

Digital Inclusion: A Checklist for City Governments

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- ❑ **Create a Point of Public Accountability.** See [Austin, TX](#) or [Chicago, IL](#)

How? Hire a digital inclusion professional on city staff or co-found a collaborative institution.

- ❑ **Promote the Importance of the Internet.** See [San Francisco, CA](#) and [Chicago, IL](#).

How? Create a city resolution or city tech plan. Create a marketing or awareness campaign.

- ❑ **Understand the City's Digital Divide.** See [Minneapolis, MN](#), [Austin, TX](#) or [Chicago, IL](#).

How? Partner with a research university to survey residents on Internet adoption/use.

- ❑ **Engage with Existing Programs.** See [Boston, MA](#).

How? Find out who is moving the needle and help them elevate or scale their work. Many cities already have a network of computer centers, AmeriCorps VISTAs, or complementary programs with digital skill components (whether they are ESL, job training, or faith-based).

- ❑ **Stimulate or Fund Digital Training.** See [Chattanooga, TN](#), [Austin, TX](#) and [Seattle, WA](#).

How? Create a grant/matching program, run workshops for trainers, or directly contribute to or partner with a proven nonprofit.

- ❑ **Address Affordability of Subscriptions or Devices.** See [NYC](#), [Portland, OR](#), and [Kansas City, MO](#).

How? Boost library lending programs (hotspots, mobile devices, etc.) and promote the work of nonprofits repurposing hardware.

- ❑ **Build a Coalition.** See [Seattle, WA](#) and [Kansas City, MO](#).

Who's at the table? The CIO, the library, the schools, the city's economic development arm, local technology and Internet companies, startups, civic technologists, and nonprofits.