

Notes from the 2014 Digital Inclusion Summit

1. Welcome by **Vailey Oehlke**
 - a. Spoke about the group's collective interest in this issue and the purpose of the Summit.
2. Welcome by **Mary Beth Henry**
 - a. Introduced Mayor Hales.
3. Keynote – **Mayor Charlie Hales**
 - a. Portland is a national exception in many areas of the urban equation because local leadership has made a deliberate effort at improving equity. Through your help and hard work, Portland can become an exception from the national statistics about digital inclusion as well.
4. Environmental Scan
 - a. **Cece Hughley-Noel**, Portland Community Media: Generally, making sure that people understand technology. PCM has a digital inclusion program. Works with new immigrants, poor, homeless, Spanish speakers. Introduced **Arturo Colorado**, PCM's Community Engagement and Digital Inclusion Manager.
 - b. **Rob Brading**, MetroEast Community Media: Similar mission and programs to PCM, but serving the eastside of the metro area.
 - c. **Jill Castek**, PSU Literacy, Language & Technology Research Lab: a multi-disciplinary group dedicated to literacy; research-based programs. Introduced: **Kimberly Pendell** (research librarian), **Stephen Reder** (professor), **Drew Pizzolato** (program coordinator), **Elizabeth Withers** (grad student), **Gloria Jacobs** (associate researcher), **Laura Hill**, **Steve Thorne**, **Miska Paulorine**, **Kathy Harris**.
 - d. **Leslie Riester**, Assoc. VP of Technology Services at PCC: Works to increase people's literacy and comfort with technology. It's critical that PCC students have access to the internet.
 - e. **Thomas Lannom**, City of Portland Revenue Bureau.
 - f. **Mary Beth Henry**, Manager of City of Portland's Office for Community Technology.
 - g. **Julie Omelchuck**, Mount Hood Cable Regulatory Commission Program Manager. MHCRC administers the TechSmart Initiative and Community Technology grants. Introduced **Rebecca Gibbons**, MHCRC Program Coordinator and **Josh Eddings**, MHCRC Compliance Assistant.
 - h. **Karen Stewart**, Local Government Affairs Director: CenturyLink offers an "internet basics" product for low income households for \$9.95/month. CL has partnered with PCM to provide trainings for seniors and Spanish speakers. CL also awards Teacher and Technology Grants.
 - i. **Carol Studenmund**, owns a company that provides captioning services and serves on the MHCRC.
 - j. **Sherry Swackhamer**, Multnomah County CIO.
 - k. **Matt Timberlake**, IT Portfolio Manager for Multnomah County Library: The Library offers hundreds of classes and provides hundreds of computers for internet access, as well as free wifi.
 - l. **Russell Senior**, President of Personal Telco: creates open access wireless networks – mostly hotspots, but some larger networks. Is interested in connecting with partners.
 - m. **Skip Newberry**, President of Technology Association of Oregon: TAO focuses on advocacy and workforce development in Oregon and SW Washington.

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- n. **Christine Blouke**, Parkrose School District.
- o. **John Washington**, CEO of Flossin Media: Creates platforms for successful living for a specific demographic. Does inspirational messaging using technology. **Vanda Abramson** is Executive Editor.
- p. **Bernie Foster**, Co-Founder/Publisher of The Skanner News Group, North Portland Media Training Center: Basic technology skills are still a problem and need attention. It's important to support net neutrality.
- q. **Chris Smith**, City of Portland Planning and Sustainability Commission: advocating for the inclusion of broadband equity language in Portland's Comprehensive Plan. Encouraging attendees to engage in the process and send letters of support.
- r. **Vailey Oehlke**, Director of Multnomah County Library: The library provides 900 public computers, free wifi at all locations countywide, hosts one million wifi sessions per year. Believes that training and education is just as important as access. Noted the grant from the MHCRC grant to build the maker space at the Rockwood Library. Introduced **Amy Honisett** (Public Training Librarian), **Terrilyn Chun** (Public Programming and Community Outreach Manager), **Cindy Gibbon** (Senior Library Manager IT & Access Services), **Shawn Cunningham** (Communications).
- s. **Eva Calcagno**, Director of Washington County Cooperative Library Services: provides internet access, training, checks out devices.
- t. **Sara Nelson**, Senior Project Manager at Worksystems Inc.: Focuses on workforce and economic development. Partners with TAO and PDC.
- u. **Fawn Aberson**, N/NE Business Association Outreach Coordinator: trains people to utilize computers and the internet, but short on hardware.
- v. **Darren Heiber**, Free Geek: deals primarily with hardware. Refurbishes computers and has a grants program. FG is looking to strengthen relationships. Introduced **Colleen Dixon**.
- w. **Joel Corcoran**, Constituent Services Director for Senator Merkley. Introduced **John Weiser**, Intern.
- x. **Sam Pastrick**, Citizens Utility Board Development Associate. CUB considers telecom to be a public utility and offers Cub Connects, which provides consumer education.
- y. **Justin Birmingham**, Administrator at Reynolds School District. Reynolds has a 2:1 student to device ratio as well as instructional coaches. Has received technology innovation grants.
- z. **Jimmy Brown**, Multnomah County District 2, Loretta Smith's Office.
- aa. **Betty Dominguez**, Home Forward. Home Forward provides housing for approximately 15,000 families. Has computer labs in family and senior facilities. No wifi yet, looking for partners.
- bb. **Aaron Abrams**, City of Gresham.
- cc. **Jared Weiner**, Portland Development Commission. PDC focuses on community and neighborhood economic development. One relevant PDC program is the Neighborhood Prosperity Initiative. Collaborates through the Pratt Center partnership to create jobs that strengthen local "innovation economies". PDC also supports the Start Up Challenge.
- dd. **Tess Fields**, Comcast Government Affairs. Comcast offers a \$9.95 internet access program and has partnered with the Boys & Girls Club.

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- ee. **Alan Alexander**, former MHCRC commissioner. Pointed out the importance of upload speeds.
- ff. **Deena Pierott**, iUrban Teen.
- 5. Digital Equity in Libraries Grant presentation
- 6. **Dante James**, City of Portland Office of Equity and Human Rights: Equity is based on outcomes, not intentions. The challenge is to remove identity from being a barrier to success.
- 7. Breakout session introduction and instructions – Mary Beth Henry
- 8. Breakout session Report out
 - a. What are the gaps?
 - i. Hardware shortage is often overlooked in the digital inclusion conversation.
 - ii. Between functioning hardware and recycling/decommissioning of irreparable hardware.
 - iii. Awareness of resources.
 - iv. Access to broadband and training.
 - v. Digital literacy for youth. Often it's assumed that youth are digitally literate, but that's not always the case.
 - vi. Shortage of qualified workers for future jobs.
 - vii. Policy and program level coordination to ensure that no group is left out.
 - viii. Training: Skills to jump into the digital world, the confidence to keep trying to participate, critical thinking for good decision making in the digital world
 - b. What are the challenges?
 - i. Rural connectivity.
 - ii. Funding.
 - iii. Conveying the relevance of the Internet to people's lives. People may not care about internet access, but they do want access to healthcare, finances, etc.
 - iv. Training on Apple, Lennox devices
 - v. Passive versus active information resources.
 - vi. Net neutrality/regulation.
 - vii. Those working on digital equity are often working in silos.
 - viii. Education in the digital environment – fast-changing hardware and software
 - ix. Digital inclusion programs that aren't sustainable and disappear
 - x. Affordable broadband penetration
 - c. What is your vision?
 - i. Making our digital inclusion efforts replicable while avoiding duplication.
 - ii. Providing consistent access to broadband and access to broadband at home. E.g. Portland Public Schools not just providing "fence-to-fence" access.
 - iii. Training people to be content creators, not just digital content consumers.
 - iv. Have a self-motivated group that collaborates and has an ongoing conversation.
 - v. Creating a conversation between potential workforce and businesses.
- 9. **Multnomah County Chair Deborah Kafoury**
 - a. It is important to bring attention to this issue and hopes for a sustained effort going forward. Attendees can all be partners with various roles in our area's digital inclusion pipeline.
- 10. Next Steps – **Mary Beth Henry**

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- a. Let's make the Summit an annual event.
- b. DIN will send out notes and an attendee list from the Summit to all participants.
- c. Let's collaborate on a long term digital inclusion plan for our area. Attendees would all have roles in its implementation.