sustainability
  - Partners & Collaborators: All MORPC departments, TAP recipients
  - Timeframe: Medium
  - Level of Effort: Medium
  - Evaluation/Tracking: Inclusion of Smart Region elements in project scopes and deliverables
- Provide a range of educational opportunities and trainings for community leaders to introduce the future of mobility and why smart streets matter. Work with other interested entities to increase regional capacity to assist local governments advance Smart Region goals and objectives.
  - Owner: MORPC Member Services Officer
  - Partners & Collaborators: All MORPC departments, Smart Columbus, ODOT, DriveOhio, FHWA, OSU (CAR, CRP?),
  - Timeframe: Long
  - Level of Effort: High
  - Evaluation/Tracking: Ongoing, member events and other engagement opportunities
- MORPC will produce a digital/online Smart Region Resource Guide to help communities with project-specific best practices, policies, funding opportunities, etc.
  - Owner: Smart Region Task Force
  - Partners & Collaborators: MORPC Transportation & Infrastructure Development, MORPC Data & Mapping, MORPC member communities, subject-matter experts
  - Timeframe: Short
  - Level of Effort: Low
  - Evaluation/Tracking: The action will be considered complete when a useful resource guide is available to assist local agencies implementing Smart Region

projects. Ongoing activities include continuing updates and periodic revisions of the guide.

## Policy Development & Advocacy

- Revise the Policies for Managing MORPC-Attributable Funds to be consistent with the Smart Streets Policy.
  - Owner: Attributable Funds Committee
  - Partners & Collaborators: MORPC Transportation & Infrastructure Development
  - Timeframe: Short
  - Level of Effort: Low
  - Evaluation/Tracking: The action will be considered complete when the attributable funding policies have been revised with provisions for the Smart Streets Policy included. This may include, but is not limited to, requesting information about digital infrastructure from project sponsors and considering that information in the selection and development of funded projects.
  
- Encourage local jurisdictions to develop and adopt their own Smart Streets policies.
  - Owner: MORPC Transportation & Infrastructure Development
  - Partners & Collaborators: MORPC Membership Services Officer, MORPC Communications & Engagement
  - Timeframe: Medium
  - Level of Effort: Low
  - Evaluation/Tracking: Track the number of jurisdictions that have adopted Smart Streets policies
  
- Promote the development of smart mobility corridors (which have the capability to pilot and implement various connected and autonomous vehicle technologies) and similar concepts in Central Ohio.
  - Owner: MORPC Economic Development & Infrastructure Officer
  - Partners & Collaborators: Local governments, MORPC Transportation & Infrastructure Development, MORPC Data & Mapping, MORPC Director of Government Affairs, Drive Ohio, Smart Columbus, Columbus2020, US 33 Council of Governments
  - Timeframe: Long
  - Level of Effort: Medium
  - Evaluation/Tracking: Submittal of funding applications, total funding commitments within the region, total mileage implemented and in development
  
- Advocate on behalf of local governments in Central Ohio to promote smart mobility projects and initiatives to federal and state transportation officials.
  - Owner: MORPC Director of Government Affairs
  - Partners & Collaborators: Columbus2020, Regional Policy Roundtable, MORPC Transportation & Infrastructure Development
  - Timeframe: Short
  - Level of Effort: Medium

- Evaluation/Tracking: ODOT funding criteria: TRAC, safety, and local programs; Transportation reauthorization bill; smart mobility projects for discretionary grants
- Explore opportunities to improve coordination among the various agencies in Central Ohio involved in using technology for traffic management and operations.
  - Owner: MORPC Transportation & Infrastructure Development
  - Partners & Collaborators: Attributable Funds Committee, COSMOS, MORPC ITS Committee, EMS, law enforcement, EMAs, COTA, ODOT & local traffic management centers, dispatchers
  - Timeframe: Long
  - Level of Effort: High
  - Evaluation/Tracking:
- Track emerging data policy issues and develop guidance on them.
  - Owner: Regional Data Advisory Committee
  - Partners & Collaborators: MORPC Director of Government Affairs, Regional Policy Roundtable
  - Timeframe: Short
  - Level of Effort: Low
  - Evaluation/Tracking: Ongoing; availability of guidance

## Inventory & Mapping

- Develop an inventory of Smart Region projects and initiatives throughout Central Ohio.
  - Owner: MORPC Data & Mapping
  - Partners & Collaborators: MORPC Transportation & Infrastructure Development, MORPC Planning & Sustainability
  - Timeframe: Medium
  - Level of Effort: Medium
  - Evaluation/Tracking:
- Support the creation of a regional open data portal.
  - Owner: Regional Data Advisory Committee
  - Partners & Collaborators: MORPC Data & Mapping, Smart Columbus
  - Timeframe: Medium
  - Level of Effort: High
  - Evaluation/Tracking: Establish use cases and functional requirements; increase the number of data providers connected to the regional open data portal; identify a sustainable host agency and funding source for the regional open data portal.
- Improve mapping of broadband coverage (including speed, cost, competition, and adoption) across the Central Ohio region.
  - Owner: MORPC Data & Mapping
  - Partners & Collaborators: Regional Data Advisory Committee, COSMOS, National Digital Inclusion Alliance, Connect Ohio/Connected Nation, internet service providers

- Timeframe: Medium
- Level of Effort: High
- Evaluation/Tracking: Develop online mapping and data visualizations that illustrate broadband coverage and access data for Central Ohio.

## Planning & Initiatives

- Develop and implement a regional broadband plan.
  - Owner: MORPC Data & Mapping, National Digital Inclusion Alliance
  - Partners & Collaborators: All MORPC departments, Regional Data Advisory Committee, local jurisdictions, Columbus 2020, OARnet, internet service providers, private sector stakeholders
  - Timeframe: Medium
  - Level of Effort: High
  - Evaluation/Tracking: Follow a traditional planning process that results in implementable strategies to expand broadband coverage and access throughout Central Ohio
- Coordinate the preparation of an application to the Intelligent Communities Forum for recognition as an intelligent region.
  - Owner: MORPC Data & Mapping
  - Partners & Collaborators: MORPC Planning & Sustainability, Intelligent Communities Forum, City of Dublin
  - Timeframe: Medium
  - Level of Effort: Medium
  - Evaluation/Tracking: Application submittal
- Create a program modeled on MORPC's Sustainable2050 program that supports our member communities' smart region efforts through direct technical assistance, collaboration, and recognition.
  - Owner: MORPC Transportation & Infrastructure Development
  - Partners & Collaborators: Regional Data Advisory Committee, member communities
  - Timeframe: Medium
  - Level of Effort: Medium
  - Evaluation/Tracking: Program guidelines, naming of member communities
- Include smart/intelligent transportation projects and priorities in the Metropolitan Transportation Plan and Competitive Advantage Projects. Make them easy to reference to help identify opportunities for funding and implementation.
  - Owner: MORPC Transportation & Infrastructure Development
  - Partners & Collaborators: MORPC Data & Mapping, local jurisdictions
  - Timeframe: Short
  - Level of Effort: Low
  - Evaluation/Tracking: Identification in respective documents

- Integrate the Smart Columbus projects into the Central Ohio Regional ITS Architecture. For example, the architecture needs to incorporate communication flows from infrastructure and Columbus’s Traffic Management Center to the Smart Columbus Operating System. This includes migrating the current architecture from Turbo Architecture software to Regional Architecture Development for Intelligent Transportation (RAD-IT).
  - Owner: MORPC Transportation & Infrastructure Development
  - Partners & Collaborators: MORPC ITS Committee, ITS owners
  - Timeframe: Short
  - Level of Effort: Low
  - Evaluation/Tracking: Identification in Regional ITS
  
- Develop a regional alternative fuel station plan/strategy, including electric vehicle charging and CNG refueling corridors throughout Central Ohio and coordinate with those throughout the rest of Ohio.
  - Owner: Clean Fuels Ohio, MORPC Planning & Sustainability
  - Partners & Collaborators: Smart Columbus, private providers, local jurisdictions, ODOT
  - Timeframe: Medium
  - Level of Effort: High
  - Evaluation/Tracking: Follow a traditional planning process
  
- Modify MORPC’s project charter template to ensure consideration of Smart Region elements in the scoping of all future MORPC planning projects.
  - Owner: MORPC Senior Leadership
  - Partners & Collaborators: All MORPC departments
  - Timeframe: Short
  - Level of Effort: Low
  - Evaluation/Tracking: Revised charter in use

## Evaluation

The MORPC committees and staff members identified as owners of the various tasks will incorporate the recommendations into their goals and objectives and identify tasks in their work programs toward accomplishing the recommendations. MORPC’s senior leadership will periodically check progress toward these recommendations and continue their implementation.

# Digital Inclusion

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## Introduction

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## Definitions

**Broadband:** High-speed Internet access that is always on and faster than traditional dial-up access. Broadband includes several high-speed transmission technologies, such as fiber, wireless, satellite, digital subscriber line and cable. For the Federal Communications Commission (FCC), broadband capability requires consumers to have access to actual download speeds of at least 25 Mbps and actual upload speeds of at least 3 Mbps.<sup>1</sup>

**Digital Equity** is 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.<sup>2</sup>

**Digital Inclusion** refers to the activities necessary to ensure that all individuals and communities, including the most disadvantaged, have access to and use of Information and Communication Technologies (ICTs). This includes 5 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.<sup>3</sup>

**Digital Literacy** is the ability to use information and communication technologies to find, evaluate, create, and communicate information, requiring both cognitive and technical skills.<sup>4</sup>

## Considerations for Local Governments

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## Current State & Future Directions

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## Recommended Reading

*[The Digital Inclusion Start-Up Manual](#) is intended to provide guidance to individuals looking to increase access and use of technology in disadvantaged communities through digital literacy training, affordable home broadband, affordable devices and tech support.*

# THE INTERNET IS IMPORTANT TO EVERYONE.

## Some people are getting left behind.

CURRENT STATS (AS OF 2011) ON INTERNET USE AND HOME BROADBAND ACCESS AMONG DISADVANTAGED USERS



### SENIORS

Adults over the age of 65



**59%**

**DON'T USE THE INTERNET**  
vs. 6% of adults  
ages 18-29



**57%**

**NO INTERNET AT HOME**  
vs. 20% of adults  
ages 18-29



### LOWER INCOME

Adults earning less than \$30K/year



**38%**

**DON'T USE THE INTERNET**  
vs. 3% of adults that  
make 75K+/year



**46%**

**NO INTERNET AT HOME**  
vs. 18% of adults  
that make 75K+/year



### LESS EDUCATED

Adults without a high school diploma



**57%**

**DON'T USE THE INTERNET**  
vs. 6% of adults  
with at least a  
college degree



**63%**

**NO INTERNET AT HOME**  
vs. 11% of adults  
with at least a  
college degree



### DISABLED

Adults living with a disability



**46%**

**DON'T USE THE INTERNET**  
vs. 19% of adults that  
are not disabled



**59%**

**NO INTERNET AT HOME**  
vs. 31% of adults  
that are not disabled

Learn how you can increase access and use of information technology in your community.

Visit: [oc.lc/digitalinclusion](http://oc.lc/digitalinclusion)



# THE INTERNET IS IMPORTANT TO EVERYONE.

## Why isn't everyone using it?



### COST

*"I can't afford Internet service."*

**36%**

find it too costly for the technology and/or Internet service.



### RELEVANCE

*"I don't think the Internet is important to my quality of life."*

**19%**

are not aware of the potential uses of the Internet and do not see it as relevant to their daily lives.



### LACK OF SKILLS

*"I don't know how to use a computer."*

**22%**

don't have the digital skills necessary.

Learn how you can increase access and use of information technology in your community.

Visit: [oc.lc/digitalinclusion](http://oc.lc/digitalinclusion)

# THE INTERNET IS IMPORTANT TO EVERYONE.

## We can do better.



### AWARENESS CAMPAIGNS

We can create awareness campaigns that can guide individuals to community internet access points and technology training opportunities.



### TRAINING PROGRAMS

We can provide technology training to community members that leads to jobs, improved health care, higher educational attainment and increased connections with family and friends.



### DISCOUNTED ACCESS

We can provide discounted access to home broadband service.



### FASTER NETWORKS

We can encourage upgrades and/or creation of broadband networks to people's homes so that all American households have competitive choices of ultra high speed networks.

Learn how you can increase access and use of information technology in your community.

**Visit: [oc.lc/digitalinclusion](https://oc.lc/digitalinclusion)**

<https://www.webjunction.org/explore-topics/digital-inclusion.html>

<sup>1</sup> Broadband Glossary. [https://broadbandusa.ntia.doc.gov/sites/default/files/resource-files/bbusha\\_broadband\\_glossary\\_161024.pdf](https://broadbandusa.ntia.doc.gov/sites/default/files/resource-files/bbusha_broadband_glossary_161024.pdf)

<sup>2</sup> National Digital Inclusion Alliance. <https://www.digitalinclusion.org/definitions/>

<sup>3</sup> Ibid.

<sup>4</sup> Ibid.

# Digital Inclusion Resources

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## Case Studies

### Long Beach, California

#### [City of Long Beach Digital Inclusion Initiative](#)

*It is important to the City of Long Beach to promote and implement an equity lens in all decisions, policies and practices. To eliminate the challenges and barriers, the City and local stakeholders will continue to connect low-income communities and communities of color to digital literacy training, the Internet, technology devices and other digital resources.*

[ANOTHER VIEW: A Smart City for All](#) – Op-ed by a council member who led a digital inclusion initiative.

### Portland, Oregon

#### [City of Portland Priorities Framework](#)

*The Priorities Framework has two sections plus the Smart City PDX goal.*

*Section 1 outlines a process to guide decision making by City staff about data collection and Smart City PDX investments. Integrating community engagement of underserved populations into data collection efforts is vital.*

*Section 2 outlines criteria to vet and evaluate Smart City PDX projects, plans, and policies. The criteria help us integrate our values into decision-making processes. Improved allocation of public resources is also a benefit of the criteria.*

*Read the full text of Resolution 37371 and the Priorities Framework as Exhibit A with this link to the City's Auditor's Office records: <https://efiles.portlandoregon.gov/Record/12067443/>*

### Charlotte, North Carolina

#### [North End Smart District](#)

*The NESD's innovative approach to Smart Cities is one that ensures residents have a seat at the table making decisions for their community.*

## Example Policies

[Digital Inclusion Trailblazers](#) is a public inventory of local government initiatives promoting digital literacy and broadband access for underserved residents. There are six indicators for a Digital Inclusion Trailblazer:

1. *The local government has, or directly funds, at least one full-time staff dedicated to digital inclusion initiatives, policies and/or programs.*
2. *The local government has a digital inclusion plan or is in the process of developing a plan.*
3. *Representatives of the local government participate in a digital inclusion coalition.*
4. *The local government has conducted or plans to conduct and publish survey research on Internet access and use by your residents.*
5. *The local government directly funds community digital inclusion programming.*
6. *The local government is taking steps to increase affordability of home broadband service.*

The [Digital Inclusion Resource Library](#) is a community-driven materials hub, where practitioners, policy-makers, librarians and educators can submit their best documents and slides, distribute community broadband plans, localize curricula, and share out their best practices. The Resource Library is a work in progress.

## Best Practices

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## Scoping & Cost Estimating

[Costs at-a-Glance: Fiber and Wireless Networks](#) (PDF)

*BroadbandUSA collected information about network construction expenses to increase awareness of the costs associated with deploying a broadband network. This information can help project leaders engage with providers and network operators in their area.*

[Broadband Funding Guide](#) (BroadbandUSA)

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## Applicable Laws & Regulations

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## Organizations

Based in Central Ohio, the [National Digital Inclusion Alliance](#) is a unified voice for home broadband access, public broadband access, personal devices and local technology training and support programs.

An initiative of the United States Department of Commerce, [BroadbandUSA](#) serves as a strategic advisor to communities that want to expand their broadband capacity and promote digital inclusion. We bring stakeholders together to solve problems, contribute to emerging policies, link communities to other federal agencies and funding sources, and address barriers to collaboration across agencies. We know that each community is unique and no “one-size-fits-all” approach will work.

[Connected Nation Ohio](#) is a subsidiary of Connected Nation and operates as a nonprofit. We work to blanket Ohio with broadband Internet access and dramatically improve the use of related technology. This comprehensive initiative works across all sectors of the state economy to accelerate the availability and use of broadband.