# City of Long Beach
# Digital Inclusion Initiative
# Roadmap Development Process and Timeline

The City of Long Beach is co-creating a Digital Inclusion Roadmap with the community and local cross-sector partners. This Roadmap will be a blueprint for providing equitable access and use of digital inclusion resources, services and tools for everyone in Long Beach. A **collective impact approach** and **equity lens** will be incorporated into the governance, planning and development of the Roadmap. The focus areas of the Roadmap are **capacity**, **connectivity** and **technology**.

**Deadline: June 2019**

- Recruit cross-sector partners to join the Committee.
- Recruit community members who are most affected by the digital divide to join the Committee and include them in the governance and decision-making process.

### Establish Digital Inclusion Stakeholder Committee

### Develop a common agenda

**Deadline: August 2019**

- Develop vision, goals and desired outcomes.
- Establish a common understanding of the digital divide and a shared common agenda for digital equity.

**Deadline: August 2019**

- Disaggregate all data by relevant subpopulations.
- Identify any data gaps and obtain better data through the community's lived experiences.
- Acknowledge and understand the historical/current root causes of digital inequities and institutional and systemic barriers.
- Identify digital inequities with the goal of prioritizing communities and/or neighborhoods most in need.

### Analysis of data

### Scan the digital environment/ asset mapping

**Deadline: October 2019**

- Identify current digital inclusion assets, initiatives, programs, projects, resources, tools and/or services to build upon.
- Support and amplify current and existing digital inclusion efforts.
- Include current and existing efforts in the Roadmap.

**Deadline: November 2019**

- Create short-term, intermediate and long-term (S.M.A.R.T.) objectives for each goal.
- Create performance indicators.
- Important to collect data and measure results.
- Focus on performance management.

## Develop shared measurements

## Conduct subject-matter expert interviews

**Deadline: December 2019**

- Conduct in-depth interviews with subject-matter experts with diverse expertise and experience in developing and implementing digital equity and inclusion efforts with the goal of identifying best practices for the Roadmap.

**Deadline: January 2020**

- Develop strategies that are rooted in equity and focus on communities and/or neighborhoods most in need.
- Develop strategies that focus on programmatic, process, systems and policy change.

## Define strategies

**Deadline: February 2020**

- Gather stakeholder input on draft goals, objectives, performance indicators and strategies.
- Leverage best practices from subject-matter experts and cross-sector partners.
- Include stakeholder assets and resources.
- Include equity and cultural representation.

## Conduct stakeholder engagement

**Deadline: April 2020**

- Gather community input on draft goals, objectives, performance indicators and strategies.
- Uplift communities who have been historically underserved and marginalized.
- Draw upon the assets, knowledge and lived experiences of communities.
- Incorporate an equitable, inclusive and culturally competent community outreach and engagement process.

## Conduct community engagement

## Conduct stakeholder engagement

**Deadline: April 2020**

- Review and incorporate community input into the goals, objectives, performance indicators and strategies.
- Review and incorporate additional stakeholder input into the goals, objectives, performance indicators and strategies.
- Identify cross-sector partners who will lead and/or support the strategies during the implementation phase.

**Deadline: June 2020**

- Include vision, goals, objectives, performance indicators and strategies.
- Include storytelling through quotes.

## Prepare draft Digital Inclusion Roadmap

## Publish Digital Inclusion Roadmap

**Deadline: July 2020**

- Draft memorandum to City Manager, Mayor and City Council.
- Conduct a presentation at the City Council Meeting.
- Host community and stakeholder Roadmap release & press event.