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**Digital Inclusion Group**
**March 29th, 2007**
**Room 102, Municipal Building**

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Meeting started at 9:07 AM

Randy Gschwind opened the meeting by introducing himself and facilitating the introductions of people in the room.

Hakimah Terry, from the Information Technology Management Division, talked about the Digital Inclusion Wiki page and provided a demonstration of how to use the site. If you have not yet visited the site, please visit www.milwaukee.gov/digitalmilwaukee . If you are a first time visitor, you must register to receive an ID and password. This will allow access to the site. Hakimah will responds with the necessary information once you ask to be registered. If you want to talk to Hakimah directly, her number is 414.286.3509, or you can e-mail her at hterry@milwaukee.gov. The directions for site use are posted – but if you have any problems – please feel free to contact Hakimah.

Randy further clarified the use of the Wiki – an individual can post their concerns, ideas and advice about Digital Inclusion. The Wiki site is meant to be interactive – so as people have thoughts and ideas – please use the Wiki.

There was some discussion of whether people should identify themselves on the site (as part of the comment section). It was decided that the focus should be on the ideas presented, and not the person who is providing the comments. Hakimah informed the group that inputs to the site could be tracked through the Wiki system – which reduces any potential for abuse of the site.

Randy then presented a summation of efforts currently underway which have a connection to the Digital Inclusion Project. They include:
- Two pilot areas have been selected to receive some additional resources available from the AT & T Access All project - the neighborhood in and around the Berryland Development and the Historic Clarke Square Neighborhood. The second year strategy for the Weed & Seed area includes an effort to increase computer literacy and access in the Clarke Square area (101/07 – 9/30/08). AT& T is willing to provide 500 DSL accounts to homes in these areas, provided there is a hard line hook-up. The DSL package will be available for two years.
- One Economy, a nonprofit from Washington, DC is a good candidate to providing planning and assistance in the development of a "Beehive" web site to support the informational needs of participating households.
- Neighborhood community centers in each area will be invited to be part of the training and support process.
- The Department of Administration will provide overall project coordination as this process is implemented.

A draft budget was developed – with the caveat that it needs to be flexible to meet start-up needs.

Comments from the group:
- An assessment of what the communities will want on the web site is important to the process.
- One Economy does have experience in this area, and is willing to assist Milwaukee in the process.
- A full-time coordinator will be needed to accomplish these goals.
- Computers – whether new, refurbished or donated – must meet the necessary specifications to connect to the WIFI system being installed throughout the City of Milwaukee.

- OUTCOMES and EXPECTATIONS must be clearly defined. Make sure the project is fiscally manageable, the number of calls for service are counted and an evaluation instrument is in place as the pilot proceeds.
- There will be a need for a service call center that residents can use if their computer crashes.
- People will define the web site content by use.
- It is important to proceed – one suggestion is to get the DSL accounts out as soon as possible – add the Beehive later.
- Can a business be part of the AT & T effort, especially those that are new EBE-type businesses? This will assist them in their efforts to reach out to the neighborhood as well as access city or county information.
- Determine how the project will verify the use of the computers?
- Promote the program, get a small fee (buy-in) on the part of the computer recipients so that there is a personal investment in the process ($25 ?).
- There is a possibility that a large internet service provider may piggyback on the WIFI installation – from which residents can get free access as long as advertising is allowed.

Marketing and Funding:
- Paula K. from the Library noted that all computer classes offered at the library are full. She is going to Chicago to talk to Chicago library staff regarding a $1 million dollar contribution that system received from Bank of America to increase computer literacy training capacity.
- Are there any best practice models that the DI effort could point to as it creates a "buzz" about the program? Any case studies of how computer access and literacy has positively impacted on a community
- Work on the "splash" – get the computers out to the families – follow those families and develop some of the success stories associated with having a computer in the home.
- There are several sources for re-furbished computers (the YMCA, Urban League, etc)
- Use the Beehive, once it is developed, as a conduit to other enrichment opportunities.
- Check the specs and make sure computers fit.
- Develop a timeline – now!
- Use MPS and send literature home with the students – get teachers involved and invested.
- Let the youth who sign up for the summer jobs program know about the opportunity.
- Get aldermanic buy-in.
- Make sure that Midwest Fiber understands the impact of the build-out – delays can cause the DI effort to stall. Make promises that can be kept!

Mike Soika suggested people view another sample site – www.communitycorner.org - to get an idea of how an interactive site can work with families.

Last of all – Randy encouraged all of the participants to go to the Digital Inclusion Wiki and enter all of the ideas and thoughts they have about the program and process.

E-mail and the Wiki will inform participants of the next steps and when another session will be scheduled.

Meeting ended at 10:30 AM