Community Workshop on Economic Development

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MAY 27 1999
Federal Communications Commission
Office of Secretary

"Call to Action: A Community Approach to Bridging the Digital Divide"

"For 'disadvantaged' individuals, families and communities, today's technology is a double-edged sword: It's a gateway to multifaceted human capital development and economic empowerment; but it can also be a rot-iron fence that locks communities out and compounds the disparities in the society. CWED is committed to organizing its constituents and friends to work in partnership private entities, such as Ameritech and SBC, so that we all become effective escorts to empowerment, realizing the potentials of underserved markets, rather than being gatekeepers of inequity and missed business opportunities."

What is CWED?

The Community Workshop on Economic Development is a state-wide coalition organization comprised of community-based organizations that that have the goals of reversing economic decay, poverty alleviation, and promoting community empowerment within communities.

What is the connection between CWED's work and Issues of technology access?

The Community Workshop on Economic Development's (CWED) work in low-income neighborhoods throughout the city of Chicago has brought the coalition face to face with the disparities of universal access with regard to telecommunications, particularly computer technology. Our constituency base directly confront barriers and obstacles that lack of technology access pose as diligently researched and documented by groups such as the Metropolitan Planning Council, the Metro Chicago Information Center and the Policy Research and Action Group. This "divide" must be overcome if we are to holistically and effectively empower disadvantaged individuals and families as well as develop sustainable communities.

How does CWED propose to address the lack of technology for certain groups and populations (possibly) using the reinvestment resources that could emanate from the Ameritech/SBC merger as a start?

When we engage discussions about developing proposals to mitigate the "persisting digital divide", CWED is fortunate to not only have within its membership good and effective models of how to approach constructing this bridge, but to also possess a wealth of experience that can be shared to ensure that such proposals contribute to holistic, community directed development that lead to individual and collective asset accumula

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tion and empowerment. Our organizing work in the Empowerment Zone and Enterprising Communities, public housing, and jobs and transportation initiatives have yielded many lessons in how to design projects that effectively reach intended beneficiaries and "make a place at the table" for them to contribute as well. However, we believe that, at this point, it is imprudent, given the nature of the technology and telecommunications and the needs of low-income neighborhoods and residents, to tumultuously put forward proposal. We expect to draw off of the research, experiences, and best practices of others in this regard, particularly those groups who possess a wealth of knowledge in how to really "reach" disadvantaged, alienated, and underserved populations. However, we are prepared to identify what the elements of such a proposal should consist of.

For underserved and disadvantage populations specific plans/proposals for bridging the digital divide should:

- ✓ emphasize technology usage for universal access, workforce development, alternative pedagogical methods, and fit into a broader vision of sustainable community development;
- ✓ Demonstrates the economic power and potential of untapped residential, business and community (institutional) markets in underserved areas;
- ✓ Offer local residents opportunities to participate in the planning and promotes community control and ownership such that it encourages residents to take responsibility for their future and the future of their families and communities;
- ✓ Build off of/expands existing models and partnerships at the local level, particularly community-based organizations that are currently effectively serving such populations;
- ✓ Leverage other public (federal, state, and local) and private/corporate resources;
- ✓ Coordinate existing and acquired public, corporate and professional resources;
- ✓ Have a state-wide scope but is detailed and focused at the county and the city level;
- ✓ Incorporate and reflect existing knowledge and research on the "digital divide" in its design and implementation;

PROPOSAL FOR

ILLINOIS COMMUNITY LEARNING CENTERS

CENTER FOR NEIGHBORHOOD TECHNOLOGY

March 30, 1999

For more information, contact

CENTER FOR NEIGHBORHOOD TECHNOLOGY
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Chicago, IL. 60647
773-278-4800

Peter Haas, Information Manager, ext 134 pmh@cnt.org
Sharon Feigon, Telecommunications Policy Manager, ext. 128 sharon@cnt.org

PROPOSAL FOR COMMUNITY LEARNING CENTERS

We propose that Ameritech allocate $120,000,000 over the next 5 years to establish 120 Community Learning Centers throughout Illinois to ensure that the lowest-income residents of Illinois have access and training to use computers and the Internet.

- The rapid emergence and development of telecommunications and information technology has created new opportunities for many in Illinois. It has changed the way that many of us live, work, and conduct our daily lives. At the same time, there is a growing gap between those who have access to information services, particularly computers and the Internet, and those who don't have access to it.

- The proposed Ameritech-SBC merger will consolidate the telecommunications infrastructure and make it harder to narrow the gap for those who already have few resources and little access to this technology.

- This will be especially true for the 1.2 million people, approximately 500,000 households, in Illinois who live below the poverty level. These households have an annual average income, according to the 1990 US Census of under $10,000 for a family of three. Purchasing a computer, printer and Internet access could easily consume 25% of the yearly income of a poverty level family.

- According to a recent study in the Chicago area, the gap in computer use was directly correlated to income. Between those in the upper third of incomes and those in the lower third of income, the ratio of computer use was 2-1, for computer ownership, 3-1, and for computer connections to the Internet, 6-1. Technological skills are necessary to compete in today's job market. Social and economic divisions will only grow if this gap is not closed.

Community Learning Centers

- One of the best ways to address this "digital divide" is to provide ready access to technology and the training needed to use it. This can be done for adults and children through the establishment of 120 Community Learning Centers located throughout Illinois. These Centers will provide training programs, classes and access to computer and telephone technology.

- There will be one Center for every 10,000 people below poverty level. See the attached map for more information about location of the Centers. The Centers will be staffed by computer professionals who can work with adults and children.

Central Community Support Center

- In addition, the Centers will be coordinated by a centrally located Community Support Center. The Community Support Center will work with the Community Learning Centers providing technical support, coordinating activities between the various

Community Learning Centers and the Support Center will share best practices and help build community capacity within these locally based Learning Centers.

- In some cases, Community Learning Centers may be located within libraries, existing community centers or schools and in other areas, they may rent stand-alone space. All Community Learning Centers would include the following equipment:

    - Ten computer workstations
    - ADSL Internet Access
    - Software packages for word processing, databases, spreadsheets, mapping, reference, and
    - Two printers, color and laser
    - One scanner
    - Copy machine
    - One Fax machine

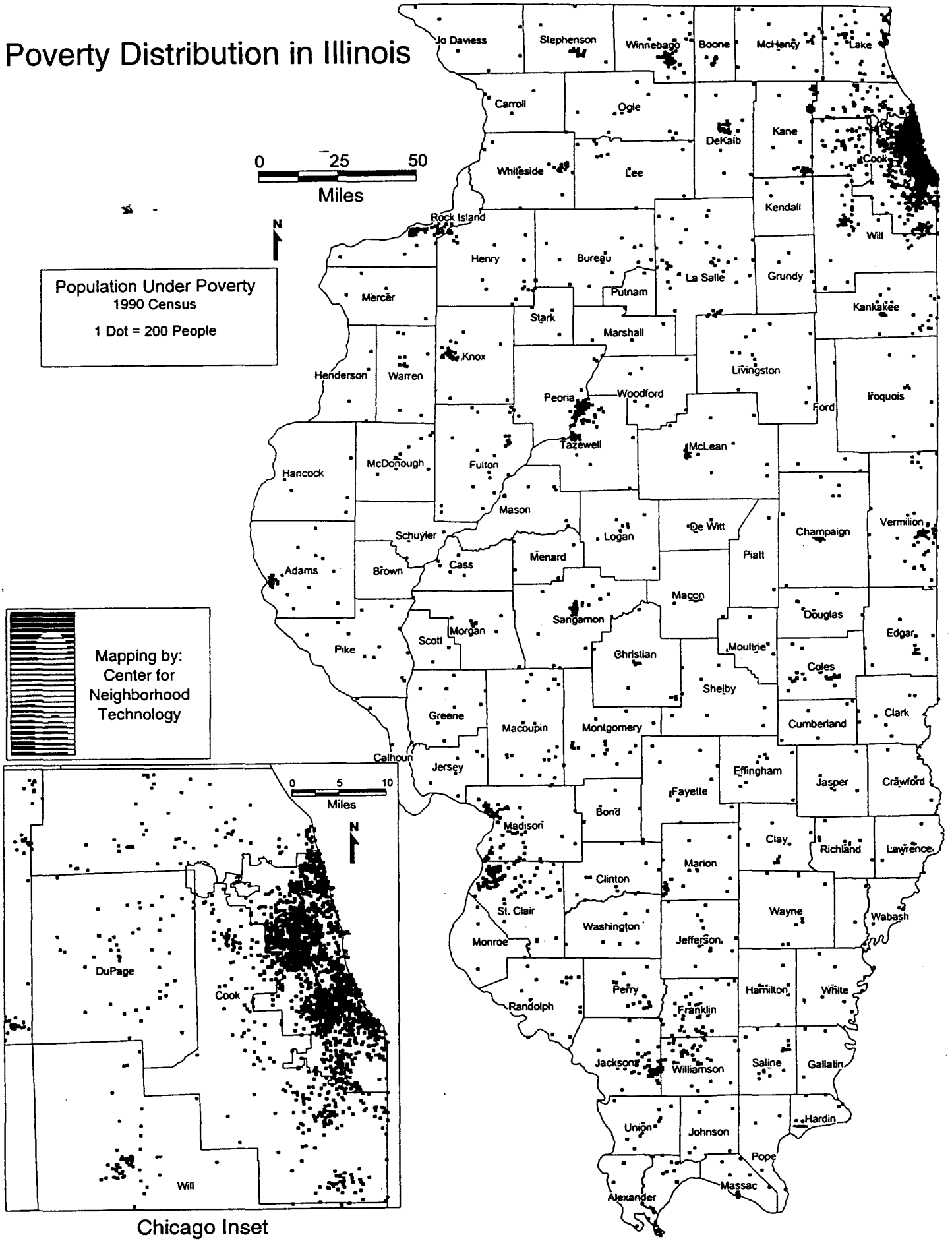
- The budget for this program is as follows:

Community Learning Centers

Community Learning Centers Program Budget

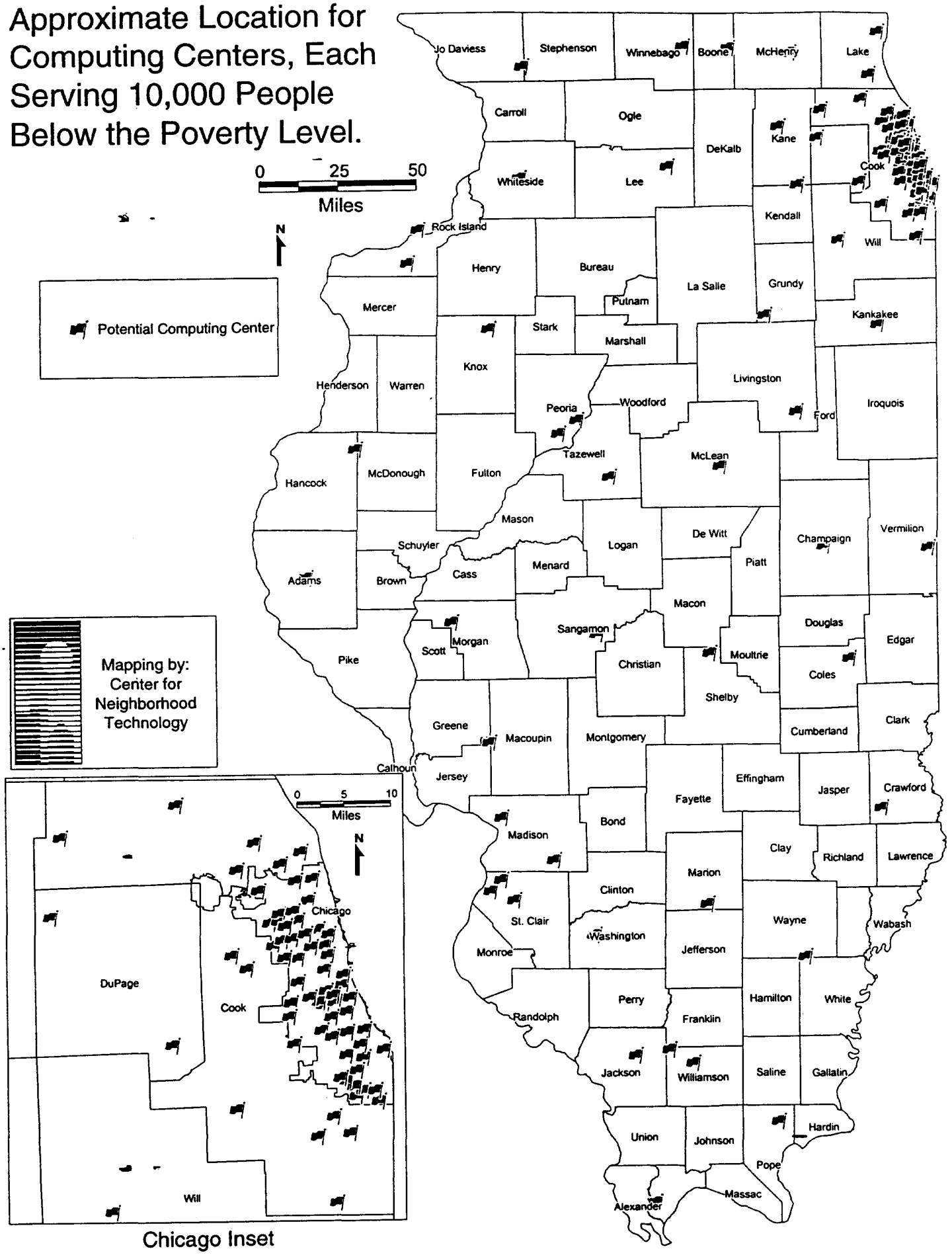
	Year One	Year Two	Year Three	Year Four	Year Five
Salaries					
Staff and benefits	$ 100,000	$ 100,000	$ 100,000	$ 100,000	$ 100,000
Contractors	$ 25,000	$ 25,000	$ 25,000	$ 25,000	$ 25,000
Equipment					
Ten Computer Workstations	$ 20,000	$ 2,000	$ 2,000	$ 2,000	$ 2,000
Printers (laser and color jet)	$ 2,000				
Copy Machine(rental)	$ 1,200	$ 1,200	$ 1,200	$ 1,200	$ 1,200
Fax Machine	$ 600				
Scanner	$ 1,000				
Software	$ 20,000	$ 5,000	$ 5,000	$ 5,000	$ 5,000
ADSL Internet Access	$ 5,000	$ 1,000	$ 1,000	$ 1,000	$ 1,000
Equipment Maintenance and Upgrades	$ 1,000	$ 10,000	$ 10,000	$ 10,000	$ 10,000
Rent	$ 24,000	$ 24,000	$ 24,000	$ 24,000	$ 24,000
Office Expenses	$ 10,000	$ 10,000	$ 10,000	$ 10,000	$ 10,000
Furniture	$ 20,000				
Advertising	$ 4,000	$ 4,000	$ 4,000	$ 4,000	$ 4,000
TOTAL per Center	$ 233,800	$ 182,200	$ 182,200	$ 182,200	$ 182,200
TOTAL/120 Community Learning Centers	$ 28,056,000	$ 21,864,000	$ 21,864,000	$ 21,864,000	$ 21,864,000
Support Community Center					
Staff	$ 400,000	$ 400,000	$ 400,000	$ 400,000	$ 400,000
Office	$ 30,000	$ 30,000	$ 30,000	$ 30,000	$ 30,000
Hardware and Software	$ 10,000	$ 1,000	$ 1,000	$ 1,000	$ 1,000
Travel	$ 5,000	$ 5,000	$ 5,000	$ 5,000	$ 5,000
Other Office Expenses	$ 5,000	$ 5,000	$ 5,000	$ 5,000	$ 5,000
Printed Materials	$ 6,000	$ 6,000	$ 6,000	$ 6,000	$ 6,000
Promotion	$ 2,000	$ 2,000	$ 2,000	$ 2,000	$ 2,000
TOTAL	$ 456,000	$ 449,000	$ 447,000	$ 447,000	$ 447,000
Total Cost per Year	$ 28,970,000	$ 22,762,000	$ 22,760,000	$ 22,760,000	$ 22,760,000
Grand Total for Five Years	**$ 120,012,000**				

Poverty Distribution in Illinois



Chicago Inset

Approximate Location for Computing Centers, Each Serving 10,000 People Below the Poverty Level.



Chicago Inset

CITY INNOVATION

A Volunteer Non-Profit Program for America's Future

20 North Wacker Drive Suite 4200 Chicago, Illinois 60606-9833 312-263-3001 Fax: 312-372-6685

4900 IDS Tower Minneapolis, Minnesota 55402 USA 612-339-0793 Fax: 612-332-2116
600 Madison Avenue 17th Floor New York, New York 10022 212-308-5188 Fax: 212-308-7763

Layton E. Olson Vice President . Chicago Director

BRIDGING THE DIGITAL DIVIDE

Fleshing out vital and survival connections
In our body politic, by

INVESTING IN A COMMUNITY TECHNOLOGY FUND
AS PART OF ILLINOIS COMPETITIVENESS

Increasing our Economic Productivity by
Closing Information Gaps and
Reducing Work Skill Bottlenecks

Resources and Recommendations on

(a) Increasing telecommunication literacy and skills,
(b) Increasing quality of service and lowering phone rates thru
Competition in underserved markets by
Community-education-business partnerships, and
(c) Building the future of metropolitan region of
Southern Lake Michigan (Chicago-Cook County-Northwest Indiana)

Using CITY REGIONS and
LOCAL AREA TELECOMMUNICATION NETWORKS

Involving consumer-based investments guided by:

1. Household-based interested parties
   * Nonprofit institutions
   * Businesses
   * Research and community service universities and colleges
   * Public bodies and officials

2. Business-site interested parties

3. School, library, cultural institution, nonprofit social service parties

4. Transportation and regional-planning parties

5. Community utility area & quality of life parties

Draft

TELECOMMUNICATION-RELATED INVESTMENTS IN BUSINESS-EDUCATION-INDUSTRIAL PARKS

- Anchors and Other Tenants
In Inner city & Inner suburban facilities
In Chicago, Cook County and N.W.Indiana

New Opportunities for
Program and real estate investments from
Focus: Far South Chicago/South Cook County

1. Telecommunication company investments arising from proposed Ameritech/SBC merger
   * Ameritech or SBC business enterprise "siting" decisions
   * Ameritech opportunities for expanded connections in underserved areas
   * Potential Community Technology Fund-supported programs

2. Information Infrastructure Research and Investment & High Tech Investments
   * Increased Federal Budget Requests for Research on Supercomputing and other research in which Federal Labs and other facilities in Illinois have strong capacity
   * Increased budget requests for DCCA high tech financing and related activities
   * Increased support by City of Chicago for High Tech incubator facilities
   * Illinois Coalition initiatives to broaden support for Silicon Prairie or newly named investment, such as Silicon Streetway in Chicago area

3. Other Business Location Development Investments
   * Proposed Federal and state Sustainable Growth investments in core areas and Open Lands investment in park-like quality of life improvements
   * Increased activities by Chicago DPD to encourage investment in Industrial Parks, including West Pullman Business Park, to develop TIF areas, including major areas such as South Works and other sites in Calumet area
   * Proposed State investments in Pullman Clocktower stabilization/restoration
   * Proposed State real estate-development cooperation for South Cook County

3. Workforce and Education-related Initiatives
   * Federal Department of Labor Welfare-to-Work major 30-month demonstrations in Chicago beginning fall 1998, with focus on employer cooperation in workforce Screening, and development of new facilities in urban areas
   * Federal Education to Career support for 7-14th grades including in technology based fields in Chicago Public Schools and South Cook County
   * U.S. House Appropriation proposal for community technology funds
   * Multiple technology-skill focused initiatives including Workforce Investment cooperation Federal-state-local, calling on more public/private cooperation to meet skill shortages for young and adult workers

State university Internet proposed

$400 million system could link homes to college campuses

By Mike Cetera
TRIBUNE STAFF WRITER

SPRINGFIELD—Pushing a plan that would allow almost any Illinois resident access to resources at research universities, the state Board of Higher Education wants to build a $400 million high-speed mini-Internet to link college campuses with schools and libraries, and, one day, with users at home.

Of course, winning state funding for a project of that magnitude could be a difficult proposition. Much of the money would go toward improving hardware on campuses and installing new fiber-optic cable.

The proposal, under study by state officials, would allow universities to put existing Internet and computer programs on a system up to 600 times faster than many commercial Internet services offer. It also would allow people greater access to such technologies as video-conferencing, which in academic circles only the biggest universities now use.

The proposed Illinois Century Network would incorporate programs, for example, that allow people to earn college degrees without sitting in a classroom or watch a lab experiment in another part of the state.

The network would take five years to build after funding is approved, officials said. They hope it would be upgraded constantly to allow information to travel faster than commercial access providers could offer.

The proposed network is pitched as a souped-up version of a system that will be in use by the end of this month at universities in Wisconsin.

Some educators add, however, that a reliance on computer programs rather than face-to-face interaction between teachers and students could reduce how much people learn.

And funding in Illinois is far from certain, largely because the Illinois Board of Higher Education has not adequately explained what the network would do or whom it would help. To answer some of those questions, higher education officials will begin an engineering study this month to see whether their concept could become reality.

"People don't understand what this network is," said David Wood, the education division chief for the Bureau of the Budget, Gov. Jim Edgar's fiscal department. "Are there states that have one? Are there goals?

"We think [the board is] going to have to show these kinds of things to get not only the governor's office but the General Assembly to go along with it."

Keith Sanders, executive director of the Board of Higher Education, said his office began pushing the plan too late last year to secure funding for such a large project. Sanders said that with more time and study, he is convinced the board can address questions from the governor's office.

"The next time we get a chance to speak to this issue, we will be more persuasive," Sanders said.

At first, the network would be available only at colleges and universities and such places as public libraries and community colleges. As faster alternatives to modems become more readily available, the network could be linked to home users.

Last year, a higher education technology task force theorized such a project could change how and what people learn because it would allow better access to classroom and laboratory instruction without having to travel to a specific campus.

The task force also sees the network as an aid to academically "underserved" Illinoisans—such as people who never went to college or who want job training—because they would be able to patch into the high-speed network near home.

Over five years, capital costs for the proposed Illinois Century Network could reach $405 million, Sanders said.

The board plans to ask the state to provide about $200 million for the project, Sanders said. The remaining funds would be a combination of money raised from the private sector—if possible—and through reallocating resources from the state's colleges and universities.

The engineering study will attempt to pinpoint how much it would cost to construct the high-speed network and to upgrade campus computer systems. Officials also will determine how much fiber-optic line has been laid throughout the state by the telecommunications industry.

Though the network would be new, the state's large colleges and universities use some of the same content, such as classes, on slower systems now.

For example, the University of Illinois has an Internet program that allows students to earn degrees on their computers.

The UI-OnLine's content might be a prototype for some of the high-speed network's offerings, said Burks Oakley, an associate vice president for academic affairs at the U. of I.

Nevertheless, such projects have skeptics.

David J. Ward, senior vice president for academic affairs for the University of Wisconsin system, said he worries that educational quality and retention might suffer if teachers and students no longer interact face to face.

The University of Wisconsin system plans to offer its program on a newly upgraded, high-speed network called BadgerNet. The system offers similar content as is found on UI-OnLine.

"How are you going to serve [students], advise them?" Ward said. "There's still a personal touch that has to be there."

Still, he defends BadgerNet because it will use live video-conferencing between instructors and their students as a means of one-on-one interaction.

Illinois education officials defend their approach as well, saying the proposed network is an important evolution in education.

Even so, they acknowledge the network would not work as well without interaction between student and teacher.

"Computers do not have a soul," said Ross Hodel, deputy director of the state Board of Higher Education. "They can't replace a human touch, and they don't write poetry as well as Robert Frost."

CommuTech '96 Means Technology Access for Low-Income Community

NeighborTech, Inc., a Chicago nonprofit agency, in an effort to promote technology access and training in low-income communities, will present CommuTech '96: 1st Annual Community Technology Fair, in cooperation with Illinois Institute of Technology and several community agencies. The Fair will be held on November 22 from 8:00 am - 6:00 pm in Hermann Hall on the campus of Illinois Institute of Technology, 3241 S. Federal Avenue in Chicago.

CommuTech '96 assembles experts and technology exhibits to inform community residents about technology and technology tools. Community technology advocates will talk about how to use technologies and benefit from them. The Fair includes a Breakfast, Town Hall Videoconference, Luncheon Salute to African-American Information Technology Pioneers, 20 seminars, and a Vendor Showcase.

NeighborTech is also preparing a Community Technology Access Policy Statement in collaboration with more than 100 Chicago community-based agencies and is publishing a Community Technology Access Resource Directory for the Chicago region. The Directory lists public technology resources, and will be available at CommuTech'96.

For more information about CommuTech '96, NeighborTech, or community technology access activities locally or nationally, contact Pierre Clark at NeighborTech, Inc., (312)714-5524.

Governors State is Linkin' Up

Governors State University recently launched LINCOLN network as an outgrowth of GSU RAP/2000+ grassroots regional planning and action initiative. It is a public communication and information network for the metropolitan region south of Chicago. The initiative expects to establish greater regional cooperation around common issues and issues of concern, a common base for building coalitions for research and action, and greater opportunities for continuing education through the use of various technologies.

Operating on the goal that communication and information should be available to everyone, LINCOLN provides both computer (LincolnNet) and telephone (Lincoln InfoLine) access. Individuals and organizations can access LincolnNet through their existing Internet Service Provider by visiting http://www.LincolnNet.net. Community members can also dial in to the server at (708) 235-4100 to enter the LincolnNet. This will allow access only to the home pages that reside on the LINCOLN server. Public institutions in the region can also apply for accounts for home page development and access to the Internet.

Lincoln InfoLine can be accessed by dialing (708) 235-4132. It supplies information on four basic categories: Education, Health, Employment, and Communities. Within these broad categories, it provides touch tone access to: the Daycare Center Locator, the Health Net, the Job Net, and the "Voices of Phoenix" Network.

For more information on LincolnNet, contact Ms. Karyn Purvis, (708)534-4484, or lxpurvis@lincolnnet.net. For info on Lincoln InfoLine, contact Dr. Suzanne Prescott at (708)534-4509, or gspresco@govst.edu.

LANDVIEW II: An Electronic Atlas Now Available for Chicago

LandView II is the software product of a venture between the USEPA, the National Oceanic and Atmospheric Administration and the Census Bureau. It displays maps and tables and combines five EPA databases with geographic features and statistics on demographics and economics from the 1990 Census.

LandView II covers the United States and territories and Puerto Rico on a set of 10 CD-ROM discs. Each CD contains a specific geographic coverage, software needed for display, and the EPA and Census data for that geographic area. An eleventh nationwide disc includes information on the 12 largest Metropolitan areas, including Chicago.

LandView II is available on the Internet at http://rtk.net. It may also be purchased from the Census Bureau for $795 for the set of discs or $95 per disc. Contact Census Bureau Customer Service at (301)457-4100.

CI Chicago Director Layton Olson testifies on the economic marketing plan at the Cook County Building.

A Cook County-Wide Economic Development Partnership

During June, business and development groups from Chicago and Cook County suburbs strongly endorsed a Metro Chicago Economic Development Partnership Plan to provide private sector leadership and public sector support to encourage business retention and expansion within Cook County. City Innovation's Layton Olson presented testimony to the Business and Economic Development Committee of Cook County Board of Commissioners supporting business-based marketing, including a world-class cooperative business site location service for use by public bodies, utilities, financial institutions, real estate data firms and others.

Private sector leadership includes Chicagoland Chamber of Commerce, which supports partnership funding to expand current public visibility campaigns, such as Destination Chicago 2008, to reinforce Chicago's facilities to host activities for business visitors and tourists. The Cook County Board is expected to endorse a new private-public corporation to carry out the plan this fall.

For a copy of CI testimony, contact Layton Olson, (312) 263-3001.

Mass training (left) and Miss Internet contest
"They've wired everybody."

An island in more ways than one, little Singapore is eagerly embracing change while its Asian neighbors seem paralyzed by it.

Wired island

AP/WIDE WORLD

By Andrew Tanzer

SURROUNDED BY devastated economies, this affluent city-state hasn't escaped unscathed. Economic growth in 1998 and 1999 will be near zero, off from nearly 8% in 1997. But unlike those of many of its neighbors, Singapore's problems are largely imported rather than self-imposed. Singapore's institutions and financial system are sound. Whereas both Hong Kong and Malaysia panicked and backtracked on laissez-faire policies, and Korea (see "Symptom therapy," *p. 88*) has failed to curb the all-powerful *chaebol*, Singapore has used the crisis as an opportunity to further liberalize the financial sector, cut taxes and roll out the red carpet to immigrants with skills.

"Singapore has responded by opening up even more, embracing globalization," comments Linda Lim, a professor of Southeast Asian business at the University of Michigan. "They're releasing policies and incentives to ensure that Singapore emerges as the preeminent business hub in Asia," says Steve Stine, of PriceWaterhouse-Coopers in Singapore.

Instead of trying to micromanipulate the economy, the Singapore government has concentrated on strengthening what is becoming the most modern national information infrastructure in the world. Singapore's computer-to-household ratio of 45-to-100 is one of the highest in the world, and its Internet penetration rate is the highest in Asia.

Consider this: By the fall of this year every household on this tiny, densely populated island of 3.2 million will be hooked up for Singapore ONE (one network for everyone) service. This high-speed broadband network operates at one hundred times the speed of standard dial-up modems. This government-conceived, privately operated system can easily handle live video streaming, movie-quality video, interactive multimedia applications and services such as video-on-demand and education-on-demand. Singapore's schools, offices, libraries and government agencies will be connected.

"Singapore ONE is at least two to three years ahead of anything comparable in the world," comments William Chung, director of IBM's Emerging Technology Center in Singapore. Chung says IBM is using Singapore as a laboratory to test high-bandwidth management and services. "Here in Singapore they've wired everybody."

Singapore has used its superb and reliable port and airport facilities as a selling point to attract multinational investors. The rapidly modernizing IT backbone will serve the same purpose. The principle is: Build the superhighway and the traffic will come. "Connectivity will attract cyberactive multinationals to develop services for Asia," predicts Chan Wai Leong of Booz, Allen & Hamilton.

This commitment to technology permeates the government from the top down. "B.G. Lee, Goh Chok Tong and Lee Kuan Yew are all Web surfers," says Lim, referring to the country's deputy prime minister, prime minister and senior minister, respectively.

Government services, such as permits and payments, are increasingly delivered over the Net, as are bids for Defense Ministry procurement programs; import-export clearance is

handled in minutes by a paperless customs process. The Port of Singapore Authority, which operates the busiest container port in the world, uses an artificial intelligence system for optimum container-stacking and ship-berthing arrangements. "The labor-intensive tasks are being phased out," notes Eric Lui, director of PSA's IT department. "Everybody will be a technician or controller."

In 1998, to reduce road congestion, Singapore launched the world's first electronic road pricing system, in which value is automatically deducted from smart cards installed in devices in all motor vehicles. Even the courts are being hooked up to electronic filing and retrieval systems to boost productivity. "We hope that by raising efficiency, more disputes and cases from other countries will be tried in Singapore courts," says Chiam Boon Keng, registrar of Singapore's Supreme Court.

AP/WIDE WORLD

Singapore fruit vendor checks for orders
Internet access is a kind of right.

Singapore's drive to become the world's first entirely wired society starts with the schools. The government is spending $1.2 billion over five years to bring computers and broadband access into all the schools; proportionate to the population, that is equivalent to a $100 billion program in the U.S. It will require tearing down and rebuilding many of the school buildings. "We are looking to an education system appropriate for the knowledge-based economy of the future," says Minister for Education Teo Chee Hean.

Kids are easy to teach, but what about adults? With corporate sponsorship from the likes of Microsoft and Cisco Systems, the National Computer Board hosts mass training sessions for adults, a kind of boot camp to teach basic computer and Internet skills. Thousands of housewives, retirees and blue-collar workers learned how to log-on at last September's weeklong Surf@Stadium, held at an indoor stadium.

For those who can't afford computers or Internet access at home, there are computer-filled community clubs, staffed by volunteer "cyber-guys," near every public housing complex (more than 80% of the population lives in public housing). Thousands of computer kiosks are going up right now near public transport stations. Internet access will be a kind of universal right. "The government is willing to look at the social aspects of technology, so that it's accessible and used by everyone, not just by a technical elite," says IBM's Chung.

"We don't want any part of our population or work force to be left out," says Teo. "You [can't have] mass system-efficiency if you have a system where some of the people are computer literate and some are not."

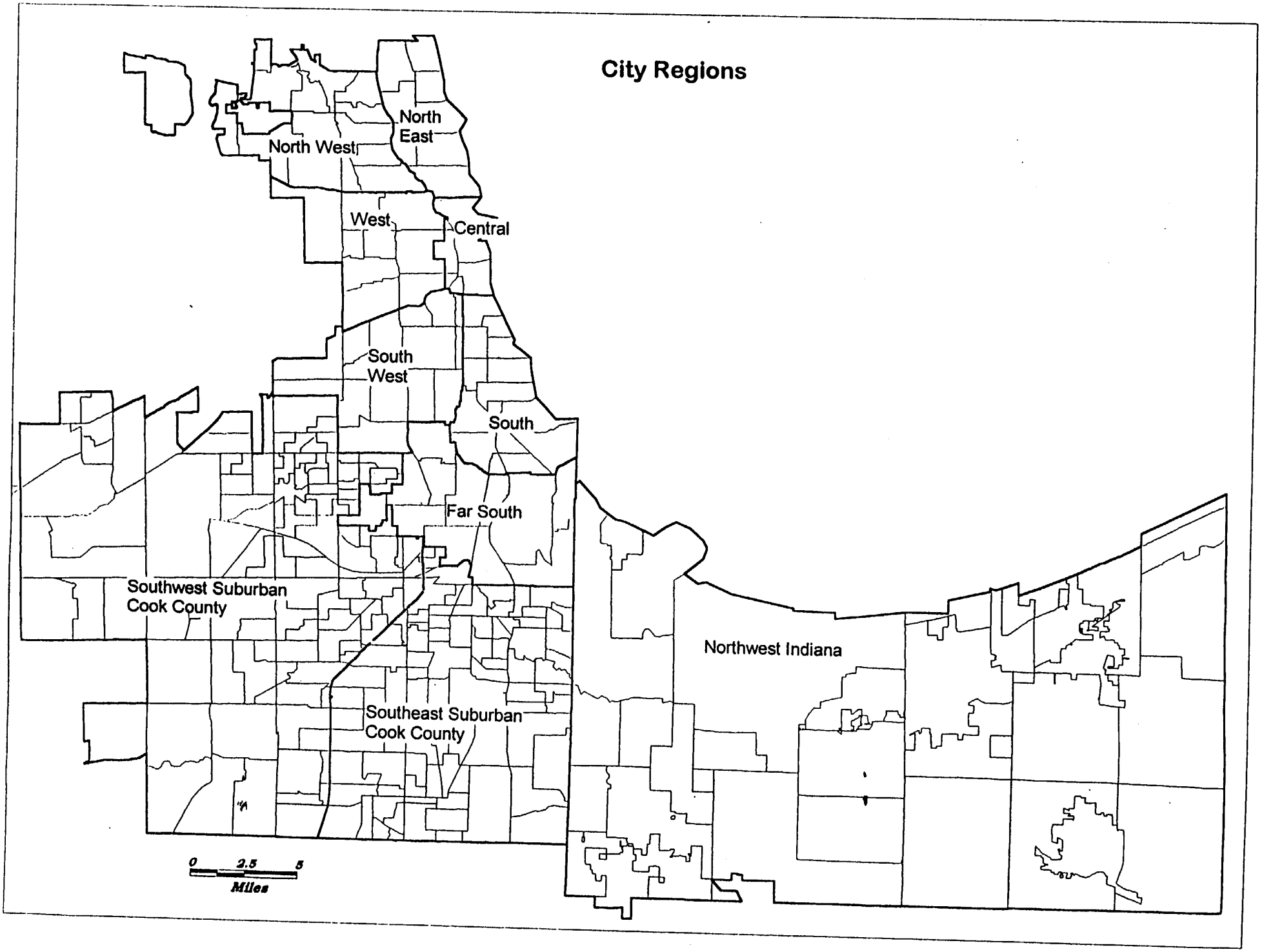
Tangible results are already in. Compaq and Hewlett-Packard have set up e-commerce Web sites in Singapore to serve consumer markets in the Asia-Pacific region. A local firm, Asia Manufacturing Online, is conducting integrated supply-chain management for industrial companies such as Sony and Matsushita. Disney, HBO, MTV, Discovery, CNBC, ESPN and others have set up shop here, raising hope that the island could become a kind of Far Eastern extension of Hollywood. Despite a history of censorship, Singapore now realizes it can do little to control the flow of information.

"We have been a traditional entrepôt, and e-commerce is an extension, or another means, to do trade," says Ng Kim Neo, a senior director of the Trade Development Board. "We think there is a case for an e-commerce hub in Asia to work through the maze of different laws, payment systems, currencies and languages."

To stimulate the development of the software and content industries, Singapore has thrown the door wide open to immigrants with skills. Software engineers from India, China, the Philippines and elsewhere are welcomed. Says Minister for Information & the Arts George Yeo, "[Foreigners] bring brainpower, talent, connections, entrepreneurism."

Note that the government isn't using subsidies to artificially create computer or chip businesses to compete with Silicon Valley. It's a more subtle emphasis, on harnessing technology rather than on creating it. "Most countries in Asia promoted the production of computers, but Singapore has put the most emphasis on the use of computers," explains Jason Dedrick, coauthor of the recently published book *Asia's Computer Challenge*. "There's a lot of value in being first in using and exploiting new technology," comments Saw Ken Wye, managing director of Microsoft Singapore.

In short, the people who run this country seem to have embraced change wholeheartedly and intelligently. Even to the extent of trying to change social attitudes—not by government dictate but through a free market and a free society. "Singapore understands the need to change what was a successful model," says Keven-john McIntyre, general manager of Discovery Channel-Asia. "Japan, Malaysia and Korea are resisting change."


City Regions
North East
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Central
South West
South
Far South
Southwest Suburban Cook County
Southeast Suburban Cook County
Northwest Indiana
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Miles

Draft for Review March 30, 1999

OUTLINE OF REMEDIES TO MITIGATE THE DIGITAL DIVIDE

By creation of a Community Technology Fund
To assist disadvantaged and underserved
Communities and markets benefit from
Low-cost high-quality telecommunication services, thru

1. *Expansion of Consumer Awareness and Monitoring of Telecommunication Usage* to assist in practical extension of telecommunication benefits throughout Illinois

   * Ameritech continue contributions to Lifelink
   * CTF assemble community-related marketers to assist persons learn how to use, benefit from and pay for low-cost telecommunication services which provide vital life links and access to economic connections
   * Ameritech and SBC provide aggregated data on telecommunication usage and investment returns for areas of 5,000, 15,000, 65,000 and 250,000 in formats which provide confidentiality while also providing information about telecommunication usage and help guide plans to increase connectivity to 95-98%

2. *Investment in information-access skill-building in non-residential settings*, by supporting capacity-building and evaluation of impacts of community computer centers and other telecommunication access environments in which most persons in disadvantaged communities will have the most opportunity to learn about, develop comfort-skills and understand the value of telecommunication-connected services and to make personal decisions about home and work-related connections.

   * CTF provide assistance to community-based computer centers, with special targeting in 24 areas to be identified between Ameritech and CTF for capacity-building and network-support, and to assist in understanding such centers as models for acquiring information-accessing skills and personal network-building relations
   * CTF provide assistance to combinations of schools, libraries, cultural institutions which build productivity by linking with community-based environments, such as linking schools by telecommunications with natural and historical museums to assist students in preparing for site visits, and making on-going linkages as a result of visits with "networks" important to each student and family, and establishing user groups in communities related to community-based nature-based, history-based and culture-based activities supported by metrowide institutions

3. *Building systematic competition-expansion market-related experiments through Local Area Networks in underserved areas*, for increased aggregation of telecommunications usage, for increased productivity of new products or services, and for long term telecommunication planning for economic development in disadvantaged urban and rural areas

* Ameritech work with CTF to identify 24 "lesser priority" areas for ADSL and develop community-education-business networks to assist in preparing plans for extension of ADSL to key locations, including through provision of maps of telecommunication systems and usage, other utility usage, and real estate and other data to assist companies, public agencies and nonprofit institutions in making investments to expand or locate in such areas, using their workforce, location and other competitive advantages

* Ameritech to work with CTF to identify potential location of Ameritech, SBC or telecommunications-related activities in underserved areas, including in partnership with City of Chicago and other inner-ring suburbs and downstate older cities, with universities and telecommunication and information infrastructure research, manufacturing and distribution institutions and firms

* Ameritech to work with CTF to assist in new product/service development in 24 underserved areas in cooperation of community institutions-educational institutions-businesses to insure that there is "full local competition" in each area of 250,000 in the state. Examples of such new products include business partnerships to support (a) websites for small business development related to community college and university support services, and for community leadership development and quality of life resources, (b) targeted information kiosks to provide convenient access to high quality data at low cost (including data available via Internet for those with such access), such as transportation schedules, telephone directory assistance

CCDKt. 98-141

April 6, 1999 Community Strategy Statement

BRIDGING THE DIGITAL DIVIDE
A Community-Education-Business Partnership Initiative
In Northeast Illinois

Our Problem and Mission:

As we enter the 21st Century, we are entering a networked age where individuals, governments and private enterprise will have to adapt more quickly than at any other time in our history. Ubiquitous, low-cost access to information and knowledge is not a nice-to-have, but a necessity for us to remain competitive in the global marketplace. Right now, we have a **"Digital Divide"** between those who have access and those who don't. It's a very solvable problem, but it requires an action plan, milestones, timetables and a leadership coalition to **"Bridge the Digital Divide."**

Our Vision:

Every resident in the six county region of Northeast Illinois will have low-cost, high speed access to the internet. A leadership coalition of community leaders, nonprofit managers, public and business leaders will come together in summer 1999 to prepare a plan to ensure that we will find an affordable solution to reach every community, school, and resident by early in the new millennium.

Our Plan Objectives: A Community Strategy spring-summer 1999

* Develop a working group of community leaders and nonprofit managers to help review strategies for "reaching all residents" and "building nonprofit institutional capacity" to undertake telecommunications and technology-based awareness, training, and participation in community-education-business partnerships
* Encourage community and nonprofit institutions to participate in merger application proceedings before Illinois Commerce Commission with decision deadline of June 24
* Begin to address and meet potential inhibitors to success: lack of executive leadership, technology options to "go the last mile" into the home, financial, training and public awareness and acceptance

90 Day Window of Opportunity Before July 1, 1999 - Proposed Ameritech Merger with SBC

Pioneering leaders in Chicago's legal, business and community technology fields have created an opportunity for Illinois to create a Community Technology Fund to aid in:
* targeting telecommunication awareness in disadvantaged communities
* expanding computer learning in communities, public housing, schools & libraries
* building on-going Local Area Networks of community-education-business partnerships which can provide low-cost products and services in at least 24 key areas in Illinois, with a focus on inner city, inner suburban and older downstate areas

Neighborhood Learning Networks, a group of community learning centers focused in and near public housing facilities in West Town and Near South Chicago has participated as an Intervening party in the SBC/Ameritech merger application to the Illinois Commerce Commission. During the first quarter of 1999, this effort has been joined by support of many community organizations and telecommunication-oriented business leaders.

Metropolitan Planning Council Convenes Forum on Ameritech Merger and Digital Divide

In October 1998, the Metropolitan Planning Council (Chicago) issued a Report on "Putting Our Minds Together: The Digital Network Infrastructure and Metropolitan Chicago." Prepared by Northwestern University Information Technology leaders, the Report sums up the massive new investments in information research and business applications in Chicago and the midwest as the center of world's current and next generations of the Internet. The report underscores the rapid changes in telecommunication services - through local, long distance, cellular and cable means, with a focus on exploding internet and data transmission use.

The Report calls for major cooperation to overcome problems in 2 areas:

* Using technology to strengthen workforce training and education, including building information-accessing and computer use skills as "second nature" for children and adults

* Implementing aggressive plans to mitigate the "Digital Divide" to enable all parts of society, especially persons concentrated in low-income communities, to benefit from the digital network in their every day life connections.

In February 1999, the Metropolitan Planning Council hosted a Roundtable on Information Infrastructure & the Digital Divide with a particular focus on the issues involved in the proposed SBC/Ameritech merger. Spokespersons from AT&T and Ameritech described the pressures of market competition in the world today, as the traditional "phone" company becomes linked with television/cable/entertainment and with high-speed data/internet services. Don Samuelson, attorney for Intervenor in the Ameritech merger proceeding in Illinois, spoke about the Community Technology Fund example in California in which SBC provided about $82 million to assist low-income populations benefit from new telecommunication services and acquire information-technology skills needed in today's workforce.

Network-building among community-nonprofit-education-business interests

During the first quarter of 1999, City Innovation in its "information-sharing" and "network-building" role has helped bring together representatives of communities, business, education and public sector to participate in near-term and multi-year Community Technology initiatives. Information Technology Resource Center has assisted in setting up a Bridging the Digital Divide website on npo.net system, to be operational mid-April..

For more information, contact Don Samuelson, Neighborhood Learning Networks 847-356-7800; Willie Hayes, Community Workshop on Economic Development, 312-243-0249; Sharon Feigon or Peter Haas, Center for Neighborhood Technology, 773-278-4800; or Layton Olson, City Innovation at law offices of Howe & Hutton, 312-263-3001.

RESOURCES — BRIDGING THE DIGITAL DIVIDE

1. Background on Information Infrastructure and the Digital Divide

* Benton Foundation in Washington, D.C., a national group working to realize the social benefits made possible by public interest use of communications, www.benton.org

* "Putting Our Minds Together: The Digital Network and Information Infrastructure in Metropolitan Chicago," 60 pages, shorter executive summary, prepared by Northwestern University (Pat Widmayer and Gary Greenberg) for Metropolitan Planning Council October 1998. MPC: 25 E. Washington Street, Suite 1600, Chicago, IL. 60602, 312-922-5616.

* "The Persisting Digital Divide in Illinois; Results from a Statewide Survey and Trends from Regional Surveys on Personal Computer Ownership and Usage," 24 pages, by D. Garth Taylor, Metro Chicago Information Center, February 1999. Available: MCIC, 360 N. Michigan Avenue, Suite 703, Chicago, IL. 60601-3802, 312-580-2878, www.mcic.org.

* Falling Through the Net II: New Data on the Digital Divide, 30 pages of text and graphs of data, William Daley, Secretary, U.S. Department of Commerce, National Telecommunications and Information Administration, July 1998.

* Consumer Federation of America study on 3-levels of telecommunications consumers including cable (top 1/3 average $200/mo, middle 1/3 average $60/mo, lowest 1/3 not estimated/mo), by Mark Cooper, with estimate that Illinois phone customers pay about $600 million more per year with lack of local competition. Available:Citizen Action: 312-427-2114.

2. State and Local Community Technology Programs

* Report on CA Community Partnership Agreement: C/o Public Advocates, 1535 Mission Street, S.F., CA. 94103 (1-877-836-1499 toll free, CA?) e-mail cpa@pactel.com website: www.partnership.pacbell.net

* Report on OH Settlement from Ohio Community Computer Centers, Ellis Jacobs, Edgemont Neighborhood Coalition, c/o Legal Aid Society of Dayton, OH 937-228-8088, or Ohio Community Computing Center Network www.occn.org

3. Proposed Illinois Community Technology Program and Illinois Commerce Commission

* Bridging the Digital Divide: Neighborhood Learning Network's Illinois proposal for community technology investment in proposed SBC/Ameritech merger: Don Samuelson at DSSA 847-356-7800, and legal briefs of NLN available by e-mail request to Baugher@sw.com, or in print, by phone to Peter Baugher, Schopf & Weiss, 312-701-9300;

* Bridging the Digital Divide materials: Willie Hayes, Community Workshop on on Economic Development, 312-243-0249, Sharon Feigon, Center for Neighborhood Technology 773-278-4800 ext 128 or Layton Olson, City Innovation @ Howe & Hutton, 312-263-3001.

* Bridging Digital Divide Website (in construction), to be available at npo.net

* Illinois Commerce Commission www.icc.state.il.us See Staff and Telecom division