Access Charlotte
Digital Inclusion Plan Update

FEBRUARY 27, 2023

Charlotte's Digital Inclusion Updates

Digital Inclusion Work – Status

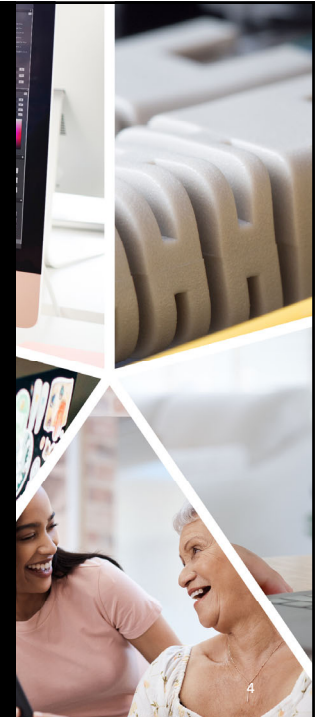| Digital Inclusion Area	Service Area	Extent	Status
High-Speed Internet Access	Multifamily + Public Space Wi-Fi Pilot	1,735 households	**Pilot Concluded** Dec 2022
	Multifamily In-Home Internet (Carryover from pilot)	1,735 households	**Pending**: Households online beginning March 1st *
	Inlivian & DreamKey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

Ideate	Council Endorsed	Expand/Implement

± Contract Approved 12/12/2022
* Contract Approved 01/23/2023

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3

Phase 1 (Complete): Test solutions for providing internet, computers, and tech support

4

Phase 1: Access Charlotte (CARES)
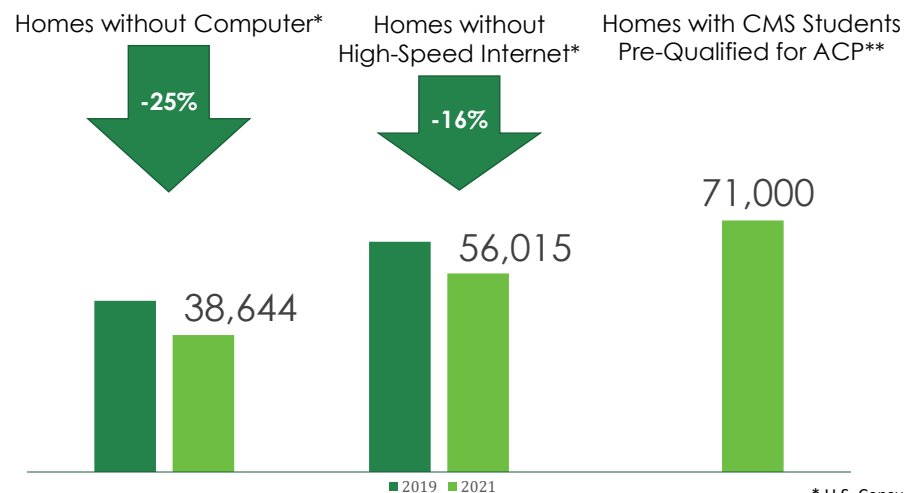**Pilot Concluded December 31, 2022**

Digital Inclusion phase through 2022:
- Worked with housing partners
- Piloted public, open Wi-Fi solution serving
  - 1,735 households (at 14 multifamily sites)
  - 4 public spaces
  - 2 community centers
- Supported 8 Learning Labs & Devices
- Piloted 311 Digital Navigators Program for tech support

Partners Internet Connection Work:
- Library WISP project for approximately 800 single family homes near West Blvd Library Branch for one year of service
- Free Wi-Fi on CATS buses & LYNX Gold Line
- Inlivian wired internet connection for 877 households for one year of service
- CMS deployed hotspots & computers

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Charlotte's Digital Access Stats
Since 2019

Homes without Computer*

-25%

38,644

Homes without High-Speed Internet*

-16%

56,015

Homes with CMS Students Pre-Qualified for ACP**

71,000

■ 2019 ■ 2021

* U.S. Census Bureau 2021 ACS
** Charlotte-Mecklenburg Schools

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Phase 2 (Current): Continue Access Charlotte Service & Collaborations

Internet Service

Charter Spectrum

Spectrum contracted for wired and wireless services, with typical account tech support

7,900 households

With secure, in-home, private network connection

Convert Access Charlotte residents Affordable Connectivity Program (ACP) by December 2025

15 activate community spaces

To support ACP enrollment, digital literacy classes, and as needed digital participation

ACP Enrollment, Tech Support, Digital Participation & Production

Center for Digital Equity contracted to provide digital navigation support including Affordable Connectivity Program (ACP) enrollment of

10,000 households

Computers, Tech Support, & Digital Literacy Training
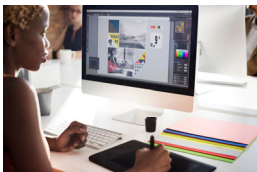
Leveraging the digital navigation service and CDE partners,

>32,000 laptops

Are being deployed into the community

Phase 3 (Future): Upward Mobility in Tech, Improve City's Self-Service Tools & Pathway for Innovative Technology

11

Phase 3 (Future): Future Connected Charlotte Programs

Workforce Preparation
- Technology-focused certification programs

- Learn to Earn 5G devices & data plans that can serve as home internet

"Universal Application"
- Developing framework for single, easy to use hub for residents to seek or be connected to city services through one account

Support the path for innovative technologies:
- Work with 5G providers on expansion of ubiquitous high-speed wireless internet

- Collaborative & inclusive environment for tech development

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Questions?

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13