

Smart Charlotte Digital Inclusion Plan Update

OCTOBER 9, 2023

Digital Inclusion Updates

Access Charlotte – Current Stats

Learn2Earn - Upward Mobility in Tech

Universal Platform - Improve City's Self-Service Tools

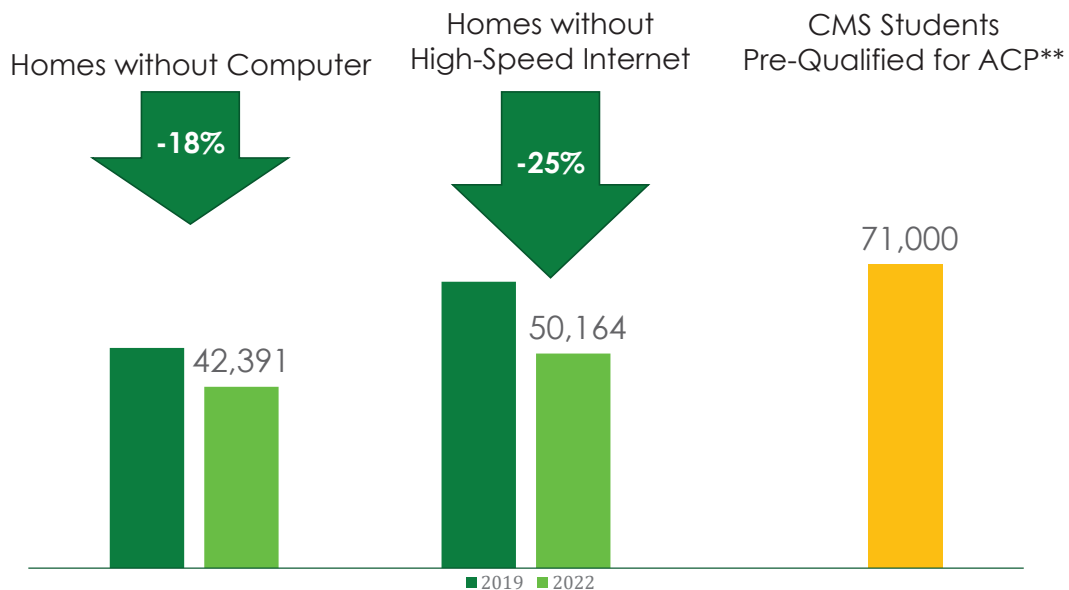
Smart Charlotte - Pathway for Innovative Technology

Digital Inclusion Work – Status

Digital Inclusion Area	Service Area	Extent	Status
High-Speed Internet Access	Multifamily + Public Space Wi-Fi Pilot	1,735 households	Pilot Concluded Dec 2022
	Multifamily In-Home Internet (Carryover from pilot)	1,735 households	
	Inlivian & DreamKey Partner Site Internet	3,031 households	Active: Households online beginning June 2023
	Corridor of Opportunity NOAH Partner Sites	2,377 households	
	CM Library's MeckTech Single Family Homes Project	786 households	
	Housing Partners' Community Space Internet Service	15 locations	
	Supporting Affordable Connectivity Program (ACP) signups	Citywide	
Digital Literacy	In coordination through the Center for Digital Equity partners including the Library	Citywide	Active: Digital Navigation Program Learn2Earn Pilot Initiating "Universal Service Platform" Proof of Concept
Internet-Enabled Computer Device	Provide internet-capable devices to residents	Citywide, qualified households	
Future Connected Charlotte	Universal service platform	Citywide	
	Workforce preparation, using innovative technologies	Citywide	

Ideate
Council Endorsed
Expand/Implement

Charlotte's Digital Access Stats Since 2019



Access Charlotte: Internet Service

On **June 20th**

free, secure, high-speed, in-home internet service was switched on and **>3,600** households have active accounts

Additionally,

15 community spaces are served

For ACP enrollment & digital literacy classes for youth, seniors, and residents living with disabilities.



+ Digital Navigation

Provide on-the-ground Access Charlotte enrollment support and access to additional digital resources. They have helped enroll

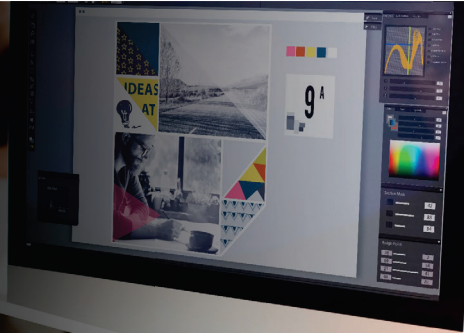
130 residents in Access Charlotte

- + support around affordable computers
- learning digital skills
- technical support



Learn2Earn

Connecting People to Training & Devices



CLOSING THE DIGITAL SKILL DIVIDE

THE PAYOFF FOR WORKERS, BUSINESS, AND THE ECONOMY

By Amanda Bergson-Shilcock and Roderick Taylor with Nye Hodge

NATIONAL SKILLS COALITION

Federal Reserve Bank of Atlanta

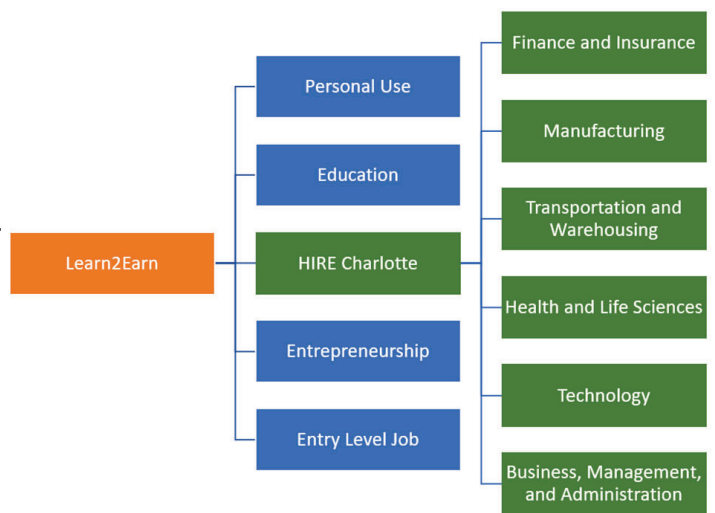


Unlocking Digital Opportunities

- 91 % of jobs in NC require digital skills
- 3 of the top 10 in-demand baseline skills in Charlotte jobs are digital (Microsoft Office, Microsoft Excel, and Computer Literacy)

Learn2Earn Concept

- Devices are earned through essential digital literacy and workforce development courses
- Deliver a quality computer with a 3+ year life span that accommodates a wide range of opportunities
- Open the door to a range of opportunities to meet a variety of individual goals



The Pilot: West Boulevard

CHARLOTTE MECKLENBURG
LIBRARY

CDE
THE CENTER FOR DIGITAL EQUITY



<https://clt.gov.me/L2E>



5 digital literacy classes +
3 workforce development classes



Brand new computer



>1500 people



Remote Work Set Up



100 spaces **69** applicants
13 learners completed all courses

Pilot Learnings to Recommendations

Continue to work with organizations that directly target and serve residents most impacted by the digital divide and:

- ▶ Focus on fitting training and devices to specific abilities, goals, and needs
- ▶ Focus outreach to residents who may be low-income, seniors, youth, residents with disabilities, residents reentering society, immigrants and low-English language speakers, and veterans.
- ▶ Continue to build trust and support residents with other digital needs (e.g.: internet service, continued training)

Smart Charlotte

Path for Innovative Technology



Smart Charlotte: Delivering Digital Inclusion & Civic Innovation

► Early Stages of Engagement

- Testing out a communication standard around technologies in public spaces
- 120 people have provided feedback to inform future investments
- 18 families and 48 community members have co-designed smart city solutions
- Join the conversation: <https://cltgov.me/DigiTrust>

► Next Steps

- Additional opportunities for community connection, discussion, evaluation, and learning around technologies and data
- Identifying near- to medium-term infrastructure and sensor investments that meet multiple needs and benefit the community



Questions?