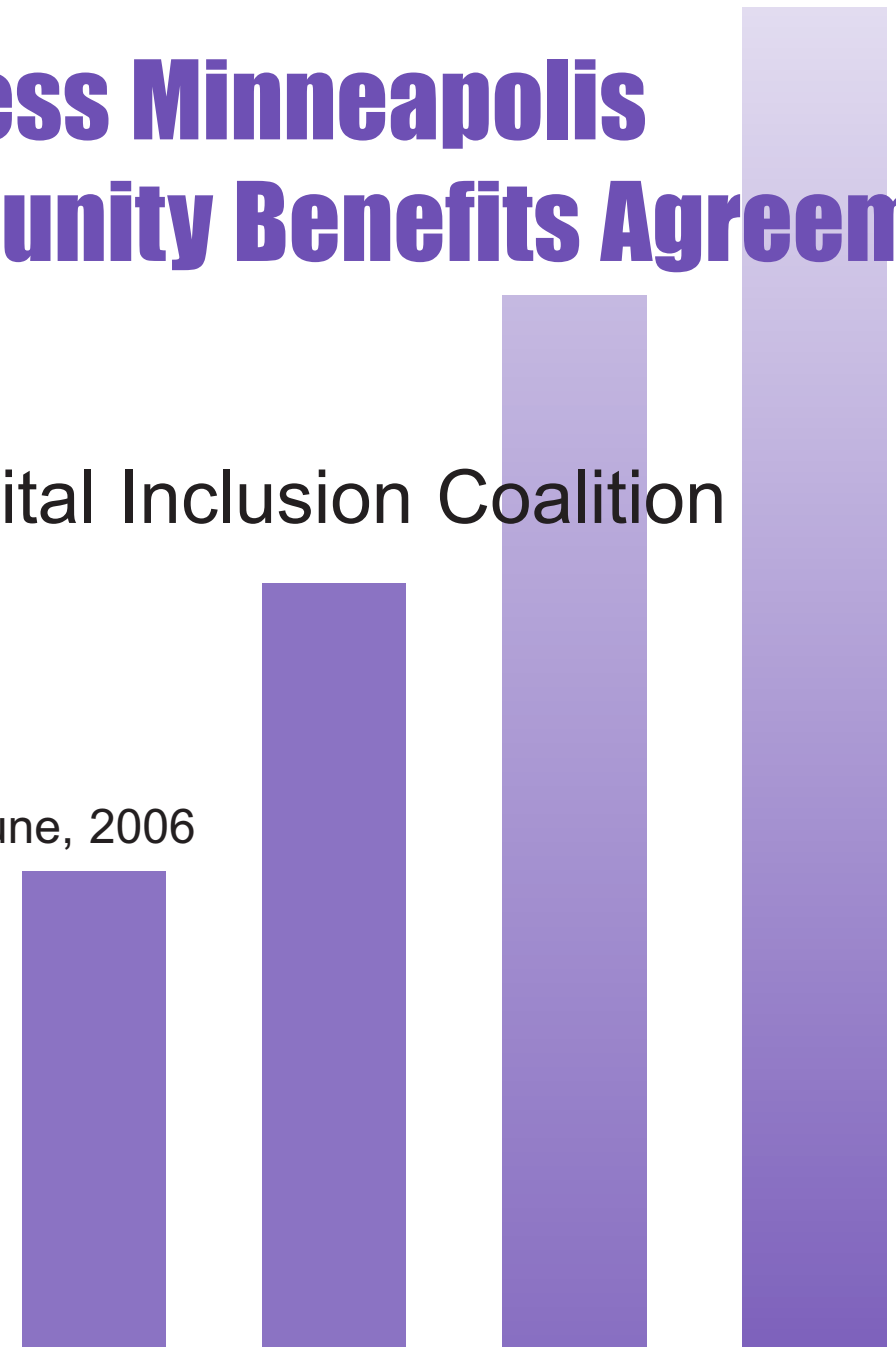


Recommendations for the **Wireless Minneapolis Community Benefits Agreement**

Presented by

The Digital Inclusion Coalition

June, 2006



IBM/Teaming for Technology; Hope Community, Inc.; IBM/Teaming for Technology; Eastside Neighborhood Services; Hope Community, Inc
Back cover photos, left to right:
IBM/Teaming for Technology; Hope Community, Inc.; IBM/Teaming for Technology

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Children work on their computer skills in a guided activity at Hope Community, Inc. in South Minneapolis.

Executive Summary

Beginning in November 2005, community members met regularly at open roundtable meetings sponsored by the Community Computer Access Network and the Alliance for Metropolitan Stability. The focus was “Closing the Digital Divide”: recommending a Community Benefits Agreement (CBA) to be negotiated by the City of Minneapolis with the Wireless Minneapolis Vendor so that all residents, communities and neighborhoods of Minneapolis will receive equal benefit from this public-private partnership. These meetings resulted in a vision that CBA resources be dedicated to initiatives in Minneapolis that will address the Digital Divide by ensuring:

- Access – Everyone will have affordable broadband Internet access
- Content – Rich, meaningful, diverse, multi-cultural, local content will be plentiful and readily accessible
- Training – The infrastructure will exist to allow any and every information have-not to become technically literate

This group recommends that the Vendor will contribute the following resources:

- Provide 7% of the Vendor’s Minneapolis revenues to be put into a Digital Inclusion Fund to be disbursed as grants
- Subsidize Internet access and needed home hardware for low-income residents
- Provide free or subsidized service to non-profits, schools, parks, libraries and other agencies that provide Internet access to the public or teach computer skills
- Display prominently community benefits links on the log-in page; provide free access to a “Walled Garden”, a list of resources for residents
- Provide \$75,000 annually to the AmeriCorps Community Technology Empowerment Project that places 15 members in Minneapolis technology centers
- Donate and maintain server space for community projects

We suggest that these contributions be guided and managed through a newly created Digital Inclusion Fund under advisement of a community advisory board. This group envisions that Vendor-provided resources will serve as a catalyst and be leveraged to bring additional resources to address the Digital Divide in Minneapolis.

A Digital Inclusion Intermediary Organization should be created to implement a new technology vision for the city. Minneapolis must take advantage of community technology trends and this entity would serve as a coordinating body to increase the capacity of individuals, groups and resources.

This group also recommends a set of Operation Guidelines that will help ensure that Minneapolis reaps the full benefits of ubiquitous, wireless Internet access. Guiding principles the city should require from the Vendor are on the topics of network neutrality, privacy and operations.



Students and an educator take a quick break from learning at Hope Community, Inc.'s computer center.

1. Introduction

The Digital Inclusion Coalition, an ad hoc organization of concerned community members, presents these recommendations for a Community Benefits Agreement (CBA) that will ensure that the Wireless Minneapolis project will benefit *all* Minneapolis residents, particularly those who have traditionally been least able to fully participate in our information-based economy.

For the past eight months, community roundtables met to explore the social and economic implications of the Wireless Minneapolis initiative. Many meetings were held to discuss local community technology needs (e.g., access, hardware, content and technology literacy training programs). These meetings were organized and convened by the Community Computer Access Network (C-CAN) and the Alliance for Metropolitan Stability (AMS), and were funded by the Minneapolis Foundation's MSNet Fund. Individual participants are listed in Appendix A.

The roundtable sessions gathered community representatives from local nonprofit organizations and Community Technology Centers (CTCs)¹, as well as neighborhood activists and citizens interested in digital technology efforts. This group became a forum for discussing, in great detail, the opportunities and concerns related to the plan to cover the City of Minneapolis with a broadband wireless network.

The Digital Inclusion Coalition approached the need to adopt a Community Benefits Agreement by focusing on the following questions:

- How can such a wireless system serve the public interest?
- How have other cities in major metropolitan regions negotiated with vendors (their best ideas and practices)?
- How can we best secure and direct resources that would address access, hardware, content, digital literacy training needs and social justice issues related to Minneapolitans' use of this wireless network?

¹ A Community Technology Center (CTC) is any formal or informal site that provides free Internet access to the public or teaches computer skills. Examples include libraries, parks, schools, non-profits, neighborhood centers, church basements, etc.



A woman searches for jobs through the Internet at Eastside Neighborhood Services in Northeast Minneapolis.

2. The Digital Divide

Approximately 73% of American adults use the Internet.² The rate of Internet use, however, is not spread evenly among Americans. Reports of the Pew Internet & American Life Project indicate there are still major discrepancies in rates of Internet use based on race and ethnicity, age, education, income and abilities. For purposes of this document, “underserved communities” refers to racial, ethnic, economic or other communities with rates of access to the Internet below the national average of 73%. Groups with significantly lower rates of Internet use include:

- 32% of Americans 65 and over (compared to 67% aged 50 – 64)
- 57% of African Americans³
- 37% of Latinos
- 40% of those without high school diplomas
- 53% of households with less than \$30,000 annual income
- 38% of Americans with disabilities

These gaps have the potential to negatively impact individuals and families. They also have the potential to adversely affect the quality of life for all of Minneapolis. Low-income neighborhoods are far more likely to have high numbers of non-connected individuals and households. This could lead to further isolation of some neighborhoods as Internet communication plays a growing role in the delivery of city services and in citizen engagement. For example, the 2006 report by Greater Twin Cities United Way and the Itasca Project, *Close the Gap*, points to the growing disparity between the white and minority populations of the Twin Cities as a threat to continued economic development. As the proportion of the workforce that is non-white continues to expand, racial and ethnic gaps in technology literacy and access have the potential to reduce the quality of the workforce and the Twin Cities’ ability to attract and keep businesses.

The proposed public-private partnership for municipal wireless service offers a unique opportunity to proactively respond to both the gaps in Internet access and in access speed.

² “Internet Penetration and Impact,” April 2006 report of the Pew Internet & American Life Project

³ “Digital Divisions,” October 2005 report of the Pew Internet & American Life Project

2.1 *The Digital Divide in Minneapolis*

In early 2006, 73% of American adults had access to the Internet, while 42% of Americans had broadband Internet access at home.⁴ The table below applies these national statistics to Minneapolis households.⁵

The Digital Divide in Minneapolis estimates based on national statistics		
Category	Percent	Households
Truly Connected (Broadband Access)	42%	68,190
Marginally Connected (Dial-Up Access)	31%	50,330
Digitally Disenfranchised (No Access)	27%	43,840

Furthermore, several national and local surveys indicate that perhaps three-quarters of the estimated 43,000 Minneapolis households that do not have Internet access do not have home computers.

Vital services such as Medicare forms and job applications are migrating to the Internet and schools now require students to do homework using the Internet; access becomes an expectation of community membership. Therefore, affordable access should include an option for free or subsidized 1 Mbps service or other strategies so that no user will be denied access because of inability to pay.

Many individuals will need to upgrade their computers in order to take advantage of wireless access. At minimum, they will need a quality wireless card adequate to send and receive wireless signals through the walls of older apartment buildings. In an informal survey of people visiting a select group of Community Technology Centers, we found that among those that had a computer at home, the average system is over six years old, with many of these computers still using Windows 98 as the operating system. Those who are connected are typically using a dial-up modem.

We need to upgrade and enhance computers within our Community Technology Centers. When eight out of ten people are willing to go to a Community Technology Center, we should insure they have access to quality equipment.

⁴ "Internet Penetration and Impact," April 2006 report of the Pew Internet & American Life Project

⁵ The recent Pew data are actually for individuals, but they are consistent with earlier data for households

2.2 *Bridging the Digital Divide*

Community technology activists have identified several actions that have proven successful in bridging the digital divide:

- Enhancing Technology Literacy Many of the digitally disenfranchised do not have the skills or confidence to fully benefit from a computer or Internet access, even if it is available. Programs that enhance technology literacy will help residents to make effective use of Internet access, when and where it is available.
- Providing Public Internet Access Facilities Many of the digitally disenfranchised do not have computers or Internet service at home. Community Technology Centers are very effective in providing Internet access to those from unconnected households. The long waiting lines at CTCs attest to the need to maintain and expand these services.
- Subsidizing Internet Service Subsidizing Internet service, particularly broadband service, can help low-income residents access what has become an important prerequisite to participating in today's information-based economy. Wireless Minneapolis will provide affordable broadband Internet service; subsidies may be necessary for some of the poorest households.
- Subsidizing Home Computers Many disconnected households do not have, and often cannot afford, a computer and the other equipment that is necessary to access the Internet. Programs that offer low-cost equipment are important for many low-income households.
- Providing Relevant Local Content Many communities are not convinced that the Internet can provide online content that is relevant to their needs and daily lives. Training and tools that help these communities to develop their own relevant, local, online content strengthens these communities. This motivates community members to realize the benefits of Internet access, to cross the Digital Divide.



A student brushes up on her basic computer skills at Hope Community, Inc.

3. Vision Statement and Guiding Principles

3.1 *Our Vision Statement*

Minneapolis will be recognized as a leader for both delivering ubiquitous Internet access and creating life-changing local online content. Resources derived from the Wireless Minneapolis network will be leveraged to achieve social justice both within Minneapolis and outside its borders. In Minneapolis:

- Everyone will have affordable broadband Internet access throughout the City
- Rich, meaningful, diverse, multi-cultural, local content will be plentiful and readily accessible
- The infrastructure will exist to allow any and every information have-not to become technically literate

Resources provided by the Wireless Minneapolis Community Benefits Agreement (CBA) will be leveraged to realize this vision. In addition, grant seeking and partnerships with businesses and other non-profits will multiply the resources available to serve our stakeholders. The Wireless Minneapolis CBA will empower its stakeholders by:

- Providing technology literacy training
- Making available online tools for self help
- Making online economic development tools available
- Improving their quality of life
- Providing equal digital access and opportunity for all

3.2 *Recommended Guiding Principles for the CBA*

The Community Benefits Agreement is a tool to promote digital inclusiveness. Indicators of digital inclusiveness include the following:

- Access to and ability to use digital technology will not be predictable by race, ethnicity, neighborhood, disability status, age or income level
- Effectiveness of electronic communications between residents and the City government will be equal for all neighborhoods and communities within the City

- All neighborhood groups will have equivalent benefit of any City investment in communications infrastructure
- The City will publish content in necessary languages
- Help eliminate the achievement gap in Minneapolis schools

4 Community Benefit Agreement Recommendations

The Coalition developed three broad categories of recommendations:

- The Digital Inclusion Intermediary Organization A new, staffed organization that will spearhead Minneapolis' efforts to bridge the Digital Divide
- The Digital Inclusion Fund Resources provided under the Minneapolis Wireless CBA that will support efforts to bridge the Digital Divide
- Wireless Minneapolis Operations Guidelines Recommendations that will help ensure that Minneapolis reaps the full benefits of ubiquitous, wireless Internet access

4.1 Digital Inclusion Intermediary Organization Recommendations

The Digital Inclusion Coalition members feel that Minneapolis must take advantage of community technology trends and create an intermediary organization to help in creating and implementing a new technology future for the city. This intermediary entity will be instrumental in leveraging resources coming from the Digital Inclusion Fund.

We feel that now is the time for the emergence of an intermediary coordinating body that will work to increase the capacity of individuals and groups to act as a catalyst to address the Digital Divide. This intermediary organization will pull together the disparate threads of digital inclusion and coordinate the various individuals and groups addressing community technology needs.

For example, Seattle created an Office of Community Technology, which staffs four people who focus on technology issues and work with public, private, and nonprofit groups to tackle the Digital Divide and help Seattle maintain its status as a cutting-edge, high tech community. Illinois has the Illinois Technology Fund and Ohio has the Ohio Community Computing Network, both organizations dedicated to bridging the Digital Divide.

4.2 Digital Inclusion Fund Recommendations

The Coalition envisions the funding and administrative structure surrounding the Wireless Minneapolis Digital Inclusion Fund as follows. The initial funding mechanism supporting the Digital Inclusion Fund will be defined in the Wireless Minneapolis Community Benefits Agreement. A local community foundation will

manage this Digital Inclusion Fund; within this document, we will refer to this foundation as the “Digital Inclusion Foundation”. A community-centered advisory board will guide the Digital Inclusion Foundation’s activities; within this document, we will refer to this advisory board as the “Digital Inclusion Advisory Board”.

The Wireless Minneapolis Digital Inclusion Fund will support activities that will extend the benefits of the Internet more broadly throughout the community by bridging the Digital Divide.

- Source of Funds The Vendor shall wholly transfer 7% of total broadband-related vendor revenue to the Wireless Minneapolis Digital Inclusion Fund. The Vendor will provide an advance of \$250,000 to the Digital Inclusion Fund, which will be repaid by future fees that will be collected under the Wireless Minneapolis CBA. This funding language must be carefully written into the CBA to ensure that the Digital Inclusion Fund has a stable funding source, not subject to changes in technology or other vagaries
- AmeriCorps Support Annual support of \$75,000 for the AmeriCorps Community Technology Empowerment Program (CTEP) will place 15 full-time AmeriCorps members in Minneapolis Community Technology Centers (CTCs), libraries and nonprofit organizations to build technology literacy capacity and programming
- Other Vendor-Provided Resources The Vendor shall provide subsidized or free accounts and other resources to be awarded to the following groups, with qualifications determined by the Digital Inclusion Advisory Board
 - Subsidized accounts for households (particularly qualifying households with school age children), small businesses and publicly supported, affordable housing projects
 - Subsidized or free accounts for non-profit and community groups providing community technology access for underserved populations will be awarded
 - Free 5 to 10 Mbps service for Community Technology Centers, City parks and City libraries, schools and other select public places
 - Web server space for community projects
- Funds Management The Wireless Minneapolis Digital Inclusion Fund will be managed by a community foundation (the Digital Inclusion Foundation) with a diverse, community-centric advisory board (the Digital Inclusion Advisory Board).

- Composition of Advisory Board Members of the Digital Inclusion Advisory Board will include no more than one Vendor representative and no more than one City representative. The remaining members will form a majority and will come from the community, including, but not specifically limited to, representatives from the community technology field, local nonprofit organizations, and representatives from economically disadvantaged communities and underserved populations as determined by the Digital Inclusion Foundation
- Funding Priorities Priority will be given to fund economically disadvantaged communities and underserved populations

4.2.1 Recommended Criteria for Addressing the Digital Divide

Below is a suggested list of criteria to rank disbursements from the Digital Inclusion Fund.

- Affordability Disbursements will support affordable broadband services for *all* Minneapolis residents
- Access Disbursements will result in greater broadband access for underserved populations. Underserved populations include low-income residents, children, new immigrants, displaced workers, senior citizens, persons with disabilities and others
- Technology Literacy Disbursements will support efforts to increase technology literacy in underserved populations
- Community Technology Centers Disbursements will support Community Technology Centers (CTCs) that provide access for underserved communities
- Benefits for Nonprofit Community Based Organizations Disbursements will support efforts of community-based non-profits. Examples include neighborhood associations, community media services, community development corporations, and affordable housing providers
- Economic Opportunity Disbursements will be directed towards efforts to promote economic opportunity and social justice for underserved communities
- Outreach Disbursements will support outreach and education efforts during the first-year network build-out phase, or award mini-grants for demonstration and technology literacy projects

- Assistive Technology Disbursements will support efforts of CTCs to provide additional assistive technology, devices that facilitate computer use and Internet access for individuals who are unable to effectively use traditional displays and keyboards
- Training for Community Use Disbursements will support training and tools that will enable individuals and communities to develop relevant, local online content

4.2.2 Digital Inclusion Fund Administration Recommendations

While the structure of the Digital Inclusion Fund has not yet been developed, the Coalition offers several suggestions about how the Fund could be administered:

- The Advisory Board should award grants supported by the Fund to projects that are consistent with the activities identified above
- Grants should be awarded competitively
- Grant renewals should be predicated upon the demonstrated effectiveness of a project
- The Advisory Board should ensure that the portfolio of awards embodies an appropriate balance between the activities listed above as well as provides an appropriate distribution among underserved communities

4.3 *Wireless Minneapolis Operations Recommendations*

The Coalition makes these recommendations about how Wireless Minneapolis could be operated to ensure the maximum benefits to residents and citizens.

4.3.1 Network Neutrality and Privacy Recommendations

Wireless Minneapolis should support network neutrality.

- Subscribers are entitled to access lawful Internet content of their choice
- Subscribers are entitled to run applications and use services of their choice
- Subscribers are entitled to connect their choice of legal devices that do not harm the network

- Subscribers are entitled to competition among network service providers, application and service providers, and content providers
- Vendor shall carry traffic regardless of content or destination, and shall not block or degrade legitimate traffic, or discriminate in favor of its own or affiliated content
- Vendor shall provide access to competing ISPs at a reasonable wholesale rate

Wireless Minneapolis should respect consumers' privacy.

- Customer data should be kept secure and confidential and not shared with anyone else, except as compelled by law or with express permission of the customer. This applies to name, address, credit card data, email (if the vendor provides email services), log data recording Internet sites the customer has visited and other similar information
- Logs shall not be retained longer than is operationally or legally necessary

4.3.2 Network Access Recommendations

Universal access is a vital part of the CBA. The Vendor shall be responsible for making broadband access available to all locations within the City of Minneapolis including homes, businesses and organizations. "Redlining" or degraded services based on location will not be permitted. The CBA will ensure that everyone in the City has access by:

- Offering service that is affordable
 - Ubiquitous free access (paid for by ads) with a recommended bandwidth of 1 Mbps or greater has many tangible benefits, and the Digital Inclusion Coalition would support such an access model
 - Low cost basic consumer rates, in the range of \$9 to \$21 per month, will be available. Note that if free service paid for by ads has adequate bandwidth (greater than 1 Mbps) and is ubiquitous, then following discussions about subsidized accounts and basic access costs will be moot and can be ignored
- Free 60-day service to test-drive the system and an opt-in for subscriber to continue the service will be made available
- It must be easy for residents to both sign up for and cancel subscriptions

4.3.3 Hardware Recommendations

In order to address unmet hardware needs, the Digital Inclusion Coalition recommends the following points be negotiated into the Wireless Minneapolis CBA.

- The Vendor shall facilitate and make available lowest cost, high quality wireless access equipment, computer equipment upgrades and replacement laptops to qualifying consumers, small businesses and nonprofit organizations
- The vendor shall also establish a program to provide subsidized network equipment for disadvantaged households

4.3.4 Content Recommendations

Online content is vitally important; over three-quarters of those surveyed by CTEP rated online information about the city, schools, health, community events, community resources and jobs “very important.” Therefore, we recommend the following points be negotiated into the Wireless Minneapolis CBA:

- Users of the Wireless Minneapolis network shall be able to quickly and easily access information relevant to specific neighborhoods and other locations
- The Vendor shall continuously provide, at no charge, on the first web page seen when accessing the Wireless Minneapolis network (the portal or splash page) a prominent link to Web locations specified by the Digital Inclusion Foundation. This link shall be dynamically tailored to the location from which the user is accessing the network. This link will support sense-of-presence applications
- The City should adopt a list of potential websites that would be linked to a “Walled Garden,” a limited free Internet service that provides links with specified web pages. The Digital Inclusion Foundation shall control the Walled Garden and all of its content. No login or access permissions will be needed to view the Walled Garden content. The content shall be available in multilingual forms as needed. No charge shall be applied to public service, public mission, or nonprofit organizations for the privilege to appear in the Walled Garden. An example list of sites to be included in the Walled Garden is included in Appendix C.

- The Vendor shall make available content blocking solutions for anyone desiring such capabilities.

4.3.5 Other Network Operations Recommendations

- The City of Minneapolis shall honor its commitment to local community economic development by securing the Vendor preferences for local hiring and contracting of women- and minority-owned businesses for network construction crews and support center staff
- Because the full power of a ubiquitous wireless network is not yet fully understood or exploited, the Wireless Minneapolis network should support research and experimentation that will help unlock the full potential of this resource
- Wireless Minneapolis will provide efficient and innovative delivery of City services
- Wireless Minneapolis will support e-Government initiatives, such as posting of public meetings, blogs of public officials and agencies, and information regarding services available
- We encourage the City of Minneapolis to work to extend this wireless network to other Twin Cities municipalities



A student hones her typing skills at Eastside Neighborhood Services.

Appendix A

Digital Inclusion Coalition's Contributing Members (Organizations listed for identification purposes only)

Name	Organization	Title
Dr. Floyd R. Beecham Sr.	Urban Hope Ministries, Inc.	President
Patsy Brooks	Administrative Coordinator	MN Internship Center Charter School
Malik Bush	Phyllis Wheatley Community Center	Technology Consultant
Xan Cassiel	West Bank Community Coalition	Vice President
Rosa Maria de la Cueva Peterson	St. Paul E-Democracy	Citizen Activist
Rhonda Eastlund	Pillsbury United Communities Brian Coyle Community Center and Cedar Riverside NRP Steering Community	Executive Director and Steering Community Co-chair
Peter Fleck	Seward Resident	Technical Webmaster, University of Minnesota Cancer Center
Arie Ford	Phyllis Wheatley Community Center	Lead Teacher
Damaris Fredell	SeniorNet	Program Director
Dave Garland	Powderhorn Park Resident	Citizen Activist
Amanuel Godefa	Pillsbury United Community Center(Brian Coyle Community Center)	Management Information System Technician
Kurt Kimber	Standish-Ericsson Neighborhood Association	Citizen Activist
Benjamin Kimmel	Phyllis Wheatley Community Center	Educational Director
Rosemary Knutson	West Bank Community Coalition	Board Member
Sarah Koschinska	Project for Pride in Living (PPL)	Community Access Program Manager
Roxana Linares	Centro	Director Education Department
Paul M. Meek	Franklin Area Business Assoc.	I.T./Web Designer
Dan McGuire	Mpls. Public Schools	Teacher and District Technology Advisory Committee teacher member

Ken Nelson	Teaming for Technology	Project Coordinator
John Richard	Pillsbury United Community Center(Waite House)	Adult Education Coordinator
Bill Roddy	Osiris Organization	Director of Technology
Kirsten Rome	Sheridan Neighborhood NRP, 3rd Ward Summit, Eastside Neighborhood Services	Employment Specialist
Timothy J. Salo	Salo IT Solutions, Inc.	President
Marcela Sanchez	Greater Twin Cities United Way	Project Manager
Catherine Settanni	C-CAN	Director
Kim Tauer	Hope Community, Inc.	Education Coordinator
Mary Ann Van Cura	Franklin Library	Software Instructor

The roundtable sessions were hosted by the Alliance for Metropolitan Stability.
Support staff includes:

Russ Adams – Executive Director

Allan Malkis – Board Chair

Unny Nambudiripad – Organizer

Mahi Palanisami – CTEP AmeriCorps

Appendix B

Wireless Philadelphia's Digital Inclusion Rate Application Guidelines

(From draft version 2.0, 3/15/2006, of Wireless Philadelphia's Digital Inclusion Strategy)

To qualify to receive the Digital Inclusion Rate of \$9.95 per month (or less if subsidized by charitable grants), a customer must either (1) have total household income that does not exceed 130% of the Federal Poverty Guidelines, or (2) participate in at least one of the following assistance programs:

- Medicaid
- Food Stamps
- Supplemental Security Income (SSI)
- Section 8 or other Federal Public Housing Assistance
- Low-Income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance to Needy Families (TANF)
- The National School Lunch Program's "Free Lunch" Program

For household income to be at or below 130% of the Federal Poverty Guidelines (as of March 15, 2006 and subject to change), total income for the household must be at or below the following:

Household Size	Income
1	\$12,441
2	\$16,679
3	\$20,917
4	\$25,155
5	\$29,393
6	\$33,631
7	\$37,869
8	\$42,107

For households qualifying using the income test, the following documentation will be acceptable as part of the application process:

- The prior year's state, federal or tribal tax return
- Three consecutive months worth of income statements from an employer or paycheck stubs within the current calendar year
- A Social Security statement of benefits
- A Veteran Administration statement of benefits
- A retirement/pension statement of benefits
- An Unemployment/Workmen's Compensation statement of benefits

- Federal or tribal notice letter of participation in General Assistance
- A divorce decree, child support or other official document

Wireless Philadelphia will create and maintain a toll free number to call to apply for the Digital Inclusion Rate. Wireless Philadelphia will also make applications available through community groups through the Community Advisory Board and/or through Wireless Philadelphia's community outreach functions.

While preference will be given to applicants for the Digital Inclusion Rate that also participate in a Digital Inclusion Program, the Chief Executive Officer must ensure that the Digital Inclusion Rate is otherwise offered and delivered in a non-discriminatory and geographically diverse manner.

Appendix C

Sample Walled Garden Contents

- Critical Public Health and Safety Information, Bulletins
- Minneapolis Area Hospitals and Clinics
 - HCMC, Abbott Northwestern Hospital, North Memorial, Cedar Riverside People's Center, Smiley's Clinic, NorthPoint Health and Wellness Center
- Notice of Public Meetings, City and Neighborhood, NRP, etc.
 - City of Minneapolis
 - Twin Cities Daily Planet
 - Twin Cities Beehive
 - Neighborhood Revitalization Program
- How to sign up for an account
- How to qualify for a subsidized account
- School closings notices
 - Minneapolis Public Schools
- Snow Emergency Information
- Critical Street Closures, detours
 - Minneapolis Department of Public Works
- Community Planning and Economic Development (CPED)
- Police, Fire and Safety numbers
 - 311 Directory
 - Homeland Security with emergency notices
 - Poison Control
 - MN Department of Health emergency notices
- Other critical information
 - Minneapolis Public Libraries
 - U.S. Citizenship and Immigration Services (USCIS)
 - Metro Transit
 - Metropolitan Council
 - HOMELine, HousingLink, MN Coalition for the Homeless, MN Housing Partnership
- Hennepin County
- State of MN
- Database of Community Technology Centers
- Minneapolis Park and Recreation board
- MN Literacy Council



Students learn to use computers in a classroom environment at Hope Community, Inc.

Appendix D

Digital Inclusion Coalition's Digital Divide Survey

1. Your gender?	Response Percent	Response Total
Female	50.6%	80
Male	49.4%	78
Total Respondents		158
(skipped this question)		4

2. Your age?	Response Percent	Response Total
Under 20	3.8%	6
21-40	56.6%	90
41-60	31.4%	50
Over 60	8.2%	13
Total Respondents		159
(skipped this question)		3

3. Have you heard about the City of Minneapolis' plan to create a wireless internet network?	Response Percent	Response Total
Yes	50.9%	82
No	49.1%	79
Total Respondents		161
(skipped this question)		1

4. Would you come to a community meeting about this project?	Response Percent	Response Total
Yes	72%	116
No	28%	45
Total Respondents		161
(skipped this question)		1

5. IF THIS CITY-WIDE NETWORK WAS INSTALLED: Would you use this network at home?	Response Percent	Response Total
Yes	86.8%	138
No	13.2%	21
Total Respondents		159
(skipped this question)		3

6. IF THIS CITY WIDE NETWORK WAS INSTALLED: would you use this network at a community center?	Response Percent	Response Total
Yes	84.8%	134
No	15.2%	24
Total Respondents		158
(skipped this question)		4

7. IF THIS CITY WIDE NETWORK WAS INSTALLED: How much would you be willing to pay (per month) to have access to this network at home?	Response Percent	Response Total
\$5-10	43.3%	65
\$10-20	39.3%	59
\$20-30	8.7%	13
Apply for subsidized service	13.3%	20
Total Respondents		150
(skipped this question)		12

8. IF THIS CITY WIDE NETWORK WAS INSTALLED: How important would it be to offer basic computer skills training?	Response Percent	Response Total
Very important	70.7%	111
Somewhat important	15.9%	25
Not important	13.4%	21
Total Respondents		157
(skipped this question)		5

9. How important would it be for you to access the following information online?	Very important	Somewhat important	Not important
City	76% (116)	20% (31)	3% (5)
School	78% (118)	17% (26)	5% (8)
Health	76% (117)	22% (34)	2% (3)
Community events	73% (113)	23% (35)	5% (7)
Community resources	80% (122)	20% (30)	0% (0)
Job search	81% (122)	13% (20)	5% (8)
Total Respondents			159
(skipped this question)			3



Children of Phyllis Wheatley Community Center learn basic computer skills and other skills in North Minneapolis. Photo courtesy of IBM/Teaming for Technology.

