



# METRO DIGITAL INCLUSION PROGRAM

2023



[www.nashville.gov/digital-inclusion](http://www.nashville.gov/digital-inclusion)







metro

**DIGITAL INCLUSION**

## **DEDICATION**

*I would like to extend deep and heartfelt appreciation to Keith Durbin for championing this work. Since 2009, he has strived to ensure that residents have equitable access to the benefits of technology. I also want to extend special thanks to the Office of Mayor Freddie O'Connell for exemplary leadership and for supporting digital inclusion from day one.*

Pearl Amanfu  
Digital Inclusion Officer  
Metropolitan Government of Nashville and Davidson County

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# LETTER FROM THE CIO

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Dear colleagues and stakeholders,

I take pride in Metro Nashville and Davidson County's journey toward enabling our residents to fully embrace the digital tools essential for full participation in today's world. What began with the installation of the inaugural public access computer kiosk at the Nashville Public Library in 1995 has culminated this month in a prestigious recognition bestowed upon us by the National Digital Inclusion Alliance. Receiving the ***Visionary Digital Inclusion Trailblazer* award** in 2023 stands as a testament to our community's commitment to empowering every resident with the necessary technological resources, skills, and support vital for success in today's digital landscape.

In 2015, I worked with Mayor Megan Barry and the Community Foundation of Middle Tennessee to establish the **Nashville Digital Inclusion Fund**. We recognized that a community-wide effort was necessary for thousands of Nashvillians to unlock the full potential of the digital broadband age. Then, as now, we seek to fill the cracks of the "IT" city for those who believe they aren't getting "IT." It was a public-private partnership model that still seeks to fund the essentials of hardware, connectivity, training, and support.

The latest statistics showed that at that time, in 2012, 44% of Metro Nashville Public School students did not have access to computers or connectivity at home. Thanks to

Mayor John Cooper, we saw support during COVID-19 in the form of a computer and an internet hotspot for every MNPS student who needed it. This endeavor stands today within MNPS as they continue to honor this commitment for all their student body.

The strategic appointment of a Digital Inclusion Officer in 2022 marked a pivotal moment for Metro Nashville and Davidson County. This decision was instrumental in orchestrating a cohesive and comprehensive approach to serve our community. Through this unified effort, we aspire to extend our reach to a broader spectrum of our community. Our unwavering focus remains on serving underrepresented groups, recognizing their invaluable potential to enrich our thriving economy and cultural tapestry.

I have tasked our Digital Inclusion Officer with a crucial mission. Every day that we do not actively pursue the means to get digital access into the hands of a community member who needs it is a day on which that individual cannot find a job, apply for housing, or complete their education online.

I'm honored to support this groundbreaking work for Davidson County and am excited about our trajectory. Together, let us continue championing digital inclusion, ensuring that every individual in our community has the tools and opportunities to thrive.

Sincerely,

Keith Durbin

Chief Information Officer

Metropolitan Government of Nashville and Davidson County

# INTRODUCTION AND OVERVIEW

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## Background and History

One of the foundations for the larger work was the Nashville Digital Inclusion Fund, established in 2015 to provide free or low-cost Internet access, computers, devices, training, and support to Nashville residents.

The fund supported multiple initiatives and pilot programs, including Anytime Access for All, a public/private/university initiative between Metro ITS, MNPS, Dell, Community Foundation of Middle Tennessee (CFMT) and Vanderbilt University Medical Center (VUMC) where donations of used laptops by VUMC were transformed into like-new devices for 2,200 Nashville Public School families.

The same year the fund was established, Nashville was selected to participate in ConnectHome, a digital inclusion initiative of the U.S. Department of Housing and Urban Development (HUD). Metro Development and Housing Agency (MDHA) piloted a program to offer low-cost devices, low-cost connectivity, free training, and free technical support to residents of targeted MDHA communities – an effort that the former United States Secretary of Housing and Urban Development, Julian Castro, visited Nashville to learn more about. The success of these interlocking programs was documented in the ConnectHome USA Playbook.



In May 2016, a committee of 75 community leaders and members of Metro government set about to build Connected Nashville, a sustainable multi-year plan to make Nashville a smarter, more connected city through the use of technology and data to meet Nashville's challenges. Connected Nashville strategy 12.3 was turned into reality in 2021 with the Nashville Digital Inclusion Needs Assessment.

## **Nashville Digital Inclusion Needs Assessment**

The Nashville Digital Needs Assessment, funded by Nashville Public Education Foundation, Google Fiber, and the Frist Foundation, was a 2021 countywide resident survey to better understand the digital inclusion needs and resources across Davidson County. The assessment was conducted in partnership with the Nashville Digital Inclusion and Access Taskforce, founded by Dr. Fallon Wilson and Dr. Samantha Perez, Vanderbilt Peabody College, and The Equity Group Community and Public Relations Firm.

The taskforce engaged a research team from the Peabody College of Education and Human Development to complete a comprehensive needs assessment as the basis for recommendations on digital inclusion and equity for Metro Nashville and Davidson County. The data for the report comes from interviews with local non-profit partners, focus groups with community members, and a city-wide quantitative survey.

# INTRODUCTION AND OVERVIEW (CON'T)

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## Needs Assessment Process Overview

### Quantitative Data (3,330 responses total)

- Targeted email, social media (public weblink)
  - ▶ 347 responses
- Random sample mailing
  - ▶ Number of invites: 5,000 mailed surveys
  - ▶ Number of completed responses: 1,020 (20% response rate)
- Targeted field canvassing, with particular focus on vulnerable populations such as underrepresented communities of color, people experiencing homelessness and residents of pre-identified zip codes (37207, 37208 and 37211); shortened version of the survey created to increase the response rate
  - ▶ Number of invitations to participate: 6,312
  - ▶ Number of completed responses: 1,963 (31% response rate)
- Translations available in Arabic, Burmese, Kurdish, Somali, Spanish, and Vietnamese

### Qualitative Data (72 total participants)

- 45 nonprofit interviews
- 5 focus groups



Dr. Tonja Beaird Brown (center), church leader at Greater Bethel Missionary Baptist Church leads youth activities during a Black Churches 4 Digital Equity (BC4DE) Affordable Connectivity Program (ACP) registration drive.

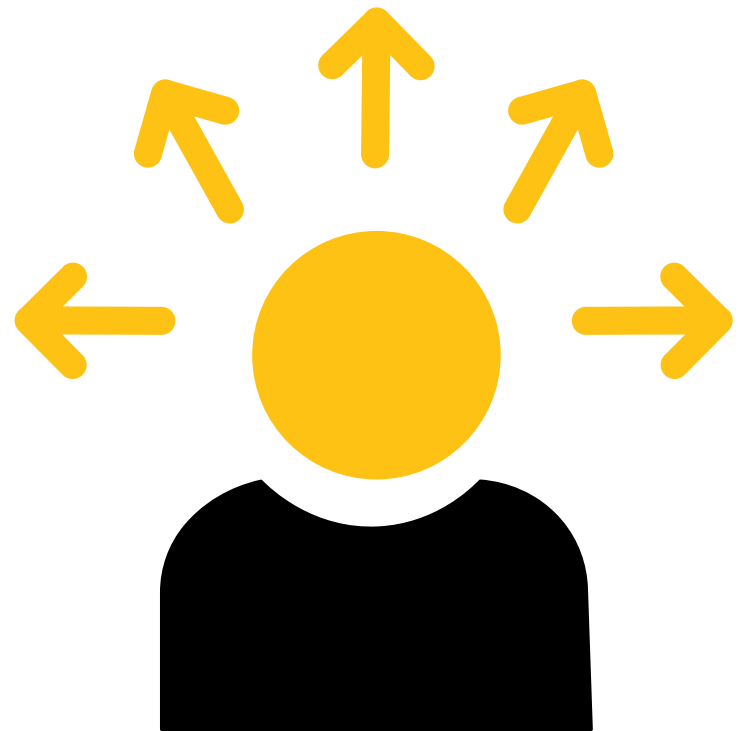


# KEY FINDINGS FROM DIGITAL EQUITY STUDY

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## Beliefs and Attitudes

- **89.7%** of respondents agree or strongly agree that the internet is very important in their lives
- However, **15.6%** of respondents did not feel they had sufficient access to the internet and devices to meet their needs
- **12.3%** overall feel disadvantaged because of their lack of access to the internet; **7.5%** overall feel disadvantaged because of a lack of devices
- **17.7%** of Hispanic/Latinx respondents report that language is a barrier to internet use



## Devices

- Survey respondents were likelier to have smartphones in households than laptops or desktops
- Black and Indigenous respondents had the highest percentage of those reporting having zero of all types of devices
- **20.3%** of participants reported sharing devices, most often laptops



## KEY FINDINGS FROM DIGITAL EQUITY STUDY (CON'T)

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### Access and Use

- **81.5%** of respondents report having home internet access
- But--notably, **18.3%** of respondents report not using the Internet at all

### Affordability

- **55.7%** of people believe the cost of the internet is too high
- However, there is a lack of knowledge about low-cost internet options. **62.5%** of respondents didn't know of any low-cost options





Scan this code to access the Digital  
Equity Needs Assessment webpage  
to view the Executive Summary or visit:  
[www.nashville.gov/DI\\_Needs\\_Assessment](http://www.nashville.gov/DI_Needs_Assessment)



# AFFORDABLE CONNECTIVITY PROGRAM OUTREACH

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One of the goals of this office is increasing enrollment in the Affordable Connectivity Program (ACP), a U.S. Government initiative managed by the Federal Communications Commission (FCC). The ACP supports low-income households in obtaining and paying for internet connectivity and devices. This is a program for which many of our low-income residents are eligible but of which many need to be made aware.

Through this program, participants are eligible to receive:

- Discounted internet service up to \$30/month, including equipment rentals (or low-cost service fully funded)
- Up to a \$75/month discount if residing on Tribal lands
- A one-time discount for a laptop, tablet, or desktop (up to \$100 with copayment)

Eligibility is based on income-to-household size or participation in federal assistance programs.

This past year, both Nashville Public Library and Metropolitan Development and Housing Agency were awarded grants from the FCC to design and deliver targeted approaches to engaging the community to register for the ACP.





# AFFORDABLE CONNECTIVITY PROGRAM

# METRO NASHVILLE AND DAVIDSON COUNTY'S DIGITAL INCLUSION SUCCESSES THUS FAR

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## 2015:

- Nashville Digital Inclusion Fund: founded at Community Foundation to provide funding for digital inclusion efforts across Davidson County
- Anytime Access for All: provides refurbished laptops, training and Comcast Internet discount coupons for 2,200 MNPS families

## 2016:

- ConnectHome pilot

## 2017:

- Connected Nashville publication documents digital inclusion as a necessity in making Nashville a “smarter city”
- Black in Tech Nashville hosts Nashville’s first-ever Tech Inclusion Forum

## 2020:

- As a response to the Covid-19 pandemic, MNPS provides laptops and internet hotspots to all students who need them

## 2021:

- Nashville Digital Inclusion Needs Assessment

## 2022:

- ITS Department established Tennessee's first Digital Inclusion Office and hired the state's first Digital Inclusion Officer

## 2023:

- Digital Inclusion Roadmap defined as a part of Metro ITS Department's strategic planning
- Digital Inclusion Asset Inventory survey documents digital inclusion services provided across Davidson County by local non-profits and other agencies
- Davidson County Digital Inclusion Map offers a visual way for residents to find digital inclusion services in their own neighborhoods
- hubNashville Affordable Internet request
- Affordable Connectivity Program (ACP) Outreach
- Recognized by National Digital Inclusion Alliance as a ***Visionary Digital Inclusion Trailblazer***

## ACTIVE PROGRAMS

# DIGITAL INCLUSION ASSET INVENTORY SURVEY

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In the spring of 2023, Metro Digital Inclusion developed the **Digital Inclusion Asset Inventory**, a catalog of digital inclusion resources in Davidson County. We began the process by developing a survey for local nonprofit partners with an invitation: *Do you currently offer, or do you want to offer, digital inclusion support to the community?* 63 organizations answered the call, with nearly half of them already providing some type of digital inclusion service to the public. All of the information received was compiled and geocoded to develop the **Davidson County Digital Inclusion Map**.

## Purposes/uses of the asset inventory

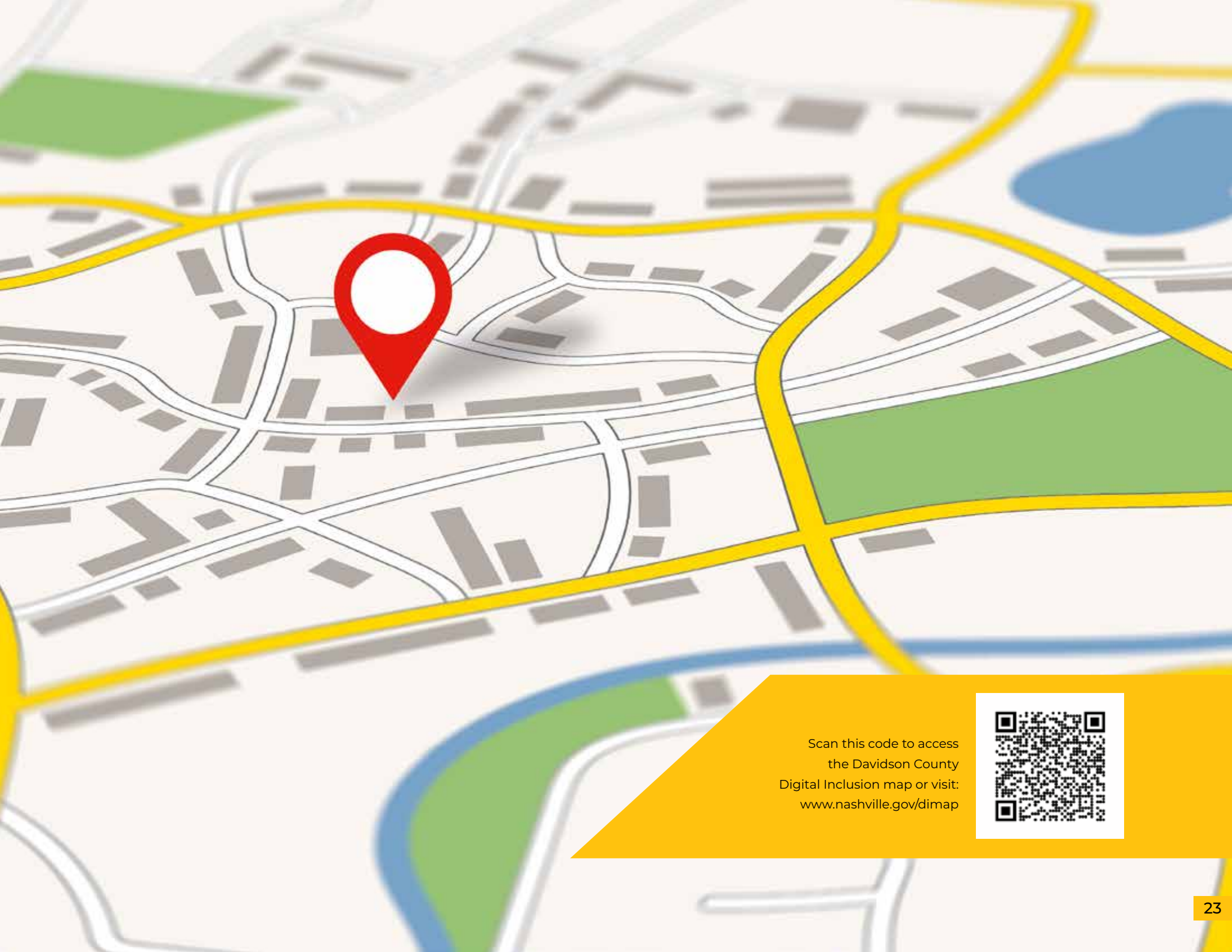
- Identify both assets and needs to connect the two and maximize use of existing resources
- Serve as the basis for Metro's upcoming Digital Inclusion Navigator program by identifying organizations with existing digital inclusion services
- Identify the types of digital inclusion services available locally in order to identify gaps and inform future interventions
- Compile and geocode information to develop the Davidson County Digital Inclusion Map, described in the following section
- Davidson County Digital Inclusion Map on NashvilleMaps

## ACTIVE PROGRAMS

# DAVIDSON COUNTY DIGITAL INCLUSION MAP ON NASHVILLEMAPS

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It's great when there are resources available to help residents thrive in the digital age. However, the resources cannot be useful if they are not easy to access. The Davidson County Digital Inclusion Map is an interactive map on the **maps.nashville.gov** web page. Using this map, an individual can search for technical support, computer and internet access, affordable internet subscriptions, or computer skills training to help them look for jobs, access educational resources, apply for public services or access quality healthcare options. A user can search by topic, organization, or location.



Scan this code to access  
the Davidson County  
Digital Inclusion map or visit:  
[www.nashville.gov/dimap](http://www.nashville.gov/dimap)





## ACTIVE PROGRAMS

# HUBNASHVILLE AFFORDABLE INTERNET REQUEST

In the summer of 2023, hubNashville, Metro's 311 information resource, launched a new service offering: Metro Nashville and Davidson County residents can call 311 or go to [hub.nashville.gov](https://hub.nashville.gov) with Affordable Connectivity Program questions and support requests.



hubNashville team (L-R): Kellie Canfield, Mark Sturtevant (formerly of Metro Public Works), Sharon Smith, hubNashville Director Erin Williams, ITS Microsoft Service Manager and Salesforce Administrator Houston Runion, Kasmere Neal, Stacy Jones, Gloria Aguilera, and Chris Oliver.

 **hubNashville**



Scan this code to access  
the hubNashville or visit:  
[hub.nashville.gov](https://hub.nashville.gov)

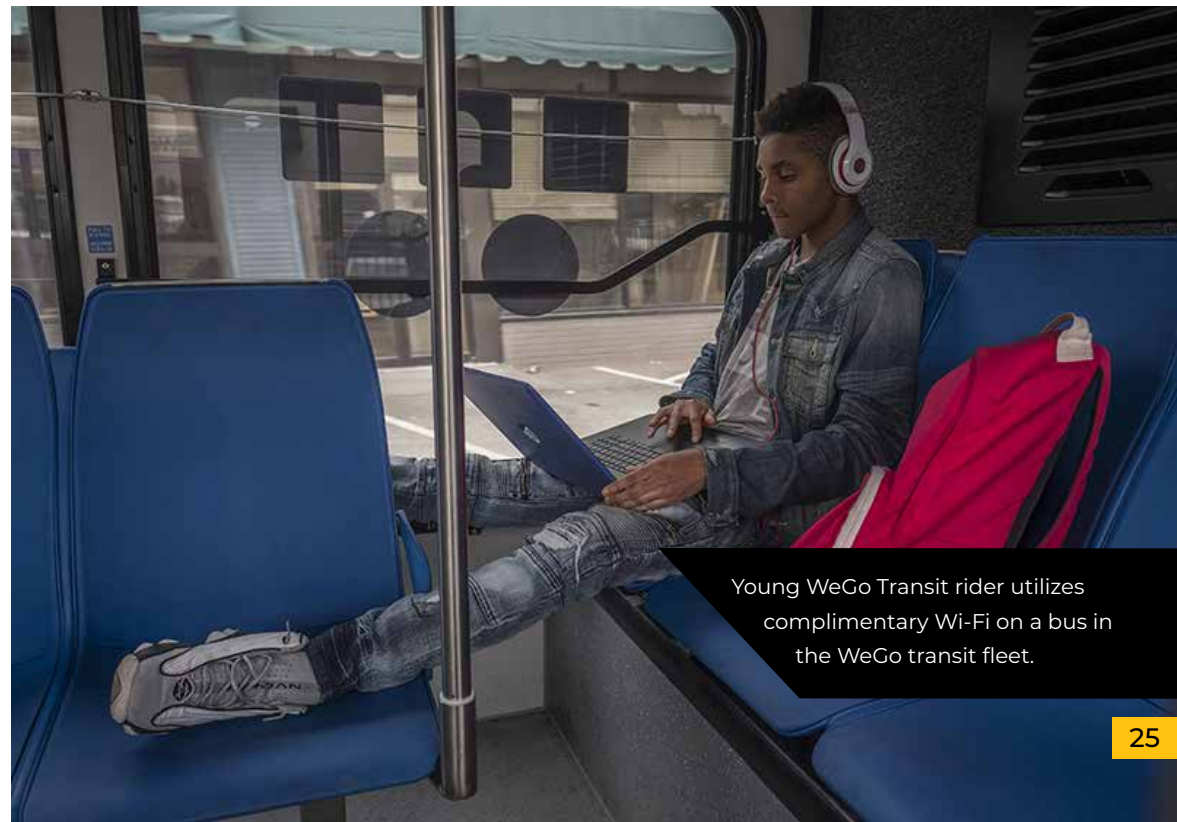


## ACTIVE PROGRAMS

# METRO PUBLIC WI-FI

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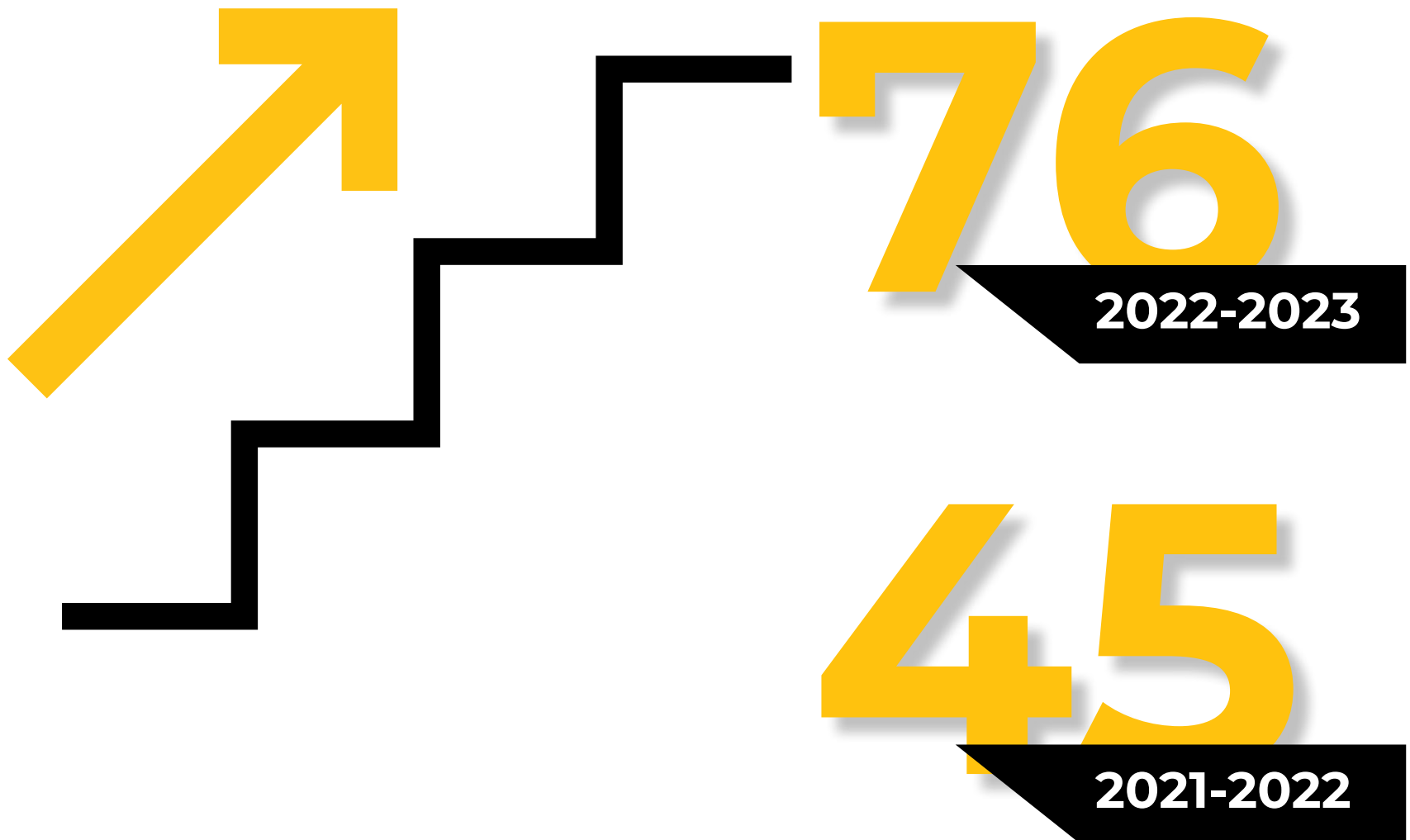
Metropolitan Government of Nashville and Davidson County offers free Wi-Fi in more than 100 Metro public facilities including libraries, Parks community centers and a growing number of outdoor spaces. We are also pleased to provide free Wi-Fi on the entire fleet of buses in WeGo Public Transit, with a goal to pursue adding Wi-Fi on the RTA WeGo Star in the future. As evidence of its importance, “Public Wi-Fi” is one of the top 10 searches on Nashville.gov.



Young WeGo Transit rider utilizes complimentary Wi-Fi on a bus in the WeGo transit fleet.

# NONPROFIT PROGRAM PARTICIPATION

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L-R: Holly Rachel, President of Blacks in Technology-Nashville Chapter, Lennie Patterson, board member of Blacks in Technology - Nashville Chapter, Dominick Sanders, CPPO, CodeNation, Pearl Amanfu, DIO, Metro Digital Inclusion

# OUR PARTNERS

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## HIGHLIGHTING KEY PROJECT PARTNERS FOR FISCAL YEAR 2024.

### **Black Churches 4 Digital Equity**

Black Churches 4 Digital Equity (BC4DE) is a national organization powered by the Multicultural Media, Telecom, and Internet Council (MMTC). BC4DE is a nationwide collaborative supporting Black church leaders in bringing digital opportunity to their local communities.

In September 2023, Metro Digital Inclusion was proud to collaborate with Greater Bethel African Methodist Episcopal Church to launch a live Affordable Connectivity outreach event. Multiple partners participated including Meharry Medical College, Nashville Public Library, and Blacks in Technology - Nashville Chapter, and the State Broadband office. Representative Alejandro Roark, Chief of the Consumer and Governmental Affairs Bureau of the Federal Communications Commission, was also in attendance. Alan Davidson, Assistant Secretary of Commerce for Communications and Information and NTIA Administrator, shared remarks with attendees remotely.





# BLACK CHURCHES 4 DIGITAL EQUITY

POWERED BY MMTTC



## OUR PARTNERS (CON'T)

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### Comcast

- In 2023, Comcast awarded \$55,000 in grants to local non-profit partners to support digital equity in Nashville. Recipients included Conexión Américas, Nashville Public Library's StudioNPL, and Legacy Mission Village. The funds provided opportunities for digital skills training, STEAM (Science, Technology, Engineering, Arts, and Math) educational opportunities, and digital workforce development
- In addition to the grants from the Comcast Foundation, Comcast also responds to community needs through local sponsorships, employee volunteerism, providing technology, equipment, and services to organizations, creating Wi-Fi-connected Comcast Lift Zones, and connecting residents to Comcast's low-cost broadband adoption program, Internet Essentials. Since its launch in 2011, Internet Essentials has connected more than 10 million Americans to the Internet at home – including more than 680,000 in Tennessee
- Additionally, Comcast is participating in the Affordable Connectivity Program (ACP). ACP is available for all speed tiers of Xfinity Internet service including Internet Essentials

*“Comcast is proud to partner with Nashville Office of Digital Inclusion and support the critical work that the non-profit organizations across Nashville are doing. Everyone should have access to the tools and skills needed to thrive in today’s digital world.”*

- Kim Sasser Hayden, Director of External Affairs at Comcast.



COMCAST

## OUR PARTNERS (CON'T)

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### Tech Goes Home Tennessee

- TGH participants receive 15 hours of classroom training to help them understand how to incorporate technology for more ease in their daily lives, receive a new Chromebook or tablet (available to keep upon completion of the course) and receive assistance in obtaining access to low-cost home internet
- Across the state, 11,500+ residents have graduated from TGH TN tailored workshops and programming since 2015
- In winter 2023, Tech Goes Home launched an “Elements of Instagram for Your Business” workshop to teach early childhood directors to effectively use social media and the internet to support recruitment, hiring, and enrollment
- In 2024 TGH TN will launch a new digital skills navigation course in partnership with Metro Nashville to provide nonprofit and community frontline staff across the city with new devices and training





*"Tech Goes Home is ultimately about leveling the playing field for opportunity and access to improve the lives of people across our region. Through the strength of partnerships with libraries, churches, nonprofits, and local governments — like Metro Nashville — we have seen the impact of this work across Tennessee communities. As our partnership work across Metro Nashville deepens, so does our commitment to equip all communities with the digital resources and access needed to succeed in our technology-driven world."*

- Sammy Lowdermilk, Director,  
TGH Tennessee



## OUR PARTNERS (CON'T)

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### Tennessee State Broadband Office

In August 2023, the Tennessee State Broadband Office hosted Tennessee's first-ever Digital Opportunity Summit. Participants representing government, nonprofit, academia, and private sectors attended to collaborate around shared goals for Tennessee and offer feedback on the state's Digital Opportunity Plan. Broadband Grants Coordinators Leah Mims and Codi Drake, who led the development of the plan, also led multiple listening sessions in cities across Tennessee, including Nashville, to gather feedback on a roadmap to help Tennessee bridge the digital divide.





*“Metro Digital Inclusion remains a key partner in our ongoing efforts to ensure high-speed internet and digital opportunities are accessible to all Tennesseans. Through our collaboration on the State Digital Opportunity Taskforce, we work together to bridge gaps, empower communities, and address the digital divide across our state.”*

- Taylre Beatty, State Broadband Director





## OUR PARTNERS (CON'T)

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### Nashville Public Library

Nashville Public Library led the way for Nashville's digital inclusion work since the mid-90s, and NPL continues to work toward digital equity in Davidson County. In 2023, NPL was awarded a grant from the Federal Communications Commission to conduct Affordable Connectivity program outreach across Davidson County.



*"Nashville Public Library has been working to close the digital divide for over 25 years. Having Metro's Digital Inclusion Officer committed to this work with us this year has been a tremendous asset."*

- Marian Christman, Manager, Digital Inclusion Programming, Nashville Public Library



# 80,000

NASHVILLE HOUSEHOLDS  
STILL NEED AFFORDABLE,  
RELIABLE INTERNET.

LET'S CHANGE THAT,  
**TOGETHER.**

You automatically qualify for **FREE**  
or discounted internet if you receive:

- SNAP
- Medicaid
- Federal Public Housing Assistance
- Supplemental Security Income (SSI)
- WIC
- Veterans Pension or Survivor Benefits
- Lifeline
- Or Full Grant

Other low-income households may also qualify

Get more information and application assistance at your local library branch.

**ACP**  
Nashville Public Library Affordable Connectivity Network Program  
Participating locations are marked by the ACP logo on the map.



## OUR PARTNERS (CON'T)

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### Black Tech Futures Research Institute

#BlackTechFutures Research Institute (#BTF) was founded by Dr. Fallon Wilson, previous co-chair of the Connected Nashville smart city planning committee. In 2023, #BTF released a groundbreaking study focused on efforts that cities are making toward strengthening opportunities for Black and Brown people to thrive as part of a robust tech ecosystem.

Premiered in April 2023 with studies conducted in Nashville, Memphis, Birmingham, and Houston, the Black Tech Ecosystem Index (R) is the first of its kind and contains 57 variables and 160 metrics that inform the work of cities to build thriving Black tech ecosystems.

Launched in Nashville, Tennessee in 2020, the institute is sponsored by the Ewing Marion Kauffman Foundation 2020 Open Knowledge Grant and now housed at Stillman College, a private HBCU in Alabama and the only HBCU with a race and tech research center.



#BlackTechFutures  
RESEARCH INSTITUTE



# DREAMING OF A BLACK TECH FUTURE:



## OUR PARTNERS (CON'T)

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### Blacks in Technology - Nashville Chapter

Blacks in Technology-Nashville Chapter (BIT-Nashville) is part of a global nonprofit organization “stomping the digital divide” by providing their members with practical tools and guidance to start or advance their careers. BIT Nashville works to increase diversity in the Nashville Black tech ecosystem

In 2023, BIT-Nashville brought their first Blacks in Technology conference to Nashville at the Omni Hotel. This was the first national conference focused on Black tech advancement our city has seen.

In 2021, BIT-Nashville partnered with HCA Healthcare and Dell Technologies to launch a statewide healthcare tech initiative to offer free data analytics training to nonprofit healthcare organizations.

In 2022, in partnership with Dell Technologies and Tennessee state University, BIT-Nashville launched a youth-focused tech training program to help get Metro Nashville students interested in careers in technology and set them up for entry into Nashville’s growing tech industry. Initially set up as a pilot for 150 high school juniors at RePublic High School in North Nashville, the program is available for expansion to interested Metro high schools to support Metro Nashville’s schools, which serve a majority of students who are Black, Hispanic, or Asian.



*“Blacks in Technology - Nashville Chapter truly values our partnership with Metro Digital Inclusion. Through our collaborative programs, we have been able to expose our members to the various resources and connections that they can utilize as we work together to advance digital equity, and we are happy to partner with the Metropolitan Government of Nashville and Davidson County in these efforts.”*

- Holly Rachel, President, Blacks in Technology - Nashville Chapter



L-R: Holly Rachel, President of Blacks in Technology-Nashville Chapter, Dr. Tonja Dandy, leader at Greater Bethel Missionary Baptist Church, and Lennie Patterson, Blacks in Technology board member, at the Black Churches for Digital Equity (BC4DE) Affordable Connectivity Program (ACP) registration event.

# WHAT'S NEXT?

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## PROGRAM CONTINUATION IN 2024

### **Spring: Digital Navigator Program**

In the fall of 2023, Metro Digital Inclusion applied for and awarded a grant from Comcast to launch a Digital Navigator program. Targeting nonprofit staff, this program offers no-cost training to the people who deliver critical services related to housing, food, job, and more to our residents every day. The training enables them to weave digital inclusion services into their normal service delivery by assessing an individual's or family's type and level of need and providing or guiding them to the right resources to meet those needs. The program will launch in January 2024, with 240 expected to participate in the training, which will commence in the spring of 2024.

### **Summer: Community Engagement**

Working with research partners at Vanderbilt Peabody college, Metro Digital Inclusion will host a series of nonprofit listening sessions during the summer of 2024 summer through CERC to inform refinements to digital navigator program and other forms of community support

## Fall: Data

Metro Digital Inclusion will work closely with Metro's GIS and Data Insights team to understand the developing use of data visualization technologies that can track our identified measures of program success.

## Winter 2024

- Begin developing next iteration of the digital inclusion survey
- Help to coordinate funding opportunities for the community
- Work with the Nashville.gov User Interface/User Experience team to ensure continued expansion of multi-lingual access and improved ADA compliance processes

# FINAL WORDS FROM THE DIO

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As we bring another fruitful year of our Digital Inclusion program to a close, we extend our deepest appreciation and gratitude to each of our invaluable partners who have been instrumental in making this initiative a success.

Since the inception of our program, their unwavering commitment have been the cornerstone of our achievements. Together, we have navigated challenges and celebrated numerous milestones, all of which have contributed to bringing digital opportunity to our community.

This year has been no different. Our partners' collaborative efforts have significantly enhanced our impact. Their dedication to support this work has not only expanded digital literacy but has also fostered inclusivity, enabling individuals to access the tools and resources necessary for success in today's digital landscape.

Pearl Amanfu  
Digital Inclusion Officer  
Metropolitan Government of Nashville and Davidson County





L-R: Dr. Fallon Wilson, Vice President of Policy for the Multicultural Media, Telecom, and Internet Council and the Director of BC4DE, Pearl Amanfu, Digital Inclusion Officer, Alejandro Roark, Bureau Chief, Consumer & Governmental Affairs for the Federal Communications Commission, Marian Christman, Manager of Digital Inclusion programs for Nashville Public Library, and Dominick Sanders, Chief Product and Programming Officer, Code Nation.

# ACKNOWLEDGMENTS

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- ▶ Elyse Adler
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- ▶ Taylre Beatty
- ▶ Jamie Berry
- ▶ #BlackTechFutures Research Institute
- ▶ Lisa Booker
- ▶ Melissa Brown
- ▶ Ed Buckles
- ▶ Tim Burleson
- ▶ Joshua Calvin
- ▶ LaTanya Channel
- ▶ Marian Christmon
- ▶ Jurnell Cockhren
- ▶ Connected Nashville Committee
- ▶ Mayor John Cooper
- ▶ Alex Curtis
- ▶ Dr. Tonja Dandy
- ▶ Alexandria Dirl
- ▶ Codi Drake
- ▶ Joshua Edmonds
- ▶ ER2 IT Asset Management Solutions
- ▶ Amy Fair
- ▶ Noel Ford
- ▶ Frist Foundation
- ▶ Google
- ▶ Grantland Gray
- ▶ Jane Grote
- ▶ Rachel Hanebutt
- ▶ Laura Hansen
- ▶ Karen Hanson
- ▶ Kimberly Hayden-Sasser
- ▶ Colleen Herdon
- ▶ Jennifer Higgs
- ▶ La'Camera House
- ▶ Colleen Hoy
- ▶ Bryan Huddleston
- ▶ Ashford Hughes
- ▶ Benja Hutchens
- ▶ Candy Johnson
- ▶ Community Foundation of Middle Tennessee
- ▶ Daynise Joseph
- ▶ Ellen Lehman
- ▶ Sammy Lowdermilk



- ▶ Robyn Mace
- ▶ Martha O'Bryan Center
- ▶ Lonnell Matthews
- ▶ Stephanie McCullough
- ▶ Ebony McGee
- ▶ Vanessa Melius
- ▶ Metro Action Commission
- ▶ Metro General Services
- ▶ Metro ITS
- ▶ Metropolitan Development & Housing Agency
- ▶ Leah Mims
- ▶ Dr. Hasina Akhtar Mohyuddin
- ▶ Carmen Moore
- ▶ Pastor Byron Moore
- ▶ Dr. Berthena Nabaa-McKinney
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- ▶ Nashville Digital Inclusion and Access Taskforce
- ▶ Nashville Public Education Foundation
- ▶ Nashville Technology Council
- ▶ Maury Nation
- ▶ Mayor Freddie O'Connell
- ▶ Danny Oliver
- ▶ Brad Parnell
- ▶ Juanita Paulsen
- ▶ Dr. Samantha Perez
- ▶ Reverend Garland Pierce
- ▶ Christine Pulle
- ▶ Holly Rachel
- ▶ Susan Reaves
- ▶ Doug Renfro
- ▶ ReviveIT
- ▶ Alejandro Roark
- ▶ Houston Runion
- ▶ Joann Scalf
- ▶ Jackie Shrago
- ▶ Marcy Singer-Gabella
- ▶ Sistas in Digital Equity
- ▶ Adam Strizich
- ▶ Tech Goes Home
- ▶ TN Department of Economic & Community Development
- ▶ Sheila Terry
- ▶ The Enterprise Center
- ▶ Emy Tseng
- ▶ Vanderbilt Peabody College
- ▶ Councilmember Terry Vo
- ▶ Dawanna Wade
- ▶ Stephen Wall
- ▶ Erin Williams
- ▶ Randall Williams
- ▶ Dr. Fallon Wilson
- ▶ Kristin Wilson
- ▶ Lena Winfree
- ▶ Keya Wondwossen
- ▶ Ellen Zinkiewicz

# THANK YOU

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As we conclude this year's report, we want to express our sincerest thanks for the community's unwavering support and partnership. Your contributions have been invaluable, shaping the lives of residents of Nashville and Davidson County. Together, we have made a significant difference, and we are excited about the possibilities that lie ahead as we continue this journey together.

We invite you to reflect on our collective achievements and join us in looking toward the future with optimism and determination. Your ongoing support is crucial as we endeavor to further advance our mission and create a more inclusive and equitable society for all through digital empowerment.

We are particularly thrilled to acknowledge and express our enthusiasm for having Mayor Freddie O'Connell at the helm during this pivotal time. His profound understanding of the technological needs of our community and steadfast support of Metro Digital Inclusion have been invaluable. Mayor O'Connell's visionary leadership and unwavering commitment to fostering technological inclusivity have been instrumental in propelling our initiatives forward. His advocacy underscores the importance of our collective efforts to bridge the digital gap and create a more connected and empowered city and county for all residents.







# **Metropolitan Government of Nashville & Davidson County**

Metro Digital Inclusion

2023 Annual Report

1st Edition

Published on MLK Day, January 15, 2024

Art Direction and Design by Randall Williams.

Metro Information Technology Services





To view the latest information about  
Metro's Digital Inclusion initiatives please visit:  
<https://www.nashville.gov/digital-inclusion>