

Information Technology Director's Report – September 2020

City of Madison initiatives on building a digitally equitable community

CDA Housing Fiber to the Premise Feasibility Study

CTC Technology & Energy (CTC), and their partner market research firm, Clearspring Research, worked closely with City of Madison Information Technology and CDA Housing to develop a CDA Housing Residential Internet survey. The original CTC survey was rewritten by City staff to incorporate plain language techniques and accessible content. The survey was translated into Spanish and Hmong. The survey covered three main categories: broadband access gaps; device utilization gaps; digital literacy gaps. In July, Clearspring Research sent out 883 surveys to CDA Housing residents; 165 surveys were sent back, providing a response rate of 18.7 percent for data analysis.

Key findings indicate that there is a high percentage of residents without a home internet connection or a computer that connects to the internet. Residents, especially those with children (50% of households with children) also indicated that they have significant challenges with online cyber security best practices and expressed significant interest in improving their digital literacy skills.

Staff are compiling feedback on the draft report. The intent is to take the findings and develop goals for the ConnectHomeUSA program.

ConnectHomeUSA

Update and next steps to be provided by Deborah Rakowski, CDA Division Director at the September 24, 2020 meeting

311 Feasibility Study

Report is completed and will be shared with the Mayor and the Common Council Executive Committee in October. Currently, Information Technology is working with agency partners to collaborate on reducing application silos by transitioning all City agencies to enterprise-wide solutions to prepare for the potential development of a 311 system.

City of Madison COVID-19 Digital Inclusion Efforts

Madison Public Library, CDA Housing, Community Development and Information Technology (IT) are collaborating to find opportunities to increase digital inclusion opportunities for residents.

- Madison Public Library provided a “Madison Internet Access Information Line” to assist residents in locating nearby public wi-fi, or provide information about free or low-cost internet access plan options and contact information to request internet access from private companies or public assistance programs.
- IT, CDA Housing, DANenet and Cascade Asset Management partnered to upgrade the CDA Computer Resident Labs. DANenet is providing the technology support and Cascade Asset Management is providing recycled desk tops. IT is facilitating the project and overseeing the budget.
- Community Development and IT partner to ensure internet connection in City funded Community and Neighborhood Centers. Theresa Terrace was connected in August of 2020.

Information Technology COVID-19 Digital Inclusion Efforts:

- Creating a mobile workforce that can work and connect from anywhere at any time, increasing productivity during the COVID-19 pandemic, and preparing our City for long-term remote work options.
- Implementing the [PHMDC COVID-19 Data Dashboard](#).
- Establishing a tool and processes for supporting virtual Boards, Commissions and Committees meetings. Providing more opportunities for community engagement by providing more alternatives to in-person attendance.
- Developing an online registration application for virtual Boards, Commissions and Committees meetings.

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- Staffing, training and facilitating virtual Type 1 Boards, Commissions and Committees meetings.
- Staffing and training virtual Type 2 Boards, Commissions and Committees meetings.
- Establishing a process and training for supporting virtual Municipal Court.
- Increasing the amount of complex online permitting and inspections processes.
- Implementing a COVID-19 Recovery Dashboard.
- Mitigating the increase in cybersecurity attacks.
- Enhancing the City of Madison website homepage to prioritize communication about City services during COVID-19.
- Developing an internal COVID-19 website to communicate changes in City services and share work resources with City staff.
- Supporting, training and developing tools for the Joint Information Center to inform City staff and residents throughout COVID-19.
- Developing an online system for objections to property assessments.
- Increasing support for Public Health as they spearhead COVID-19 efforts.
- Staffing the Joint Information Center, City EOC Planning Team, Internal Recovery Taskforce, and the Government Services Recovery Team.