

## Summary

### Attendees:

Balandra Fregoso	Diana Lopez	Liza Massey
Eli Gelardin	Dmitriy Laptev	Aiden Vermeulen
Lucy Dilworth	Ian Johnson	Nina Bell
Jacqui Esquivel Vasquez	Jeff Daniel	Johnathan Logan
Mike Blakely	Jessica MacLeod	Sarah Ashton
Rebecca Suggs	Kingston Cole	Sachi DeCou
Abbie Ridenour	Michael Frank	Greg Knell
Ann Mathieson	Nick Mitchell	Carla Kacmar
Bruce Vogen	Rebecca Woodbury	Felicia Newhouse
Charis Baz	Sadika Sulaiman	Stephen Keese
Chris Tubbs	Shirin Vakharia	Vicki Sievers
Dave Jeffries	Vicki Sievers	Elise Semonian

### Location:

Zoom

### Agenda:

1. Overview of the meeting/Presentation
2. Interactive Presentation (Jamboard)
3. Questions and Answers

### Notes:

1. Presentation from Liza
  - a. Virtual Introductions
  - b. Meeting purpose
    - i. To review the combined findings from community outreach
    - ii. Obtain feedback and suggestions
    - iii. Support development of the needs assessment document
    - iv. Prepare for the next phase – Plan Development
  - c. Presentation of community engagement findings
    - i. What did the Digital Marin project find as needs in each community?
      1. Broadband for All

2. Affordable Internet Service
  3. Resilient and Reliable Communication Networks
  4. Devices to Access the Internet
  5. Digital Literacy
  6. Collaboration and Data Sharing
  7. Digital Adoption
- d. Needs Assessment feedback interactive exercise
  - e. Prioritization exercise
  - f. Next Steps and Wrap Up
2. Needs Assessment feedback interactive exercise
    - a. Think/Wonder sticky note activity
      - i. Picture included below notes
  3. Polls
    - a. Where do you believe you/your organization should focus its resources to develop solutions?
      - i. Digital Literacy
      - ii. Data Sharing/Collaboration
    - b. Where should Digital Marin begin work to meet its goals?
      - i. Education
      - ii. Social Services and Un/Under-served Areas
      - iii. Digital Government Services
  4. Next Steps
    - a. June 24: Magellan Advisors Recommendations Presentation
    - b. Early Summer: Final Needs Assessment Document
    - c. Mid-summer: Draft Strategic Plan
    - d. Late Summer: Final Strategic Plan

## Recording

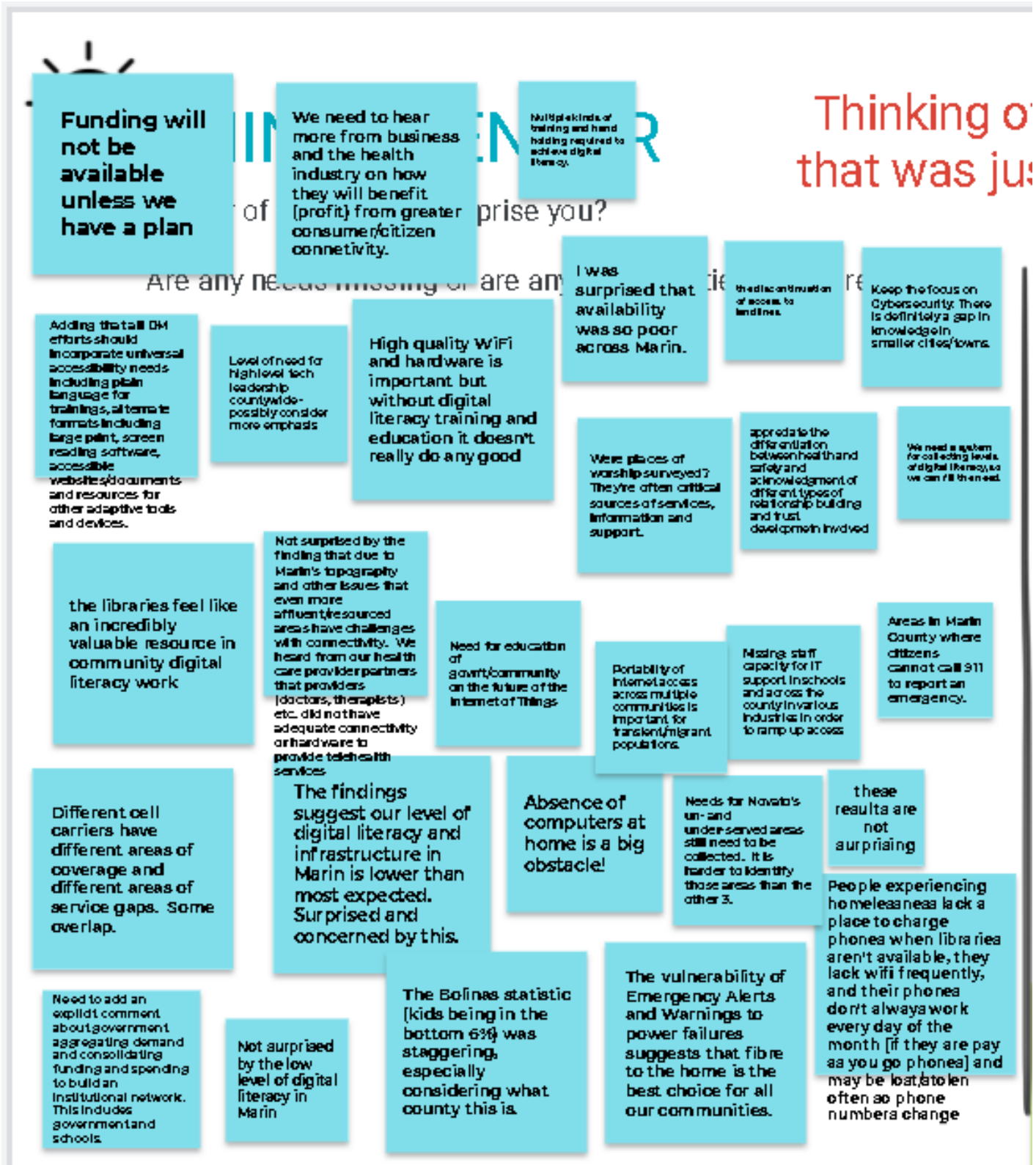
This meeting was recorded and can be viewed at

[https://www.youtube.com/watch?v=PbX\\_CJWNZQw](https://www.youtube.com/watch?v=PbX_CJWNZQw)

Jamboard Question:

Do any of the findings surprise you?

Are there any needs missing or are there any communities misrepresented?



**Thinking of that was just**

**Funding will not be available unless we have a plan**

**We need to hear more from business and the health industry on how they will benefit (profit) from greater consumer/citizen connectivity.**

**Multiple kinds of training and hand holding required to achieve digital literacy.**

**Are any needs missing or are any communities misrepresented?**

**I was surprised that availability was so poor across Marin.**

**the continuation of access to landlines.**

**Keep the focus on Cybersecurity. There is definitely a gap in knowledge in smaller cities/towns.**

**Adding that all DM efforts should incorporate universal accessibility needs including plain language for trainings, alternate formats including large print, screen reading software, accessible websites/documents and resources for other adaptive tools and devices.**

**Level of need for high level tech leadership countywide - possibly consider more emphasis**

**High quality WiFi and hardware is important but without digital literacy training and education it doesn't really do any good**

**Were places of worship surveyed? They're often critical sources of services, information and support.**

**appreciate the differentiation between health and safety and acknowledgment of different types of relationship building and trust development involved**

**We need a system for collecting levels of digital literacy, so we can fill the rest.**

**the libraries feel like an incredibly valuable resource in community digital literacy work**

**Not surprised by the finding that due to Marin's topography and other issues that even more affluent/resourced areas have challenges with connectivity. We heard from our health care provider partners that providers (doctors, therapists) etc. did not have adequate connectivity or hardware to provide telehealth services**

**Need for education of gov't/community on the future of the Internet of Things**

**Portability of internet access across multiple communities is important for transient/migrant populations.**

**Missing staff capacity for IT support in schools and across the county in various industries in order to ramp up access**

**Areas in Marin County where citizens cannot call 911 to report an emergency.**

**Different cell carriers have different areas of coverage and different areas of service gaps. Some overlap.**

**The findings suggest our level of digital literacy and infrastructure in Marin is lower than most expected. Surprised and concerned by this.**

**Absence of computers at home is a big obstacle!**

**Needs for Novato's un- and under-served areas still need to be collected. It is harder to identify those areas than the other 3.**

**these results are not surprising**

**People experiencing homelessness lack a place to charge phones when libraries aren't available, they lack wifi frequently, and their phones don't always work every day of the month [if they are pay as you go phones] and may be lost/stolen often so phone numbers change**

**The vulnerability of Emergency Alerts and Warnings to power failures suggests that fibre to the home is the best choice for all our communities.**

**The Bolinas statistic (kids being in the bottom 6%) was staggering, especially considering what county this is.**

**Not surprised by the low level of digital literacy in Marin**

**Need to add an explicit comment about government aggregating demand and consolidating funding and spending to build an institutional network. This includes government and schools.**

Jamboard Question:

Do you have any questions or concerns?

if S

Older adults need different considerations and support to attain the desired level of digital literacy.

Who/what orgs are providing digital literacy training/education in Marin?

When should we expect for "Digital Marin" to become a group that we can get help from?

Is the solution for the "dead-zone" areas fibre to the home?

I hope that the collaboration happening now will continue.

No Qs or concerns. You just did an amazing job!!

MCF is a community solution using existing PGE infrastructure. We should offer a public option to Telecom. Too much price gouging, allowing speeds, etc. goes on with impunity now.

Just saw a presentation about national data that found that 1 in 5 teachers did not have reliable internet etc. in order to teach consistently and effectively through distance learning. Wondering how we're looking at the entire ecosystem when trying to underwrite the digital divide.

I'm concerned that fiber in the ground is not possible everywhere for a variety of reasons but other technologies will be resisted.

Billions of dollars are being thrown at this problem now post COVID. We could have more than enough money for large scale solutions. Is anyone tracking all the funds?

I'd love to see the demographic and geographic breakdown of who filled out the survey and/or participated in a focus group

wonder if community members/providers are raising the question of data ownership—how communities can benefit from the data that's gathered and shared.

Have any of the findings forced the scope of the project/contents of the strategy?

Can all the dark fibre out there be connected. The ATT pockets, Lucas funded, Sonic contracted, etc. into a Countywide network?

will there be county wide coordination/support for organizations already providing digital literacy training?

Need a call center to help people with their devices.

I wonder how best to support individuals with digital literacy who speak an indigenous language and/or don't read or write

Community Information Exchange (CIE) would be helpful for this data sharing (from Charis Baz)

I wonder what policy adjustments will be needed to allow for choice in internet service providers across the county? County level policy initiatives were not addressed

I'm concerned about the cost to reach Digital Marin's goals.

Do we have any success stories where sensors on public infrastructure are improving government efficiency? Is the MMWD using sensors.

if money and logistics weren't an issue, what would be an ideal outcome of the initiative? An omni-system where residents can do it all? Everything linked but separate?

How might we support collaborations to design with accessibility in mind?

Are there initiatives for Government Fiber alongside the neighborhood fiber? Not all of our safety facilities are connected to fiber, this is of interest.

How might govt. assist in communities where business has decided it's uneconomical to participate in the internet access market

Do we have any success stories where wifi controlled sensors on public infrastructure are improving government efficiency? Is the MMWD using sensors.

One question reoccurring is live helpdesk. Many people no matter how many written instructions still need basic help with any new technology as they are trying to access it. Some kind of tech support should be planned as part of any final outcome.

Do we have any success stories where fixed wifi controlled sensors on public infrastructure are improving government efficiency? Is the MMWD using sensors in this way?

How will Digital Marin support orgs who need the available funding to support the work that is already being done in these areas?

How might we support collaborations to design for accessibility as this continues to roll out?

Can we take advantage of the new infrastructure allocations from the state and federal budgets to come up with one reliable system county-wide (i.e. Fibre)?

How is digital literacy defined?

What do others want to see from the city governments? What should the role of cities be in improving digital literacy and closing the digital divide?

A A E P

## Slide Deck

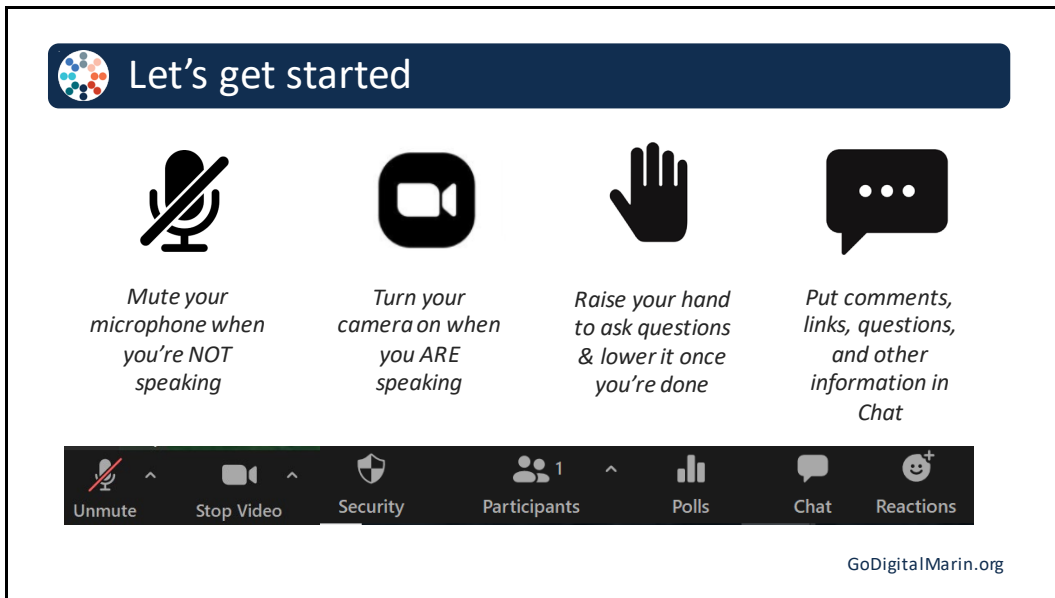
### Slide 1








DIGITAL  MARIN

ESC & Community Work Groups Workshop  
June 10, 2021

### Slide 2



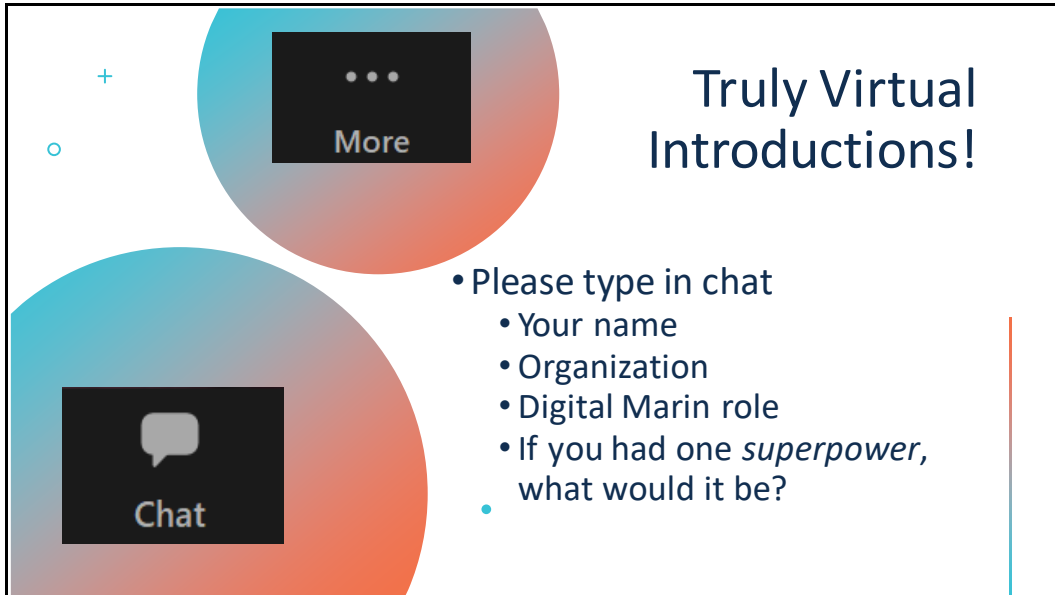
 Let's get started

			
<i>Mute your microphone when you're NOT speaking</i>	<i>Turn your camera on when you ARE speaking</i>	<i>Raise your hand to ask questions &amp; lower it once you're done</i>	<i>Put comments, links, questions, and other information in Chat</i>

Unmute Stop Video Security Participants 1 Polls Chat Reactions

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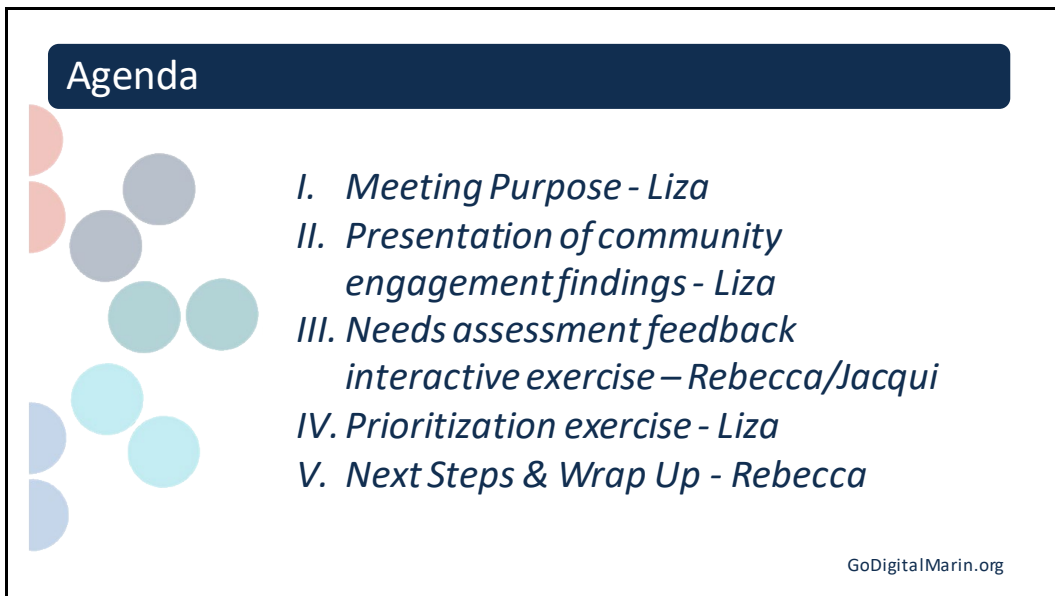
## Slide 3

A mockup of a virtual meeting interface. It features two overlapping circular shapes, one light blue and one light orange. The top circle contains a black box with three white dots and the word "More". The bottom circle contains a black box with a white speech bubble icon and the word "Chat". To the right of the circles, the text "Truly Virtual Introductions!" is displayed in a large, dark blue font. Below this text is a bulleted list of instructions for participants to type in the chat.

Truly Virtual Introductions!

- Please type in chat
  - Your name
  - Organization
  - Digital Marin role
  - If you had one *superpower*, what would it be?

## Slide 4

A slide titled "Agenda" with a dark blue header bar. To the left of the agenda items is a decorative graphic of several overlapping circles in shades of blue, teal, and orange. The agenda items are listed in a serif font, with the first two items in italics. The website address "GoDigitalMarin.org" is located in the bottom right corner.

## Agenda

- I. Meeting Purpose - Liza*
- II. Presentation of community engagement findings - Liza*
- III. Needs assessment feedback interactive exercise – Rebecca/Jacqui*
- IV. Prioritization exercise - Liza*
- V. Next Steps & Wrap Up - Rebecca*

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Slide 5

## Purpose of Today's Meeting

- *To review the combined findings from community outreach*
- *Obtain feedback and suggestions*
- *Support development of the needs assessment document*
- *Prepare for the next phase – Plan Development*

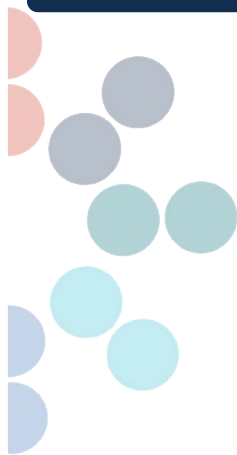
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Slide 6

*Presentation of community engagement findings*

Slide 7

## Outreach by the numbers




- *38 Focus Groups/Interviews/Meetings*
  - *470 participants*
- *10 Different Surveys*
  - *2,295 respondents*
- *Touch Points*
  - *2,765+ total*

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Slide 8

## Communities



Government & Emergency Management	Planning, Transportation, Public Works	Health & Community Based Organizations	Internet Technology & Communication Providers
<b>GEM</b>	<b>P/T/PW</b>	<b>H/CBO</b>	<b>ICT</b>
Business & Economic Development	Residents	Education	
<b>B/ED</b>	<b>Residents</b>	<b>Education</b>	

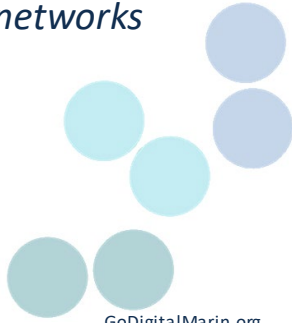
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Slide 9

## Digital Marin's Goal

1. *Broadband for all*
2. *Affordable internet service*
3. *Resilient & reliable communication networks*
4. *Devices to access the internet*
5. *Digital literacy*
6. *Collaboration & data sharing*
7. *Digital adoption*



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Slide 10

## Broadband for all


*Universally accessible and consistent broadband is needed throughout Marin County*

Equity issues exist:

- Five geographic areas are officially designated as un/under-served
- Older adults and people with disabilities are also underserved
- Other areas of Marin experience problems due to aging infrastructure, topography, etc.
- Finding: 75% of our students do not have access to threshold broadband. Bolinas has broadband access that puts most of our students in the bottom 6% of Americans. – Bolinas Student Connectivity Survey
- Finding: Wireless "dead zones" hinder emergency response according to public safety personnel – GEM focus groups

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## Slide 11

 **Affordable internet service**


*Marin needs affordable broadband service, so cost is not a barrier to entry*

Subsidized and free service programs are available now, but what can be done to address affordability for the long-term?

- Finding: Cost and lack of available service are the top two reasons people do not have broadband at home – Residents surveys
- Finding: 70% of respondents in subsidized housing identify cost as the #1 reason they do not have broadband at home – Marin Housing Authority Residents survey
- Finding: 30% of respondents would pay more for faster and more reliable broadband service but can't afford it – Online Residents survey

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## Slide 12

 **Resilient & reliable communication networks**


*Redundancy and resiliency are needed for all digital infrastructure*

Marin experiences a variety of disasters and power outages, so networks must be redundant and resilient, and provide multiple methods of communication

- Finding: Outages and inconsistent cell services hinder internal and external communication and emergency response during disasters – GEM Public Safety focus groups
- Finding: Internet access is a utility, like water and power. If private companies won't make it affordable, then the public must act and push them out of the market. - Quote from Online Residents survey
- Finding: ~30% of respondents' households still have a land line phone – Online Residents survey

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## Slide 13



## Devices to access the internet


*Robust end user devices are needed to access all digital opportunities*

Access to internet infrastructure is not enough; everyone needs affordable, reliable, and robust end user devices

- Finding: 37% of students surveyed in one district reported not having a reliable device at home – Education surveys
- Finding: 38% school-aged households in subsidized housing use a school-provided device to connect to online learning at home; 12% use a cell phone, 6% have no device at home – Marin Housing Authority Residents survey
- Finding: Stronger fixed wireless networks are needed to support new devices like sensors, water meters, bike share, traffic signals, autonomous vehicles, and cashless payment systems – P/T/PW focus groups

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## Slide 14



## Digital literacy


*Collaborations are needed to help address lack of digital literacy for providers & consumers*

While Marin has many digital literacy programs, gaps exist and information regarding training is not easy to find or universally available

- Finding: Respondents most often rated recipients' digital literacy as Fair (51%) to Poor (31%) – H/CBO survey & Resident polling
- Finding: Lack of digital literacy can create real safety issues if residents can't access disaster communications – GEM Public Safety focus groups
- Finding: Of 94 elementary parents who attended a local digital literacy workshop, only 41% reported they could login to their child's Chromebook prior to the workshop – Education survey

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## Collaboration & data sharing


*Collaborations and data sharing are needed to improve service delivery, increase efficiencies, and provide insights*

Every community identified sharing data and resources as a need that, if addressed, increases the value of internet access and digital services

- Finding: Smaller (public) agencies have challenges with high level IT strategic leadership, sourcing cost-effective IT services, and third-party vendor evaluation – GEM focus groups
- Finding: Improved integration and data sharing, including integration with EHR systems, supports online service delivery – H/CBO survey/meetings
- Finding: A place to collect and analyze student connectivity data is needed to identify aggregate issues and specific household problems – Education survey & focus groups

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## Digital adoption

*Trust is needed to increase usage of digital resources*

Increasing digital adoption requires addressing privacy, security, health, and safety concerns and issues


- Finding: Clients need trust in security and privacy to be confident in submitting personal information online – H/CBO survey
- Finding: When systems don't integrate or connect, people create workarounds. Workarounds often create security risks. – GEM focus groups
- Finding: Parents should attend a mandatory education night about digital learning...this can serve to educate them about how to support digital literacy and safe internet use. – Education survey
- Finding: 51.6% don't care how broadband is delivered if its fast, reliable & affordable - Online Residents survey

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Slide 18

 **Think / Wonder**

**Use virtual sticky notes to tell us:**

- Do any of these findings surprise you?
- Are any needs missing or are any of the communities misrepresented?
- Do you have any questions or concerns?

**Put one idea or question per sticky note.**

**Use blue notes for comments.**

**Use green notes for questions/concerns.**

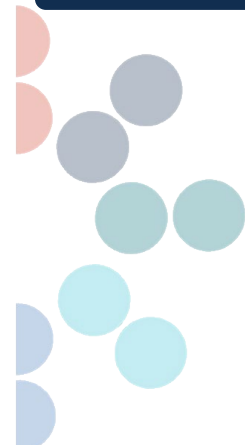
If it doesn't work for you, just put your comments and questions into Chat.

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Slide 20

### Polling Questions



1. *Where do you believe you/your organization should focus its resources to develop solutions?*
2. *Where should Digital Marin begin work to meet its goals?*

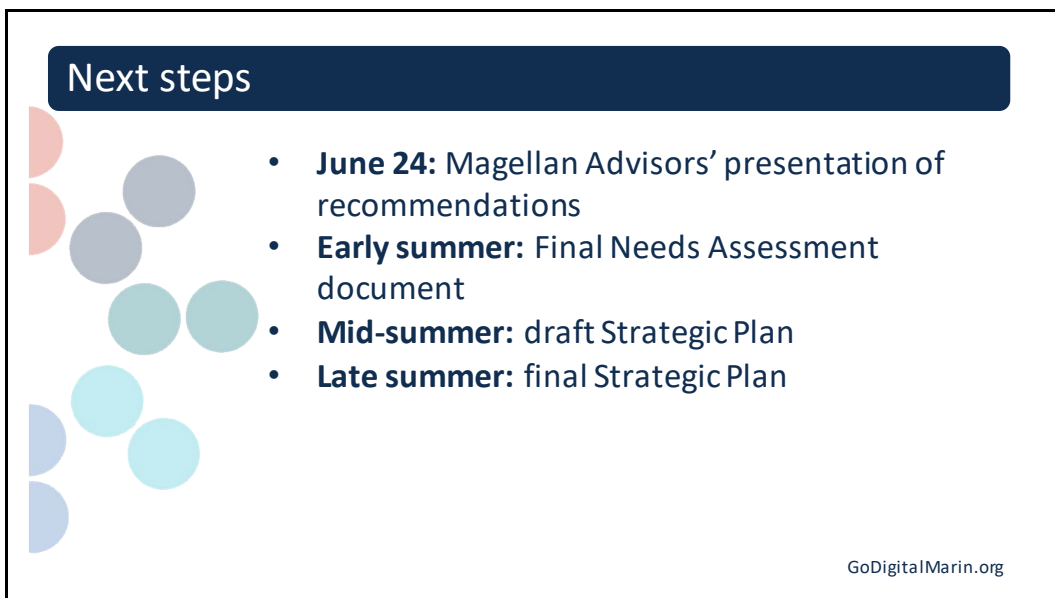
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A slide titled "Polling Questions" with a dark blue header. To the left of the text is a decorative graphic of several overlapping circles in shades of blue, teal, and grey. The slide contains two numbered questions in italics. The URL "GoDigitalMarin.org" is located in the bottom right corner.

Slide 21



Slide 22



## Next steps

- **June 24:** Magellan Advisors' presentation of recommendations
- **Early summer:** Final Needs Assessment document
- **Mid-summer:** draft Strategic Plan
- **Late summer:** final Strategic Plan

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## Wrap-up

Please continue to follow and share

- Website: [GoDigitalMarin.org](https://GoDigitalMarin.org)
- Twitter: [@GoDigitalMarin](https://twitter.com/GoDigitalMarin)
- Weekly newsletter: subscribe on website

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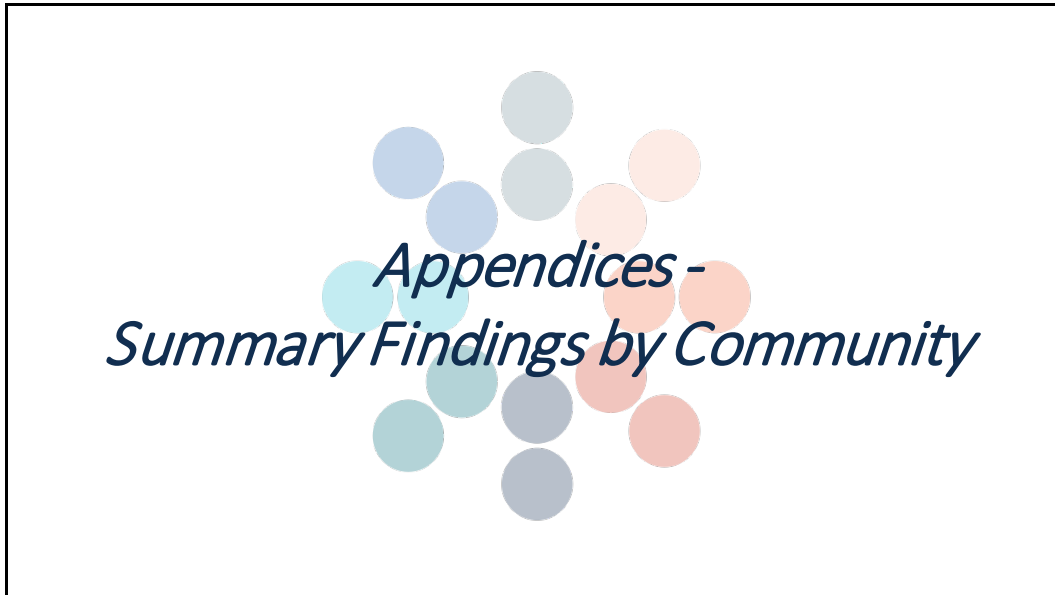
# Thank You

Your help and service to our community are greatly appreciated!

[GoDigitalMarin.org](https://GoDigitalMarin.org)  
[@GoDigitalMarin](https://twitter.com/GoDigitalMarin)



Slide 25



Slide 26




Slide 27



### Most significant needs

- *Community collaboration helps business*
- *Invest in broadband for business*

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### B/ED: Community Collaboration

*Collaborations are needed to help businesses address overlapping internet issues and lack of digital literacy*


- Increasing digital literacy in local communities is needed to increase employability of Marin's population
- Creating digital inclusion by providing devices, training, access to job sites and more helps job seekers and employers
- Balancing concerns with needs for broadband for all will foster community support for buildout of internet infrastructure using a variety of technologies

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*Digital inclusion for job seekers  
is not gained by internet  
access alone*


Slide 30



*Businesses in Marin would benefit from investment in  
faster internet and more bandwidth*

- Consistency in processes across local government jurisdictions could help providers deploy internet infrastructure and thus help businesses as well as residents gain access
- A culture shift is needed to encourage business owners to value broadband
- Broadband for all supports creation and sustainability of small and homebased businesses in Marin
- Conduit should be planned into projects so that it is ready for fiber in the future

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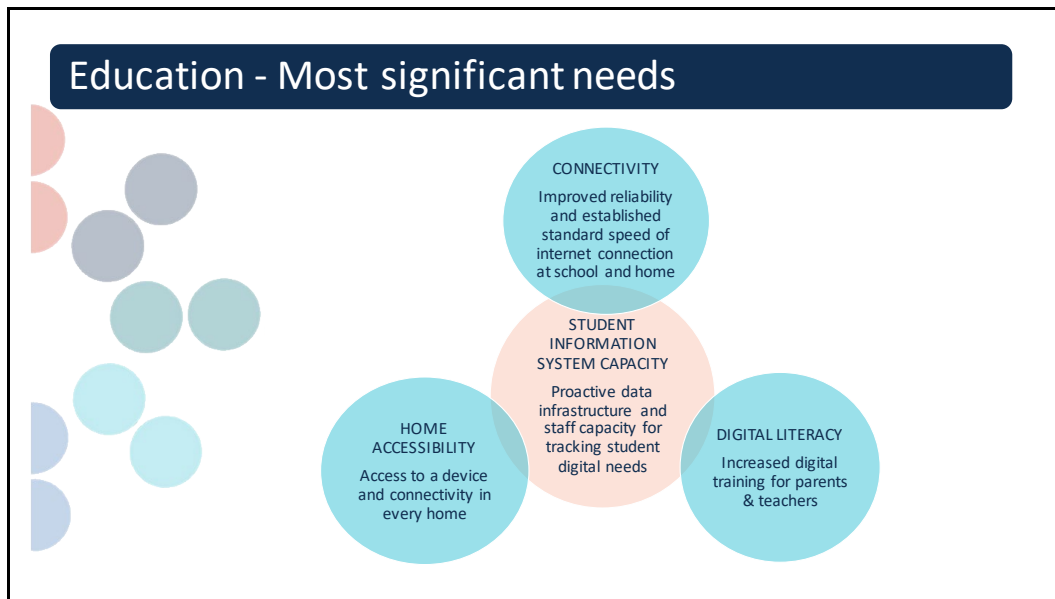
*A recent survey of businesses in San Anselmo found some owners are afraid to learn new tech, creating haves and have-nots*

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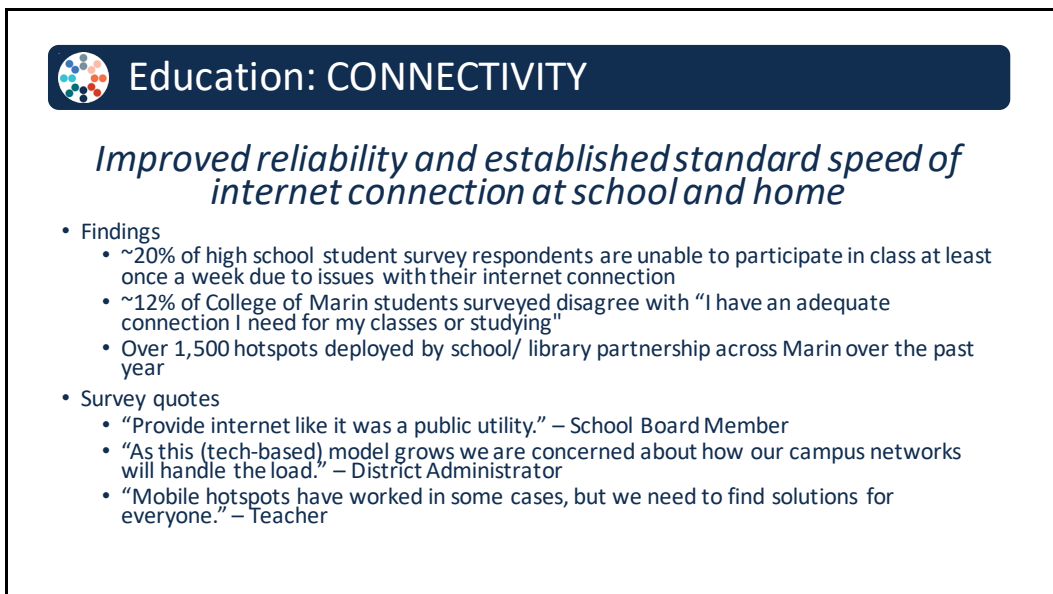


*Summary Findings  
Education Community*

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**Education: CONNECTIVITY**

*Improved reliability and established standard speed of internet connection at school and home*

- Findings
  - ~20% of high school student survey respondents are unable to participate in class at least once a week due to issues with their internet connection
  - ~12% of College of Marin students surveyed disagree with "I have an adequate connection I need for my classes or studying"
  - Over 1,500 hotspots deployed by school/ library partnership across Marin over the past year
- Survey quotes
  - "Provide internet like it was a public utility." – School Board Member
  - "As this (tech-based) model grows we are concerned about how our campus networks will handle the load." – District Administrator
  - "Mobile hotspots have worked in some cases, but we need to find solutions for everyone." – Teacher


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 Education: DIGITAL LITERACY

*Increased digital literacy training for parents & teachers*

- Findings
  - Of 94 elementary parents who attended a local digital literacy workshop, only 41% reported that they could login to their child's Chromebook prior to the workshop
- Survey quotes
  - "I spent much of my time providing tech support instead of instruction, and troubleshooting all of the tech needs... It was especially hard because my students and their families had a wide range of devices, so I was unfamiliar with how to help them sometimes." – Teacher
  - "When we are back in person, parents should attend a mandatory education night about digital learning to prepare for any future events...this can serve to educate them about how to support digital literacy and safe internet use." – Teacher


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 Education: HOME ACCESSIBILITY

*Access to a device and connectivity in every home*

- Findings
  - 38% of MHA school-aged households use a school-provided device to connect to online learning at home;
    - 12% use a cell phone, 6% have no device at home
  - #1 reason reported for not having internet access in the home is "available service is too expensive" (70% of MHA respondents who did not have internet)
  - 37% of students surveyed in one district reported not having a reliable device at home
  - 20% of students surveyed use their phone or tablet to access school from home
- Survey quotes
  - "The "Homework gap" is here to stay after the pandemic. Students and parents will continue to need to access internet resources from here on out." - District Administrator
  - "After the use of so many wonderful tech platforms this year, students and teachers will be using technology in new ways...Zoom will continue to be used for meetings when it makes sense to do this." – School Administrator

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 **Education: STUDENT INFORMATION SYSTEMS**

*Proactive data infrastructure and staff capacity for tracking student digital needs and assets*

- Findings
  - 6 of 6 surveyed school district tech teams are currently tracking varied levels of device/ connectivity information in individual spreadsheets, 0 of 6 are tracking devices & connectivity in student information systems systematically at the district level for every child
  - Best practice according to national research (Education Superhighway) is to organize all digital assets and home access information in student information systems
- Countywide Tech Committee Focus Group Notes
  - Tracking what tech a child has at home is difficult. Each school/district is coming up with their own solution, but we don't have a plan for correlating that information to get it to the right people to help.
  - We need a place to collect and analyze the student connectivity data to identify aggregate issues as well as specific household problems.
  - Current proposal to make technical needs assessment part of the annual enrollment process with the parents.
- Survey Quotes
  - "The system was formulated along the way as the process unfolded and we determined who had what access. Some temporary, short term internet service was offered but we need long term, stable internet like we have electricity." – Board member
  - "We have used email, phone calls and tech tickets. Having a full tech team to support multiple schools is needed. How wonderful it would be to have a tech on each school site!" – Teacher

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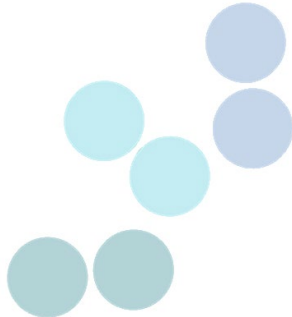


*Summary Findings  
Government & Emergency  
Management Community*

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### GEM: Most Significant Needs

- High Speed Internet Everywhere for Everyone!
- Digital Interconnectivity
- Leadership and Collaboration
- Digital Training
- More Resources
- Resiliency



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### GEM: High Speed Internet Everywhere for Everyone!

*There is a need for universally accessible, reliable, consistent high-speed internet throughout Marin County*

- Wireless "dead zones" hinder emergency response efforts and make inspections less efficient.
- Without internet, low-income, isolated, and maritime communities can get left out or be required to go to greater lengths (in-person, use library computers, by phone).
- As more services move online, access to the internet makes it increasingly critical to access cross-sector services and participate in local government.
- Bandwidth issues cause interruptions and inefficiencies.
- Need for access on ALL devices, not just computers.



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### GEM: Digital Interconnectivity

*There is a need for increased software and network interconnectivity between departments and agencies in order to increase data sharing, create efficiencies, streamline processes, and improve customer services*

- When systems don't integrate or connect, people create workarounds. Workarounds often create security risks and inefficiencies.
- Increased data sharing could lead to better transparency and reporting around shared goals.
- Software and shared systems' standardization could lead to efficiencies and better customer experience.

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### GEM: Leadership and Collaboration

*There is a need for increased collaboration and coordination between governments and departments and high-level cross-agency leadership*

- So many government agencies with little to no IT coordination or Marin-wide IT leadership.
- Smaller agencies report challenges with high level IT strategic leadership, sourcing cost-effective IT services, and third-party vendor evaluation.
- Cooperative software systems, digitizing efforts, as well as technology evaluation and purchase could result in lower administrative and vendor costs, increased sharing of knowledge and staffing resources.

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### GEM: Digital Training

*There is a need for significant ongoing and just-in-time community digital training in software and home technology*

- When residents and employees don't know how to use devices and online services, they can get left behind. This also creates customer service inefficiencies.
- Employees need training so software is used to its full potential, and they don't have to create workarounds.
- Can create real safety issues if residents can't access disaster communications.

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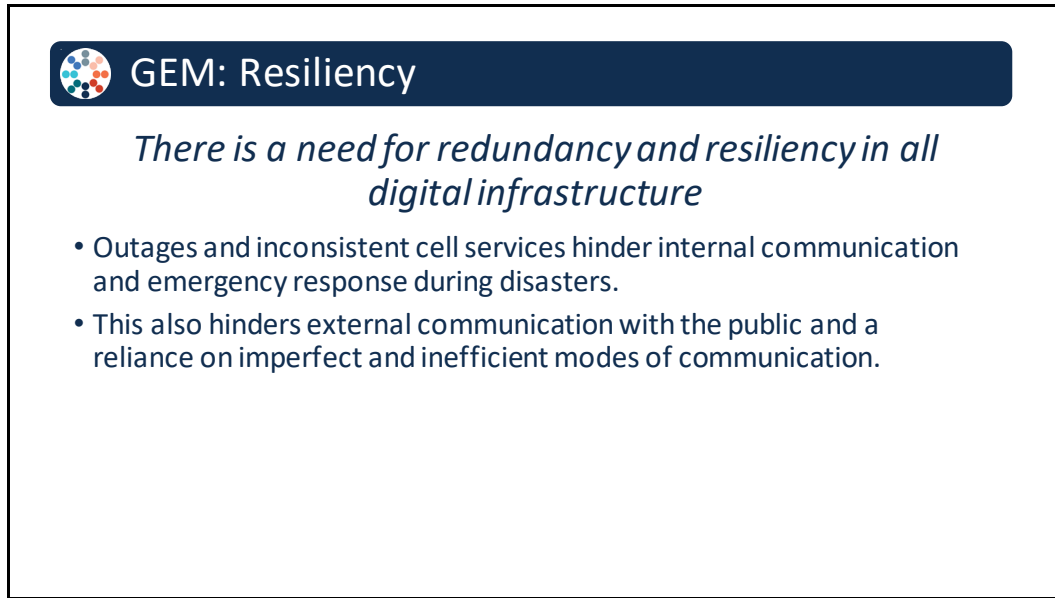



### GEM: More Resources

*There is a need for more financial and staff resources*

- Agencies (especially smaller ones) cited not having enough funding to buy software and improve/upgrade technology.
- Agencies cited limited staffing available to implement new processes or systems. Smaller agencies also have limited in-house technology expertise.
- Past broadband efforts have failed or struggled due to lack of resources.

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 **GEM: Resiliency**

*There is a need for redundancy and resiliency in all digital infrastructure*

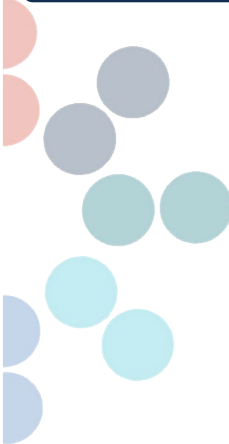
- Outages and inconsistent cell services hinder internal communication and emergency response during disasters.
- This also hinders external communication with the public and a reliance on imperfect and inefficient modes of communication.

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*Summary Findings  
Health & Community Based  
Organizations Community*

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### H/CBO: Most significant needs

- Improve digital apps and supporting processes
- Increase digital literacy training
- Remove barriers to digital access
- Meet recipients' capabilities & comfort levels
- Address privacy and security concerns

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### H/CBO: Improve Digital Apps & Supporting Processes

*Providers need digital applications and supporting processes to successfully deliver online services*

- Create an internal culture and business model that promotes client/worker communication while delivering services online
- Provide the ability for recipients to easily find program information and download/upload forms and documents
- Improve integration and data sharing to support online service delivery, including integration with EHR systems
- Finding - while 23% of respondents intend to decrease online services after COVID restrictions are lifted, the remainder will keep or increase online services

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### H/CBO: Quotable – Digital Literacy

*We currently have a vast spectrum of literacy and capacity to learn new applications and systems.*

*HHS Survey Respondent*

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### H/CBO: Increase Digital Literacy Training

*Both employees and recipients need more digital literacy training to be successful*

- Strengthen the digital literacy of all staff members to deliver services online
- Increase employees' level of knowledge of tools and technologies to support remote work
- Improve recipients' basic computer skills
- Improve tech skills caregivers so they can support recipients
- Finding – Respondents most often rated recipients' digital literacy as Fair (51%) to Poor (31%)

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### H/CBO: Remove Barriers to Digital Access

*Recipients need barriers to digital access removed*

- Provide funds for licensing and systems to deliver online services
- Reduce language barriers and improve digital accessibility and ease of use
- Ensure most vulnerable recipients have devices and access to high-speed internet to use online services
- Finding – respondents report that 25% of recipients can't access online services
- Finding – respondents report that only 47% of recipients make good use of online services; while 25% only use them if they must

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### H/CBO: Quotable – Digital Access

*Lack of access and knowledge of using online sources of information is a barrier to equitable distribution of services and resources.*

*HHS Survey Respondent*


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*Recipients need services delivered in a way that best meets their capabilities and comfort levels*

- Determine the best method for digital service delivery - online is not always the answer; use other methods like phone or TV
- Create interactive experiences with community members instead of one-way interactions
- Provide in-person options even when services are moved online
- Increase trust and reduce confusion to encourage recipients to use online options
- Finding– The number of recipients asking for more online services is minimal

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*We are the human in health  
and human services.*

*HHS Survey Respondent*

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### H/CBO: Address Privacy and Security Concerns

*Privacy and security concerns need to be addressed before many recipients will use online services*

- Improve security and privacy so clients are confident in submitting personal information online
- Provide funding and resources for providers to improve and maintain cybersecurity
- Consider recipients' needs for privacy/safe spaces to conduct online sessions
- Update policies, regulations, and practices to meet HIPAA and other requirements for delivery of online services

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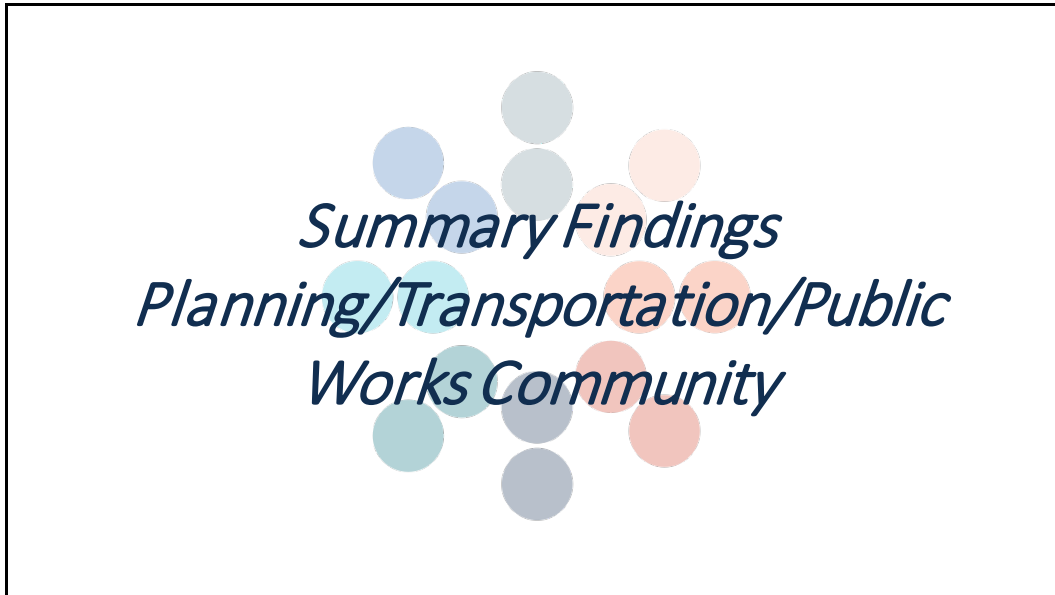
### H/CBO: Quotable – Digital Privacy

*Not all clients have access to private spaces to participate in telehealth.*

*HHS Survey Respondent*



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**P/T/PW: Most significant needs**

- High-speed wireless internet
- Shared, interconnected, modern software
- Shared, secure data
- Digital training
- Staffing / capacity

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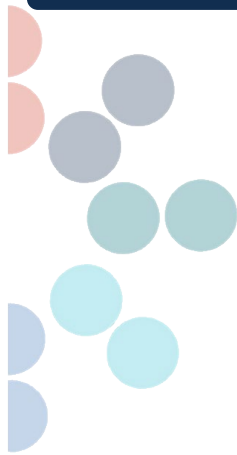
### P/T/PW: High-speed wireless internet

*There is a need for increased infrastructure to support Internet of Things (IoT) and wireless devices.*

- Stronger fixed wireless to support new devices (sensors, water meters, bike share, traffic signals, autonomous vehicles, cashless payment systems)
- Coordinate construction, trenching for fiber across jurisdictions
- Connectivity issues in the field (inspectors, emergency response, vaccination sites)
- Provide Wi-Fi on ferries
- Address community concerns about wireless technology

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### P/T/PW: Quotable



**“In some ways, we’re still doing things the way we were doing them in the 1920s.”**

*- A building official, discussing opportunities to modernize processes*


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*There is a need across agencies to collaborate, share staff, and streamline services.*

- Shared software applications (permitting, licenses)
- Modernize time consuming manual processes and digitize paper records
- Address staffing shortages by sharing staff (such as inspectors)
- Legacy software hinders productivity, effectiveness
- Improve quality and consistency of inspections (augmented reality?)
- Bandwidth to support moving to cloud-based software


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*There is a need for sharing data across agencies to increase coordination and public access. There's also a need to protect systems and data at critical facilities.*

- Security against cyberattacks for critical infrastructure
- Ability to share data to better coordinate and manage transportation network
- Cross-jurisdictional permitting data
- More and better datasets on MarinMap

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### P/T/PW: Digital training

*There is a need for more internal and external training for connecting to the internet and using digital applications.*

- Internal training needed to maximize use of software
- Language access for vulnerable populations
- How to get information during an emergency
- How to access transportation services (bike share, paratransit, ridesharing)
- Public engagement (devices, home connectivity, digital literacy)

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### P/T/PW: Staffing capacity

*There is a need for more staffing resources.*

- Staffing levels make new software implementations challenging
- Staffing shortages slow service delivery

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**Residents: Most significant needs**

- Digital Equity is a Right
- Literacy is Key: Now & Ongoing
- Privacy + Security + Transparency = Trust
- Health and Safety are Concerns

A decorative graphic consisting of several overlapping circles in shades of orange, grey, teal, and blue, arranged in a cluster on the left side of the slide.


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 **Residents: Digital Equity is a Right**

*Marin needs affordable, reliable, and resilient broadband service throughout the county*

- Implement solutions to expand Marin’s communication network to all areas in the county
- Create programs to provide no/low-cost broadband service options
- Ensure networks are resilient and multiple methods of communication are available in disasters and power outages
- Implement policies and programs that designate broadband as infrastructure and recognize that digital equity is a right, not a luxury
- Build an infrastructure of people to support broadband for all


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 **Residents: Digital Equity is a Right – Findings**

*Marin needs affordable, reliable, and resilient broadband service throughout the County*

- Cost and lack of available service are the top two reasons people do not have broadband at home
- Only 11% of respondents feel they their current broadband service is fast and reliable, so they do not need to pay more
- 30% of respondents would pay more for faster and more reliable broadband service but can’t afford it
- 73.5% of respondents rate their ability to live, learn, and work in a society that is increasing digital as Good or Excellent
- Over 30% of respondents’ households still have a land line phone

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### Residents: Quotables – Digital Equity is a Right

*Internet access is a utility, like water and power. If private companies won't make it affordable, then the public must act and push them out of the market.*

*If the internet was actually accessible to everybody it would create a more even playing field in everything from banking to healthcare to access to the current vaccines.*

*Respondents, Online Residents' Survey*

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### Residents: Literacy is Key: Now & Ongoing

*Marin needs a comprehensive digital literacy strategy*

- Assess existing digital literacy programs to identify resources and address gaps
- Create a resource for people to easily find literacy resources
- Make digital literacy a component of all broadband programs
- Ensure that digital literacy training is ongoing so people can keep up with changes in technology
- 31% of respondents rated their social service recipients' digital literacy as poor & 51% rated it as Fair

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**Residents: Quotables – Literacy is Key: Now & Ongoing**

*Feeling like I am falling further and further behind with the technology.*

*I am in a 55+ community, the bottleneck here is frequently the computer skills, not the internet access.*

*I've just retired from a technology related career and for the moment feel savvy. However, things change quickly, and I do not have the same access as I did while working.*

*Respondents, Online Residents' Survey*

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**Residents: Privacy + Security + Transparency = Trust**

*Marin needs to ensure that privacy, security, and transparency concerns are addressed*

- Support/enforce net neutrality
- Support privacy legislation and educate end users about it
- Support updates to policies, regulations, and practices to meet HIPAA and other requirements for delivery of online services
- Establish a Marin Cybersecurity Council to share best practices and support information security for all organizations



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### Residents: Quotables – Trust

*Information is everywhere, access to information is becoming more difficult to get. Internet platforms are controlling what information flows through its portals.*

*I do not trust it to be completely secure, accurate and reliable.*

*Respondents, Online Residents' Survey*

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### Residents: Health & Safety Are Concerns

*Balance health & safety concerns with needs for broadband in areas not/not easily served by fiber*

- Implement a fiber first policy; understanding that underground fiber is not always an option
- Advocate with FCC for review and updates to Radio Frequency Exposure Regulations
- Advocate with elected officials at all levels of government to increase local governments' rights regarding regulating use of PROW
- Finding: 51.6% don't care how broadband delivered if fast, reliable & affordable.

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**Residents: Quotables – Health & Safety Are Concerns**

*No where in this survey have I seen the word "safe" used to describe services. My first criteria for our county is that all services be SAFE for ALL living creatures.*

*Respondents, Online Residents' Survey*